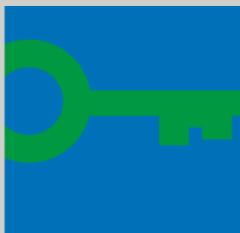




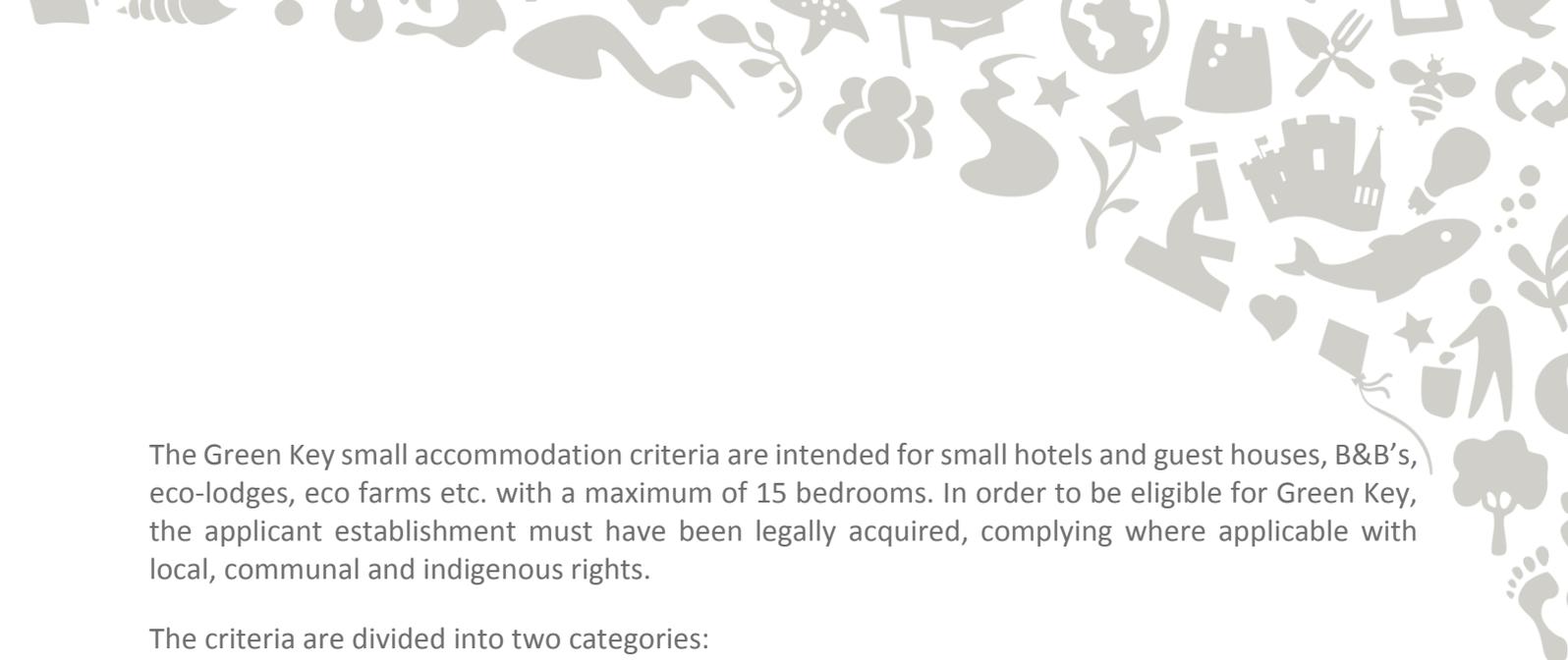
# Green Key Hotel Criteria 2016 -2020



**Green Key**  
**'Goriad Gwyrdd**



cadwch keep  
gymru'n wales  
daclus tidi



The Green Key small accommodation criteria are intended for small hotels and guest houses, B&B's, eco-lodges, eco farms etc. with a maximum of 15 bedrooms. In order to be eligible for Green Key, the applicant establishment must have been legally acquired, complying where applicable with local, communal and indigenous rights.

The criteria are divided into two categories:

Imperative (I) to be fulfilled in every Green Key venue

Guideline (G) a percentage increase is required every year except for the first application

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# 1. ENVIRONMENTAL MANAGEMENT

## **1.1 The management must be involved and appoint an environmental manager from amongst the staff of the establishment. (I)**

To ensure that the work with Green Key is well implemented and administered, the management of the establishment is in charge of appointing an environmental manager.

The appointed environmental manager is in most cases a part-time function. It can be any staff member, but is most often seen to be the chief engineer, head receptionist, the HR responsible or the general manager. The position as environmental manager could be mentioned in the person's job description.

The main functions of the environmental manager include:

- Contact person for all environmental/sustainability matters to management, staff, suppliers and Green Key national/international representatives
- Responsible for instructing and supporting other staff members on environmental/sustainability matters
- Responsible for gathering, managing and updating the environmental data on cleaning, waste and the efficient use of gas, water and electricity
- Responsible for the development and implementation of the environmental policy and action plan of the establishment

During the audit, the environmental manager is normally present to answer and explain about the work at the establishment with regards to environmental matters in general and Green Key related criteria specifically.

## **1.2 The establishment must formulate an environmental policy. (I)**

To ensure an overall frame for the sustainability work of the establishment, an environmental policy is formulated. It describes the overall aims and level of ambition for the environmental performance of the establishment in relation to environmental management and environmental training, information and awareness raising.

In order to constitute a long-term sustainability management system that is suitable to its size and scale, the establishment's environmental policy includes environmental issues as well references to social, cultural, economic, quality, health and safety issues.

The environmental policy is a general statement with a commitment for continuous improvements and the monitoring of it, but it does not deal with specific issues or how to handle them. The environmental policy is more ambitious than only complying with legislation and regulations.

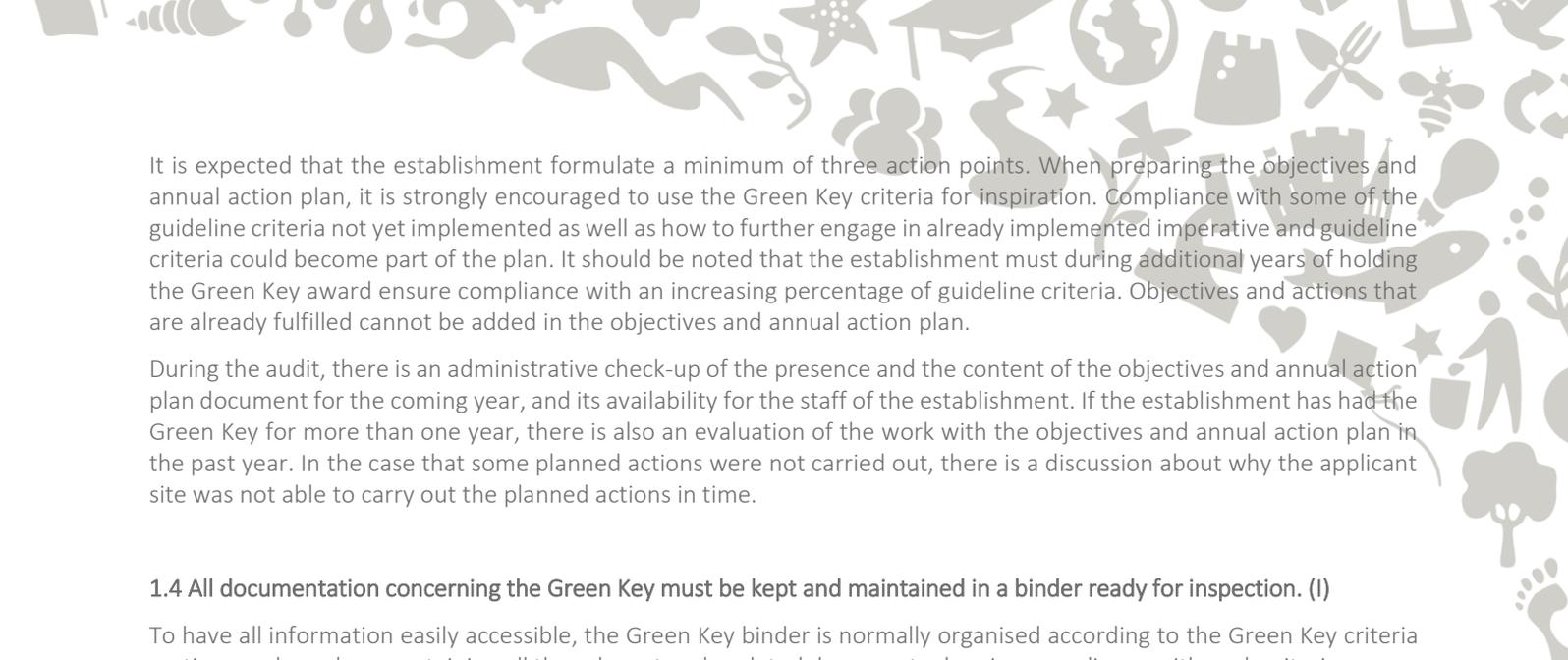
The environmental policy is preferably written in cooperation with the staff and compiled in a way that includes and commits both the contributions from the management as well as from the staff. The environmental policy is normally signed by the general manager of the establishment. After production, the environmental policy is available for all employees of the establishment.

During the audit, the establishment presents the environmental policy document and its availability to the staff of the establishment.

## **1.3 The establishment must formulate objectives and an annual action plan for constant improvement. (I)**

To ensure a more concrete plan for the sustainability work of the establishment, the objectives and annual action plan is formulated. The annual action plan reflects the environmental policy and includes specific objectives and plans to reach the objectives set in the coming 1-3 years.

In order to constitute concrete objectives and actions for the long-term sustainability management system that is suitable to its size and scale, the establishment's objectives and action plan includes environmental issues as well as references to social, cultural, economic, quality, health and safety issues.



It is expected that the establishment formulate a minimum of three action points. When preparing the objectives and annual action plan, it is strongly encouraged to use the Green Key criteria for inspiration. Compliance with some of the guideline criteria not yet implemented as well as how to further engage in already implemented imperative and guideline criteria could become part of the plan. It should be noted that the establishment must during additional years of holding the Green Key award ensure compliance with an increasing percentage of guideline criteria. Objectives and actions that are already fulfilled cannot be added in the objectives and annual action plan.

During the audit, there is an administrative check-up of the presence and the content of the objectives and annual action plan document for the coming year, and its availability for the staff of the establishment. If the establishment has had the Green Key for more than one year, there is also an evaluation of the work with the objectives and annual action plan in the past year. In the case that some planned actions were not carried out, there is a discussion about why the applicant site was not able to carry out the planned actions in time.

#### **1.4 All documentation concerning the Green Key must be kept and maintained in a binder ready for inspection. (I)**

To have all information easily accessible, the Green Key binder is normally organised according to the Green Key criteria sections and numbers containing all the relevant and updated documents showing compliance with each criteria.

The Green Key binder can be a physical binder with paper copies of the various documents or it can be an electronic binder with the documents organised in folders (e.g. as part of the Intranet of the establishment).

During the audit, the Green Key binder is available for inspection in general and for proof of compliance with the various Green Key criteria.

#### **1.5 The environmental manager must ensure that the Green Key criteria are reviewed annually. This is only relevant if the establishment is re-applying for the Green Key award. (I)**

The environmental manager is in charge of going through the Green Key application form and material, the latest audit report and decisions and recommendations made by the national jury or international steering committee.

The environmental manager pays special attention to changes in compliance with imperative or guideline criteria since last review and report it to Green Key. When the environmental manager signs the application for renewal of the Green Key award, it is, at the same time a confirmation that an annual review of the Green Key criteria has been ensured and that the environmental manager confirms compliance with all imperative criteria and the required percentage of guideline criteria.

During the audit, it is checked that the feedback regarding changes in criteria compliance in connection with the application for renewal of the Green Key award is consistent with the outcome of the audit.

#### **1.6 The establishment must establish active collaboration with relevant stakeholders. (I)**

The aim of this criterion is to enhance the active role the establishment plays in creating environmental awareness in the local area around the establishment and promoting environmentally friendly practices to collaboration partners.

The criterion is mainly focusing on collaboration on environmental issues, but it could also refer to social, cultural, economic, quality, health and safety issues. Where appropriate, Green Key encourages the establishment to enter cooperation with stakeholders involved in the protection of local historical archaeological, culturally, and spiritually important properties and sites.

The relevant stakeholders (at least one type should be selected) could be non-governmental organisations, local community groups, local authorities, local residents, local schools, suppliers, etc.

For the collaboration to be considered, it is an active two-way collaboration between the establishment and the relevant stakeholders.

During the audit, documentation showing active collaboration with relevant stakeholders is checked.

#### **1.7 The establishment will measure its carbon footprint using a recognised CO2 measurement tool. (G)**

With this criterion, the establishment uses its measured annual amounts of energy (and potentially also water and waste) to calculate the annual carbon footprint of the establishment through a recognised CO2 measurement tool. The calculation could be used to check the fluctuations in carbon emission of the establishment from period to period with

the aim of reducing it, it can be used to compare carbon emissions between establishments (if so wished), and/or it can be used to offset or encourage offset of the carbon emission.

There are different carbon measurement tools available, including tools that are available freely and tools that are available after payment. Some carbon measurement tools are simple, while other tools are more complex. In some countries, the national Green Key database has developed a CO2 calculation tool.

After calculating the CO2 emission from all sources controlled by the establishment, it has procedures formulated/implemented to minimise them. Offsetting remaining emissions is encouraged.

A carbon footprint measures the total greenhouse gas emissions caused directly and indirectly by a person, organisation, event or product. A carbon footprint is measured in tonnes of carbon dioxide.

During the audit, there is a discussion and an examination of the CO2 measurement tool used, the calculated carbon footprint of the establishment, the procedure to minimise the carbon footprint and the potential of offsetting the remaining emissions.

## 2. STAFF INVOLVEMENT

### **2.1 The management must hold periodic meetings with the staff to brief them on issues concerning existing and new environmental initiatives. (I)**

It is important to inform and engage the staff on the environmental initiatives of the establishment. The management of the establishment therefore normally organises at least 1-3 annual meetings.

The information includes issues of environmental management (water, energy, waste, cleaning, food and beverage, etc.), other sustainability issues, but also issues of awareness raising of guests, staff, suppliers and the surrounding community.

