

Green Key criteria and explanatory notes

1 January 2022 – 31 December 2025

INTRODUCTION

Green Key is applicable for the following categories:

Hotels and hostels (HH)	The Green Key hotel and hostel criteria are applicable for hotels and hostels having more than 15 bedrooms.
Campsites and holiday parks (CHP)	The Green Key campsite and holiday park criteria are applicable for campsites, eco-camps, desert camps, etc. as well as being eligible for holiday parks.
Small accommodations (SA)	The Green Key small accommodation criteria are applicable for small hotels and guest houses, bed & breakfast establishments, eco-lodges, eco-farms, etc. with a maximum of 15 bedrooms.
Conference centres (CC)	The Green Key conference centre criteria are applicable for conference centres in locations without accommodation.
Restaurants (R)	The Green Key restaurant criteria are applicable for restaurants and cafés that are not part of hotels or other accommodations.
Attractions (A)	The Green Key attraction criteria are applicable for museums, visitor and interpretation centres and theme parks. [attraction sites for animals to be clarified].

In order to be eligible for Green Key, the applicant establishment must be officially registered as a hotel/hostel, campsite/holiday park, small accommodation, conference centre, restaurant or attraction the establishment is officially registered with this function as its main activity.

CRITERIA AND EXPLANATORY NOTES

Criteria marked with (I) are imperative criteria, while criteria marked with (G) are guideline criteria. The applicant must comply with all imperative criteria

and an increasing number of applicable guideline criteria according to the number of years of the award:

Year	Percentage of total guideline criteria
1	0%
2	5%
3	10%
4	15%
5-9	20%
10-	50%

1. ENVIRONMENTAL MANAGEMENT		
1.1	<p>The management must be involved and appoint an environmental manager from amongst the staff of the establishment. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To ensure that Green Key is properly implemented and administered, the management of the establishment is in charge of appointing an environmental manager from the staff of the establishment.</p> <p>Where relevant, it is strongly recommended to create a “green committee” with representatives from all departments. The “green committee” is in charge of executing the environmental/sustainability initiatives in cooperation with the environmental manager and well as informing other staff members in the various parts of the establishment.</p> <p>The appointed environmental manager fulfils, in most cases, a part-time function. It can be any staff member, but is most often the chief engineer, the person responsible for housekeeping, front desk, HR, or the general manager. The position as environmental manager could be mentioned in the person’s job description.</p> <p>The main functions of the environmental manager include:</p> <ul style="list-style-type: none"> • Being contact person for all environmental/sustainability matters to management, staff, suppliers, and Green Key national/international representatives • Being responsible for instructing and supporting other staff members on environmental/sustainability matters

		<ul style="list-style-type: none"> • Being responsible for gathering, managing, and updating the environmental data on cleaning, waste, and the efficient use of gas, water, and electricity • Being responsible for the development and implementation of the environmental policy, and action plan of the establishment <p>The environmental manager is in charge of the communication with Green Key in relation to the application or re-application for Green Key. In the case of an establishment changing environmental manager, Green Key is informed about the change.</p> <p>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.</p>
1.2	<p>The establishment must formulate a sustainability policy. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To ensure an overall frame for the sustainability work of the establishment, a sustainability policy, also called Corporate Social Responsibility (CSR) policy, is formulated. It describes the overall aims and ambitions in relation to the establishment's environmental, social and economic impact. The sustainability policy is a general statement with a commitment for continuous improvements and monitoring, but it does not deal with specific issues or how to handle them. The sustainability policy is more ambitious than only complying with legislation and regulations. The sustainability policy of the establishment is reviewed every third year to allow for continuous improvement.</p> <p>The sustainability policy must include: a) Presentation of the environmental commitment and goals of the establishment, and b) Presentation of the social/cultural/economic commitment and goals of the establishment.</p> <p>The environmental commitment can for example include:</p> <ul style="list-style-type: none"> • consumption of resources (energy, water, etc.) • commitment of applying the circular economy (reduce-reuse-recycle) principle • consumption of environmental pollutants such as chemical cleaning products and fertilizers/pesticides • reducing the carbon footprint • support the protection of local biodiversity

		<p>The social, cultural and economic commitment can for example include:</p> <ul style="list-style-type: none"> • labour rights and equity (including restraints from using child labour) • safe and secure working environment • anti-corruption • commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities, and other vulnerable groups • support to the equal treatment and rights of people • hiring staff in all positions (especially local residents/minorities), without discrimination by age, race, gender, religion, disability, socio-economic status, etc., including management positions • Reference to training, information and awareness raising • Reference to the support of the local community • Support to the establishment's involvement in sustainable tourism planning and management locally <p>The sustainability policy is preferably developed in cooperation with the staff and compiled in a way that includes and commits both contributions from the management and from the staff. The sustainability policy is normally signed by the general manager of the establishment. After development, the sustainability policy is available to all employees of the establishment.</p> <p>It is strongly encouraged that each establishment has its own sustainability policy, but if the establishment is part of an international or national chain, a common sustainability policy could be shared for establishments within the same chain.</p> <p>During the audit, the establishment presents the sustainability policy document and verifies its availability to the staff of the establishment. It is checked that the sustainability policy is less than three years old and that it is a general document including environmental issues as well as other sustainability issues.</p>
1.3	<p>The establishment must formulate objectives and an annual action plan for constant improvement. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To ensure a more concrete plan for the sustainability work of the establishment, objectives are set and an annual action plan is formulated. The objectives and annual action plan reflect the concrete work towards fulfilling the environmental policy and include specific objectives to be reached in the coming 1-3 years and specific actions for reaching the planned objectives in the coming year.</p>

		<p>In order to define 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, human rights, health, risk, and crisis management issues.</p> <p>The objectives and annual action plan document is preferably elaborated in cooperation with the staff and compiled in a way that includes and commits contributions from both the management as well as from the staff.</p> <p>It is expected that the establishment formulates a minimum of three action points within different areas of its operation. When preparing the objectives and annual action plan, it is strongly encouraged to use the Green Key criteria for inspiration, both regarding compliance with guideline criteria not yet implemented, as well as on how to further improve engagement in already implemented imperative and guideline criteria. It should be noted that the establishment must ensure compliance with an increasing percentage of guideline criteria during consecutive years of holding the Green Key award. Objectives and actions that are already fulfilled cannot be added to the objectives and annual action plan.</p> <p>If the establishment is part of a larger chain, there can be an overlap between the objectives/actions formulated within the chain and the ones used in Green Key.</p> <p>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. It is checked that the document includes a minimum of three action points within different sustainability areas and different areas of operation. 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 previous year. In case where some planned actions were not carried out, there is a discussion about why the applicant establishment was not able to carry out the planned actions during the past year with recommendation for remedial action.</p>
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.

	<p>HH, CHP, SA, CC, R, A</p>	<p>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). To save resources, it is recommended that the binder is electronic.</p> <p>During the audit, the environmental manager presents the Green Key binder for inspection and for proof of compliance with the various Green Key criteria.</p>
<p>1.5</p>	<p>The establishment must establish active collaboration with relevant local stakeholders. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>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 collaborating partners.</p> <p>The criterion is mainly focusing on collaboration on environmental issues (e.g. protection of the local biodiversity), but it could also refer to social, cultural, educational, economic, quality, human rights, health, risk, and crisis management issues. Where appropriate, Green Key encourages the establishment to cooperate with stakeholders involved in the protection and enhancement of local historical, archaeological, culturally and spiritually significant sites, and traditions.</p> <p>The relevant stakeholders could be non-governmental organisations, local community groups, local authorities, local residents, local schools, suppliers, management authorities of protected areas, etc.</p> <p>Examples of local cooperation could include cooperation with local schools on educational and/or sustainability initiatives, supporting museums to promote local heritage, cooperation with local suppliers (other than the sole purchasing of local products), cooperation with local community groups on various biodiversity and environmental protection initiatives (e.g. tree-planting, re-wilding and creating pollinator-friendly local areas and natural corridors, beach clean-up events, etc.).</p> <p>In order for the collaboration to be approved, it is an active two-way collaboration between the establishment and the relevant stakeholders.</p> <p>Hotels, hostels, campsites and holiday parks must have a minimum of two (2) active partnerships with local stakeholders. Small accommodations, conference centres, restaurants and attractions must have a minimum of one (1) active partnership with a local stakeholder.</p>

		During the audit, documentation showing active collaboration with the required number of local stakeholders are checked.
1.6	<p>The establishment measures its carbon footprint through the use of a recognised carbon measurement tool. (I/G)</p> <p>HH (I) CHP, SA, CC, R, A (G)</p>	<p>With this criterion, the establishment uses its measured annual energy consumption to make an estimate of the total annual carbon footprint of the establishment and the carbon emissions per guest/room night or per guest using a recognised carbon measurement tool. The calculation could be used to check the fluctuations in carbon emissions of the establishment from period to period with the aim of reducing it. Yearly carbon emission data is collected in the international Green Key database.</p> <p>There are different carbon measurement tools available with different levels of accuracy. One of the recognised tools for accommodations is the Hotel Carbon Management Initiative (HCMI) which is a tool providing the estimated carbon footprint from the energy consumption of an establishment. The HCMI tool can be found on the international Green Key website (www.greenkey.global) free of charge.</p> <p>During the audit, the establishment presents the carbon measurement tool and the calculated results.</p>
1.7	<p><i>The establishment sets a concrete target to reduce its carbon footprint. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>With this criterion, the establishment uses its calculated carbon footprint as a basis for formulating a target to further reduce carbon emissions by a certain percentage. The establishment also identifies the actions to reach the target, e.g. reduction in energy consumption, increasing efficiency measures and/or installing on-site renewable energy systems.</p> <p>For carbon emission that cannot be avoided, the establishment could have a system for offsetting remaining emissions. The system can include that the establishment offsets the remaining emissions through a carbon offsetting scheme.</p> <p>Carbon offsetting schemes can hold an international certification, e.g. Gold Standard, or it can be other international/national schemes, for instance the Global Forest Fund managed by the Foundation for Environmental Education (FEE), www.gff.global. Carbon offsetting through tree-planting can be done locally at or near the premises of the establishment or it can be done in another area, but tree-planting should always be done so that it supports the local indigenous flora and fauna.</p> <p>During the audit, the establishment presents the target and actions for reducing the carbon footprint and the documentation showing the offsetting of emissions (if applicable). This can be included in the annual</p>

		action plan (see criterion 1.3).
1.8	<p><i>The establishment is carbon neutral verified through a carbon accounting standard in line with the Greenhouse Gas Protocol Standard. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>With this criterion, the establishment confirms that it operates its activities fully carbon neutral. This means that the establishment has a net zero carbon footprint by balancing third-party verified carbon emissions with third-party verified carbon offsetting or by fully eliminating carbon emissions using high quality (recognised Gold Standard) carbon credits.</p> <p>The carbon neutrality of an establishment must be done to PAS 2060 or another carbon accounting standards in line with the Greenhouse Gas Protocol Standard that requires robust measurement and a plan for achieving internal reductions and offsetting using high quality carbon credits.</p> <p>During the audit, the establishment presents the third-party verification that the establishment is carbon neutral.</p>
1.9	<p><i>The establishment offers its guests a possibility to compensate/offset their emissions through a carbon scheme. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>With this criterion, the establishment offers its guests the possibility to compensate or offset the carbon emissions generated during the visit and/or the travel to the establishment.</p> <p>After an establishment has calculated its average carbon emission per guest or per guest/room night (see criterion 1.6), the establishment offers its guests to offset the carbon emissions of the stay. In addition, the establishment can also offer its guests to compensate/offset the carbon emissions of the travel to and from the establishment.</p> <p>The compensation/offset should be done through a carbon offsetting scheme, e.g. a scheme that holds an international certification, e.g. Gold Standard, or it can be other international/national schemes, for instance the Global Forest Fund managed by the Foundation for Environmental Education (FEE), www.gff.global.</p> <p>The establishment offers the carbon compensation/offset by promoting a carbon offset scheme to the guests by providing the guests the information about and link to the scheme. Alternatively, the establishment can also collect the funding from the carbon offset of the guests and then send it to the carbon offset scheme.</p> <p>The establishment can choose that the carbon offset is offered to guests individually or it can be offered to</p>

		<p>companies organising the stay of guests at the establishment (e.g. tour operators, group tour organisers, conference organisers, etc.).</p> <p>During the audit, the establishment presents the information to its guests encouraging the guests to ensure carbon offset of their stay and/or travel to and from the establishment.</p>
2. STAFF INVOLVEMENT		
2.1	<p>The management holds periodic meetings with the staff in order to brief them on issues concerning existing and new environmental initiatives. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To raise the environmental/sustainability awareness at the establishments, it is important that the management, environmental manager and/or green committee ensure an information flow to the staff and engages the staff in the environmental/sustainability initiatives set by the establishment.</p> <p>Keeping the staff updated about existing and new environmental/sustainability initiatives gives the staff a better understanding of their role in the work and the impact of their contribution, 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/sustainability initiatives, but also has the possibility to contribute with ideas and suggestions.</p> <p>The information includes issues of environmental management (e.g. water, energy, waste, cleaning, food and beverage, and the circular economy principles: reduce, reuse, recycle, etc.), and other sustainability issues (e.g. local biodiversity issues), but also issues of awareness raising of guests, staff, suppliers and the surrounding community. Information about Green Key must also be provided to the staff.</p> <p>The management of the establishment therefore normally organises at least 1-3 annual meetings. When planning the meetings, consideration is taken regarding seasonal employees in order to ensure as broad participation of the staff as possible.</p> <p>This criterion considers both internal staff hired by the establishment as well as external staff contracted from a third-party company.</p> <p>During the audit, minutes/notes/attendance list from the meetings held between the management and staff are presented showing the persons present and the environmental/sustainability issues discussed. If the</p>