Keeping the staff updated about existing and new environmental initiatives gives the staff a better understanding of their role in the work, but also enables the staff to properly inform and answer questions from guests on the matter. The staff is not only informed about the environmental initiatives, but also have the possibility to contribute with ideas and suggestions.

In many establishments, there is a “green committee” with representatives from the different sectors represented. The green committee is in charge of executing the environmental initiatives in cooperation with the environmental manager as well as informing other staff members about the work.

When planning the meetings, consideration is taken regarding seasonal employees to ensure as much participation of the staff as possible.

During the audit, minutes from the held meetings between the management and staff is presented, and it is also possible to engage staff to know their level of knowledge on environmental initiatives of the establishment.

## **2.2 The environmental manager and other staff members must receive training on environmental and other sustainability issues. (I)**

It is important that the environmental manager (and environmental committee) as well as other staff members receive training on environmental and other sustainability issues, so that suitable and possible solutions for the establishment can be determined and implemented.

The training includes issues of environmental management (water, energy, waste, cleaning, food and beverage, etc.), awareness raising of guests, staff, suppliers and the surrounding community as well as other sustainability issues, addressing social, cultural, economic, quality, health and safety issues. Training could also be extended to add knowledge on other issues within or around the establishment (e.g. biodiversity).

The training can be both external and internal. External training could hold the form of training courses by consultants, experts, guides, product suppliers, study trips, participation in seminars, webinars and other online courses and studies, networks, etc. In some countries, Green Key seminars and webinars are organised to especially focus on trends and ideas in relation to compliance with Green Key criteria, and these meetings can also be used as a networking platform between Green Key awarded establishments.

It is also important that internal courses and training are organised by the environmental manager (and environmental committee) and staff members on how to work with and achieve the environmental objectives and actions planned within the establishment. The internal training can be with individual staff members or groups of staff members.

It is expected that each staff member in the establishment normally participates in at least 1-3 annual training sessions organised by the establishment.

During the audit, there is an examination of information about held external/internal training sessions covering the areas of environmental management and awareness raising, and other sustainability topics (social, cultural, economic, quality, health and safety issues).

## **2.3 The housekeeping service must know and accept the procedures regarding towels and/or sheets use. (I)**

To lower the environmental footprint and thereby cutting costs in connection with the washing and cleaning processes, there are signs displayed in the rooms stating that sheets/towels are change upon request. The signs regarding the reuse of towels are preferably placed in the bathroom of the guest room, and the signs regarding the reuse of sheets are preferably placed near the bed.

In addition to the establishment having the procedure for guests' reuse of towels and sheets, it is also important that this procedure is known and accepted by the housekeeping staff. Not following the established procedures harms the environment and create unnecessary costs, and if guests realise the mismanagement, it can affect the credibility of the establishment and that of Green Key.

Therefore, it is part of the information for and training of the housekeeping staff to familiarise themselves with the procedures of the establishment on this matter, and standard operational procedures for the housekeeping staff is in place to ensure that the procedures regarding reuse of towels and sheets are followed.

During the audit, it is checked that the housekeeping staff has received information/training about the procedures regarding towels and/or sheets use, and that the procedures are incorporated into the standard operational procedures for housekeeping staff.

# 3. GUEST INFORMATION

## **3.1 The Green Key award must be displayed in a prominent place. (I)**

It is required for the establishment to display the standard Green Key plaque by the entrance to the establishment and the standard Green Key certificate by the front desk.



Additional Green Key plaques can be purchased and placed at other strategic locations, and additional copies of the Green Key certificate can be used at other strategic locations (e.g. at the staff information board or canteen).

The display of the award is used by the establishment as a marketing tool presenting the achievement of the Green Key award, but also to create visibility for the Green Key label in general.

During the audit, it is checked that the Green Key plaque and the Green Key certificate for the current period are displayed. If the establishment has not been awarded with the Green Key award in the past period, the planned location of the display of the plaque by the entrance and certificate by the reception is shown.

### **3.2 Information material about Green Key must be visible and accessible for guests. (I)**

The guests visiting the establishment must be able to make themselves more familiar with the requirements for achieving the Green Key label status.

The information about Green Key is available in the public areas, e.g. by an “environmental corner”, on TV monitors, material by the front desk, etc. Information about Green Key can also be provided to guests individually. It is encouraged that the Green Key logo (in the correct format) is displayed as part of the information.

As part of joining the Green Key programme, the establishment provides accurate and complete information with regard to the establishment and its products and services, including sustainability claims, and not promise more than can be or is delivered by the establishment.

During the audit, it is checked that the information material about Green Key is visible and accessible in the public areas or handed out to guests. If the establishment has not had the Green Key award in the past period, the planned information material and location(s) is presented. It is checked that the information is accurate and complete.

### **3.3 Information about Green Key and environmental information must be available on the establishment’s website. (I)**

The establishment’s website must contain short information about the Green Key programme and the fact that the establishment has achieved the award. It is encouraged that the Green Key logo (in the correct format) is displayed. The website also displays short information about the environmental undertakings by the establishment. The information is present in consideration to the establishment’s own branding guidelines. In the rare cases that an establishment does not have a website, it will be exempted from complying with this criterion.

As part of joining the Green Key programme, the establishment provides accurate and complete information about the establishment and its products and services, including sustainability claims, and not promise more than can be or is delivered by the establishment.

During the audit, the information about Green Key and environmental information on the website is shown. If the establishment has not had the Green Key award in the past period, the planned information for the website is presented. It is checked that the information is accurate and complete.

### **3.4 The establishment must keep the guests informed and involved about its environmental work and encourage guests to participate in environmental initiatives. (I)**

It is important that the establishment informs its guests about the environmental undertakings of the establishment (through TV-monitors or other information in public areas, etc.).

Besides informing about the environmental undertakings, it is also important that the establishment adds information about how the guests can be involved and actively participate in the environmental initiatives of the establishment. The active participation can involve issues of environmental management (e.g. water, energy and waste saving), but can also focus on issues related to social, cultural, economic, quality, health and safety issues (for instance support to social charities).

As part of joining the Green Key programme, the establishment provides accurate and complete information about the establishment and its products and services, including sustainability claims, and not promise more than can be or is delivered by the establishment.

During the audit, the information provided for guests and the encouragement for guests to participate in the work is presented. It is checked that the information is accurate and complete.

### **3.5 Persons in charge of welcoming guests must be in a position to inform guests about Green Key and the current environmental activities and undertakings of the establishment. (I)**

With the Green Key award (plaque and certificate) being displayed by the entrance and front desk of the establishment, and information about Green Key and environmental undertakings displayed in the public areas and on the website of the establishment, guests might want to know more. In this case, guests might approach the front desk staff, and it is therefore important that the front desk staff can inform guests shortly about Green Key and the most important environmental activities and undertakings of the establishment.

As part of joining the Green Key programme, the establishment provides accurate and complete information about the establishment and its products and services, including sustainability claims, and not promise more than can be or is delivered by the establishment.

During the audit, the front desk staff are asked to provide basic information about Green Key and the most important environmental activities and undertakings of the establishment. It is checked that the information is accurate and complete.

### **3.6 The establishment must be able to inform guests about local public transportation systems, shuttle bus or cycling/walking alternatives. (I)**

In order to encourage guests visiting the establishment to use other transportation than cars and taxis, the establishment can inform about these alternatives. The alternative transportation includes:

- Local public/private transportation systems (bus, train, metro, tram, boat, etc.)
- Shared taxis/minibus systems
- The possibilities for using shuttle busses provided by the establishment
- For the guests using electric cars, the establishment could have a smart electric vehicle charging station or inform about the nearby locations for charging electric cars.
- Other means of transportation including cycling opportunities and walking alternatives.

The information about local transportation systems and other transportation alternatives is provided by the front desk staff and/or through information material available in the public areas. Support to guests in search of local transportation systems and other transportation alternatives via computer could also be given.

As part of joining the Green Key programme, the establishment provides accurate and complete information about the establishment and its products and services, including sustainability claims, and not promise more than can be or is delivered by the establishment.

During the audit, the information provided by the establishment about local transportation systems and other transportation alternatives is shown. It is checked that the information is accurate and complete.

### **3.7 Information about energy and water saving should be visible to guests. (I)**

As lowering the environmental footprint is achieved by energy and water saving, guests visiting the establishment are informed about the energy and water saving initiatives carried out by the establishment and how guests can contribute to the energy and water saving initiatives.

The information about energy and water saving is included in TV-monitors or information in public areas, etc.

As part of joining the Green Key programme, the establishment provides accurate and complete information about the establishment and its products and services, including sustainability claims, and not promise more than can be or is delivered by the establishment.

During the audit, the information for guests about energy and water saving (and their potential support to energy/water saving) is shown. It is checked that the information is accurate and complete.

### **3.8 The establishment provides its guests with the opportunity to evaluate its environmental and/or socio-cultural performance. (G)**

A feedback questionnaire can provide indication of the guests' satisfaction and awareness concerning the environmental and/or socio-cultural undertakings of the establishment. It can also give an indication of how high the guest values the

work done by the establishment on the environmental and/or socio-cultural performance, which may be helpful for improving the performance and for marketing purposes.

In most cases, the questions related to the environmental/socio-cultural performance are part of an overall satisfaction questionnaire also including a range of other issues, such as quality, price, service, etc.

If the guest feedback in the evaluation of the environmental and/or socio-cultural performance requires corrective action, this is done by, the establishment, where possible.

During the audit, the establishment shows the evaluation questions relating to environmental/socio-cultural performance as well as providing examples of how the guest feedback is used in corrective actions.

## 4. WATER

### **4.1 The total water consumption must be registered at least once a month. (I)**

In order for the establishment to reduce its environmental footprint and thereby cutting costs, it is first of all necessary to have a regular recording of the water consumption at least once a month and calculate the water consumption per guest. If available, the sources of the water are indicated.

It is encouraged to ensure the reading of the total water consumption done more frequently than once a month, as it will produce more detailed information about the total water consumption.

Should any major changes in water consumption occur (especially in the form of larger consumption than expected), the establishment has procedures in place to immediately investigate what may be reason for the changed water consumption and to implement corrective actions.

During the audit, the minimum of monthly registration of the total water consumption is shown as well as information about the procedures for investigating and potentially correcting sudden changes in total water consumption.

### **4.2 Newly purchased toilets must not flush more than 6 litres per flush. (I)**

To reduce the environmental footprint by saving water and thereby cutting costs, toilets purchased within the last 12 months do not exceed 6 litres (or 1.59 US gallons) per flush. In some cases, the water flow in the toilet flush could be further reduced without compromising the comfort of the guests.

Toilets purchased more than 12 months ago are also encouraged to comply with the limit of 6 litres per flush.

During the audit, receipts and documentation for purchased toilets in the past 12 months indicating the maximum flush of 6 litres are shown.

### **4.3 The staff and cleaning personnel must have a system in place to regularly check for dripping taps and leaky toilets. (I)**

Dripping taps and leaking toilets in public areas and staff areas may cause a negative effect on the environmental footprint through excessive water consumption and thereby unnecessary costs.

The standard operational procedures that are in place for the cleaning personnel include regularly check for visibly dripping taps and leaky toilets. In the case of dripping taps and leaky toilets being observed, corrective actions to terminate the leak is implemented.

During the audit, the standard operational procedures for regularly checking for dripping taps and leaky toilets as well as the corrective actions for implementation after observing the leaks is shown.

### **4.4 Water flow from at least 75% of the showers in the guest room must not exceed 9 litres per minute. (I)**

To reduce the environmental footprint through water saving initiatives and thereby cutting costs, the water flow in 75% of the showers in guest bathrooms does not exceed 9 litres (or 2.38 US gallons) per minute. In many cases, the water flow in the showers could be further reduced without compromising the comfort of the guests.

To comply with the criterion, the establishment can either choose to have shower heads with restricted water flow or have water restricting devices by the base of the hoses. Often the reduced water flow is created by mixing water with air

in shower aerators. A short time solution can also be to reduce the water pressure in the water distribution system. Water flow in bathtub taps placed in conjunction with showers are not part of this criterion.

During the audit, the technical datasheets and manuals for the shower heads or water saving devices are shown, and sample measurements of the water flow in a few selected showers in guest rooms in different parts of the establishment are carried out.

#### **4.5 Water flow from at least 75% of the taps in the toilets must not exceed 8 litres per minute. (I)**

To reduce the environmental footprint through lowering the water consumption and thereby cutting costs, water flow in the 75% of the taps in the toilets does not exceed 8 litres (or 2.11 US gallons) per minute. In many cases, the water flow in the taps could be further reduced without compromising the comfort of the guests.

To comply with the criterion, the establishment can either choose to have taps built with restricted water flow or have water restricting devices inserted by the tip of the tap. Often the reduced water flow is created by mixing water with air in tap aerators. A short time solution can also be to reduce the water pressure in the water distribution system.

During the audit, the technical datasheets and manuals for the taps or water saving devices are shown, and sample measurements of the water flow in a few selected taps in the establishment are carried out.

#### **4.6 All wastewater must be treated in accordance with national and local regulations. (I)**

To reduce the environmental footprint of the establishment, it is important that the wastewater generated by the establishment is not discharged untreated. The establishment can either be connected to an existing public sewage system or have the wastewater treated in own sewage system.

It is important that all wastewater is treated to a level in accordance with legislation nationally and/or locally. After treatment, the treated wastewater is released safely with no adverse effects to the local population and the environment.

During the audit, the licence (or other adequate documentation) of the establishment regarding the wastewater treatment (including safe release without adverse effects to the local population and the environment) is presented.

#### **4.7 Separate water metres are installed in areas with a high degree of water consumption. (G)**

To better trace the water consumption from the different parts of the establishment, additional/separate water metres are installed, especially in areas with a high water consumption (e.g. kitchen, swimming pool, etc.). Some establishments have chosen to have separate water metres for each room.

Providing more accurate information through the additional/separate water metres about the different sources of water use enables the establishment to prepare better target strategies for reduction of water consumption and thereby lower the environmental footprint and cut costs. It also facilitates the possibility for faster discovery of the location of leaks.

With more water metres installed, the consumption of each water metre is collected and registered. It is encouraged that the reading of the water consumption from the different water metres is done more frequently than once a month, as it will produce more detailed information about the water consumption from each water metre.

During the audit, the minimum of monthly registration of the water consumption from the different water metres is shown (including indication of location) as well as information about the procedures for investigating and potentially correcting sudden changes in water consumption.

#### **4.8 Water flow from taps and toilets in public areas should not exceed 6 litres per minute. (G)**

To reduce the environmental footprint through water saving and thereby cut costs, taps and toilets in public areas (if available) do not exceed 6 litres (or 1.59 US gallons). In some cases, the water flow in the taps or toilet flush could be further reduced without compromising the comfort of the guests. Having sensors in the public toilets also contribute to the further reduction of the water consumption.

During the audit, receipts for purchased toilets and technical datasheets/manuals for taps (or water saving devices) in public areas showing the maximum 6 litres are shown, and a sample measurement of the water flow in a few selected taps are carried out.

#### **4.9 Wastewater is re-used (after treatment). (G)**

To lower the environmental footprint and reduce water consumption, wastewater is, where feasible, reused after treatment (either if the treatment is done by public wastewater treatment plant or by the establishment's own facility). The wastewater can be used as fertiliser for fields, the green areas of the establishment or elsewhere appropriate. The reuse of treated wastewater is done safely with no adverse effects to the local population and the environment.

During the audit, information about the reuse of treated wastewater is provided, and use of the treated wastewater not adversely affecting the local population and the environment is documented.

#### **4.10 Rainwater is collected and used for toilets or other suitable purposes. (G)**

To reduce the environmental footprint through water saving and thereby cutting costs, rainwater is collected and used for toilets or other suitable purposes, such as irrigation of the green areas of the establishment. The collection of rainwater is done safely with no adverse effects to the guests and staff of the establishment, the local population and the environment.

During the audit, the installations of the collection of rainwater is shown, and information is provided on how the use of the collected rainwater has no adverse effects to the guests and staff of the establishment, the local population and the environment.

#### **4.11 Newly purchased toilets have 3/6 litres dual flush. (G)**

As dual flush toilets ensure a lower environmental footprint through reduced water consumption and thereby cutting costs, toilets purchased within the last 12 months for guest rooms, public areas and/or staff areas have a dual flush of maximum of 3/6 litres (0.79/1.59 US gallons). In some cases, the flush water consumption could be further reduced without compromising the comfort of the guests and staff.

During the audit, receipts for purchased toilets in the past 12 months indicating a dual flush of maximum 3/6 litres is shown and presence of dual flush toilets are visually inspected.

#### **4.12 The swimming pool follows nationally approved standards on water quality, health and safety. (G)**

In the case that the establishment has a swimming pool, the establishment follows nationally approved standards on water quality, health and safety for swimming pools. It is important that the water quality is monitored regularly as per national standards.

The cleaning and disinfection of the swimming pool follows national standards. The use of swimming pool disinfectants is kept at a minimum, and products not containing harmful substances are to be used, when available (chlorine could e.g. be supplemented with the use of ozone or UV light). Cleaning and disinfection products are stored safely (see criterion 6.7).

It is also important that the safety at the swimming pool follows the national requirements in relation to rules for using the pool, availability of lifeguards, etc.

During the audit, documentation showing that the swimming pool follows nationally approved standards on water quality, health and safety is presented.

#### **4.13 The swimming pool is covered or has other systems in place to limit water use. (G)**

In countries with high temperatures, outdoor swimming pools contribute to higher environmental footprint through increased water consumption and thereby costs due to the considerable amount of water evaporation. A swimming pool, when not in use, therefore has a cover or other systems in place (e.g. a gel layer). The cover or other systems is to be used outside the opening hours of the swimming pool and/or in periods with low use of the swimming pool.

Due to weather conditions, outdoor swimming pools can in certain places and periods of the year use heated water. In this case, the cover or other system assists in energy saving.

During the audit, information about the use of the cover or other systems for outdoor swimming pools is provided.

#### 4.14 Regular checks show that there is no leak in the swimming pool. (G)

Leaks in outdoor or indoor swimming pools can significantly increase the environmental footprint through higher water consumption and thereby create additional expenses. The establishment therefore has a system put in place to regularly check for leakage in the swimming pool system.

Monitoring can be in the form of a visual inspection around the swimming pool, but it is a better solution to install a separate water metre monitoring the water consumption of the swimming pool. It is strongly recommended that the inspection is carried out daily.

During the audit, the procedure for regularly checking for leaks in the swimming pool is presented.

## 5. WASHING AND CLEANING

### 5.1 There must be signs in the rooms informing guests that sheets and/or towels will only be changed upon request. (I)

To lower the environmental footprint and thereby cutting costs in connection with the washing and cleaning processes, there are signs displayed in the rooms regarding sheets/towels change upon request. The signs regarding the reuse of towels are preferably placed in the bathroom of the guest room, and the signs regarding the reuse of sheets are preferably placed near the bed.

The signs inform the guests about the standard procedure of the establishment in relation to changing sheets and towels (e.g. every third day) and supplemented with information about the procedure if a guest would like a more frequent change than the standard procedure. The signs can also inform about the two different procedures for the guests in case they want or do not want the change of sheets and towels.

It is strongly encouraged that the establishment has a procedure in place both regarding the reuse of towels and of sheets.

The signs can be produced by the establishment or be a standard sign produced by the chain of the establishment.

In the cases where an establishment does not offer towels as part of the service, the requirement regarding reuse of towels are not relevant.

During the audit, the signs regarding the change of towels and/or sheets in the guest rooms are checked as well as the procedure of the establishment regarding the change of towels and/or sheets in the guest rooms.

### 5.2 Newly purchased chemical cleaning products for daily use must either have a nationally or internationally recognised eco label or cannot contain compounds listed in the Green Key blacklist. (I)

To lower the environmental footprint, the use of hazardous chemicals in cleaning products is minimised. The establishment ensures that all chemical cleaning products for daily use in all parts of the establishment purchased within the last 12 months have a nationally or internationally recognised eco-label.

Alternatively, the establishment ensures that the daily cleaning products purchased within the last 12 months do not contain compounds (stated in the product description to be obtained from the supplier) listed in the Green Key blacklist:

#### **Surfactants:**

- Surfactants that are not readily biodegradable under aerobic conditions
- Surfactants that are biodegradable under anaerobic conditions and that are classified with H400/R50
- Alkylphenolethoxylates (APEOs), nonylphenolethoxylates (NPEOs) and derivatives
- Quaternary ammonium compounds that are not readily biodegradable.

#### **Sequestering or anti-scaling agents:**

- EDTA (ethylenediamine tetraacetate) and his salts, phosphates

#### **Acids:**

- Phosphoric acid, hydrochloric acid, sulfuric

#### **Bases:**

- Ammonium hydroxide

#### **Solvents:**

- Detergents containing more than 6% by weight of VOCs with a boiling point lower than 150°C

#### **Chlorine:**

- Reactive chloro-compounds (such as sodium hypochloride)

#### **Conservators:**

- Formaldehyde
- Antimicrobial or disinfecting ingredients added for other purposes than preservation.
- Bioaccumulable preservatives classified as H410, H411, R50/53 or R51/53. Preservatives are not regarded as bioaccumulable if BCF<100 (bioconcentration factor) or logKow < 3 (log octanolwater partition coefficient)

The environmental manager examines the product descriptions with the cleaning staff. Besides ensuring that each of the products have an eco-label or are without the compounds as listed in the Green Key blacklist, special attention is also to be paid to dosage, safety precautions and other instructions concerning correct use (see also criterion 6.7). If the establishment contracts an external professional cleaning company, the contractor complies with the demands for the newly purchased cleaning products as stated above.

During the audit, the establishment presents the information about each daily cleaning product purchased within the last 12 months by the establishment or contracting company, and how they either have a recognised eco-label or do not contain the compounds in the Green Key blacklist. During the visual inspection, a few of the daily cleaning products are selected for spot-check for compliance with the requirements in this criterion.

### **5.3 Disinfection substances must only be used when necessary and in correspondence with the legislation on hygiene. (I)**

Chemical disinfection substances are only to be used in cases where insects or fungi constitute a significant nuisance or health risk, and the disinfection cannot successfully be replaced by other methods.

Due to the potential impact on environment and health, the use of the disinfection substances is reduced to the minimum, replaced by less harmful substances and/or only be used when absolutely needed. It is important to ensure correct dosage and correct handling of the disinfection substances (see criterion 6.7). The use is done in accordance with the national and local environmental and hygiene legislation. The disinfection substances preferably comply with the requirements of the Green Key blacklist.

During the audit, the establishment provides information about the type of disinfection substances used as well as information about the need, dosage and handling of the disinfection substances.

### **5.4 In EU countries, newly purchased paper towels, facial tissues and toilet paper must be made of non-chlorine bleached paper or awarded with an eco-label. (I)**

International or national recognised eco-labels for paper towels, facial tissues and toilet paper are evidence for a lower environmental footprint through a more environmentally friendly production process. Alternatively, it can also be checked if the products are produced from non-chlorine bleached paper (as bleaching of paper causes additional use of energy and chemicals).

The requirement is obligatory for establishments located in EU countries, while it is strongly encouraged that establishments in countries outside EU also implement and comply with the requirement.

During the audit, it is checked that the paper towels, facial tissues and toilet paper purchased within the last 12 months are made of non-bleached paper or awarded with an eco-label.

### **5.5 In non-EU countries, newly purchased paper towels, facial tissues and toilet paper must be made of non-chlorine bleached paper or awarded with an eco-label. (G)**

International or national recognised eco-labels for paper towels, facial tissues and toilet paper are evidence for a lower environmental footprint through a more environmentally friendly production process. Alternatively, it can also be checked if the products are produced from non-chlorine bleached paper (as bleaching of paper causes additional use of energy and chemicals).

The requirement is obligatory for establishments located in EU countries, while it is strongly encouraged that establishments in countries outside EU also implement and comply with the requirement.

During the audit, it is checked that paper towels, facial tissues and toilet paper purchased within the last 12 months are made of non-bleached paper or awarded with an eco-label.

### **5.6 The establishment uses eco-labelled dishwasher and laundry detergents. (G)**

The use of dishwasher and laundry detergents is kept at a minimum (using correct dosage) and with an internationally or nationally recognised eco-label are used as these products have a lower environmental footprint compared with the use of non-labelled products.

During the audit, it is checked that the dishwasher and laundry detergents are awarded with an eco-label.

### **5.7 Fibre cloth is used for cleaning to save water and chemicals. (G)**

The use of micro fibre cloths for cleaning significantly reduces the environmental footprint through the use of less water and detergents (chemicals) use and thereby helps cutting costs for the establishment.

During the audit, it is checked that micro fibre cloths are purchased and used for the cleaning.

### **5.8 The establishment avoids fragrance spray and perfume in connection with washing and cleaning. (G)**

To lower the environmental footprint by using less chemical substances and to decrease the risks of allergy reactions, the establishment avoids the use of fragrance spray and perfume in connection with washing and cleaning.

This requirement applies if the staff of the establishment are in charge of the washing and cleaning or if the work is outsourced to a third-party contractor.

During the audit, the washing and cleaning products used are checked for fragrance spray and perfume, or the establishment provides a statement from the providers of the washing and cleaning products or the third-party contractor that the used washing/cleaning products do not contain fragrance spray or perfume.

## **6. WASTE**

### **6.1 The establishment must separate waste as per national legislation but with a minimum of three categories. (I)**

To promote the reuse and recycling of waste, the establishment separates the waste as per national (including local) legislation but in a minimum of three categories.

Examples of the types of separated waste are paper, cardboard, metal, cans, glass, plastic, bottles with refund, organic waste, garden waste, cooking oil, etc. General waste or other waste is not considered as a category.

Besides the separation of waste, the establishment is encouraged to reduce the amount of waste, e.g. by having agreements with suppliers on the collection and reuse of material used for receiving food and beverage products.

It is strongly encouraged that the establishment ensures that as much as possible of the separated waste is recycled/reused.

The separated waste is stored safely in compliance with national/local legislation on the matter.



In several countries, legislation no longer allow products containing CFC/HCFC, so it is not possible to buy pumps and refrigeration plants containing these compounds. If the national or local legislation forbids products containing CFC/HCFC, then the establishment must comply with the legislation on the matter.

During the audit, the establishment presents the information about national/local legislation concerning the use of CFC/HCFC as well as information about compliance with the legislation. If the legislation does not ban the use of CFC/HCFC, the establishment must present the documentation that pumps and refrigeration plants purchased within the last 12 months do not contain CFC/HCFC.

#### **6.6 Disposable cups, plates and cutlery must only be used at certain events and in connection with take-away of food and drinks. (I)**

To limit the use of resources and the amount of created waste, it is strongly encouraged that the establishment avoids the use of disposable (single use) cups/glasses, plates and cutlery. If the establishment decides to use disposable cups/glasses, plates and cutlery it is only done in certain limited circumstances/areas, namely at certain events and in connection with take-away of food and drinks.

#### **6.7 Hazardous solid and liquid chemicals must be stored in separate containers preventing leaking and contamination of the environment. (I)**

Hazardous chemicals (including waste), regardless of being in solid or liquid form, must be separated and carefully stored in separate appropriate containers to avoid any leaking or contamination of the environment.

The separated hazardous chemicals are stored safely in compliance with relevant national/local legislation. It is strongly encouraged that the hazardous chemicals are kept in a locked room separated from other waste. The location of the hazardous chemicals is properly ventilated to avoid a health and safety risk for staff entering the room.

Examples of the types of separated hazardous chemicals are pesticides, paints, batteries, light bulbs, cleaning material, disinfection substances, etc.

In addition to the safe storage of the hazardous chemicals in separate containers, there is a safe management policy for handling the hazardous chemicals without potential mixing of drips and spills.

Besides the separation and safe storage of hazardous chemicals, the establishment is encouraged to reduce the amount of these types of chemicals or substitute (when available) by products less harmful for the environment.

During the audit, the safety data sheets for each chemical is checked, and during the visual inspection containment of the different types of hazardous solid and liquid chemicals is inspected.

#### **6.8 Hazardous solid and liquid chemical waste must be transported safely to an approved reception facility. (I)**

After the establishment has ensured the safe separation and storage of the hazardous solid or liquid chemical waste, it is also important to ensure that the hazardous waste is safely transported to a reception facility approved to receive and handle hazardous waste.

Public authorities or private companies approved to deal with transportation of hazardous waste are preferably in charge of the transporting it to the nearest appropriate reception facility. Alternatively, the establishment may be in charge of transporting the hazardous waste if done in an environmentally and health-wise safe way complying with national/local regulations.

It is possible that the establishment enters a cooperation with other establishments on joint transportation of the separated hazardous waste, if it is done safely and without compromising the subsequent treatment of the separated hazardous waste.