		<p>establishment is applying for the first time, it presents the planned meetings. If the total number of staff members is below five, the information about the held meetings can be given orally. The auditor may also interview staff to ascertain their level of knowledge on environmental initiatives of the establishment.</p>
2.2	<p>The environmental manager must participate in meetings with management for the purpose of presenting the environmental developments of the establishment. (I)</p> <p>HH, CHP, CC, R, A</p>	<p>If the environmental manager is not part of the management of the establishment, he/she has to be invited to meetings with the management. The meetings between the environmental manager (and the green committee, where applicable) and the management of the establishment are important to keep the management informed and involved in the environmental work of the establishment, as well as to ensure continued endorsement by the management of the work on environmental issues. In some smaller establishments the meetings between the staff and management and between the environmental manager and management can be held at the same time. It is expected that the establishment normally holds at least 1-3 annual meetings.</p> <p>During the audit, minutes/notes from the meetings held between the management and environmental manager (and green committee) are presented showing the persons present and the environmental/sustainability issues discussed. If the establishment is applying for the first time, it presents the planned meetings.</p>
2.3	<p>Staff members must receive regular training on environmental and other sustainability issues. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>It is important that the environmental manager (and green committee), as well as other staff members, receive specific training on environmental and other sustainability issues, so that suitable and possible solutions for the establishment can be determined and implemented.</p> <p>The training includes issues of environmental management (water, energy, waste, hazardous chemicals, cleaning, food and beverage, air quality, environmentally friendly use of appliances, the circular economy principles: reduce, reuse, recycle, etc.), awareness raising of guests, staff, suppliers and the surrounding community, as well as other sustainability issues, addressing climate change, local biodiversity, social, cultural, economic, quality, human rights, health, risk, and crisis management issues. Training should also include knowledge about Green Key and could also be extended to add knowledge on other issues within or around the establishment (e.g. protection of biodiversity).</p> <p>The training can be both external and internal. External training could be in 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</p>

		<p>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. For establishments that are members of an international or national chain, there is often training conducted on environmental and other sustainability topics within the chain.</p> <p>It is also important that internal courses and training are organised by the environmental manager (and green committee) for staff members on how to work towards achieving the environmental objectives and actions planned within the establishment. The internal training can involve individual staff members or groups of staff members. Besides the training, the establishment can offer engaging sustainability initiatives (e.g. competitions) and/or reward systems for the staff.</p> <p>It is expected that each staff member in the establishment normally participates in at least 1-3 annual training sessions organised by the establishment. New staff members should normally receive the training within the first four weeks of their employment.</p> <p>For persons working in the establishment on a daily basis but not employed as staff by the establishment (e.g. persons working in housekeeping from an outsourced company), it is strongly encouraged that these persons also receive the same training on environmental and other sustainability issues.</p> <p>During the audit, there is a document showing the external/internal training sessions held in the past 12 months with information about participating staff covering the areas of environmental management and awareness raising, and other sustainability topics. If the establishment is applying for the first time, it presents the planned training. During the visual inspection, staff members might be interviewed to confirm that they have received training.</p>
2.4	<p>The housekeeping service must know and accept the procedures regarding exchange of towels and sheets. (I)</p> <p>HH, CHP, SA</p>	<p>To lower the environmental footprint and also cut costs in connection with the washing and cleaning processes, it is important that housekeeping staff understands the information or displayed signs regarding sheets and towels being changed upon request.</p> <p>In addition to having the option for guests to reuse of towels and sheets (see criterion 5.1 and 5.2), it is important that this procedure is known and accepted by the housekeeping staff. Not following the established procedures harms the environment and creates unnecessary costs, and if guests become aware of the mismanagement, it can affect the credibility of the establishment and that of Green Key.</p>

		<p>Therefore, part of the information for and training of the housekeeping staff must include familiarising themselves with the procedures of the establishment on this matter. Also standard operating procedures for the housekeeping staff are in place to ensure that the procedures regarding reuse of towels and sheets are followed. If the housekeeping is outsourced, such training of staff must be part of the agreement with the outsourced housekeeping company.</p> <p>During the audit, it is checked that the procedures regarding towels and sheets reuse are incorporated into the standard operating procedures for housekeeping staff.</p>
2.5	<p>Information is displayed in the staff area to promote responsible behaviour. (I)</p> <p>HH, CHP, CC, R, A</p>	<p>To lower the environmental footprint and also costs, signage/instructions are displayed in the staff area reminding the staff of the sustainability initiatives of the establishment.</p> <p>The signage/instructions should encourage the staff to use resources wisely (e.g. switching of the light/taps, using less paper etc.) and help them to use devices and machines more efficiently (e.g. the dishwasher, laundry machines, vacuum cleaners, etc.), protection of the local biodiversity, etc. In addition, information could reference to social responsibility (e.g. how to report discrimination, etc.).</p> <p>Raising awareness of the staff towards the sustainability undertakings of the establishment can be achieved through staff notice board, posters, stickers, leaflets, newsletters, digital information on screens/apps, etc. Depending on the type and form of awareness raising activity, it could be aimed at individuals, groups or all staff members at the same time.</p> <p>During the visual inspection, the signage and instructions are shown to the auditor.</p>
2.6	<p><i>The establishment provides its staff with the opportunity to evaluate its environmental and/or socio-cultural performance. (G)</i></p> <p>HH, CHP, CC, R, A</p>	<p>To involve all staff members in the environmental and social initiatives of the establishment and to empower them to actively contribute to the sustainability work, the establishment provides a feedback mechanism where staff can evaluate the environmental and/or social performance of the establishment and make suggestions for improvement.</p> <p>This can be done by conducting regular surveys on the matter, during feedback meetings or a suggestion box that is managed by the environmental manager.</p>

		During the audit, the feedback mechanism is shown to the auditor.
3. GUEST INFORMATION		
3.1	<p>The Green Key award must be displayed in a prominent place. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>The establishment is required display the standard Green Key plaque nearby the entrance to the premises and the standard Green Key certificate by the front desk.</p> <p>Additional copies of the Green Key plaque and Green Key certificate can be purchased and placed at other strategic locations (e.g. at the staff information board or canteen). In addition to the plaque and certificate, it is also possible for the establishment to purchase a Green Key flag.</p> <p>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.</p> <p>During the audit, it is checked that the standardised Green Key plaque and the Green Key certificate for the current period are displayed. If the establishment has not received the Green Key award in the past, the planned location of the display of the plaque and the certificate is shown.</p>
3.2	<p>Information about Green Key must be visible and accessible for guests. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>The guests visiting the establishment must be able to find information about the requirements for achieving the Green Key.</p> <p>Information about Green Key can be available in public areas if visibly placed, e.g. by an “environmental corner”, on TV monitors in public areas, information at the front desk, etc. The information about Green Key can also be available in the information folders, TV monitors in the guest/meeting rooms and/or guest apps. The Green Key logo (in the correct format) is normally displayed as part of the information.</p> <p>As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information with regard to the establishment and its products and services, including sustainability claims, and must not promise more than can be or is implemented by the establishment.</p> <p>During the audit, it is checked that the information material about Green Key is visible and accessible in the public areas and/or, guest/meeting rooms. If the establishment did not receive the Green Key award in the</p>

		past, the draft information materials and location(s) where it will be available are presented. It is checked that the information is accurate, clear and easily understandable.
3.3	<p>Information about Green Key and environmental information must be available on the establishment's website. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>The establishment's website must contain brief information about the Green Key programme and the fact that the establishment has achieved the award. The links to the international Green Key website (www.greenkey.global) and/or national Green Key website are included. It is encouraged that the Green Key logo (in the correct format) is displayed. The website also displays brief information about the environmental undertakings of the establishment. The information is presented in consideration of the establishment's own branding guidelines.</p> <p>In addition to the information on the website of the establishment, it is also encouraged that the establishment informs about Green Key in its social media.</p> <p>As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information with regard to the establishment and its products and services, including sustainability claims, and must not promise more than can be or is implemented by the establishment.</p> <p>During the audit, the information about Green Key and environmental information on the website is shown. If the establishment has not received the Green Key award in the past, the draft information for the website is presented. It is checked that the information is accurate, clear and easily understandable.</p>
3.4	<p>The establishment must keep the guests informed and involved about its environmental work and encourage guests to participate in environmental initiatives. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>It is important that the establishment informs its guests about the environmental undertakings of the establishment through information material or TV-monitors in public areas, guest/meeting rooms and/or guest apps.</p> <p>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 saving, energy saving, waste saving/recycling, food waste reduction, etc.), but can also focus on other sustainability issues (e.g. local biodiversity protection, support to social charities, etc.).</p>

		<p>As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information with regard to the establishment and its products and services, including sustainability claims, and must not promise more than can be or is implemented by the establishment.</p> <p>During the audit, the information about environmental/sustainability undertakings provided for guests is presented, including the encouragement for guests to participate in the work. It is checked that the information is accurate, clear and easily understandable.</p>
3.5	<p>Staff in charge of welcoming guests must be in a position to inform the guests about Green Key and the current environmental/sustainability initiatives of the establishment. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>With the Green Key award (plaque and certificate) being displayed by the entrance of the establishment, and information about Green Key and environmental/sustainability undertakings displayed in the public areas, guest/meeting rooms and on the website of the establishment, guests might be interested in learning more about Green Key. In this case, guests might approach the staff in charge of welcoming the guests (e.g. reception staff, ticket office staff) and it is therefore important that these persons are able to inform guests about Green Key and the most important environmental/sustainability initiatives of the establishment.</p> <p>As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information with regard to the establishment and its products and services, including sustainability claims, and must not promise more than can be or is implemented by the establishment.</p> <p>During the audit, the staff in charge of welcoming guests are asked to provide basic information about Green Key and the most important environmental/sustainability initiatives of the establishment. It is checked that the information is accurate, clear and easily understandable.</p>
3.6	<p>The establishment informs and encourages guests to use sustainable transportation alternatives. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>In order to encourage guests staying at the establishment to use means of transportation other than cars and taxis, where safe, the establishment must be able to inform about these alternatives.</p> <p>The alternative means of transportation includes:</p> <ul style="list-style-type: none"> • Local public/private transportation systems (bus, train, metro, tram, boat, etc.) • Shared taxis/minibus systems • Taxis from companies that have an environmental policy, e.g. using electric cars, bio fuel petrol, etc. • Shuttle buses provided by the establishment • For guests using electric cars, the establishment could have a smart electric vehicle charging station or inform about the nearby locations for charging electric cars.

		<ul style="list-style-type: none"> • Other means of transportation including bicycling opportunities and walking alternatives. <p>The information about local transportation systems and other transportation alternatives is provided by the persons welcoming guests, front desk staff, the concierge and/or through information material available in the public areas or guest/meeting rooms.</p> <p>As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information with regard to the establishment and its products and services, including sustainability claims, and must not promise more than can be or is implemented by the establishment.</p> <p>During the audit, the information provided by the establishment about local transportation systems and other transportation alternatives is presented. It is checked that the information is accurate, clear and easily understandable.</p>
3.7	<p><i>The establishment provides its guests with the opportunity to evaluate its environmental and/or socio-cultural performance. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>A feedback questionnaire can provide indication of the guests' satisfaction and awareness concerning the environmental and/or socio-cultural undertakings of the establishment. The results might be helpful for improving the performance and for marketing the environmental/socio-cultural efforts of the establishment.</p> <p>In most cases, the questions related to the environmental/socio-cultural performance are part of an overall satisfaction questionnaire which includes a range of other issues, such as quality, price, service, etc.</p> <p>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.</p> <p>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 monitored and used in corrective actions.</p>
<p>4. WATER</p>		

4.1	<p>The total water consumption must be registered at least once a month. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>In order for the establishment to reduce its environmental footprint and cut costs, it is first of all necessary to have a regular recording of the total water consumption at least once a month. Calculation of the water consumption per guest night (for accommodations) or per guest (for non-accommodations) should also be done. The source of water is indicated, and if the water is not delivered through public suppliers, it is checked that the water supply is sustainable and does not adversely affect the environment and local water supply. The annual water consumption data are collected in the international Green Key database.</p> <p>It is encouraged to register the total water consumption more frequently than once a month, as it will provide more detailed information.</p> <p>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 the reason for the water consumption changes and to implement corrective actions. In areas of high water risk, extra care and action are strongly recommended to be carried out in cooperation with other relevant stakeholders.</p> <p>During the audit, the minimum monthly registration of the total water consumption is presented as well as the calculation of water consumption per guest night/guest. The establishment shows the procedures for investigating and correcting in case of sudden changes in total water consumption. If the source of water is not delivered through public supplier, the establishment documents that the source is sustainable and does not adversely affect the environment and local water supply.</p>
4.2	<p>Newly purchased toilets have a 3/6 litres dual flush. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>As dual flush toilets ensure a lower environmental footprint through a reduced water consumption and also cut costs, toilets purchased within the last 12 months for guest rooms, public areas and/or staff areas have a dual flush with a maximum of 3/6 litres (0.79/1.59 US gallons) per flush. In some cases, the flush water consumption could be further reduced without compromising the comfort of the guests and staff.</p> <p>Newly purchased toilets with sensors allowing a maximum of 4.5 litres (1.19 US gallons) per flush can also be accepted.</p> <p>During the audit, receipts for toilets purchased in the past 12 months indicating a dual flush of maximum 3/6 litres is presented and the presence of dual flush toilets is visually inspected.</p>