During the audit, the establishment presents documentation on how transportation of the hazardous waste is done safely complying with national/local regulation to the nearest appropriate approved reception facility.

#### **6.9 Each toilet must have a waste bin. (I)**

Each bathroom has a waste bin, so that hygiene waste is collected instead of being flushed through the toilet and sewage system. During the audit, the presence of a waste bin in the bathroom is checked during the visual inspection.

#### **6.10 The establishment must register the total amount of waste and have a waste plan in place to reduce and/or reuse waste. (G)**

It is important to know the exact amount of the different types of separated waste in order for the establishment to have a plan on lowering the environmental footprint through reducing, recycling and/or reusing waste and thereby cut costs.

The establishment therefore has a monthly registration of the exact amount of the different types of separated waste. Alternatively, the establishment can also request an external waste audit.

The registration of waste in the different categories is then used to formulate a waste plan on how to reduce, recycle and/or reuse the amount of received waste in the different categories.

During the audit, the establishment presents the overview of the amount of waste collected per category as well as a waste plan on how to reduce, recycle and/or reuse waste.

#### **6.11 Guests have the possibility to separate waste into categories that can be handled by the waste management facilities. (G)**

In order to create awareness among guests on waste, the establishment offers the possibility for guests to separate their waste. The waste separation receptacles for guests are placed in the public areas (reception, restaurant, conference areas, parking areas, etc.). The waste containers are not to be placed close to escape routes and emergency exits.

The waste separation can be in the form of separate bins for separate waste or one bin with separation for separate waste. It is very important that there are clear instructions/signs (preferably icons or illustrations) indicating the different bins/compartments for the different types of waste. It is alternatively possible to have a system of separate waste placed in separate locations.

The information for guests about waste sorting possibilities is included in the information about the environmental undertakings of the establishment (through the TV-monitors or other information in the public areas). The establishment provides accurate and complete information as part of joining the Green Key programme.

During the audit, the waste separate system (with easily understood information) for guests is shown during the visual inspection.

#### **6.12 Toiletries such as shampoo, soap, shower caps, etc. in rooms are not packaged in single dose containers. If so, they must be packaged in material that can be recycled or is biodegradable. (G)**

To lower the environmental footprint by reducing the amount of waste created, the establishment does not use individually packaged single dose containers of shampoo, shower gel, soap, shower caps, etc. This applies to bathrooms in guest rooms, toilets in public areas and toilets/showers in staff areas. Instead larger dispensers for shampoo, shower gel and soap are recommended. Other toiletries are only handed out upon request by contacting the reception.

If the establishment chooses to have individually packaged single dose containers, the packaging material is as environmentally friendly as possible by having an eco-label or be recyclable or biodegradable.

During the audit, the establishment describes the procedure regarding individually packaged single dose containers of various toiletries and the material of their packaging. During the visual inspection, the presence of the individually packaged single dose containers of various toiletries and their packaging material is checked.

#### **6.13 Soaps provided for the guests have a nationally or internationally recognised eco-label. (G)**

To lower the environmental footprint by reducing the amount of chemicals used, the establishment offers the guests environmentally friendly soap having a nationally or internationally recognised eco-label. This applies to toilets in public areas and is encouraged for staff areas.

During the audit, the establishment describes the purchase policy of soap products, and during the visual inspection, the presence of soap with a nationally or internationally recognised eco-label is checked.

**6.14 Single dose packages for cream, butter, jam etc. are not used, reduced or packaged in material that can be recycled. (G)**

To lower the environmental footprint by reducing the amount of waste created, the restaurant/dining areas of the establishment do not use single dose packages for cream, butter, jam, etc. If single dose packages are used, it should be reduced to a minimum and/or packaged in recyclable materials.

During the audit, the establishment describes the procedure used in the restaurant/dining areas regarding single dose packaged cream, butter, jam, etc. If used, the procedure includes procedures for reducing the use of these products and/or the packaging of the products in recyclable materials.

**6.15 The establishment arranges for the collection and disposal of packaging with an appropriate supplier. (G)**

The amount of waste produced by the establishment can be further reduced with the establishment making an agreement with the various suppliers to deliver goods in packaging material that can be returned and reused (e.g. plastic cans, expanded polystyrene boxes, plastic boxes, etc.).

During the audit, the establishment presents the agreements with suppliers regarding the collection and reuse of packaging material.

**6.16 The establishment uses biodegradable disposable cups, plates and cutlery. (G)**

In the case that disposable cups/glasses, plates and cutlery are used, the establishment uses biodegradable materials to allow the establishment to have better waste treatment and lower environmental footprint caused using disposable cups/glasses, plates and cutlery.

During the audit, the information about the disposable cups/glasses, plates and cutlery being produced in a biodegradable material is presented.

**6.17 Organic waste is composted. (G)**

To reuse the amount of waste from organic sources, the establishment has a system for composting its organic waste (food waste and/or garden waste). The organic waste can also be used for biogas. It is important that composting is done without affecting the hygiene for the guests, staff and surrounding community.

During the audit, the establishment describes the procedure for composting/reuse of organic waste, and during the visual inspection the composting station is visited, if applicable.

## 7. ENERGY

**7.1 Energy use must be registered at least once a month. (I)**

In order for the establishment to lower its environmental footprint by reducing its energy consumption and thereby cutting costs, the establishment records its total energy consumption at least once a month and calculates the energy consumption per guest. If available, the sources of the energy consumption are indicated.

It is encouraged to ensure reading of the total energy consumption done more frequently than once a month, as it will produce more detailed information about the total energy consumption.

Should any major changes in energy consumption occur (especially in the form of a greater consumption than expected), the establishment has procedures in place to immediately investigate the reason for the changed energy consumption and to implement corrective actions.

During the audit, the monthly registration (as a minimum) of the total energy consumption is shown as well as information about the procedures for investigating and potentially correcting changes in total energy consumption.

**7.2 Heating and air-conditioning control systems must be applied according to the seasonal changes or when the establishment's facilities are not in use. (I)**

To reduce the environmental footprint by lowering the energy use and thereby cutting costs, the establishment has a system in place to control the heating and air-conditioning in the establishment.

It can be a centralised automatic or manual computerised system (building management system) of changing or switching off the heating and air-condition system. It can also be an adjustment of the heating and air-condition done manually in the different parts of the establishment described in the standard operational procedures for the staff.

The control system considers the changes of season and the use or non-use of the different parts of the establishment (conference facilities, restaurant areas, other public areas, etc.).

During the audit, the establishment demonstrates the building management system and/or standard operational procedure showing that the heating and air-conditioning control system is in place.

### **7.3 At least 75% of the light bulbs are energy efficient. (I)**

As light bulbs constitute a significant amount of energy consumption, the establishment, in order to lower the environmental footprint, ensures that at least 75% of all light bulbs (including halogen lamps) in the establishment are energy efficient. The requirement is valid for public areas (including lobby, restaurants, conference area, halls, etc.) and the staff areas.

The most energy efficient and therefore preferred light bulbs are LED, but other energy-efficient light bulbs (compact fluorescent lighting, CFL) can also be used.

Energy efficient light bulbs are in most cases more expensive than non-energy efficient light bulbs, but besides being more energy efficient, these light bulbs last much longer and will not need replacing as often as non-energy efficient light bulbs.

It would be possible under exceptional circumstances for a first-time applicant to apply for a dispensation to only have a minimum of 50% of the light bulbs energy efficient. Dispensation will be granted only if the establishment can provide a good reason for not having reached a minimum of 75% energy efficient light bulbs before applying for Green Key, and provide a clear plan of action on how to reach the minimum of 75% energy efficient light bulbs within the first 6-12 months.

During the audit, the establishment provides the overview demonstrating that at least 75% of the light bulbs in the establishment are energy efficient, and during the visual inspection the amount of energy efficient light bulbs in a few selected parts of the public areas and in the staff areas are checked. In the exceptional cases, where an establishment only complies with a minimum of 50% energy efficient light bulbs, it must provide documentation clearly explaining the reasons for not having reached at least 75% energy efficient light bulbs as well as a plan of action for reaching the required level within 6-12 months.

### **7.4 Fat filters in the exhaust must be cleaned at least once a year. (I)**

The exhausts in the kitchen consume more energy if the fat filters are not cleaned regularly. To lower the environmental footprint, it is therefore required that the fat filters in the exhausts are cleaned at least once a year but preferably more often.

During the audit, the establishment provides information about the standard operational procedure for the cleaning of the fat filter (including information about last date of cleaning the fat filter).

### **7.5 The surfaces of the heating/cooling exchanger of the ventilation plant must be cleaned at least once a year. (I)**

It is therefore necessary that the surfaces of the ventilation plant's exchanger are cleaned at least once a year but preferably more often to ensure optimal, and therefore energy efficiency is maintained

During the audit, the establishment provides information about the standard operational procedure for the cleaning of the ventilation plant's heating/cooling system. (including information about last date of cleaning).

### **7.6 The ventilation system must be checked at least once a year and repaired if necessary in order to be energy efficient at all times. (I)**

For the overall ventilation system to lower the environmental footprint through being energy efficient and thereby cut costs, it is checked regularly (at least once a year).

It is strongly encouraged that the ventilation system is checked by an external energy company, but it can also be controlled internally by e.g. the chief engineer of the establishment.

If the check-up of the ventilation system reveals the need for repairing, the establishment ensures the repairing. It is strongly encouraged that the repairing is done immediately, but if it is not possible, the repairing of the ventilation plant is ensured within 1-2 months from the check-up.

During the audit, the establishment provides information about the procedure for the monitoring of the overall ventilation system externally or internally. Information about the date for the last held check of the ventilation system (within the last 12 months) and the outcome of the check (including the repairing done, if needed) is as well be provided.

#### **7.7 Refrigerators, cold stores, heating cupboards and ovens must be equipped with intact draught excluders. (I)**

The energy consumption of refrigerators, cold (or freezing) stores, heating cupboards and ovens are increased if the units do not possess intact draught excluders. The draught excluders can be in the form of rubber seals around the doors of the equipment and/or it can be plastic stripes in front of the doors.

The draught excluders can suffer from wear and tear as time goes by. It is therefore necessary that the draught excluders of the equipment are examined at least once a year, but preferably more frequently. Should the check reveal that the draught excluders are no longer intact, it is necessary that the establishment immediately ensures a repairing/replacing of the faulty draught excluders.

During the audit, the establishment provides information about the procedure for the check of the draught excluders and information about the date for the last held check (within the last 12 months) as well as information about the outcome of the check and the repairing/replacement done, if needed. The visual inspection includes a check that draught excluders are intact in selected refrigerators, cold (or freezing) stores, heating cupboards or ovens.

#### **7.8 The establishment has defined a standard temperature for cooling and heating in meeting rooms. (I)**

To lower the environmental footprint having best possible control over the energy consumption and thereby cutting costs, the establishment has defined a standard temperature for cooling and heating in meeting rooms.

The standard cooling temperature should be set at a minimum of 22oC (72oF) and the heating temperature at a maximum of 22oC (72oF). It is strongly encouraged to have the standard cooling temperature set higher and the standard heating temperature set lower than mentioned above.

The standard temperature can be set automatically from a central system or it could be set manually in each meeting room.

It will still be possible for guests in the meeting rooms to have the standard temperature changed manually or via contacting the reception.

During the audit, the establishment presents its standard operational plan for the defined standard temperature for cooling and heating in meeting rooms, and the visual inspection will (where possible) check that selected meeting rooms have the standard defined temperature.

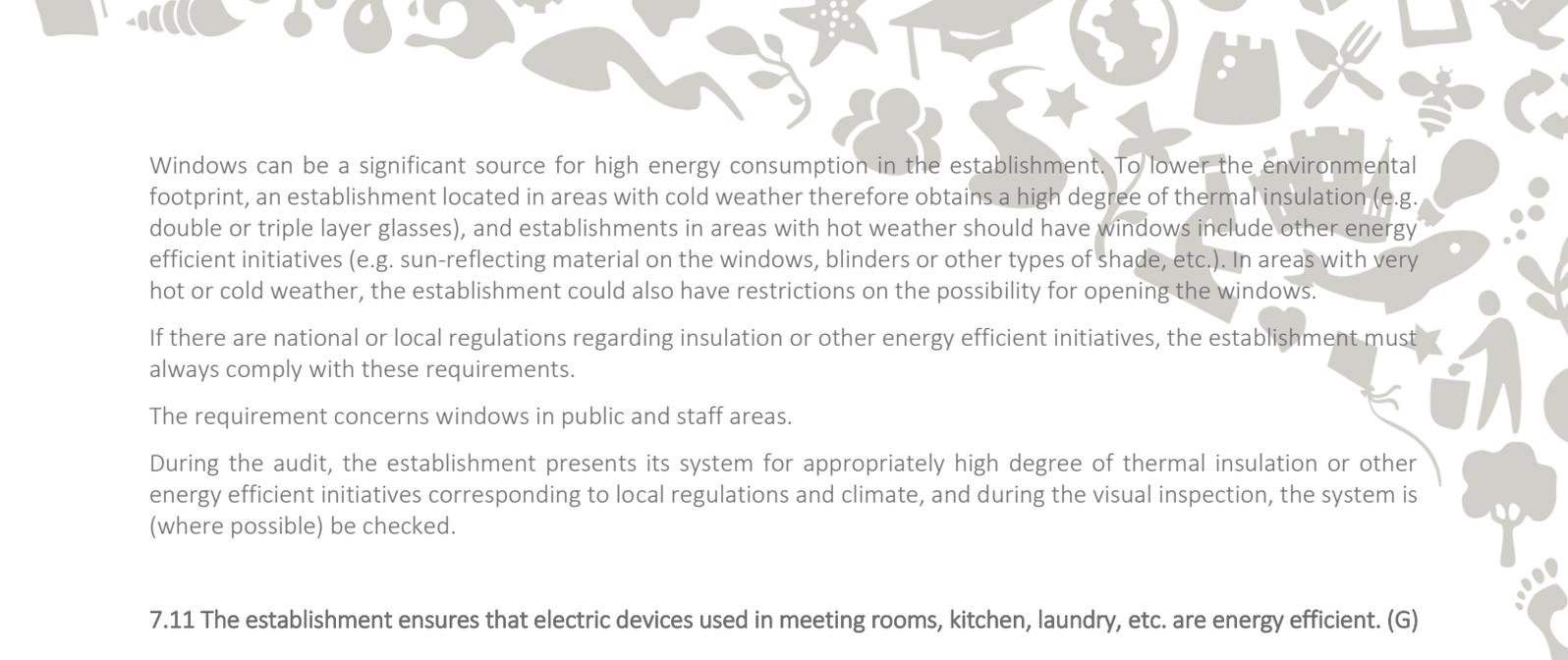
#### **7.9 Outside lighting is minimised and/or has an automatic turn off sensor installed. (G)**

To lower the environmental footprint and thereby cutting costs, the establishment has a system in place for the reduction of energy consumption of outside lighting.

Besides the expectation that the outside lighting system is turned off during daytime/natural light hours, there are also other ways of minimising the outside lighting, either by having the lighting automatically turned off at certain parts of the night or by installed sensors that turn on lighting when detecting movement. Different systems may apply to different outside lighting serving different purposes. In certain areas, the outside lighting is also minimised in order not to disturb wildlife.

During the audit, the establishment presents its system for minimising outside lighting, and during the visual inspection, the location of sensors is checked.

#### **7.10 All windows have an appropriately high degree of thermal insulation or other energy efficient initiatives corresponding to the local regulations and climate. (G)**



Windows can be a significant source for high energy consumption in the establishment. To lower the environmental footprint, an establishment located in areas with cold weather therefore obtains a high degree of thermal insulation (e.g. double or triple layer glasses), and establishments in areas with hot weather should have windows include other energy efficient initiatives (e.g. sun-reflecting material on the windows, blinders or other types of shade, etc.). In areas with very hot or cold weather, the establishment could also have restrictions on the possibility for opening the windows.

If there are national or local regulations regarding insulation or other energy efficient initiatives, the establishment must always comply with these requirements.

The requirement concerns windows in public and staff areas.

During the audit, the establishment presents its system for appropriately high degree of thermal insulation or other energy efficient initiatives corresponding to local regulations and climate, and during the visual inspection, the system is (where possible) be checked.

#### **7.11 The establishment ensures that electric devices used in meeting rooms, kitchen, laundry, etc. are energy efficient. (G)**

In order to decrease the environmental footprint through lower energy consumption and thereby cutting costs, the establishment ensures that the main energy consuming devices in the establishment are energy efficient. In the meeting rooms, it can be energy efficient projectors and laptops. In the kitchen, it can be energy efficient ovens, refrigerators, freezers, dishwashers, etc. In the washing area, it can be energy efficient laundry and drying machines, etc.

To ensure that the devices are energy efficient, they should hold an eco-label or other high-energy efficient rating (e.g. EU rating A-A+++ or Energy Star rating of refrigerators and dishwashers, etc.).

In order to comply with this criterion, at least 75% of the energy consuming devices in the establishment are energy efficient.

During the audit, the establishment presents the specifications showing that the electrical devices used in the meeting rooms, kitchen, laundry, etc. are energy efficient.

#### **7.12 An energy audit is carried out at least once every five years. (G)**

To have a better overview of the areas of high energy consumption and areas of potential energy (and cost) saving in the establishment, it has an energy audit carried out at least once every five years. The energy audit is carried out by an external professional energy consultant or a professional advisor from the local or national authorities.

The energy audit clarifies the areas with significant energy consumption in the establishment. It also includes advice and an action plan with suggestions for areas for reduction in energy consumption in the establishment, including the effects, the costs and the return on investment.

During the audit, the establishment presents the report from the energy audit carried out within the last five years.

#### **7.13 Heating from electrical panels or other forms of direct functioning electrical heating are not allowed. (G)**

Using heating from electrical panels or other forms of direct functioning electrical heating is less energy efficient than many other sources of heating. To lower the environmental footprint, the establishment avoids the using of this type of heating in the meeting rooms or anywhere else in the establishment.

During the audit, the establishment informs about the type of heating and whether it includes electrical heating, and the visual inspection checks that there are no electrical panels or other forms of direct functioning electrical heating in the establishment.

#### **7.14 The establishment uses eco-certified and/or renewable energy. (G)**

In order to encourage the establishment to choose the most environmentally friendly and sustainable type of energy, it uses energy from renewable sources (solar panel, wind power, biogas from organic waste, geothermal heat, etc.).

In a range of countries, it is now possible to purchase eco-certified energy, and the establishment ensures that the energy pursued is eco-certified.

During the audit, the establishment provides documentation that the establishment uses energy that is eco-certified and/or from renewable sources.

### **7.15 Hall and corridor lighting have motion detectors. (G)**

Motion detectors in halls and corridors assists in lowering the environmental footprint through saving energy (and thereby cutting costs), as the light is turned off in periods without persons present in the halls and corridors. At least 75% of the halls and corridors in the establishment have these types of sensors installed.

During the audit, the establishment provides information about the presence of motion detectors in at least 75% of all halls and corridors, and the presence of the motion detectors is checked during the visual inspection.

### **7.16 Automatic systems are installed in public areas for energy-efficient lighting. (G)**

For the further lowering of the environmental footprint through saving of energy and thereby cutting costs, the establishment has an automatic system for energy-efficient lighting in the public areas, including toilets, restaurant and bar areas, etc.

The automatic system installed could be in the form of motion detectors or timers, so that the lights are automatically turned off in these public areas during periods of no use.

In order to comply with this criterion, a minimum of 75% of the public areas have an automatic system for energy-efficient lighting.

During the audit, the establishment presents the documentation showing the automatic systems for energy-efficient lighting in public areas, and (where possible) the presence of the automatic systems in public areas are checked during the visual inspection.

### **7.17 Separate electricity and gas meters are installed at strategically important places for energy monitoring. (G)**

To better trace energy consumption from the different parts of the establishment, additional/separate energy (and gas) metres are installed, especially in areas with high degrees of energy consumption (e.g. kitchens, etc.). In the case that the establishment has many meeting rooms, separate electricity (and gas) metres for different parts of the establishment could be installed. Separate electricity metres for each meeting room could also be installed.

Providing more accurate information through the additional/separate electricity (and gas) metres about the different sources of energy use in the establishment enables it to prepare better target strategies on reduction in energy consumption.

If more electricity (and gas) metres are installed, it is necessary that the consumption data from each metre is collected and registered. If the reading of the electricity (and gas) consumption from the different metres can be done more frequently than once a month, it produces more detailed information about the consumption from each electricity (and gas) metre.

During the audit, the minimum of monthly registration of the electricity (and gas) consumption from the different metres is shown.

### **7.18 A heat recovery system for e.g. refrigeration systems, ventilators, swimming pools or sanitary wastewater is installed. (G)**

Larger energy consuming machines and equipment often produce excess heat. To lower the environmental footprint through reducing energy consumption in the establishment, heat recovery systems are in place for these larger energy consuming machines/equipment, e.g. the refrigeration systems, ventilation system, swimming pools or the wastewater treatment system. The heat from the recovery system is then used in other areas, such a heating in indoor parking areas, etc.

During the audit, the establishment presents documentation showing the presence of the heat recovery system within the premises of the establishment.

### **7.19 The building is insulated above the minimal national requirements to ensure a significant reduction of energy consumption. (G)**

Good insulation of the establishment building is a significant way to lower the environmental footprint by increasing energy efficiency and thereby cutting costs. The needed level of insulation differs from building to building depending on its age, the surrounding climate, etc. The insulation can concern the walls, the roof and/or the windows of the building.

In most countries, there is national legislation with requirements for the level of insulation of buildings. The establishment therefore ensures compliance with the national requirements on insulation, but also achieve insulation above the minimal national requirements.

During the audit, the establishment shows documentation proving that the building is insulated above minimal national requirements on insulation.

#### **7.20 Hot water pipes are well insulated. (G)**

A good source for lowering the environmental footprint by reducing energy and thereby saving costs in the establishment is to ensure that hot water pipes are well insulated.

During the audit, the establishment shows documentation proving that the hot water pipes in the establishment are well insulated.

#### **7.21 Computers, printers and copy machines switch to energy saving mode and turn off automatically. (G)**

In the work lowering the environmental footprint through energy saving and thereby cutting costs, the establishment only uses computers, printers and copy machines that switch to energy saving mode within a short time without use (e.g. 2-5 minutes).

As the energy saving mode is also energy-consuming, the equipment automatically turns completely off after a longer time without use (e.g. 1-2 hours).

During the audit, the establishment presents information showing that its computers, printers and copy machines switch to energy saving mode and turn off automatically, and the visual inspection includes a spot-check that the machines are in energy saving mode after periods of not being used.

#### **7.22 Newly purchased computers, printers, copy machines and domestic appliances have an eco-label or produced by a company with an environmental management system. (G)**

In order to lower the environmental footprint through saving energy and thereby cutting costs, computers, printers, copy machines and domestic appliances purchased by the establishment within the last 12 months have an eco-label. Alternatively, the establishment ensures that the companies having produced the products have an environmental management system.

During the audit, the establishment provides documentation that the computers, printers, copy machines and domestic appliances purchased within the last 12 months have an eco-label or are produced by a company with an environmental management system.

#### **7.23 Vending machines, coffee and water dispensers are switched off in periods of non-use. (G)**

For the further lowering of the environmental footprint through reduction of the energy consumption in the establishment and thereby cutting costs, vending machines, coffee/tea and water dispensers are, where possible, switched off in periods of non-use.

Non-use periods could be during certain periods during the day or certain periods during the year, and it can be in certain areas of the establishment.

It is important that the energy consumption of switching the machines off and on does not exceed the energy consumption by having the machines in use all the time. This balance refers both to the energy consumption itself (when restarting after a stop in use), but also in relation to the effect on the lifespan of the machines.

During the audit, the establishment presents its procedure on having vending machines, coffee/tea and water dispensers switched off during periods of non-use. The procedure includes a calculation of the energy reduction effect of switching the machines off compared with that of continuous use.

#### **7.24 The kitchen hoods are equipped with supply/extract infrared fan controls. (G)**



The environmental footprint can be lowered by having energy reduced and thereby costs saved, if kitchen hoods are not in use during all working hours, but only when needed. Kitchen hoods are therefore equipped with infrared fan control so that it switches on when hot plates are in use and/or there is presence of steam from cooking.

During the audit, the establishment presents documentation showing that the kitchen hoods are equipped with supply/infrared fan controls.

## 8. FOOD AND BEVERAGE

### **8.1 The establishment must purchase and register at least three types of food/drink products that are organic, eco-labelled, fair-trade labelled and/or locally produced. (I)**

Environmentally friendly and sustainable practises in the establishment are demonstrated by the type of food and beverage purchased by the establishment and offered to the guests.

The establishment is therefore registering the food and beverage purchased that is either organic, eco-labelled, fair-trade labelled and/or locally produced. When purchasing products, it is recommended that they are approved to be organic, eco-labelled or fair-trade by recognised authorities.

Products are, whenever possible, produced locally to lower the environmental footprint from reduced transportation and to stimulate local economy. Whether a product is locally produced would depend on circumstances, but less than 100 km from the source of production to the establishment is normally considered as a recommendation for a product being locally produced.

The establishment ensures that as many of its food and beverage products as possible are organic, eco-labelled, fair-trade labelled and/or locally produced. The choice of products would depend on the availability and price. A minimum of three types of products are required, but it is strongly recommended to include additional types of products.

Although this criterion mainly relates to guest food/drink products, it is also encouraged that the indication is present at the staff canteen, when possible.

During the audit, the establishment will present the list of (a minimum of three) food/drink products that are organic, eco-labelled, fair-trade labelled and/or locally produced.

### **8.2 The share of organic, eco-labelled, fair-trade labelled and/or locally produced food/drink products must be increased every year. (I)**

In the case that the establishment is reapplying for the Green Key award, it is important that the establishment ensures that the share of organic, eco-labelled, fair-trade labelled and/or locally produced food and beverage continues to increase. The establishment therefore demonstrates that the share of organic, eco-labelled, fair-trade labelled and/or locally produced food/drink products has increased in the past 12 months to include additional products.

In exceptional cases, where it can be proven very difficult for the establishment to increase the amount of organic, eco-labelled, fair-trade labelled and/or locally produced food and beverage products, it can request a dispensation for not increasing the amount of these products.

Although this criterion mainly relates to guest food/drink products, it is also encouraged that the indication is present at the staff canteen, when possible.

During the audit, the establishment presents information about the organic, eco-labelled, fair-trade labelled and/or locally produced food and beverage products that have been added in the past 12 months. In the exceptional case that the establishment is not able to increase the amount of these products, a description explaining why it has proven impossible must be added.

### **8.3 The establishment is taking initiatives to buy seasonal products, less meat products and no products from endangered fish, seafood or other species. (G)**

To have an environmentally friendly and more sustainable policy in relation to the purchase of food and beverage products, the establishment has a policy on 1) buying seasonal products, 2) lowering the amount of meat products and/or 3) avoiding the purchase of products of endangered fish, seafood or other species.

The use of seasonal products reduces the environmental footprint created by transportation. Reducing the use of meat products reduces the environmental footprint created by production of meat products. The use of products from endangered fish, seafood or other species stands in complete contradiction with the efforts for conservation of biodiversity.

As part of the purchase policy, the establishment avoids buying genetically modified organisms (GMOs), choosing fish and seafood with the Marine Stewardship Council (MSC) label or in line with WWF's fish and seafood recommendations, taking animal welfare into consideration when purchasing meat products, and considering the offer of gluten free and products suitable for diabetics.

Although this criterion mainly relates to guest food/drink products, it is also encouraged that the indication is present at the staff canteen, when possible.

During the audit, the establishment presents its written policy on buying seasonal products, less meat products and no products of endangered fish, seafood or other species.

#### **8.4 The establishment must register the level of food waste and take initiatives to reduce it. (G)**

To reduce the environmental footprint by minimising the amount of food waste and thereby cutting costs, the establishment registers the amount of food waste.

The amount is divided into different categories, such as different offers (buffet, menu card, etc.), different meals (lunch, dinner, etc.), different parts of the meals (starter, main course, dessert, etc.), different types of food (bread, salad, etc.), purchased food that are is used, etc. The division into different categories depends on the different foods offered in the establishment.

After knowing the amount of food wasted in various categories, the establishment prepares a plan for reducing food waste. The plan considers a range of issues:

- Can the amounts and types of food be adjusted?
- Can the food be stored and served in a better way?
- Can the ingredients to a larger extent all be used?
- Can serving be changed from buffets (that are continuously filled up) to portions?
- In case of buffets, can there be an encouragement to guests not to overload the plates?
- How can food that are left be reused?