<p>4.3</p>	<p>The staff must have a system in place to regularly check for dripping taps and leaky toilets as well as leaky swimming pools. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>Dripping taps and leaking toilets in public areas, guest rooms and staff areas may cause a negative effect on the environmental footprint through excessive water consumption and also cause unnecessary costs.</p> <p>The standard operating procedures that are in place include regularly checking for visibly dripping taps and leaky toilets. In the case of dripping taps or leaky toilets being observed, corrective actions to fix the leak are implemented.</p> <p>Leaks in outdoor or indoor swimming pools can also significantly increase the environmental footprint through a higher water consumption and also create additional expenses. The establishment must, therefore, also have a system in place to regularly check for leaks in the swimming pool system. Monitoring can be in the form of a visual inspection around the swimming pool, but a better solution is to install a separate water metre monitoring water consumption of the swimming pool or a water leak detector. It is strongly recommended that this inspection is carried out daily.</p> <p>During the audit, the standard operating procedures for regularly checking for dripping taps and leaky toilets and swimming pools, as well as the corrective actions for implementation after observing leaks are presented. During the visual inspection, there is a spot-check for dripping taps and leaky toilets and swimming pools.</p>
<p>4.4</p>	<p>Water flow in at least 75% of the showers must not exceed 9 litres per minute. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint through water savings and also cut costs, the water flow in at least 75% of the showers in guest rooms, public areas, staff areas and other areas such as spa areas or fitness centres must not exceed 9 litres (or 2.38 US gallons) per minute.</p> <p>In case that there are both hand showers and roof showers, the requirement concerns both types. Water flow in bathtub taps placed in conjunction with showers is not part of this criterion.</p> <p>In many cases, the water flow in the showers could be further reduced without compromising the comfort of the guests.</p> <p>To comply with this 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. The reduced water flow is often achieved 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.</p>

		<p>During the audit, sample measurements of the water flow in a few selected showers in different parts of the establishment are carried out. If the visual inspection reveals showers with a water flow above 9 litres per minute, then the establishment provides an overview of the water flow in at least 10% of all of its showers (covering different room types, areas and floors).</p>
--	--	--

4.5	<p>Water flow in at least 75% of the taps must not exceed 8 litres per minute. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint through water savings and also cut costs, the water flow in at least 75% of the taps in guest rooms, in the staff areas and other public areas such as public toilets, spa areas or fitness centres must not exceed 8 litres (or 2.11 US gallons) per minute.</p> <p>In many cases, the water flow in the taps could be further reduced without compromising the comfort of the guests.</p> <p>To comply with the criterion, the establishment can either choose to have taps built with restricted water flow or have water restricting devices installed on the tap. The reduced water flow is often achieved 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.</p> <p>During the audit, sample measurements of the water flow in a few selected taps in different parts of the establishment are carried out. If the visual inspection reveals that there are taps with a water flow above 8 litres per minute, then the establishment provides an overview of the water flow in at least 10% of all of its taps (covering different room types, areas and floors).</p>
4.6	<p>Urinals must have sensors, water saving devices, or be water free. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>Urinals in the establishment can contribute to a reduced environmental footprint through lower water consumption and also cut costs. If the establishment has urinals, the urinals must either have detection sensors or a “push” button (not flushing more than 3 litres or 0.79 US gallons per minute) or be water free. Each urinal has individual sensors.</p> <p>During the audit, the urinals are visually checked for individual detection sensors, a push button with restricted water flow, or being water free.</p>
4.7	<p>Newly purchased cover or tunnel dishwashers must not consume more water than 3.5 litres per basket. (I)</p> <p>HH, CHP, CC, R, A</p>	<p>To reduce the environmental footprint through water savings and also cut costs, professional cover or tunnel dishwashers in the kitchen purchased within the last 12 months must not use more than 3.5 litres (or 0.92 US gallons) per basket.</p> <p>Dishwashers in guest rooms or apartments are exempted from this criterion. Establishments without a large professional kitchen are also exempted from this criterion.</p>

		<p>During the audit, receipts for purchased cover or tunnel dishwashers in the past 12 months indicating the maximum use of 3.5 litres per basket are presented. Alternatively, technical datasheets and manuals of the dishwashers purchased indicating the maximum flush can be presented.</p>
4.8	<p>All wastewater must be treated. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>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 an own sewage system.</p> <p>It is important that all wastewater is treated in accordance with national and/or local legislation and to the most advanced treatment available. After treatment, the treated wastewater is released safely with no adverse effects on the local population and the environment.</p> <p>In the exceptional cases where authorities do not offer connection to the public sewage system and it is not possible for the establishment to create its own sewage system, the applicant establishment can request a dispensation on the matter.</p> <p>During the audit, the licence or other adequate documentation showing compliance with the wastewater treatment requirements is presented. The establishment confirms that the treated wastewater has a safe release without adverse effects on the local population and environment (e.g. in the form of a confirmation letter from the competent local authority). If the applicant establishment is requesting a dispensation from the requirement, it must send proof showing that it is not possible to comply with the criterion. During the visual inspection, any observations of potential lack of compliance with this criterion are reported.</p>
4.9	<p>Newly purchased dishwashers and laundry machines must not be conventional domestic appliances. (I)</p> <p>HH, CHP, CC, R, A</p>	<p>Conventional domestic (household) dishwashers and laundry machines are less energy and water efficient compared to professional (industrial) cover and tunnel dishwashers/laundry machines when it comes to large-scale use. To lower the environmental footprint and also save costs, the use of conventional domestic appliances is in general avoided or minimised. Dishwashers and laundry machines purchased within the last 12 months are therefore not conventional domestic appliances.</p> <p>In the cases where only small dishwashers are needed (e.g. in a bar without need for proper kitchen facilities), it might however be the best solution from an environmental point of view to continue using conventional domestic appliances. Similarly, in the cases where only few items (e.g. uniforms) are washed in the establishment, it might be the best solution from an environmental point of view to use domestic</p>

		<p>laundry machines. In these cases, the establishment can be exempted from complying with this criterion. Dishwashers and laundry machines in guest rooms or apartments are also exempted from this criterion.</p> <p>During the audit, documentation is presented showing that dishwashers and laundry machines purchased in the last 12 months are not conventional domestic appliances (unless there is a specific reason for it). During the visual inspection, the use of industrial dishwashers and laundry machines is checked.</p>
4.10	<p>A grease trap is installed. (I)</p> <p>HH, CHP, CC, R, A</p>	<p>Well-functioning grease traps in the kitchen contribute to the lowering of the environmental footprint by saving water and chemicals and also cut costs. To avoid grease blocking the drains, the establishment must have grease traps in the kitchen, and the grease traps must be emptied regularly.</p> <p>Establishments without a professional kitchen are exempted from this criterion.</p> <p>During the audit, the presence of well-functioning grease traps in kitchen drains is checked.</p>
4.11	<p><i>The swimming pool is covered or has other systems in place to reduce water consumption. (G)</i></p> <p>HH, CHP, SA, A</p>	<p>In countries with high temperatures, outdoor swimming pools contribute to a higher environmental footprint through increased water consumption and also higher costs due to the considerable amount of water evaporation. Therefore, a swimming pool, when not in use, must have a cover or other system in place (e.g. a gel layer) to prevent evaporation. The cover or other system is to be used outside the operating hours of the swimming pool and/or in periods with no use of the swimming pool. In addition, there could be systems in place to reuse the water of the pool.</p> <p>Due to weather conditions, outdoor swimming pools in certain places and periods of the year use heated water. In this case, use of a cover or other system is strongly encouraged as it also assists in energy saving.</p> <p>During the audit, documentation about the use of a cover or other system for outdoor swimming pools is presented and/or the pool is visually inspected.</p>
4.12	<p><i>The swimming pool is cleaned with chemical-free alternatives (G)</i></p> <p>HH, CHP, SA, A</p>	<p>To reduce the use of hazardous chemicals, the establishment cleans its swimming pool with chemical-free alternatives, such as UV light, electrolysed water treatment, plant filtration, etc.</p> <p>During the audit, documentation about the chemical-free alternatives for cleaning the swimming pools is presented.</p>

4.13	<p><i>Separate water metres are installed in areas with a high degree of water consumption. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To better trace 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. kitchens, swimming pool and spa areas, externally managed businesses, etc.). If the establishment is large with many guest/meeting rooms, separate water metres for different parts of the establishment could be installed. Some establishments have chosen to have separate water metres for each room.</p> <p>Providing more accurate information about water use through additional/separate water metres enables the establishment to prepare better target strategies for the reduction of water consumption and thereby lower the environmental footprint and cut costs. It also facilitates discovery of leaks.</p> <p>With more water metres installed, the consumption at each water metre is collected and registered. It is encouraged that the reading of the water consumption from the different metres is done more frequently than once a month, as it will produce more detailed information.</p> <p>During the audit, the minimum monthly registration of the water consumption from different water metres is presented (including indication of location) as well as the standard operating procedure for investigating and correcting sudden changes in water consumption.</p>
4.14	<p><i>Water flow in at least 75% of taps must not exceed 5 litres per minute. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint through water savings and also cut costs, the water flow in at least 75% of the taps in the establishment (guest rooms, public areas and staff areas) does not exceed 5 litres (or 1.32 US gallons) per minute. In some cases, the water flow in the taps could be further reduced without compromising the comfort of the guests. Where the establishment has installed sensors in taps, they must also comply with this criterion.</p> <p>During the audit, sample measurements of the water flow in a few selected taps in different parts of the establishment are carried out. If the visual inspection reveals that there are taps with a water flow above 5 litres per minute, then the establishment provides an overview of the water flow in at least 10% of all of its taps (covering different room types, areas and floors).</p>
4.15	<p><i>Wastewater is treated and reused on-site (G)</i></p>	<p>To lower the environmental footprint and to reduce water consumption, the establishment treats its wastewater on-site and reuses it for different purposes, such as fertilisers for fields, the green areas of the</p>

	HH, CHP, SA, CC, R, A	<p>establishment or where else appropriate. The reuse of treated wastewater must be done safely following national legislation with no adverse effects on the local population and environment.</p> <p>This criterion also includes wastewater derived from the condensation of water in air-condition systems.</p> <p>During the audit, documentation about the on-site treatment and reuse of the treated wastewater is presented, and the establishment confirms that the use of the treated wastewater does not adversely affect the local population and the environment (e.g. in the form of a confirmation letter on the matter from the competent local authority).</p>
4.16	<p><i>Rainwater is collected and used suitable purposes. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint through water savings and also cut costs, rainwater is collected and used for toilets, irrigation of the green areas of the establishment or other suitable purposes. The collection of rainwater must be done safely with no adverse effects on the guests and staff of the establishment, the local population, and the environment.</p> <p>During the audit, the installations for collecting rainwater are visually inspected, and the establishment confirms that the collected rainwater has no adverse effects on the guests and staff of the establishment, the local population, and the environment (e.g. in the form of a confirmation letter on the matter from the competent local authority).</p>
5. WASHING AND CLEANING		
5.1	<p>There must be information in the rooms informing guests about the routine regarding the change of sheets. (I)</p> <p>HH, CHP, SA</p>	<p>To lower the environmental footprint and also cut costs in connection with the washing and cleaning processes, there must be a sign displayed in the room regarding changing the sheets upon request (preferably placed near the bed). The information can alternatively be presented in other ways in the guest rooms, e.g. the TV monitor, guest binder, etc.</p> <p>The signs inform the guests about the standard procedure of the establishment in relation to changing sheets (e.g. every third night) and are supplemented with information about the procedure if a guest would like a less or more frequent change than the standard procedure.</p>

		<p>In addition to the information, the establishment can also actively ask the guests during check-in about their options concerning the change of sheets.</p> <p>During the audit, the signs/information regarding the change of sheets in the guest rooms are visually inspected.</p>
5.2	<p>There must be information in the rooms informing guests about the routine regarding the change of towels. (I)</p> <p>HH, CHP, SA</p>	<p>To lower the environmental footprint and thereby cut costs in connection with the washing and cleaning processes, there must be a sign displayed in the room regarding the changing of towels upon request (preferably placed in the bathroom of the guest room). The information alternatively be presented in other ways in the guest rooms, e.g. the TV monitor, guest binder, etc.</p> <p>The signs inform the guests about the standard procedure of the establishment in relation to changing towels (e.g. every third night) and are supplemented with information about the procedure if a guest would like a less or more frequent change than the standard procedure.</p> <p>In addition to the information, the establishment can also actively ask the guests during check-in about their options concerning the change of towels.</p> <p>In the cases where an establishment does not offer towels as part of the service, the requirement regarding reuse of towels are not applicable.</p> <p>During the audit, the signs/information regarding the change of towels in the guest rooms are visually inspected.</p>
5.3	<p>At least 75% of the chemical cleaning products for daily use have a recognised eco-label. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To lower the environmental footprint, the use of cleaning products containing hazardous chemicals is minimised. The establishment must ensure that at least 75% of all chemical cleaning products for daily use in all parts of the establishment have an internationally or nationally recognised eco-label. This includes the products used for the daily cleaning of the guest rooms, conference areas, restaurants, public areas (excluding swimming pools) and staff areas (excluding kitchen and laundry areas).</p> <p>The recognised eco-labels can be international (e.g. EU-Ecolabel, Nordic Swan, Green Seal, Cradle2Cradle, etc.) or nationally third-party verified eco-labels.</p>