During audit, the establishment presents documentation showing its registration of food waste and the plan for reducing the food waste.

#### **8.5 The establishment communicates on the menu card or in the buffet the products that are organic, eco-labelled, fair-trade labelled and/or locally produced. (G)**

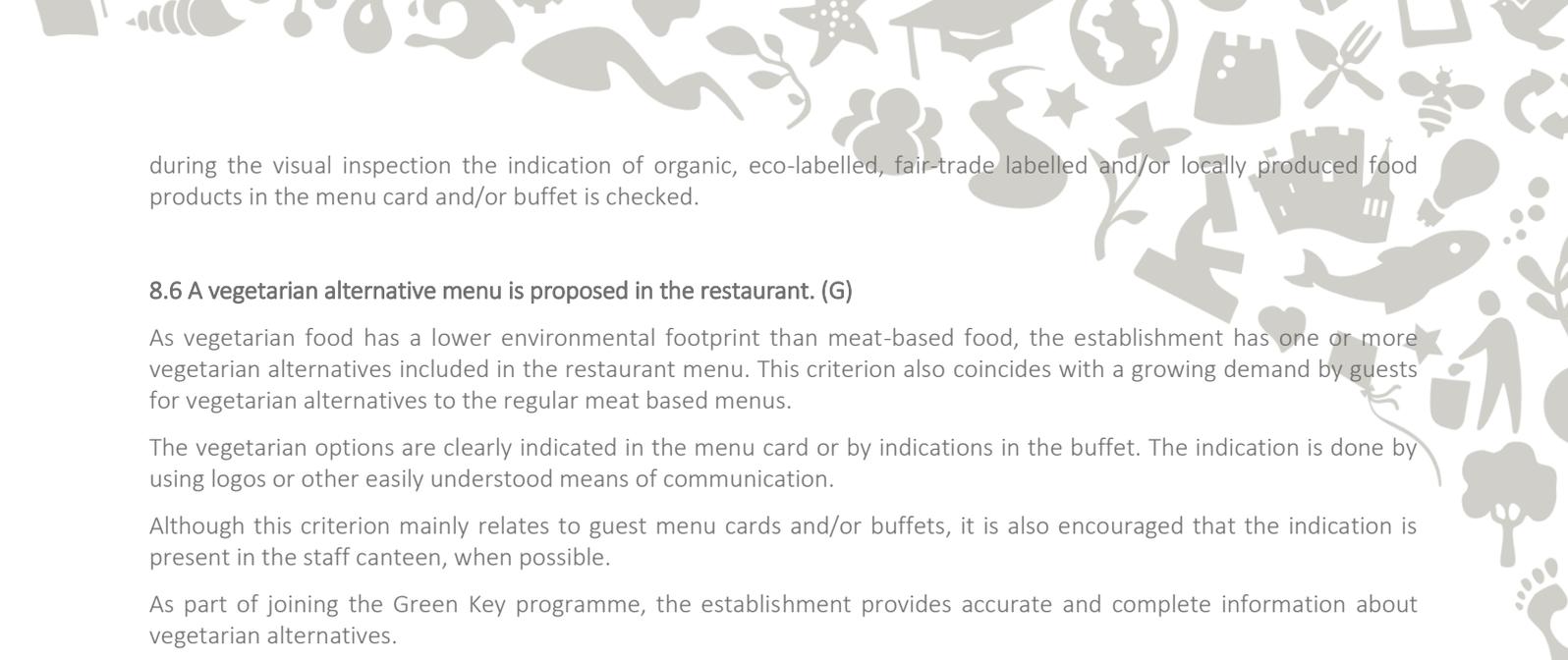
To increase the awareness of the guests about organic, eco-labelled, fair-trade labelled and/or locally produced food, the establishment clearly indicates which products are organic, eco-labelled, fair-trade labelled and/or produced from local sources. This could be done on the menu card or on signs on the buffet.

The indication is done by using logos or other easily understood means of communication.

Although this criterion mainly relates to guest menu cards and/or buffets, it is also encouraged that the indication is present at the staff canteen, when possible.

As part of joining the Green Key programme, the establishment provides accurate and complete information about the food products.

During the audit, the establishment presents documentation showing how the information about the organic, eco-labelled, fair-trade labelled and/or locally produced food products are communicated to the guests and/or staff, and



during the visual inspection the indication of organic, eco-labelled, fair-trade labelled and/or locally produced food products in the menu card and/or buffet is checked.

#### **8.6 A vegetarian alternative menu is proposed in the restaurant. (G)**

As vegetarian food has a lower environmental footprint than meat-based food, the establishment has one or more vegetarian alternatives included in the restaurant menu. This criterion also coincides with a growing demand by guests for vegetarian alternatives to the regular meat based menus.

The vegetarian options are clearly indicated in the menu card or by indications in the buffet. The indication is done by using logos or other easily understood means of communication.

Although this criterion mainly relates to guest menu cards and/or buffets, it is also encouraged that the indication is present in the staff canteen, when possible.

As part of joining the Green Key programme, the establishment provides accurate and complete information about vegetarian alternatives.

During the audit, the establishment presents its policy on the vegetarian alternatives in the menu, and during the visual inspection the indication of vegetarian options in the menu card and/or buffet is checked.

#### **8.7 Where the water quality is of an adequate standard, tap water is offered to guests in restaurants and meeting rooms. (G)**

To lower the environmental footprint created in the process of producing bottled water (including the transportation of the water, the use of plastic, aluminium or glass for the bottles and the subsequent transportation of bottle water to the customers), the establishment offers tap water to guests in restaurants and meeting rooms. This is also saving costs for the establishment.

The possibility for offering tap water depends on the quality of the water in the taps at the establishment. If the quality of the tap water does not comply with national authority's standards for tap water (e.g. relating to limit levels of content of pesticides, heavy metals, etc.), then this criterion is not applicable. If the quality of the tap water allows it to be offered, it can be offered as it is or it can be filtered before being offered.

The tap water is preferably offered as still water, but it could also be offered as sparkling water after adding carbonic acid.

The tap water is offered to guests in restaurants and meeting rooms, but it could also be offered to guests at e.g. the reception, and it could be offered to staff in staff areas.

During the audit, the establishment presents its policy on the use of tap water for drinking by guests and staff, and the visual inspection checks that tap water is used in restaurants and meeting rooms.

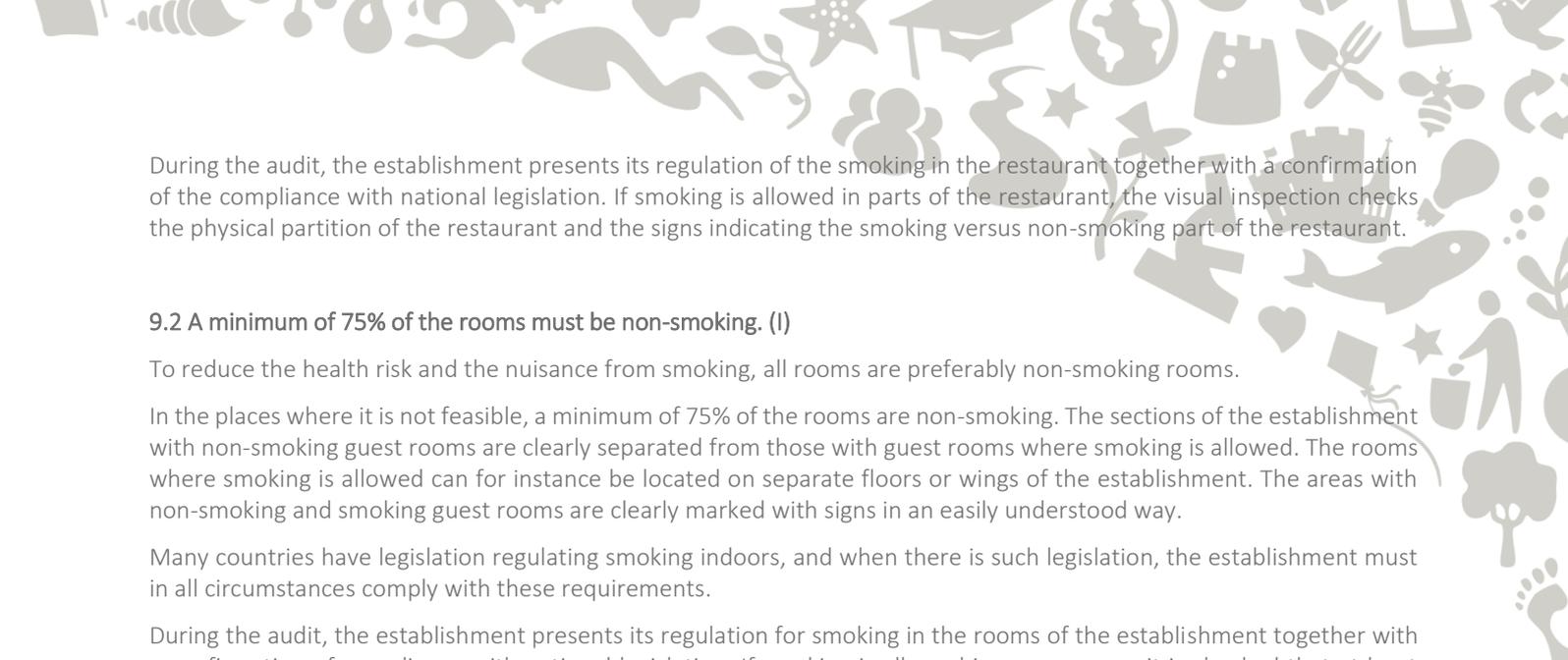
## **9. INDOOR ENVIRONMENT**

#### **9.1 The restaurant should be non-smoking or at least have a non-smoking section. (I)**

To reduce health risk and the nuisance from smoking, the restaurant of the establishment is a non-smoking area.

In places where it is not feasible, the restaurant at least has a non-smoking section including more than half of the total restaurant area. The non-smoking section is clearly physically separated from the smoking section, so that persons sitting in the non-smoking section are not affected by the smokers. The non-smoking and smoking sections are marked clearly with signs in an easily understood way.

Many countries have legislation regulating smoking in restaurants, when there is such legislation, the establishment must under all circumstances comply with these requirements.



During the audit, the establishment presents its regulation of the smoking in the restaurant together with a confirmation of the compliance with national legislation. If smoking is allowed in parts of the restaurant, the visual inspection checks the physical partition of the restaurant and the signs indicating the smoking versus non-smoking part of the restaurant.

### **9.2 A minimum of 75% of the rooms must be non-smoking. (I)**

To reduce the health risk and the nuisance from smoking, all rooms are preferably non-smoking rooms.

In the places where it is not feasible, a minimum of 75% of the rooms are non-smoking. The sections of the establishment with non-smoking guest rooms are clearly separated from those with guest rooms where smoking is allowed. The rooms where smoking is allowed can for instance be located on separate floors or wings of the establishment. The areas with non-smoking and smoking guest rooms are clearly marked with signs in an easily understood way.

Many countries have legislation regulating smoking indoors, and when there is such legislation, the establishment must in all circumstances comply with these requirements.

During the audit, the establishment presents its regulation for smoking in the rooms of the establishment together with a confirmation of compliance with national legislation. If smoking is allowed in some rooms, it is checked that at least 75% of the guest rooms are non-smoking, and the visual inspection checks that the areas with smoking and non-smoking rooms are clearly separated and with signs indicating the smoking versus non-smoking parts of the establishment.

### **9.3 The establishment has a personnel policy concerning smoking during working hours. (G)**

To reduce the health risk and the nuisance from smoking, the areas for the public and the staff are normally non-smoking areas.

In all circumstances, the establishment implements a policy for the staff regarding smoking during working hours. The policy includes regulation on when and where the staff can smoke. It is important that the policy ensures that non-smoking staff members and guests are not affected by smoking.

Many countries have legislation regulating smoking in public and staff areas, and when there is a legislation on the issue, the establishment must in all circumstances comply with these requirements.

During the audit, the establishment presents its policy regarding smoking for staff, including information about when and where smoking during working hours can take place, and how the establishment ensures that it does not constitute a health risk and nuisance for non-smoking staff members and guests.

### **9.4 In case of refurbishing or new building, the establishment uses environmentally friendly products. (G)**

For the continuous improvement of the indoor environment and to lower the environmental footprint by using less harmful products, the establishment uses environmentally friendly products for refurbishment or construction of new buildings done within the past 12 months. Volatile organic compounds (VOCs) are avoided in paints, building materials, etc. Environmentally friendly second hand products/materials are especially encouraged.

In connection with the refurbishing or construction of a new building, the establishment uses locally appropriate principles of sustainable construction. Environmentally friendly products include the use of paints and other products not containing substances harmful to the environment or human health, for instance by using products with an eco-label or without harmful substances, or by using companies that have adopted an environmental management system.

The establishment includes elements of local art, architecture, or cultural heritage. The legislation and regulations regarding refurbishing or construction of new building, and the intellectual property rights of local communities are always respected.

During the audit, the establishment presents documentation proving the use of environmental friendly products in connection with refurbishing or new building done in the past 12 months. The documentation also includes considerations to sustainable construction, elements of local art, architecture or cultural heritage and that the intellectual property rights of local communities have not been violated.

## 10. GREEN AREAS

### **10.1 Chemical pesticides and fertilisers must not be used unless there is no organic or natural equivalent. (I)**

In order to minimise the use of chemicals and risk of pollution, the establishment is, in the case it has green areas, not using chemical pesticides and fertilisers.

If pesticides and fertilisers are needed, organic or natural equivalents are used. Gas flames or mechanical herbicides are also possible alternatives. Only in cases where no organic or natural replacements are available, affordable or useful as response to the need, the establishment may use chemical pesticides and fertilisers, and in that case, it is normally only used once a year and only as “ready-to-use” products. Chemical substances are stored properly (see criterion 6.7).

This criterion also applies if the management of the establishment’s green areas is outsourced to an external company.

During the audit, the establishment presents its policy on the use of pesticides and fertilisers in the green areas of the establishment showing that that the establishment does not use chemical pesticides and fertilisers unless no organic or natural equivalent is available. If the work with green areas is outsourced to an external company, then this external company presents its policy on the use of pesticides and fertilisers in the green areas of the establishment.