		<p>If it is not possible for an establishment to purchase at least 75% of the chemical cleaning products for daily use with a recognised eco-label on the national market, it can instead consider alternative means of cleaning possible (see criterion 5.9). If none of the two options are possible, then the establishment can request a dispensation from complying with the requirement.</p> <p>During the audit, the establishment presents a list of all daily used chemical cleaning products with indication of at least 75% of the products having an internationally or nationally recognised eco-label. A spot-check during the visual inspection confirms the presence of eco-labels on the daily cleaning products. If the establishment is seeking a dispensation from the requirement, evidence must be presented showing that the establishment has unsuccessfully tried to purchase chemical cleaning products for daily use with a recognised eco-label on the national market and has considered alternative cleaning solutions.</p>
5.4	<p>Disinfection substances must only be used when necessary and in correspondence with the legislation on hygiene. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>Chemical disinfection substances are only to be used in cases where insects, fungi, bacteria or viruses constitute a significant nuisance or health risk, and where the disinfection cannot successfully be replaced by other methods. Hand disinfection is not included in this criterion.</p> <p>Due to their potential impact on environment and health, the use of disinfection substances is reduced to the minimum, replaced by less harmful substances and/or only used when absolutely needed.</p> <p>Disinfection substances must be approved by the national authorities and can only be used for the application areas described in the Material Safety Data Sheets (MSDS) and/or other technical data sheets. It is compulsory to strictly follow the prescribed concentration and contact time as mentioned in the document. Disinfection can only be applied by trained staff or external contractors licensed for the purpose. It is also important that the establishment ensures correct handling of the disinfection substances (see criterion 6.6).</p> <p>In case the national authorities stipulate hygiene regulations that are stricter or in contradiction with this criterion, the establishment follows the official national regulations and is granted a dispensation from this criterion.</p> <p>During the audit, the establishment presents the Material Safety Data Sheets (MSDS) and/or other technical data sheets for the disinfection substances used, as well as the standard operating procedure showing that the use of disinfection substances follows the requirements in the document.</p>

5.5	<p>Paper towels, facial tissues and toilet paper must be made of non-chlorine bleached paper or awarded with an eco-label. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>International or national recognised eco-labels for paper towels, facial tissues and toilet paper (e.g. EU Ecolabel, Nordic Swan, Der Blaue Engel, FSC or PEFC) are evidence of a lower environmental footprint through a more environmentally friendly production process.</p> <p>Alternatively, or in addition, it must be checked if the products are non-chlorine bleached, as bleaching of cellulose fibres means additional use of energy and chemicals.</p> <p>The requirement is obligatory for all establishments, but a dispensation can be granted if the products are not available near the establishment.</p> <p>During the audit, it is checked during the visual inspection that the paper towels, facial tissues and toilet paper purchased are made of non-chlorine bleached paper or awarded with an eco-label.</p>
5.6	<p><i>The establishment uses eco-labelled dishwashing detergents. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>The use of dishwashing detergents is kept at a minimum (using the correct dosage), and the products have an internationally or nationally recognised eco-label as these products have a lower environmental footprint compared to the use of products without an eco-label.</p> <p>During the audit, it is visually checked that the dishwashing detergents are awarded with an eco-label.</p>
5.7	<p><i>The establishment uses eco-labelled laundry detergents. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>The use of laundry detergents is kept at a minimum (using the correct dosage), and the products have an internationally or nationally recognised eco-label as these products have a lower environmental footprint compared to the use of products without an eco-label.</p> <p>During the audit, it is visually checked that the laundry detergents are awarded with an eco-label.</p>
5.8	<p><i>Concentrated chemical cleaning products and dosing system are used for daily cleaning. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To lower the environmental footprint through reduction of packaging and transportation, concentrated daily chemical cleaning products that are subsequently diluted with water on-site are used by the establishment. In addition, the establishment has an automatic dosing (dilution) system to ensure that the correct amount of cleaning products is used. The daily cleaning products should preferably come in closed-loop systems preventing direct contact with the chemicals as well as spills.</p> <p>During the audit, the establishment presents documentation showing that the daily chemical cleaning</p>

		products are purchased in concentrated form, and the visual inspection confirms the presence of an automatic dosing system.
5.9	<p><i>Fibre cloth made of natural fibres is used for cleaning to save water and chemicals. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>The use of fibre cloths for cleaning significantly reduces the environmental footprint through a lower consumption of paper, water and detergents (chemicals) and helps cut costs for the establishment. The fibre cloths must be made of natural fibres (instead of synthetic fabrics releasing micro plastic into the water).</p> <p>During the audit, it is visually checked that fibre cloths made of natural fibres are used for cleaning.</p>
5.10	<p><i>Chemical-free cleaning and disinfection methods are used. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To lower the environmental footprint and the use of chemical products, the establishments uses chemical-free cleaning and disinfection methods.</p> <p>The chemical-free cleaning and disinfection methods can include use of the de-ionised water, electrolysed water treatment, high-pressure water cleaning, etc.</p> <p>To comply with this criterion, the chemical-free cleaning methods are used to clean surfaces and disinfect in public areas, guest rooms and conference areas, while kitchens are exempted from this criterion.</p> <p>In case the national authorities stipulate hygiene regulations that are stricter or in contradiction with this criterion, the establishment follows the official national regulations and is granted a dispensation from this criterion.</p> <p>During the audit, the establishment presents its standard operating procedure documenting cleaning and disinfection with chemical-free cleaning methods in public areas, guest rooms and conference areas.</p>
5.11	<p><i>The establishment does not use fragrance spray and perfume in connection with washing and cleaning. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To lower the environmental footprint by using fewer chemical substances and to decrease the risks of allergic reactions, the establishment does not use fragrance spray and perfume in washing and cleaning products as well as in room sprays.</p> <p>This requirement applies both if the staff of the establishment is in charge of the washing and cleaning and if the work is outsourced to a third-party contractor.</p>

		During the audit, it is visually checked that the products for washing and cleaning do not contain fragrance spray or perfume. Alternatively, the establishment presents a statement from the providers of the washing and cleaning products or the third-party contractor proving that the washing/cleaning products used do not contain fragrance spray or perfume.
5.12	<p><i>Newly purchased towels, bed sheets and other textiles are environmentally friendly. (G)</i></p> <p>HH, CHP, SA</p>	<p>To lower the environmental footprint, the establishment ensures that towels and bed sheets purchased within the last 12 months are environmentally friendly.</p> <p>This means that the towels, bed sheets, table cloths, textile napkins, staff uniforms and other purchased textiles have an internationally or nationally recognised eco-label or fair-trade label.</p> <p>During the audit, the establishment presents the documentation that textiles purchased in the last 12 months have an internationally or nationally recognised eco-label or fair-trade label.</p>
5.13	<p><i>The establishment offers its guests the option to forego housekeeping/cleaning of the rooms. (G)</i></p> <p>HH, SA</p>	<p>To lower the environmental footprint and save water, energy and chemicals, the establishment offers the option for guests to choose to forego housekeeping/cleaning of the rooms.</p> <p>The option can be offered in connection with check-in, through indicating the option by door hangers or through placing signs on the bed. To encourage the guests to participate, there could be a reward system in place, e.g. in the form of a voucher or contribution to sustainability initiatives.</p> <p>In case the national authorities stipulate hygiene regulations that are stricter or in contradiction with this criterion, the establishment must follow the official national regulations.</p> <p>During the audit, the establishment presents the documentation (e.g. the door hangers) showing compliance with the criterion.</p>
6. WASTE		
6.1	The establishment must separate waste as per national legislation but with a minimum of three	In order 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.

	<p>categories. (l)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>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.</p> <p>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 (see criterion 6.14).</p> <p>It is strongly encouraged that the establishment ensures that as much as possible of the separated waste is recycled/reused.</p> <p>The separated waste is stored safely in compliance with national/local legislation on the matter.</p> <p>The sorting facilities are easily accessible to the staff. Establishments with kitchens should separate waste in the kitchen, if possible.</p> <p>If there is a written confirmation from national/local authorities guaranteeing that the waste is separated after collection, then the establishment do not need to separate the waste on-site. The staff at the establishment will still need to receive training on waste management principles.</p> <p>If the national/local authorities do not support the handling of separate waste and the establishment is unable to handle the waste through private companies or by own facilities, the establishment can be granted a dispensation for complying with this criterion.</p> <p>During the audit, the establishment presents a statement (e.g. in the form of a confirmation letter on the matter from the competent local authority) showing that it complies with national and local waste sorting legislation, and the waste sorting facilities (minimum three categories of sorted waste) are inspected during the audit (visual part).</p>
6.2	<p>The separated waste must be handled separately by the local or national waste management facilities, by a private entity or by</p>	<p>It is important that the establishment ensures that the waste separated into the various categories is also handled separately during and after the pick up as part of subsequent waste handling. The subsequent waste handling includes (where appropriate) further sorting/separation, recycling and disposal.</p>

	<p>the establishment's own facilities. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>For the pick-up and subsequent handling of the separated waste, the establishment can enter an agreement with the local or national waste management authorities and/or with a private company.</p> <p>The establishment may also have its own facilities for handling some of the separated waste (e.g. composting of organic and garden waste). Furthermore, it is possible that the establishment has facilities to reduce the amount of separated waste before it is sent to the waste management facilities, e.g. in the form of a machine for compressing cardboard.</p> <p>If the separate waste is handled by a private company or through own facilities, the establishment has to provide evidence that the waste treatment is done in an environmentally safe manner and is not harmful to human health.</p> <p>If the national/local authorities do not support the handling of separated waste and the establishment is unable to handle the waste through private companies or by own facilities, the establishment can be granted a dispensation for complying with this criterion.</p> <p>During the audit, the establishment presents the contract(s) with the public and/or private waste handling entities regarding the correct handling of the waste in separate categories in connection with the pick-up and subsequent treatment. If the establishment has its own facilities for handling separated waste, the standard operating procedure is presented, and the facilities are checked during the visual inspection.</p>
6.3	<p>Instructions on how to separate and handle waste must be readily available to the staff in an understandable and simple format. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>The waste sorting area has instructions/signs clearly indicating to the staff how to separate the waste. It is strongly recommended to use icons or illustrations for easy understanding of the different containers/bins designed for the different types of waste.</p> <p>During the audit, easily understandable instructions/signs at the waste sorting facilities are visually checked. It is also checked that the instructions are followed (the waste is separated in correct sections).</p>
6.4	<p>Newly purchased pumps and refrigeration plants must not use CFC or HCFC refrigerants. All equipment must always comply with national legislation on</p>	<p>The energy consuming pumps and refrigeration plants purchased within the last 12 months by the establishment must not contain CFC (chlorofluorocarbon, also called Freon) or HCFC (hydrochlorofluorocarbon) compounds, as these are greenhouse gasses and contribute to ozone depletion. The information about whether the products contain CFC or HCFC can be found in the product specifications or in the product's information material.</p>

	<p>phasing out refrigerants. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>In a number of countries, legislation no longer allows 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.</p> <p>In addition, the use of HFCs (hydrofluorocarbon) is also no longer recommended.</p> <p>During the audit, the establishment presents documentation that pumps and refrigeration plants purchased within the last 12 months do not contain CFC/HCFC.</p>
6.5	<p>Single use tableware products related to food/beverage must not be used. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the use of resources and the amount of waste, the establishment is not using single use tableware products such as cups/glasses, plates and cutlery, straws, coffee stirrer, etc.</p> <p>Single use tableware products can only be used in exceptional cases or in line with safety concerns, for example in pool areas, during special events (where it is necessary) or in connection with take-away food/beverages. If the establishment needs to use single use tableware, we strongly recommend that tableware of plastic is replaced with biodegradable tableware (see criterion 6.19).</p> <p>During the audit, the establishment presents its written policy regarding single use tableware products in line with the requirement, and during the visual inspection it is checked that the establishment follows the written policy on this matter.</p>
6.6	<p>Hazardous solid and liquid chemicals must be stored in separate containers preventing leaking and contamination of the environment. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>Hazardous chemicals (including waste), regardless of being in solid or liquid form, must be separated and stored with extra care in separate appropriate containers to avoid any leaking or contamination of the environment.</p> <p>The establishment keeps a copy of the Material Safety Data Sheets (MSDS) for each potentially harmful substance stored. The separated hazardous chemicals are stored safely in compliance with relevant national/local legislation and according to the recommendations in the MSDS. It is strongly encouraged that the hazardous chemicals are located in a locked room separated from other waste.</p> <p>Examples of the types of separated hazardous chemicals are pesticides, paints, batteries, light bulbs, electronic appliances, cleaning material, swimming pool disinfectants and other disinfection substances, etc.</p>

		<p>In addition to the safe storage of the hazardous chemicals in separate containers, there is a safe management policy for handling the various hazardous chemicals to avoid potential mixing of drips and spills. The floor drains are sealed/closed to prevent any potential contamination from spills. The location of the hazardous chemicals must be properly ventilated to avoid a health and safety risk for staff entering the room.</p> <p>The establishment has a procedure for handling any potential incidents, and the establishment keeps a record of any incidents with information about how any spills have been handled to protect human health and the environment.</p> <p>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) with products less harmful for the environment.</p> <p>During the audit, there is a visual inspection of the separate containers for the different types of hazardous solid and liquid chemicals, and it is checked that they are safely stored in a separate room with ventilation and that there are no leaks from the hazardous containers.</p>
6.7	<p>Hazardous solid and liquid chemical waste must be transported safely to an approved reception facility. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>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 such waste is safely transported to a reception facility approved to receive and handle hazardous waste.</p> <p>Public authorities or private companies approved to deal with transportation of hazardous waste are preferably in charge of the transportation of the hazardous waste to the nearest appropriate reception facility. Alternatively, the establishment may be in charge of transporting the hazardous waste if this can be done in an environmentally and health-wise safe way complying with national/local regulation for the transportation of hazardous waste.</p> <p>It is possible that the establishment enters into cooperation with other establishments on joint transportation of separated hazardous waste, if it is done safely and without compromising the subsequent treatment of such waste.</p>