### **10.2 Newly purchased lawnmowers must either be electrically driven, use unleaded petrol, be equipped with a catalyst, be awarded with an eco-label, or be manually driven. (I)**

In the case that the establishment has green areas, then the lawnmowers purchased within the last 12 months are as environmentally friendly as possible to lower the environmental footprint by conserving energy (and thereby cutting costs), and to reduce risk of pollution (including air and noise pollution).

The lawnmowers are preferably manual or electric, but in case it uses petrol, it uses alkylate petrol, or, as a minimum, the petrol must be unleaded or the lawnmower is equipped with a catalyst. If the lawnmowers are awarded with an eco-label, it also complies with this criterion.

This criterion also applies if the management of the green areas of the establishment is outsourced to an external company.

During the audit, the establishment presents documentation showing that lawnmowers purchased within the last 12 months are environmentally friendly.

### **10.3 Smart flower and garden watering procedures are in place. (I)**

To minimise the consumption of water for flower and garden watering, there is a procedure in place to ensure smart watering. The smart watering system can for instance include procedures of watering during morning or evening hours, a moisture sensor system or a drip system aiming at minimising evaporation and provide the best impact for the roots of the plants. It can also be the use of collected rainwater, grey water or treated wastewater for watering flowers/garden (see criterion 10.5).

During the audit, the establishment presents its policy on smart flower and garden watering procedures.

### **10.4 Garden waste is composted. (G)**

To lower the environmental footprint through minimising waste, energy and transportation (and thereby cutting costs) of the green areas, the establishment ensures that garden waste is composted on the premises of the establishment following the standard methods on the matter, and the soil produced from garden waste is later reused.

During the audit, the establishment presents its policy on composting garden waste, and the visual inspection confirms the presence of the composting of garden waste.

### 10.5 Rainwater or grey water is collected and used for watering flowers and gardens. (G)

To further reduce the environmental footprint through lower consumption of water for flower and garden irrigation (and thereby cutting costs), the establishment ensures that rainwater, grey water or treated wastewater is collected and used for irrigating flowers and gardens.

The collection of rainwater or grey water is done safely following national and local legislation with no adverse effects to the guests and staff, the local population and the environment.

During the audit, the establishment presents its policy on collection of rainwater, grey water or treated wastewater for watering of flowers and gardens, and the visual inspection confirms the collection the system for collecting rainwater, grey water or treated wastewater.

### 10.6 When planting new green areas, native species are used. (G)

For the establishment to support biodiversity, the establishment (wherever feasible) ensures the planting of native species when planting new green areas.

There is as well a plan on reviewing the landscaping of the green area and consider feasibility and use of native species. If there are weeds, feral animals, or pathogens (invasive alien species) present on site, the plan includes information on how to restrict their spread and preferably control or eradicate them.

During the audit, the establishment presents documentation showing that the plants purchased or obtained within the last 12 months are native species as well as a management plan reviewing the feasibility and use of native species and the restriction of the spread and preferably control or eradication of invasive species.

## 11. CORPORATE SOCIAL RESPONSIBILITY

### 11.1 The establishment complies with international, national and local legislation and its CSR policy regarding environment, health, safety and labour. (I)

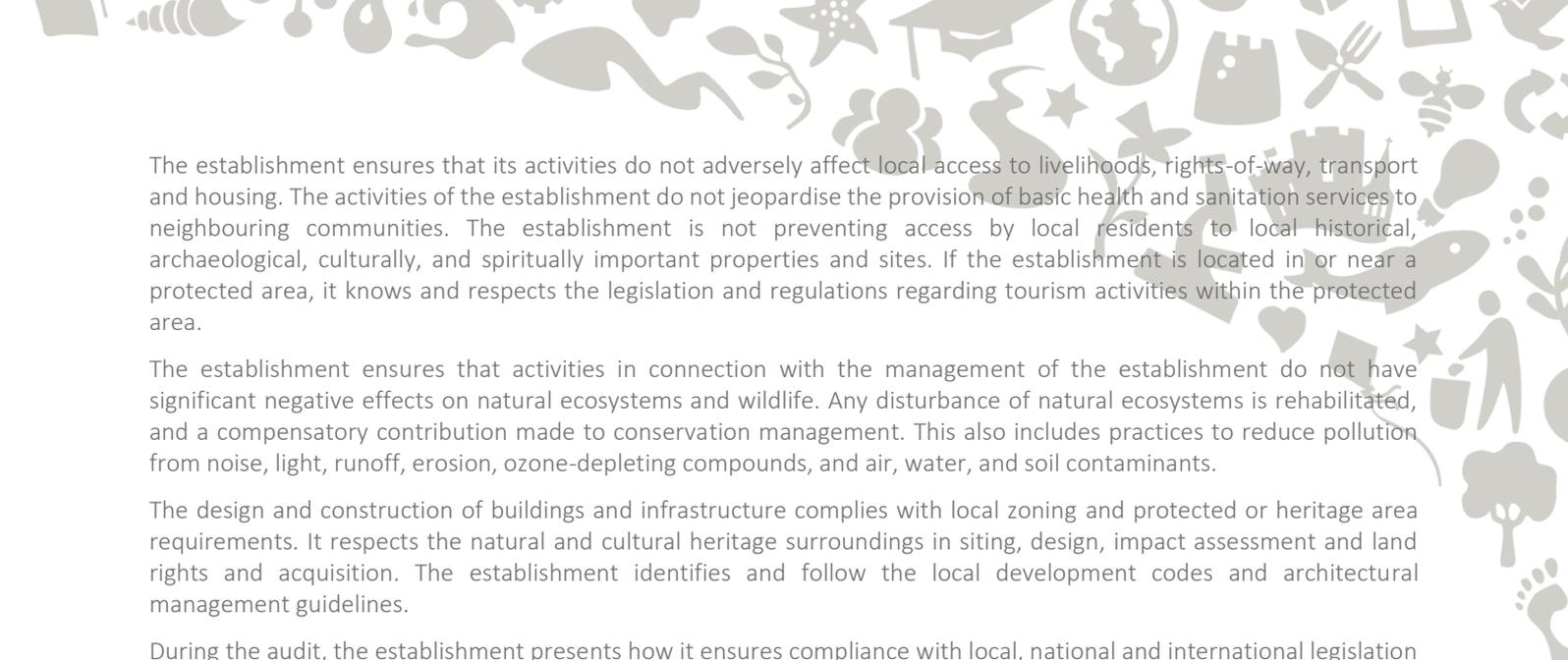
The establishment ensures that its function and activities within the areas of environment, health, safety and labour take place in compliance with local and national legislation and regulations.

The establishment also ensures working in correspondence with international conventions and regulations including: "The Universal Declaration of Human Rights" (including the "UN Convention on the Rights of the Child"), the "International Labour Organization's Declaration on Fundamental Principles and Rights at Work", the "Rio Declaration on Environment and Development", the "United Nations Convention against Corruption", and "The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism". In many countries, the international conventions and regulations are partly or fully integrated into national/local legislation.

For the areas not covered by national/local legislation, the establishment formulates a CSR policy covering the areas of human rights (including child labour), labour equity, anti-corruption and commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.

Regarding the compliance with labour requirements, the following conditions must be met:

- All employees receive information in writing (contract) stating the employment conditions, including information about working hours and salary.
- All employees are paid at least a living wage, so the salary is not below the legal minimum salary.
- All employees receive information about the working code of conduct/policies of the establishment, and employees also receive information about the procedure for raising concerns/complaints.
- All employees under the age of 18, national regulations as well as the UN Convention of the Rights of the Child and ILO Conventions 138/182 are followed.
- All employees receive fair treatment without discrimination.



The establishment ensures that its activities do not adversely affect local access to livelihoods, rights-of-way, transport and housing. The activities of the establishment do not jeopardise the provision of basic health and sanitation services to neighbouring communities. The establishment is not preventing access by local residents to local historical, archaeological, culturally, and spiritually important properties and sites. If the establishment is located in or near a protected area, it knows and respects the legislation and regulations regarding tourism activities within the protected area.

The establishment ensures that activities in connection with the management of the establishment do not have significant negative effects on natural ecosystems and wildlife. Any disturbance of natural ecosystems is rehabilitated, and a compensatory contribution made to conservation management. This also includes practices to reduce pollution from noise, light, runoff, erosion, ozone-depleting compounds, and air, water, and soil contaminants.

The design and construction of buildings and infrastructure complies with local zoning and protected or heritage area requirements. It respects the natural and cultural heritage surroundings in siting, design, impact assessment and land rights and acquisition. The establishment identifies and follow the local development codes and architectural management guidelines.

During the audit, the establishment presents how it ensures compliance with local, national and international legislation as well as presents the CSR policy (if applicable) formulated by the establishment.

### **11.2 The establishment provides access for people with special needs. (G)**

To create awareness about the establishment's corporate social responsibility and assist people with special needs, it provides access for people with special needs. The access relates to guests as well as staff and other users of the establishment.

Examples of people with special needs includes provision of access for people with certain disabilities (persons in wheelchairs, blind people, etc.) and specific health concerns.

In some special cases, the establishment may have received a dispensation from the authorities regarding certain types of access for people with special needs, e.g. wheelchair access to old/historical buildings), and in these cases the establishment will not be required to provide the access.

The level of access for people with special needs offered by the establishment is clearly communicated to the guests, staff and other users. When information on access is present it is easier for the establishment and user to match expectation and it will also avoid unnecessary transportation. As part of joining the Green Key programme, the establishment provides accurate and complete information about the establishment and its products and services. The establishment will not promise more than can be delivered by the establishment.

During the audit, the establishment demonstrates the access and procedures for people with special needs as well as the information provided about the access for people with special needs.

### **11.3 The establishment is equitable in hiring women and local minorities, including in management positions, while restraining from child labour. (G)**

To create awareness about the establishment's corporate social responsibility and support the equal treatment and rights of people, the establishment hires staff in all positions, regardless of age, race, gender, religion, socio-economic status, etc. It is recommended that the establishment includes this requirement in the CSR policy.

To support the local community near the establishment, it is important that local residents (and especially local minorities) are employed as staff in the establishment in all positions including in management positions, and that training is offered if necessary.

Furthermore, it is very important that the establishment restrains from using child labour in the establishment or from using suppliers using child labour. The establishment must work actively against the use of child labour.

During the audit, the establishment shows how it ensures being equitable in hiring women and local minorities in all positions in the establishment, while restraining from using or accepting child labour (e.g. in the establishment's CSR policy).

#### **11.4 The establishment actively supports green activities or initiatives for social community development including, among others, education, health, sanitation and infrastructure. (G)**

To create awareness about the establishment's corporate social responsibility and support the environmental, economic and socio-cultural sustainable development, the establishment is active in supporting green activities or initiatives for social community development including, among others, education, health, sanitation and infrastructure.

The type of support will depend on the establishment and the area surrounding the establishment. Examples of active support by the establishment could be:

- Tree-planting activities
- Restoration of local green areas
- Outdoor activities (establishment of boat mooring places, nature trails) that can also be used by the public
- Activities with local schools or communities working with environmental initiatives
- Activities with local people with special needs (vulnerable and/or less-resourced groups)
- Activities promoting social justice and equal rights
- Support to provision of basic food, water, energy services as well as health and sanitation services in neighbouring communities
- Support to local infrastructure challenges, etc.

During the audit, the establishment presents documentation showing the active support to green activities or initiatives for social community development including, among others, education, health, sanitation and infrastructure.

#### **11.5 The establishment offers the means for local small entrepreneurs to develop and sell sustainable products that are based on the area's nature, history, and culture. (G)**

To create awareness about the establishment's corporate social responsibility and support the socio-cultural and economic sustainable development, the establishment offers the means for local small entrepreneurs to develop and sell sustainable products based on the nature, history and culture of the local area.

People from the local community will easily be able to sell products to the guests of the establishment. This can be in form of a small shop or stand within the premises of the establishment. Alternatively, the establishment can purchase and offer the local products concerned to its guests.

The products are produced locally and in a sustainable manner, and the products are based on the area's nature, history and culture. The availability of products will depend on the business concept of the establishment.

During the audit, the establishment presents agreements with or products from local small entrepreneurs to develop and sell or offer sustainable products based on the nature, history and culture of the local area, and during the visual inspection the availability of the local entrepreneurs and their products are viewed.

#### **11.6 A code of conduct for activities in indigenous and local communities has been developed, with the consent of and in collaboration with the community. (G)**

To create awareness about the establishment's corporate social responsibility and support the socio-cultural and economic sustainable development of nearby indigenous and local communities, the establishment ensures, in case it organises activities in indigenous and local communities, that a code of conduct for the activities has been developed in consent and collaboration of the community.

In connection with the activities, information about and interpretation of the natural surroundings, local culture, and cultural heritage is provided to the guests, as well as explaining appropriate behaviour while visiting natural areas, living cultures and cultural heritage sites.

During the audit, the establishment presents the agreement with indigenous and local communities on a code of conduct for activities in these communities.

#### **11.7 Endangered plants and animals, historical and archaeological artefacts are not sold, traded, or displayed, except as permitted by law. (G)**

To create awareness about the establishment's corporate social responsibility and support to environmental sustainability through the protection of endangered species of plants and animals (e.g. as listed in the CITES agreement), the establishment is not selling, trading or displaying these species in the establishment.

In order to protect historical and archaeological artefacts, these items are also not sold, traded or displayed by the establishment.

The establishment is only selling, trading or displaying the endangered plants and animals and/or historical and archaeological artefacts in the cases that local, national and international legislation permits it.

The establishment is strongly encouraged to offer guests a "species protection souvenir guide" to provide support for guests when buying souvenirs. The establishment is also encouraged to provide information for guests about support to activities in favour of protecting endangered plants and animals.

During the audit, the establishment explains how it works to ensure that no endangered species of animals and plants and no historical and archaeological artefacts are sold, traded or displayed in the establishment. If the establishment is selling these products, a statement from the national authorities is provided allowing the establishment to sell, trade or display the products. During the visual inspection, a spot-check of sold, traded or displayed species of plants/animals or historical/archaeological artefacts is carried out.

#### **11.8 Material/supplies that are no longer used are collected and donated to charitable organisations. (G)**

To create awareness about the establishment's corporate social responsibility and lowering of the environmental footprint through recycling, it collects and donates material and supplies that can still be used but is no longer in use by the establishment to charitable organisations (e.g. organisations supporting persons in need, etc.).

To comply with this criterion, the material/supplies are donated to charitable organisations within the previous 12-months period.

During the audit, the establishment presents documentation showing that redundant material/supplies have been donated to charitable organisations within the last 12 months.

## 12. GREEN ACTIVITIES

#### **12.1 Information about nearby parks, landscape and nature conservation areas must be available to the guests. (I)**

To strengthen the environmental profile of the establishment and to encourage the guests to get involved in green activities, the establishment offers information about nearby parks, landscape and/or nature conservation areas.

The information includes encouragements for guests to choose nearby outdoor or green activities, including walks, jogging, bicycling, swimming, sailing, canoeing, picnicking, outdoor playgrounds, etc.

Where relevant, the information includes information about the local biodiversity. For visits to cultural and/or historically sensitive sites, the information includes the encouragement to follow established guidelines or a code of conduct in order to minimize visitor impact and maximize enjoyment.

The information is obtained from the reception, an environmental corner in the lobby, in the meeting rooms or via TV monitors in the public areas.

Although the information is directed towards guests, the establishment is also encouraged to provide similar information for the staff.

As part of joining the Green Key programme, the establishment provides accurate and complete information with regard to the establishment and its products and services, including sustainability claims. The establishment will not promise more than can be delivered by the establishment.

During the audit, the establishment presents the information provided to guests about nearby parks, landscape and nature conservation areas available to guests (including the code of conduct for using the areas), and the visual inspection confirms the availability of the information. It is checked that the information is accurate and complete.

#### **12.2 The establishment must provide information about the nearest place to rent or borrow bicycles. (I)**

To encourage the use of sustainable transportation, the establishment provides information about the nearest place to borrow or rent bicycles.

The information is obtained from the reception, an environmental corner in the lobby, in the meeting rooms or via TV monitors in the public areas.

Although the information is directed towards guests, the establishment is also encouraged to provide similar information for the staff.

As part of joining the Green Key programme, the establishment provides accurate and complete information with regard to the establishment and its products and services, including sustainability claims. The establishment must not promise more than can be delivered by the establishment. If the establishment is located in an area where bicycling is impossible due to very dangerous traffic conditions, extreme weather conditions or other special cases, then the establishment is exempted from complying with the criterion.

During the audit, the establishment presents the information provided to guests about the nearest location to rent or borrow bicycles, and the visual inspection confirms the availability of the information. It is checked that the information is accurate and complete.

### **12.3 The guests are able to borrow or rent bicycles. (G)**

To encourage the use of sustainable transportation, the establishment offers guests to borrow or rent bicycles directly from the establishment.

The information about the possibility can be provided from the reception, an environmental corner in the lobby, in the meeting rooms or via TV monitors in the public areas.

During the audit, the establishment presents the information provided to guests about the possibility of borrowing or renting bicycles from the establishment, and the visual inspection confirms the availability of the bicycles.

### **12.4 The establishment provides activities for raising awareness focused on sustainable development, environment and nature in or around the premises. (G)**

To increase the sustainability awareness of the guests, staff and nearby community, the establishment provides activities for raising awareness focused on sustainable development, environment and nature in or around the premises.

The awareness raising activities could include encouragement to participate in Earth Hour, Earth Day and/or World Environment Day related activities, nature guided tours to the green areas within the premises of the establishment or to nearby areas, participation in tree-planting events, other special environmental events, organisation of sustainable development activities for local schools or communities, charity events, etc.

The establishment is especially encouraged to contribute to the support of biodiversity conservation, including supporting natural protected areas and areas of high biodiversity value.

During the audit, the establishment presents the information about awareness raising activities held within the past 12 months and planned for the coming 12 months.

### **12.5 The establishment provides information to the guests regarding Blue Flag awarded marinas, beaches and boat operators in the vicinity. (G)**

Where appropriate, the guests in the establishment are encouraged to use nearby Blue Flag beaches, marinas and boat operators for swimming, diving, sailing and other recreational activities.

Blue Flag is another programme managed by the Foundation for Environmental Education. It is a voluntary eco-label for beaches, marinas and eco-tourism boats. The beach, marina or boat operator is considered nearby if it is located within 20 kms from the establishment.

The information can be obtained from the reception, an environmental corner in the lobby, in the meeting rooms or via TV monitors in the public areas.



Although the information is directed towards guests, the establishment is also encouraged to share this information with the staff.

As part of joining the Green Key programme, the establishment provides accurate and complete information with regard to the establishment and its products and services, including sustainability claims. The establishment is not promising more than can be delivered by the establishment.

During the audit, the establishment presents the information provided to guests about nearby Blue Flag awarded beaches, marinas and boat operators, and the visual inspection confirms the availability of the information. It is checked that the information is accurate and complete.

## 13. ADMINISTRATION

### **13.1 All staff areas must fulfil the same criteria as guest areas. (I)**

For the holistic environmental and sustainability approach in the establishment, all staff areas fulfil the same requirements as guest areas.

This relates to water, energy and waste management as well as the information and engagement of the staff in environmental and sustainability related work and the engagement in awareness raising activities.

During the audit, the establishment provides a statement indicating that staff areas are fulfilling the same criteria as guest areas, and during the visual inspection the compliance with criteria within water, energy and waste management is checked.

### **13.2 The stationery and brochures produced or ordered by the establishment must be eco-labelled, be recycled or produced by a company with an environmental management system. (I)**

To reduce energy and waste consumption, the use of stationary, paper and brochures is kept to a minimum. The material produced or ordered has an eco-label (including FSC labelled), is produced by a company with an environmental management system or as a minimum is produced from recycled paper.

The requirement relates to a minimum of 75% of the stationary, paper and printed material purchased/produced within the last 12 months.

During the audit, the establishment presents the invoices of the stationary, paper and printed material produced within the last 12 months, as well as statements from the companies showing evidence of the stationary, paper and printed material being eco-labelled, recycled or produced by a company with an environmental management system.

### **13.3 The establishment takes initiatives to reduce the use of paper in offices and meeting rooms. (G)**

To lower the environmental footprint through reducing the energy consumption, use of resources and the creation of waste in relation to paper production, the establishment takes initiatives to reduce the use of paper in offices and meeting rooms.

The initiatives to reduce the use of paper can be a limitation of paper available in the meeting rooms, e.g. a few pieces of paper available only and in a smaller format (A5 instead of A4), paper only available upon request, paper only available at a central table in the meeting rooms, accessibility to tablets for writing notes, etc.

In the offices, the initiatives can include an encouragement to limit the printing of documents, print on both sides and/or the reuse of paper for notes (the backside of prints), etc. Staff in other areas than offices (e.g. front desk staff) are also encouraged to reduce the use of paper, when possible.

During the audit, the establishment provides information about their initiatives to reduce the use of paper in offices and meeting rooms, and the visual inspection confirms the initiatives.

#### **13.4 The establishment informs its suppliers about its environmental commitments and encourages the suppliers to follow Green Key criteria. (G)**

As the establishment is in regular contact with its product/service suppliers, the establishment informs these suppliers about the environmental and sustainability initiatives of the establishment, including information about Green Key. The information is provided through written communication or in connection with joint meetings, etc.

The suppliers are encouraged to manage their activities following the Green Key criteria or in the same spirit as the Green Key programme in order to avoid significant negative effects on natural ecosystems and wildlife by the suppliers.

The suppliers are strongly encouraged to ensure that items from wildlife species harvested from the wild, consumed, displayed, sold, or internationally traded, are part of a regulated activity that ensures that their utilisation is sustainable.

During the audit, the establishment provides documentation showing that the suppliers have been informed about the environmental and sustainability initiatives of the establishment and have been encouraged to manage their activities in the same spirit or following the Green Key criteria.

#### **13.5 The establishment ensures that the suppliers used are eco-certified, have a written environmental policy and/or are committed to sustainable development. (G)**

As the establishment is in regular contact with its product/service suppliers, it ensures that at least 75% of the suppliers used are eco-certified, have an environmental management system, have a written environmental policy and/or are in other ways demonstrating commitment to sustainable development.

During the audit, the establishment provides documentation showing that the suppliers used are eco-certified, have an environmental management system, have a written environmental policy and/or are in other ways committed to sustainable development.

#### **13.6 Local and fair-trade services and goods are purchased by the establishment. (G)**

The establishment seeks that local and fair-trade services and goods (products) are purchased. The services and goods produced locally (within 100 km from the establishment) stimulate the businesses in the local area and contribute to the reduction of transportation costs. The fair-trade label ensures that the services and goods are produced under fair working conditions. At least 75% of the establishment's purchases are local/fair-trade services/goods.

During the audit, the establishment provides documentation showing that the services and goods purchased by the establishment are produced locally and/or are fair-trade labelled.

#### **13.7 Newly purchased durables have an eco-label or must be produced by a company with an environmental management system. (G)**

To ensure an environmental friendly and sustainable production of durables, durables purchased within the last 12 months have an eco-label or are produced by a company with an environmental management system.

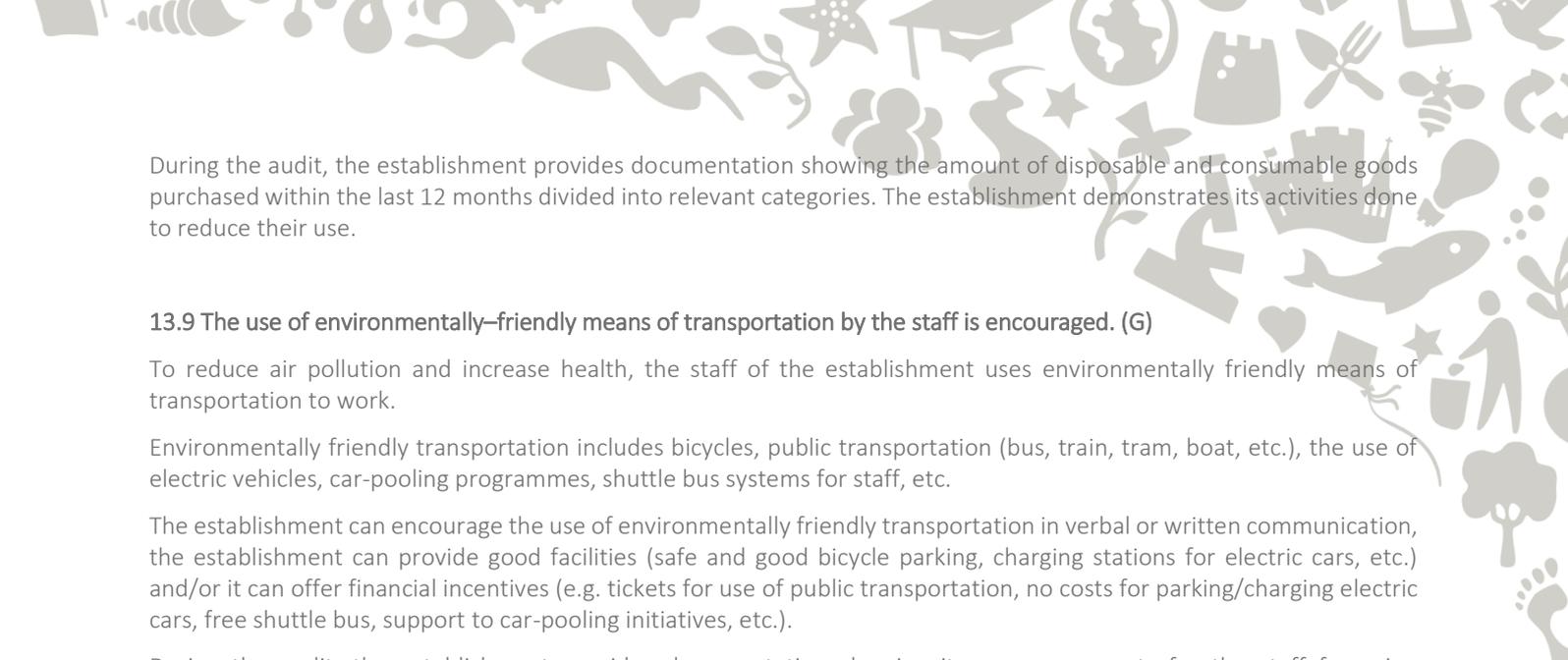
Durables are products made to withstand repeatable and longer lasting use, and include furniture, carpets, office equipment (computers, photocopy machines, printers), kitchen equipment (refrigerators, freezers, ovens) and various other large machines used in the establishment.

During the audit, the establishment provides documentation showing that a minimum of 75% of the durables purchased within the last 12 months have an eco-label or are produced by a company with an environmental management system.

#### **13.8 The purchase of disposable and consumable goods is measured, and the establishment actively seeks ways to reduce their use. (G)**

In order for the establishment to lower its environmental footprint through reduction of disposable and consumable goods, the establishment registers its purchase of disposable and consumable goods (products).

When figures regarding the amount of various categories of disposable and consumable goods are available, the establishment is in the position to take initiatives on potentially reducing the use of disposable and consumable goods. By reducing the use of disposable and consumable goods, the establishment is supporting a reduction in energy and water consumption during production as well as waste after use.



During the audit, the establishment provides documentation showing the amount of disposable and consumable goods purchased within the last 12 months divided into relevant categories. The establishment demonstrates its activities done to reduce their use.

### **13.9 The use of environmentally–friendly means of transportation by the staff is encouraged. (G)**

To reduce air pollution and increase health, the staff of the establishment uses environmentally friendly means of transportation to work.

Environmentally friendly transportation includes bicycles, public transportation (bus, train, tram, boat, etc.), the use of electric vehicles, car-pooling programmes, shuttle bus systems for staff, etc.

The establishment can encourage the use of environmentally friendly transportation in verbal or written communication, the establishment can provide good facilities (safe and good bicycle parking, charging stations for electric cars, etc.) and/or it can offer financial incentives (e.g. tickets for use of public transportation, no costs for parking/charging electric cars, free shuttle bus, support to car-pooling initiatives, etc.).

During the audit, the establishment provides documentation showing its encouragements for the staff for using environmental friendly transportation.

## Application Uploads

When completing the Green Key process you are required to upload several documents.

If you do not already have these documents templates are available to download from the online application form.

### **Environmental Management**

A copy of the business environmental policy

A copy of the environmental action plan

### **Staff Involvement**

Minutes of staff meetings showing briefing on existing or futures environmental initiatives / activities

Minutes of meetings presenting the environmental developments to management ( if applicable)

### **Guest Information**

Evidence of information available to guests regarding energy and water saving, this can be a photo or document copy. If the information is contained on your website a screenshot is sufficient.

### **Water**

Water consumption readings