		During the audit, the establishment presents a standard operating procedure showing that the establishment ensures the transportation of the hazardous waste to the nearest appropriate approved reception facility is done safely, complying with national/local regulation.
6.8	Each bathroom has a waste bin. (I) HH, CHP, SA, CC, R, A	<p>Each bathroom must have a waste bin, so that hygiene waste is collected instead of being flushed down the toilet and sewage system. In many cases, these and other hygiene products contain plastic and are therefore harmful for the environment.</p> <p>It is recommended that there is a sign in the bathroom or information in the room/public area indicating that hygiene waste and other similar non-flushable products should be placed in the bathroom waste bin instead of being flushed down the toilet causing blockages and pollution.</p> <p>During the audit (visual inspection), the presence of a waste bin in the bathroom is checked.</p>
6.9	A maximum of three food/beverage products must be individually packaged single servings. (I) HH, CHP, SA, CC, R, A	<p>To lower the environmental footprint by reducing the amount of waste and also cut costs, the restaurants, staff canteens, bars and other catering services of the establishment have a maximum of three food/beverage products that are individually packaged single servings.</p> <p>The food/beverage products include milk/cream, sugar, butter, honey, jam, yoghurt, cheeses, salt/pepper, etc.</p> <p>It is strongly encouraged to replace all individually packaged single servings, where possible (for example unless differently required by law for hygienic reasons).</p> <p>For the types of products that are individually packaged, it is strongly recommended to ensure recycling of the packages.</p> <p>Although this criterion relates to restaurants, bars, staff canteens and other catering services of the establishment, compliance with this criterion is also strongly encouraged for guest rooms.</p> <p>In case the national authorities stipulate hygiene regulations that are stricter or in contradiction with this criterion, the establishment follows the official national regulations and is granted a dispensation from this criterion.</p>

		During the audit (visual inspection), the establishment presents the maximum of three types of food/beverage products that are individually packaged single servings.
6.10	<p><i>The establishment registers the total amount of waste. (I/G)</i></p> <p>HH, CHP, CC (I) SA, R, A (G)</p>	<p>It is important to know the exact amount of the different types of separated waste so that the establishment can have a plan on lowering its environmental footprint through reducing, recycling and/or reusing waste and thereby cut costs.</p> <p>The establishment, therefore, has a monthly registration of the exact amount of the different types of separated waste (including chemical products and hazardous waste), and then calculates the amount of waste per guest night for accommodations and per guest for other categories. The annual waste data are collected in the international Green Key database.</p> <p>During the audit, the establishment presents the overview of the monthly amount of waste collected per category per guest night or guest.</p>
6.11	<p><i>Toiletries such as soap, shampoo and shower gel are provided in dispensers. (I/G)</i></p> <p>CC, R, A (I) HH, CHP, SA (G)</p>	<p>To lower the environmental footprint by reducing the amount of waste, the establishment uses dispensers instead of individually packaged travel-sized containers for toiletries such as soap, shampoo and shower gel.</p> <p>This applies to the bathrooms in guest rooms, toilets in public areas and toilets/showers in staff areas.</p> <p>If the dispensers are refilled, they must be properly cleaned on a regular basis.</p> <p>In case the national authorities stipulate hygiene regulations that in contradiction with this criterion, the establishment must follow the official national regulations and will be granted a dispensation for this criterion.</p> <p>During the audit (visual inspection), the presence of dispensers is checked.</p>
6.12	<p><i>The packaging of travel-sized toiletries such as soap, shampoo and shower gel is being recycled, made of recycled plastic, eco-</i></p>	<p>To lower the environmental footprint by reducing the amount of waste, the establishment only uses individually packaged travel-size containers of shampoo, shower gel, soap, etc., where the packaging material is being recycled, made of recycled plastic, has an eco-label (e.g. an FSC label for paper) or is biodegradable.</p>

	<p><i>labelled or is biodegradable. (G)</i></p> <p>HH, CHP, SA</p>	<p>Left-over products should be used in the staff areas, if possible. Where allowed, used bathroom amenities can also be collected for donation or given to the staff to take home.</p> <p>If the packaging is recyclable in the respective country, it is recycled, so the standard operating procedure ensures that it is separated from other general waste. In addition, it is recommended that the guests are encouraged to place the empty packaging next to the bin to make it easier for the housekeeping to separate it from other waste.</p> <p>During the audit, the establishment presents the products and the standard operating procedure for reusing left-over products and recycling the packaging.</p>
6.13	<p><i>Vanity kits and other single-use amenities for guests are only available by request. (G)</i></p> <p>HH, CHP, SA</p>	<p>To lower the environmental footprint by reducing the amount of waste, the establishment does not have vanity kits or other single-use amenities like slippers, shoe polish, shower caps, brushes, nail files, etc. available in the guest rooms. Instead these items can be available upon request from the reception.</p> <p>This criterion does not refer to soap, shampoo and shower gel.</p> <p>During the audit (visual inspection), it is checked that vanity kits and other single-use amenities are not available in the guest rooms.</p>
6.14	<p><i>At least five types of products are delivered in reusable packaging that is returned to the supplier. (G)</i></p> <p>HH, CHP, CC, R, A</p>	<p>The amount of waste produced by the establishment can be further reduced by making agreements with various suppliers to deliver goods in packaging material that can be returned and reused (e.g. plastic cans, expanded polystyrene boxes, plastic boxes, etc.).</p> <p>In order for an establishment to comply with this criterion, a minimum of five types of products must be delivered in packaging material that can be returned and reused. If an establishment receives less than five types of products and they are all delivered in reusable packaging, they also comply with this criterion.</p> <p>During the audit, the establishment presents the agreements with suppliers regarding the collection and reuse of packaging material for a minimum of five types of products.</p>
6.15	<p><i>The establishment must have a</i></p>	<p>When knowing the exact amount of the different types of separated waste, the establishment has a plan on</p>

	<p><i>waste plan in place to reduce and/or reuse waste. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>lowering the environmental footprint through reducing, recycling and/or reusing waste and thus also cutting costs. The aim is to drastically reduce/eliminate waste.</p> <p>Recording the amount of waste in the different categories is used to formulate a waste plan on how to reduce, recycle and/or reuse the amount of received waste in these categories.</p> <p>During the audit, the establishment presents a written waste plan on how to reduce, recycle and/or reuse its waste.</p>
6.16	<p><i>Guests and staff must have the possibility to separate waste into categories that can be handled by the waste management facilities. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>In order to create awareness among guests and staff on waste separation and recycling, the establishment offers the possibility for guests and staff to separate their waste. The separated waste is collected and placed in the overall waste bins for the separate categories in the waste management facility.</p> <p>The separate waste bins for guests can be placed in the guest rooms or in public areas (corridor, lobby, restaurant, conference areas, parking areas, etc.). The waste bins for staff can be placed in the staff canteen, changing rooms etc.</p> <p>The waste separation can be done through separate bins for different waste types or one bin with separation for different waste types. 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. General/mixed/other waste is not considered a waste fraction. It is alternatively possible to have a system of separating waste placed in separate locations (e.g. paper and newspaper on the table, bottles and cans next to the bin and other waste in the bin).</p> <p>The information for guests about waste sorting possibilities is included in the information about the environmental undertakings of the establishment (through the guest room binders, TV-monitors in guest rooms or public areas, information in public areas or conference areas, etc.).</p> <p>The establishment provides accurate, clear and easily understandable information as part of joining the Green Key programme.</p> <p>During the audit (visual inspection), the waste separation system (with easily understood information) for guests and staff is shown.</p>

6.17	<p><i>At least 75% of the soap, shower gel and shampoo must have a nationally or internationally recognised eco-label. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To lower the environmental footprint by reducing the amount of chemicals used, at least 75% of the soap, shower gel and shampoo used the establishment have a nationally or internationally recognised eco-label. In addition to having an eco-label, it is also encouraged that the soap, shower gel and shampoo have a “cruelty-free” label (meaning that it is not tested on animals). This applies to bathrooms in guest rooms, staff areas, as well as public areas.</p> <p>During the audit, the establishment either presents its purchasing policy and/or the visual inspection confirms compliance with at least 75% of the soap, shower gel and shampoo having a nationally or internationally recognised eco-label.</p>
6.18	<p><i>At least five purchased products are either not packaged in plastic or packaged in plastic containing at least 50% recycled plastic. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To lower the environmental footprint, the establishments purchases products that are not packaged in plastic. If the product is packaged in plastic, it should contain at least 50% recycled plastic. After use, the product should be recycled again.</p> <p>To comply with this criterion, at least five products (e.g. cleaning products, toiletries, wrapping of food products etc.) must either not be packaged in plastic or be packaged in plastic containing at least 50% recycled plastic.</p> <p>During the audit, the establishment presents documentation that at least five products are not packaged in plastic or packaged in plastic containing at least 50% recycled plastic.</p>
6.19	<p><i>Single use tableware products related to food/beverage are biodegradable. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>In the exceptional cases where single use tableware products related to food/beverage are used (pool areas, during special events or in connection with take-away food/beverages), the establishment uses products made of biodegradable materials in order to lower the environmental footprint.</p> <p>Biodegradable tableware products (cups, glasses, plates, cutlery, etc.) could be made from paper (without plastic coating), cardboard, wood, corn starch or other plant based material that contains biodegradable components.</p> <p>During the audit, the documentation showing that the single use tableware is made of biodegradable material is presented, and the presence of the biodegradable products is verified during the visual inspection.</p>

6.20	<p><i>Organic waste is composted or used for other purposes. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reuse waste from organic sources (food and/or garden waste) and thereby lowering the environmental footprint, the establishment has a system for separating its organic waste. The organic waste can subsequently be composted or used for other purposes such as biogas production or food for animals.</p> <p>If the organic waste is composted, it is important that it is done hygienically without affecting the guests, staff, and surrounding community.</p> <p>During the audit (visual inspection), the establishment shows the compost pile or container for organic waste. If the compost is collected by an external company for biogas, animal food or other purposes, the establishment provides documentation showing that the organic waste is treated by the external company.</p>
<p>7. ENERGY</p>		
7.1	<p>Energy use must be registered at least once a month. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>In order for the establishment to lower its environmental footprint by reducing its energy consumption and also cut costs, the establishment records its total energy consumption at least once a month and calculates the energy consumption per guest night (for accommodations) and per guest (for other categories). If available, the sources of the energy consumption are indicated. The annual energy consumption data are collected in the international Green Key database.</p> <p>It is encouraged to ensure reading the total energy consumption more frequently than once a month, as it will produce more detailed information.</p> <p>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 this difference and to implement corrective actions.</p> <p>During the audit, the minimum of monthly registration of the total energy consumption is presented, as well as information about the standard operating procedure for investigating and potentially correcting sudden and/or larger changes in the total energy consumption.</p>

7.2	<p>Heating, ventilation and air-conditioning control systems must be in place. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint by lowering the energy use and also cut costs, the establishment must have a system in place to control the heating, ventilation and air-conditioning (HVAC) in the establishment.</p> <p>It can be a centralised automatic or manual computerised system (building management system) for changing or switching off the HVAC system. It can also be a system for manual adjustment of the HVAC in the different parts of the establishment described in the standard operating procedures for the staff. In addition, regulation through keeping curtains and shades closed could also be considered.</p> <p>The control system takes into account the changes of season and the use or non-use of the different parts of the establishment (guest rooms, conference facilities, restaurant areas, other public areas, etc.).</p> <p>During the audit, the establishment demonstrates the building management system and/or presents the standard operating procedure showing that the HVAC control system is in place.</p>
7.3	<p>At least 75% of all light bulbs are energy efficient and at least 50% of all light bulbs are LED lighting. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>As light bulbs account for a significant part of energy consumption, the establishment, in order to lower the environmental footprint, ensures that at least 75% of all its light bulbs are energy efficient corresponding to EU energy label A (or higher) or EnergyStar rating. The requirement applies to guest rooms, public areas (including lobby, restaurants, conference area, halls, etc.) and the staff areas.</p> <p>The most energy efficient and, therefore, preferred light bulbs are LED light bulbs, but other energy-efficient light bulbs (compact fluorescent lighting, CFL) can also be used. A minimum of 50% of all light bulbs must be LED.</p> <p>Energy efficient light bulbs are, in most cases, more expensive than non-energy efficient ones, but, in addition to efficiency, these bulbs last much longer and do not need replacement as often as non-energy efficient ones. This reduces the costs in the long run, and it also reduces the working time spent on replacing bulbs.</p> <p>During the audit, the establishment presents the overview of all light bulbs, demonstrating that at least 75% of the light bulbs in the establishment are energy efficient, and at least 50% of them are LED. During the visual inspection the energy efficient light bulbs in a few selected guest rooms, public areas and staff areas are checked.</p>

7.4	<p>Fat filters in the exhaust must be cleaned at least once a year. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>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.</p> <p>During the audit, the establishment presents the standard operating procedure for cleaning the fat filters at least once a year (including information about the last date the fat filters were cleaned).</p>
7.5	<p>The heating, ventilation and air-conditioning system must be checked at least once a year and maintained if necessary in order to be energy efficient at all times. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>For the overall heating, ventilation and air-conditioning (HVAC) system to be energy efficient, thus lowering the environmental footprint and cutting costs, it is checked at least once a year.</p> <p>It is strongly encouraged that the HVAC system is checked by an external energy company, but it can also be controlled internally, e.g. by the chief engineer of the establishment. The check includes the filters of the HVAC system.</p> <p>If the check of the HVAC system reveals the need for maintenance (cleaning or repair), the establishment must ensure this is done. It is strongly encouraged any repairing is done immediately, but, if that is not possible, the repair of the HVAC system must be ensured within 1-2 months from the check revealing the need for repair.</p> <p>During the audit, the establishment presents the standard operating procedure for external or internal checking of the HVAC system. Information about the date when the latest check of the HVAC system took place (within the last 12 months), and its outcome of the check (including about any repairing done) is provided as well.</p>
7.6	<p>Refrigerators, cold stores, heating cupboards and ovens must be equipped with intact draught excluders. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>The energy consumption of refrigerators, cold (or freezing) stores, heating cupboards and ovens is increased if the units do not possess intact draught excluders. The draught excluders can be e.g. rubber seals around the doors of the devices.</p> <p>The draught excluders can suffer from wear and tear as time goes by. It is therefore necessary that the draught excluders of the devices be 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 repair/replacement of the faulty draught excluders.</p>

		<p>During the audit, the establishment presents the standard operating procedure for checking the draught excluders at least once a year and repair/exchange when necessary. The visual inspection includes a spot check that draught excluders are intact in selected refrigerators, cold (or freezing) stores, heating cupboards and ovens.</p>
7.7	<p>Freezing equipment must be regularly defrosted (I)</p> <p>HH, CHP, CC, R, A</p>	<p>To lower the environmental footprint through reducing energy consumption and also cut costs, the freezing equipment/devices in the kitchen are regularly defrosted so that they do not contain excess ice, which affects their proper function.</p> <p>It is strongly recommended that the devices are defrosted at least once a year, but preferably more frequently. If the freezing equipment has an automatic auto-defrost function, it complies with this criterion.</p> <p>During the audit, the establishment presents the standard operating procedure for defrosting the freezing devices at least once a year. The visual inspection includes a spot check of the amount of ice in the freezing devices.</p>
7.8	<p>Newly purchased mini-bars must not have an energy consumption exceeding 1 kWh/day. (I)</p> <p>HH</p>	<p>To reduce the environmental footprint by minimising the energy consumption and also cut costs, the establishment should preferably avoid mini-bars in the guests. If the establishment has mini-bars in the guest rooms, the mini-bars purchased within the last 12 months must have a maximum energy consumption of 1 kWh/day. The technical specification of the mini-bars normally contains information about their energy consumption.</p> <p>This criterion does not apply to guest rooms or apartments with full size refrigerators, although it is also strongly encouraged that the refrigerators in this kind of accommodation are energy efficient.</p> <p>During the audit, the establishment presents the technical specifications regarding energy consumption of the mini-bars purchased within the last 12 months showing they do not exceed 1 kWh/day.</p>
7.9	<p>There is a written procedure regarding energy in empty guest and meeting rooms. (I)</p>	<p>To reduce the environmental footprint by minimising the energy consumption and also cut costs, the establishment has a procedure regarding energy in empty guest and meeting rooms.</p>

	<p>HH, CHP, CC</p>	<p>There are two aspects in relation to the policy: a) standard operating procedure regarding energy in guest and meeting rooms empty for 1-2 nights/days, and b) a written policy regarding energy in guest and meeting rooms during periods of low occupancy.</p> <p>The standard operating procedure includes a plan on how to reduce energy in the case of guest or meeting rooms not being used for short periods of time. It can for instance be in the form of the stand-by function of the TV being turned off.</p> <p>For a longer period of occupancy below 75%, the establishment has a written policy regarding additional energy savings. This written policy takes into account energy saving by turning off all electrical devices in the guest and meeting rooms. The written policy preferably includes that a certain part of the establishment (e.g. an entire floor or wing of the establishment) is closed down during periods of low occupancy.</p> <p>During the audit, the establishment presents the standard operating procedure regarding energy use in guest and meeting rooms empty for short periods of time, and also presents its written policy regarding energy use if occupancy falls below 75%.</p>
<p>7.10</p>	<p>The establishment has set a standard temperature for cooling and heating in rooms. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To lower the environmental footprint through keeping best possible control over the energy consumption and also cut costs, the establishment has a set standard temperature for cooling and heating in rooms (especially guest and meeting rooms).</p> <p>If the outside temperature is higher than 22°C (72°F), then the standard cooling temperature in the room should be set at minimum 22°C (72°F). If the outside temperature is lower than 22°C (72°F), then the standard heating temperature in the room should be set at maximum 22°C (72°F).</p> <p>The standard temperature can be set automatically from a central system or manually in each room.</p> <p>It will still be possible for guests in the guest or meeting rooms to have the standard temperature changed manually or via contacting reception. It is encouraged that guests can only change the standard temperature by three degrees at most.</p> <p>During the audit, the establishment presents its standard operating procedure for setting the standard temperature for cooling and heating in guest/meeting rooms, and during the visual inspection it will be</p>

		checked that selected rooms have the standard set temperature.
7.11	Newly purchased electronic devices in guest rooms are energy efficient (I) HH, CHP, SA	In order to decrease the environmental footprint through lower energy consumption and also cut costs, the establishment ensures that the energy consuming devices in the guest rooms purchased within the last 12 months are energy efficient. This is applicable for appliances for which an eco-label is available. To ensure that the devices are energy efficient, they should hold an eco-label or other high-energy efficiency rating (e.g. EU energy label A or higher or EnergyStar rating). If the newly purchased electronic devices do not have an eco-label or other high-energy efficiency rating available, or such devices cannot be purchased in the country of the establishment, then the devices concerned are exempt from this criterion. During the audit, the establishment presents the specifications showing that the newly purchased electronic devices used in the guest rooms are energy efficient.
7.12	Outside lighting is minimised and/or has automatic turn off sensors installed. (I) HH, CHP, SA, CC, R, A	To lower the environmental footprint and also cut costs, the establishment has a system in place for the reduction of energy consumption of outside lighting. The outside lighting system must be turned off during daytime/natural light hours. There are also other ways of minimising outside lighting energy use, either by having the lighting automatically turned off in certain periods of the night or by installing sensors that turn on lighting when detecting movement. Different lighting systems may be applied to outside areas serving different purposes. The establishment must always comply with safety local/national regulations concerning lighting. During the audit (visual inspection), the locations of sensors and timers switched off during daytime are checked.
7.13	<i>The establishment uses or purchases at least 50% renewable and/or eco-labelled electricity. (G)</i> HH, CHP, SA, CC, R, A	In order to encourage the establishment to choose the most environmentally friendly and sustainable type of electricity, it must use electricity from renewable sources (solar panel, wind power, biomass, biogas from organic waste, hydroelectric or geothermal heat, etc.). Electricity derived from nuclear energy is not considered as renewable due to the material used in nuclear power plants not being renewable.

		<p>The renewable electricity can be produced on-site or from an external source that is preferably nearby.</p> <p>The establishment is strongly encouraged to ensure that all of its electricity consumption derives from renewable sources, but in order to comply with this criterion, at least 50% of the electricity consumption in the establishment derives from renewable sources.</p> <p>If available, the establishment is also encouraged to consider purchasing eco-labelled electricity. This means that the electricity is not only renewable, but the eco-labelling also ensures that it is third-party verified and fulfils additional sustainability criteria, e.g. taking biodiversity into account, financing projects that combat electricity poverty, new clean electricity projects, etc. Examples of electricity eco-labels are EKOenergy, Green-e, Bra Miljöval, etc.</p> <p>During the audit, the establishment presents documentation showing that the establishment uses at least 50% electricity that is generated from renewable sources and/or purchased as eco-labelled electricity.</p>
7.14	<p><i>The establishment uses or purchases 100% renewable and/or eco-labelled electricity. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>In order to encourage the establishment to choose the most environmentally friendly and sustainable type of electricity, it must use electricity from renewable sources (solar panel, wind power, biomass, biogas from organic waste, hydroelectric or geothermal heat, etc.). Electricity derived from nuclear energy is not considered as renewable due to the material used in nuclear power plants not being renewable.</p> <p>The renewable electricity can be produced on-site or from an external source that is preferably nearby.</p> <p>In order to comply with this criterion, all (100%) of the electricity consumption in the establishment derives from renewable sources.</p> <p>If available, the establishment is also encouraged to consider purchasing eco-labelled electricity. This means that the electricity is not only renewable, but the eco-certification also ensures that it is third-party verified and fulfils additional sustainability criteria, e.g. taking biodiversity into account, financing projects that combat electricity poverty, new clean electricity projects, etc. Examples of electricity eco-labels are EKOenergy, Green-e, Bra Miljöval, etc.</p> <p>During the audit, the establishment presents documentation showing that all (100%) of the electricity used by the establishment is generated from renewable sources and/or purchased as eco-labelled electricity.</p>

7.15	<p><i>The establishment does not use fossil fuels or nuclear energy for the heating/cooling of the establishment (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>In order to decrease the environmental footprint and reducing the carbon emission of the establishment, it does not use energy from fossil fuels (oil, gas, petroleum or coal) for the heating/cooling in the establishment. Besides the heating/cooling of the establishment itself, it also includes heating for producing hot water and for cooking. The use of nuclear energy is also excluded from this criterion due to the material used in nuclear power plants not being renewable.</p> <p>The alternatives to energy consumption derived from fossil fuels and nuclear energy include the use of electricity-driven heat pumps powered by renewable energy, the connection to district heating or cooling network systems deriving on renewable sources, the use of boilers driven by solar, wind or geothermal energy, energy-efficient wood-burning stoves, etc.</p> <p>During the audit, the establishment presents documentation verifying that the establishment only uses alternatives to fossil fuels for the heating/cooling of the establishment.</p>
7.16	<p><i>There are no mini-bars in at least 75% of the guest rooms. (G)</i></p> <p>HH</p>	<p>Mini-bars in guest rooms contribute to the total energy consumption of the establishment. To lower the environmental footprint, it is therefore recommended that establishments do not have mini-bars in the guest rooms, but instead offer snacks and drinks from centralised vending machines, the reception or the restaurant/café.</p> <p>To comply with this criterion, at least 75% of the guest rooms do not have mini-bars.</p> <p>During the audit, the establishment presents written confirmation that at least 75% of the guest rooms do not have mini-bars, and/or a spot-check during the visual inspection confirms the situation.</p>
7.17	<p><i>At least 75% of all windows are energy efficient corresponding to the local climate. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>Windows can be a significant contributor to increased energy consumption in the establishment. To lower the environmental footprint, establishments located in areas with a cold climate must, therefore, ensure a high degree of thermal insulation (e.g. double or triple layer glass), and establishments in areas with a hot climate should have windows that are energy efficient in other ways (e.g. sun-reflecting material on the windows, blinds or other types of shade, etc.). Furthermore, in areas with a very hot or cold climate, the establishment could also have restrictions on the possibility to open windows.</p>

		<p>To comply with this criterion, there must be initiatives ensuring higher standards than those set by national/local regulations regarding insulation and other energy efficient initiatives.</p> <p>To comply with this criterion, at least 75% of the windows in the establishment have the appropriate thermal insulation, or other energy efficient initiatives are in place with higher standards than those set by national/local regulations.</p> <p>During the audit, the establishment presents a document (for example from an external verification agent) with its system for having an appropriately high degree of thermal insulation or other energy efficient initiatives with higher standards than those set by national/local regulations depending on climate, in at least 75% of the windows in the establishment.</p>
7.18	<p><i>Newly purchased electric devices in the establishment are energy efficient. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>In order to decrease the environmental footprint through lower energy consumption and also cut costs, the establishment ensures that all the electric devices purchased within the past 12 months have an eco-label or are energy efficient.</p> <p>In the kitchen, they can be energy efficient ovens, steamers, boilers, hoods, refrigerators, freezers, dishwashers, toasters, ice machines, generators, etc. In the offices and reception, they can be computers, printers, copy machines, etc. In the washing area, they can be laundry and drying machines, etc. In the fitness area, they can be gym machines. In the housekeeping section, they can be vacuum cleaners, steam cleaners, etc. In the public areas, they can be energy efficient elevators. The electric devices in guest rooms are not included here, as they are covered in criterion 7.11.</p> <p>To ensure that the devices are energy efficient, they should hold an internationally or nationally recognised eco-label or a high-energy efficiency rating, e.g. EU energy label A (or higher) or EnergyStar rating, etc.</p> <p>During the audit, the establishment presents documentation showing that all electric devices purchased within the last 12 months have a recognised eco-label or have a high energy efficiency rating.</p>
7.19	<p><i>An external energy audit is carried out at least once every five years. (G)</i></p>	<p>To have a better overview of the areas with high energy consumption and areas of potential energy (and cost) savings in the establishment, it must have an external 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.</p>

	HH, CHP, SA, CC, R, A	<p>The energy audit identifies the areas with significant energy consumption in the establishment. It also includes advice and an action plan with suggestions for reduction in energy consumption in the establishment, including the effects, the costs and the return on investment of such interventions.</p> <p>During the audit, the establishment presents the report from the energy audit carried out within the last five years.</p>
7.20	<p><i>The establishment has an internationally recognised green building rating system. (G)</i></p> <p>HH, CHP, CC, A</p>	<p>To lower the environmental footprint through saving of energy (and also reduce costs), the establishment holds an internationally recognised green building rating system, such as the LEED or BREEAM certification or other similar rating systems, etc.</p> <p>LEED stands for “Leadership in Energy and Environmental Design” and is the most widely used green building rating system in the world. Available for virtually all building project types, from new construction to interior fit-outs, and operation & maintenance, LEED provides a framework that project teams can apply to create healthy, highly efficient, and cost-saving green buildings. LEED certification is a globally recognized symbol of sustainability achievement. LEED is achieved through third-party verification companies.</p> <p>During the audit, the establishment presents the verification that it has achieved a third-party internationally recognised green building rating system.</p>
7.21	<p><i>The establishment has an automatic system that turns off the lights and electrical appliances when leaving the guest or meeting room. (G)</i></p> <p>HH, CC</p>	<p>To reduce the environmental footprint through lowering the energy consumption and also cut costs, the establishment must have a system in place that ensures that lights and electrical appliances are turned off when guests leave the guest or meeting rooms.</p> <p>The most common system is the “key card” system, where the electricity is shut off immediately or within 1-2 minutes after the key card is taken out of the holder. In these cases, it is important that the establishment does not provide more key cards than needed, and does not encourage the guests to keep an extra card in the holder when leaving the room.</p> <p>Other automatic systems include occupancy sensors, or motion/body heat detectors that recognise when guests leave the rooms and automatically switch off lights and electrical appliances.</p>

		<p>Manual systems, such as a master switch that turns off all electricity in the room, are not included in this criterion.</p> <p>During the audit (visual inspection), the presence of an automatic system/key card turning off light and electric appliances is checked.</p>
7.22	<p><i>At least 75% of the lighting in public areas and staff areas has motion detectors or is reduced when people are not present. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint through lowering the energy consumption and thereby cut costs, the establishment has motion detectors or timers in public areas and staff areas, wherever safe to do so enabling light turned off when people are not present.</p> <p>An alternative solution is that the lighting in public areas are dimmed or the amount of lighting is reduced when people are not present.</p> <p>In order to comply with this criterion, at least 75% of lighting in public areas and staff areas in the establishment has motion detector sensors or dimmed/reduced lighting when people are not present.</p> <p>During the audit, the establishment presents documentation about the presence of motion detectors or dimmed/reduced lighting in at least 75% of all public and staff areas, and the presence of the motion detectors in these areas is checked during the visual inspection (where possible).</p>
7.23	<p><i>Separate electricity and gas metres are installed at strategically important places for energy monitoring. (G)</i></p> <p>HH, CHP, CC, R, A</p>	<p>To better trace the energy consumption from different parts of the establishment, additional/separate electricity and gas metres are installed, especially in areas with high degrees of energy consumption (e.g. kitchens, heated swimming pools, gym and spa areas, externally managed businesses, etc.). In cases where the establishment has many guest rooms, separate electricity and gas metres for different parts of the establishment could be installed. Some establishments have chosen to have separate electricity metres for each room.</p> <p>Providing more accurate information through additional/separate electricity and gas metres about the different levels of energy use in the establishment enables it to prepare better target strategies on reduction in energy consumption.</p>

		<p>If more electricity and gas metres are installed, it is necessary that the consumption data from each metre is collected and registered. If the readings from the different metres can be collected more frequently than once a month, it produces more detailed information about the consumption.</p> <p>During the audit, the minimum of monthly registration of the electricity and gas consumption from the different metres is presented.</p>
7.24	<p><i>Air-conditioning, ventilation and heating automatically switches off in at least 75% of the rooms when windows and doors are open. (G)</i></p> <p>HH, CHP, CC, R, A</p>	<p>A significant amount of energy from heating, ventilation and air-conditioning (HVAC) is wasted if they are in use while windows and doors are open. The HVAC system will then have to use additional energy to adjust the temperature to the set level.</p> <p>The HVAC system in guest and meeting rooms therefore automatically switches off when windows and doors are opened.</p> <p>To comply with this criterion, the system is installed in a minimum of 75% of the guest and meeting rooms.</p> <p>During the audit, the establishment presents documentation (e.g. technical specifications and overview of all areas in compliance and technical specifications), showing that a minimum of 75% of the guest and meeting rooms have the HVAC system automatically switching off when the windows and doors are opened. The visual inspection confirms that the HVAC system switches off when windows and doors are open.</p>
7.25	<p><i>A heat recovery system for e.g. refrigeration systems, ventilators, swimming pools or sanitary wastewater is installed. (G)</i></p> <p>HH, CHP, CC, R, A</p>	<p>Large energy consuming machines and equipment often produce excess heat. To lower the environmental footprint through reducing energy consumption in the establishment, heat recovery systems must be in place for these large energy consuming machines/equipment, e.g. the HVAC system, refrigeration systems, swimming pools or the wastewater treatment system. The heat from the recovery system is then used in other areas, such as heating in indoor parking areas, etc.</p> <p>During the audit, the establishment presents documentation (e.g. technical specifications) showing the presence of the heat recovery system within its premises.</p>
7.26	<p><i>The establishment offers access to charge electric vehicles. (G)</i></p>	<p>In order to lower its environmental footprint, the establishment offers access to charge electric vehicles. Considerations should be given that the chargers can be used by multiple car brands.</p>

	HH, CHP, SA, CC, R, A	<p>The charging stations can be located within the establishment or at a maximum 200 metres distance from it. If the charging stations are externally managed, it is important that guests visiting the establishment are allowed to use the charging station.</p> <p>The charging stations can be used both by the guests of the establishments and by the staff (see criterion 13.8).</p> <p>As part of joining the Green Key programme, the establishment provides accurate, clear, and easily understandable information. The establishment does not promise more than it can deliver.</p> <p>During the audit (visual inspection), the presence of the electric vehicle charging station is checked.</p>
7.27	<p><i>The kitchen hoods are equipped with supply/extract infrared fan controls. (G)</i></p> <p>HH, CHP, SA, R, A</p>	<p>The environmental footprint can be lowered by reducing energy consumption and also save costs 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 they automatically switch on when hot plates are in use and/or steam from cooking is present.</p> <p>During the audit, the visual inspection confirms that the kitchen hoods are equipped with supply/infrared fan controls.</p>
7.28	<p><i>The establishment does not have outdoor heating or air-conditioning appliances. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To lower the environmental footprint through energy savings and also cut costs, the establishment does not have outdoor heating or air-conditioning appliances used e.g. for heating or cooling at outdoor smoking or restaurant/café areas.</p> <p>The establishment should alternatively offer blankets to its customers.</p> <p>During the audit, the visual inspection confirms that the establishment does not have outdoor heating or air-conditioning appliances.</p>
7.29	<p><i>If the establishment is not connected to the electrical grid, it generates electricity from energy</i></p>	<p>To lower the environmental footprint of an establishment not connected to the electrical grid and therefore needing to generate its own electricity, the electricity generators of the establishment are energy efficient.</p>

	<p><i>efficient generators. (G)</i></p> <p><i>HH, CHP, SA, R, A</i></p>	<p>An energy efficient generator means that it has an eco-label, an energy efficiency label (e.g. EU energy label A or higher or EnergyStar rating, etc.) and/or is driven by renewable energy or hybrid system.</p> <p>During the audit, the establishment provides documentation showing that its generators have an eco-label, are energy efficient and/or are driven by renewable energy or hybrid systems.</p>
<p>8. FOOD AND BEVERAGE</p>		
<p>8.1</p>	<p>The establishment must purchase and register at least five types of food/beverage products that are organic, eco-labelled, fair-trade labelled and/or locally produced.</p> <p>(I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>Environmentally friendly and sustainable practices in the establishment are demonstrated by the type of food and beverage it purchases and offers to the guests.</p> <p>The establishment therefore purchases food and beverage products that are organic, eco-labelled, fair-trade labelled and/or locally produced. The products should preferably be used in significant quantities or on a daily basis. The organic, eco-labelled or fair-trade products are certified by national or international authorities.</p> <p>Products are, whenever possible, produced locally in order to lower the environmental footprint from reduced transportation and to stimulate the local economy. Products produced less than 100 km from the establishment are normally considered as locally produced. Products grown at the premises or wild-caught/picked within 100 km from the establishment also complies with the criterion.</p> <p>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 depends on availability and price. To comply with this criterion, a minimum of five products is required, but it is strongly recommended to include more products. Furthermore, the percentage of organic, eco-labelled, fair-trade and/or locally produced food/beverage products should normally be increased every year.</p> <p>Although this criterion mainly relates to food/beverage products offered to guests, it is also recommended to implement this criterion in the staff canteen.</p>

		During the audit, the establishment presents a list of a minimum of five food/beverage products that are organic, eco-labelled, fair-trade labelled and/or locally produced. During the audit, the food/beverage products complying with this criterion are checked.
8.2	<p>The establishment does not buy products from threatened or protected species. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>As part of the purchase policy, the establishment does not buy meat, fish or seafood products from threatened or protected species.</p> <p>To check the status of the species, it is recommended to use the IUCN Red List of Threatened Species or the CITES Appendices. Species that are labelled as vulnerable, endangered or critically endangered must not be purchased. To check the status of fish and seafood, it is recommended to make use of a (local) fish and seafood guide and species with a 'red' rating should be avoided.</p> <p>Furthermore, recognised ecolabels like the MSC (Marine Stewardship Council) for wild caught fish and seafood, the ASC (Aquaculture Stewardship Council) for farmed fish and seafood, the GGN label or the BAP (Best Aquaculture Practices) for certified aquaculture can help to identify products that are not made of, or contain threatened species.</p> <p>If the establishment offers wild game meat, it must derive from sustainable sources, such as well-managed sustainable hunting and game ranching operations following national legislation.</p> <p>During the audit, the establishment presents its written policy confirming that it does not buy products from threatened species and how it is being ensured, e.g. through a confirmation or certification (if applicable) from the supplier. The visual inspection of the menu confirms the compliance.</p>
8.3	<p>The establishment takes initiatives to reduce the level of food waste. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint by minimising the quantity of food waste and also cut costs, the establishment prepares a plan for reducing food waste. The plan considers a range of issues:</p> <ul style="list-style-type: none"> • Can the quantities and types of food be adjusted? • Can the plates be of a smaller size? • Can the establishment offer half portions at a cheaper price? • Can the food be stored and served in a better way to last longer? • Are all the ingredients to the largest extent 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?

		<ul style="list-style-type: none"> • How can food that is left be reused? <p>It is strongly encouraged that guests are informed about and involved in the ambition of reducing food waste, e.g. by information signs or by being offered left food in a doggy bag, where possible.</p> <p>To comply with this criterion, the plan must be supplemented with actions on the matter.</p> <p>During the audit, the establishment presents documentation showing its plan for reducing food waste and the actions done or to be done, and the visual inspection confirms the actions, where possible.</p>
8.4	<p>A vegetarian/vegan alternative menu is proposed in the restaurant. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>As vegetarian/vegan food has a lower environmental footprint than meat-based food, the establishment must have one or more vegetarian and/or vegan alternatives included in the restaurant menu. This criterion also addresses the growing demand by guests for vegetarian alternatives to the regular meat-based menus.</p> <p>The vegetarian/vegan options are clearly indicated on the menu or by indications in the buffet. The indication is done by using logos or other easily understood means of communication.</p> <p>Although this criterion mainly relates to food products for the guests, it is also encouraged to implement this criterion in the staff canteen.</p> <p>As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information.</p> <p>During the audit, the visual inspection confirms the indication of vegetarian/vegan options on the menu and/or buffet.</p>
8.5	<p><i>The establishment registers the amount of food waste. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint by minimising the amount of food waste and also cut costs, the establishment registers the amount of food waste.</p> <p>The amount can be divided into different categories, such as different offers (buffet, menu, etc.), different meals (breakfast, lunch, dinner, etc.), different parts of the meals (starter, main course, dessert, etc.), different types of food (bread, salad, etc.), food that is used versus food scraps, etc. The division into different categories depends on the different types of meals offered in the establishment.</p>

		<p>The establishment therefore has a regular registration of the food waste quantities. The annual food waste data are collected in the international Green Key database.</p> <p>During the audit, the establishment presents documentation showing its registration of food waste in different categories.</p>
8.6	<p><i>The establishment indicates on the menu or in the buffet the products that are organic, eco-labelled, fair-trade labelled and/or locally produced. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To increase the awareness of 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 or by signs on the buffet.</p> <p>The indication is done by using icons or other easily understood means of communication.</p> <p>It is recommended that fish/meat products always state the origin of the product.</p> <p>Although this criterion mainly relates to food/beverage products for the guests, it is also encouraged to implement this criterion in the staff canteen.</p> <p>It is important that the indication is always in accordance with the certification body and national legislation.</p> <p>As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information about the food and beverage products.</p> <p>During the audit, the visual inspection confirms the indication of organic, eco-labelled, fair-trade labelled and/or locally produced food and beverage products on the menu and/or buffet.</p>
8.7	<p><i>At least 25% of the main dishes in the establishment are vegetarian. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint of the establishment, 25% of all offered main dishes are vegetarian. It is recommended that the same applies for the starters.</p> <p>Although this criterion mainly relates to the dishes prepared for the guests, it is also encouraged to implement this criterion in the staff canteen.</p>

		<p>As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information.</p> <p>During the audit, the visual inspection confirms the presence of at least 25% vegetarian main dishes.</p>
8.8	<p><i>The establishment offers a vegan main dish. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>As vegan food has a lower environmental footprint than meat-based and dairy-based food, the establishment must have one or more vegan options. This criterion also addresses the growing demand by guests for alternatives to the regular meat-based and dairy-based menus. To comply with this criterion, at least one main dish must be vegan, but it is also recommended that it applies to starters, buffets and/or breakfasts.</p> <p>The vegan options are clearly indicated on the menu or by signs on the buffet. The indication is done by using icons or other easily understood means of communication.</p> <p>Although this criterion mainly relates to food products for the guests, it is also encouraged to implement this criterion in the staff canteen.</p> <p>As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information.</p> <p>During the audit, the visual inspection confirms the indication of vegan options on the menu and/or buffet.</p>
8.9	<p><i>Where the water quality is of an adequate standard, tap water is offered to guests in the restaurant and meeting rooms. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>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 bottled water to the customers), the establishment offers tap water to guests in restaurants and meeting rooms with an encouragement to drink the tap water.</p> <p>The possibility for offering tap water depends on its quality in the respective area and the tap water supply in the establishment. If the local tap water is not drinkable, or if the quality of the tap water in the establishment does not comply with national standards for tap water (e.g. relating to levels of pesticides, heavy metals, etc.), then this criterion is not applicable.</p> <p>In case the national authorities stipulate that hygiene regulations are in contradiction with this criterion, the</p>

		<p>establishment must follow the official national regulations.</p> <p>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 served. The tap water is preferably offered as still water, but it could also be offered as sparkling water after adding carbonic acid. In addition, the establishment is encouraged to inform its guests about the possibility of drinking the tap water.</p> <p>The tap water is offered to guests in restaurants and meeting rooms, but it could also be offered to guests at the reception, in guest rooms, etc., and it could also be offered to staff in staff areas.</p> <p>During the audit, the visual inspection confirms that tap water is offered in restaurants and meeting rooms.</p>
8.10	<p><i>At least 50% of all food/beverage products used in the establishment are organic, eco-labelled, fair-trade labelled and/or locally produced. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>Environmentally friendly and sustainable practices in the establishment are demonstrated by the types of food and beverage purchased by the establishment and offered to the guests.</p> <p>The establishment therefore registers the food and beverage products purchased that are organic, eco-labelled, fair-trade labelled and/or locally produced. The organic, eco-labelled or fair-trade products are recognised by national or international authorities. Products are, whenever possible, produced locally in order to lower the environmental footprint from transportation and to stimulate the local economy. Products produced less than 100 km from the establishment are normally considered as locally produced. Products grown at the premises or wild-caught/picked within 100 km from the establishment also comply with the criterion.</p> <p>To comply with this criterion, the establishment prepares a list of all its food/beverage products with the notification of each product being organic, eco-labelled, fair-trade labelled and/or locally produced showing that at least 50% of all food/beverage products comply with the requirement. The establishment can also alternatively provide verification from an external entity confirming compliance with the requirement.</p> <p>During the audit, the establishment presents a list of all its food/beverage products with the specification of each product being organic, eco-labelled, fair-trade labelled and/or locally produced showing that at least 50% of the food/beverage products comply with the requirement. The establishment can also alternatively provide a verification from an external entity confirming compliance with the requirement.</p>

8.11	<p><i>The establishment only purchases meat and seafood products that are certified with a sustainability or animal welfare label. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint of the establishment caused by its purchases of meat and seafood products and to protect the global and local biodiversity, it only purchases and processes products that are certified with a sustainability or animal welfare label.</p> <p>This includes organic products as well as products from sustainable production or harvest. Respective labels include for example the EU-Ecolabel or other national organic labels, ecolabels like the MSC (Marine Stewardship Council) for wild caught fish and seafood, the ASC (Aquaculture Stewardship Council) for farmed fish and seafood, the GGN label or the BAP (Best Aquaculture Practices) for certified aquaculture.</p> <p>To comply with this criterion, the establishment has to prove that 100% of its purchased meat and seafood products comply with this criterion.</p> <p>During the audit, the establishment presents documentation proving that its purchased meat and seafood products comply with this requirement and during the visual inspection, a spot check verifies compliance.</p>
<p>9. INDOOR ENVIRONMENT</p>		
9.1	<p>The restaurant and all public areas must be non-smoking or have areas designated for smoking. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce health risk and the annoyance from smoking, the restaurant and all public areas of the establishment are non-smoking.</p> <p>In countries where this is not feasible, there are areas designated for smoking that includes less than half of the total restaurant and public 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 understandable way.</p> <p>Many countries have legislation regulating smoking in restaurants and public areas. Where there is such legislation, the establishment must under all circumstances comply with its requirements.</p> <p>During the audit, the visual inspection confirms that smoking is not allowed in the restaurant and all public areas or that there is a physical separation and signs indicating the smoking and non-smoking parts of the restaurant and public areas.</p>

<p>9.2</p>	<p>A minimum of 75% of the rooms must be non-smoking. (I)</p> <p>HH, CHP, SA, CC, A</p>	<p>To reduce the health risk and the annoyance from smoking, all guest and meeting rooms are preferably non-smoking rooms.</p> <p>In countries where this is not feasible, a minimum of 75% of the rooms are non-smoking. The sections of the establishment with non-smoking guest and meeting rooms are clearly separated from those 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 or meeting rooms are clearly marked with signs in an easily understandable way.</p> <p>Many countries have legislation regulating smoking in guest and meeting rooms. Where there is such legislation, the establishment must in all circumstances comply with its requirements.</p> <p>During the audit, the establishment presents documentation (e.g. an overview) showing that at least 75% of the guest and meeting rooms are non-smoking, and the establishment confirms that it complies with national/local smoking regulations. The visual inspection confirms that the areas with smoking and non-smoking guest and meeting rooms are clearly separated and with signs indicating the smoking and non-smoking parts of the establishment.</p>
<p>9.3</p>	<p>The establishment has a personnel policy concerning smoking during working hours. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the health risk and the annoyance from smoking, the areas for the public and the staff are preferably non-smoking areas.</p> <p>If staff smoking is allowed, the establishment has a policy for the staff regarding smoking during working hours. The policy includes regulations about 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.</p> <p>Many countries have legislation regulating smoking in public and staff areas. Where there is legislation on the issue, the establishment must in all circumstances comply with its requirements.</p> <p>During the audit, the establishment presents its written smoking policy for staff, including information about when and where smoking during working hours is allowed, and how the establishment ensures that it does not constitute a health risk and annoyance for non-smoking staff members and guests.</p>

<p>9.4</p>	<p><i>Indoor air quality in the establishment is regularly monitored (G)</i></p> <p>HH, CHP, CC, R, A</p>	<p>For the continuous improvement of the indoor environment and the well-being of staff and guests, the indoor air quality in the establishment is regularly monitored.</p> <p>Air quality can be measured as the number of air exchanges per hour, the temperature and humidity and/or the amount of radon, mould, NO_x, CO₂ and VOCs in the air.</p> <p>The monitored values must not exceed limits specified by national or international standards. If the limit values are exceeded, responsive actions must be taken to comply with the requirements. The responsive actions could include ventilating the rooms by opening windows on a regular basis, changing the settings of the ventilation, installation of air purifiers or sanitation devices.</p> <p>In order to comply with this criterion, a regular monitoring system (minimum monitoring once a year) must be installed in at minimum two parts of the establishment.</p> <p>During the audit, the establishment presents the documentation showing the results of the indoor air quality monitoring and any potential responsive action.</p>
<p>9.5</p>	<p><i>Environmentally friendly materials are used for refurbishments or construction works that started and/or were completed in the past 12 months. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>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 in connection with refurbishment or construction of new buildings done within the past 12 months.</p> <p>Environmentally friendly products include paints and other products not containing substances harmful to the environment or human health. The establishment can, for instance, use products with a nationally or internationally recognised eco-label, or companies that have adopted an environmental management system. Volatile organic compounds (VOCs) and heavy metals are avoided in all material, including paint, building material, etc.</p> <p>Environmentally friendly second hand/recycled natural products/materials are especially recommended. If wood or other plant material are used in the refurbishment or construction, it is ensured that it is sustainably harvested (e.g. FSC labelled products) and preferably locally sourced.</p> <p>During the audit, the establishment presents documentation proving the use of environmentally friendly products in connection with refurbishing or new building done in the past 12 months.</p>

9.6	<p><i>Authentic elements of the local culture are considered in refurbishments or construction works that started and/or were completed in the past 12 months.</i> (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>In connection with the refurbishing or construction of a new buildings in the past 12 months, the establishment uses locally appropriate and sustainable practices and materials.</p> <p>The establishment values and incorporates authentic elements of traditional and contemporary local culture. The legislation and regulations regarding refurbishing or construction of new buildings must always be followed. It is encouraged to involve and utilise local education, knowledge and experience in relation to the use of materials, technologies and tools for sustainable refurbishing or construction. The intellectual property rights of local communities are always respected.</p> <p>During the audit, the establishment demonstrates its considerations for sustainable practices and materials, authentic elements of local culture, and that the intellectual property rights of local communities have not been violated in connection with refurbishment or construction of new building in the past 12 months.</p>
<p>10. GREEN AREAS</p>		
10.1	<p>Chemical pesticides and fertilisers must not be used unless there is no organic or natural equivalent. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>When the establishment has green areas, the establishment does not use chemical pesticides (including herbicides) and fertilisers in order to minimise the use of chemicals and the risk of pollution of terrestrial/aquatic ecosystems and reduce health risks.</p> <p>If pesticides and fertilisers are needed, organic or natural equivalents are used. Gas flames or mechanical weed control are also possible alternatives. Only in cases where no organic or natural replacements are available, affordable, or sufficiently effective, may the establishment use chemical pesticides and fertilisers. In such a case, only “ready-to-use” products are purchased and they are normally only used once a year at the minimum possible level. Handling of pesticides can only be done by staff or external contractors trained/licensed for the purpose. Chemical substances are stored properly (see criterion 6.6).</p> <p>This criterion also applies if the management of the establishment’s green areas is outsourced to an external company.</p> <p>During the audit, the establishment presents its written policy on the use of pesticides and fertilisers in its green areas, showing that that it does not use chemical pesticides and fertilisers unless no organic or natural</p>

		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. During visual inspection, a spot check might be conducted to confirm compliance with the criterion.
10.2	Newly purchased lawnmowers must either be electrically driven, be manually driven or be awarded with an eco-label. (I) HH, CHP, SA, CC, R, A	If the establishment has green areas, the lawnmowers purchased within the last 12 months must be energy efficient and low in noise and carbon emissions. The lawnmowers are manual or electric, or the lawnmowers are awarded with an eco-label. This criterion also applies if the management of the green areas of the establishment is outsourced to an external company. If the establishment has a lawn/grass area of more than 4000 m2, then this criterion is guideline. During the audit, the establishment presents documentation showing that lawnmowers purchased within the last 12 months by the establishment or the external contractor are environmentally friendly.
10.3	Flower and garden watering procedures are in place to save water. (I) HH, CHP, SA, CC, R, A	A procedure must be in place to minimise the consumption of water for irrigation. The irrigation 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. This can also include the use of collected rainwater, treated greywater or wastewater for watering flowers/gardens. During the audit, the establishment presents its written policy on green area and garden irrigation, and the watering procedures are checked during the visual inspection, if possible.
10.4	<i>The establishment is taking initiatives to protect and support the local biodiversity on the premises of the establishment.</i> (I/G) HH, CHP (I) SA, CC, R, A (G)	To protect, support and enhance local biodiversity, the establishment provides actions that favour conditions for the biodiversity on (or around) the premises. Examples of actions include: <ul style="list-style-type: none"> ● Greening or re-wilding of the premises ● Establishment/maintaining pollinator-friendly green areas ● Establishing/maintaining a green roof and/or vertical green walls ● Eradicating invasive species that threaten local species

		<ul style="list-style-type: none"> ● Using native species for the green roofs, green walls, gardens and other outside areas ● Providing favourable conditions for local species (e.g. bird houses, insect hotels, beehives, etc.) ● Protecting habitats of local species (terrestrial or aquatic/marine) on or near the premises of the establishment (e.g. turtle nesting grounds, mangroves, coral reefs, etc.) ● Actively protect the local biodiversity in areas of the establishment that are frequented or inhabited by wildlife by actively minimising light and noise <p>The actions must actively support the local (native/indigenous/endemic/rare) species of flora and fauna. The actions must not include the introduction of alien invasive species.</p> <p>This criterion also applies if the management of the establishment’s green areas is outsourced to an external company.</p> <p>During the audit, the establishments shows the management plan or standard operating procedure for supporting the local biodiversity and eradicating invasive species. During the visual inspection, the establishment presents how favourable conditions for the local biodiversity have been created or how the habitats of local species have been protected on its premises.</p>
10.5	<p><i>The establishment only purchases native species of flora and fauna and actively eradicates invasive alien species from its premises. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To protect the local biodiversity and to reduce the impacts of invasive alien species on local ecosystems, the establishment only purchases native species of flora and fauna for its premises. At the same time, the establishment is actively eradicating invasive alien species from its premises.</p> <p>It is important that the staff responsible for the maintenance of the green areas of the premises is trained and knows about the native species of flora and fauna to purchase. It is also important that the staff knows about the threats of invasive alien species, how to identify them and how to remove them.</p> <p>This criterion also applies if the management of the establishment’s green areas is outsourced to an external company.</p> <p>During the audit, the establishment presents its management plan or standard operating procedure for the management of the green areas of the establishment that includes the active purchase of native species of flora and fauna and the active removal of invasive alien species.</p>

10.6	<p><i>The establishment has a fruit or vegetable garden on/near its premises. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint, the establishment has a fruit or vegetable garden on or in the vicinity of its premises.</p> <p>To comply with this criterion, the garden must be permanent and include food-bearing plants or trees. The produce must become part of the guest experience (e.g. by using it for food or beverages in the establishment, by offering products made of the produce in the gift shop, involve the guests in the harvest, etc.) and/or be used for staff meals.</p> <p>The management of the fruit/vegetable garden follows the criteria regarding the use of pesticides and fertilisers (criterion 10.1) and watering procedures (criterion 10.3). The management of the garden and the use of the fruits/vegetables must follow national/local legislation on the matter.</p> <p>Agricultural activities that generate the main revenue or a main part of the revenue of the establishment such as vineyards, olive farms etc. are excluded from this criterion.</p> <p>During the audit, the visual inspection confirms the presence of a fruit or vegetable garden.</p>
<p>11. CORPORATE SOCIAL RESPONSIBILITY</p>		
11.1	<p>The establishment is in compliance with international, national and local legislation regarding environment, health, safety and labour. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>The establishment confirms that it has legally acquired property, land and water rights complying with local, communal, and indigenous rights. The establishment confirms that its function and activities in the areas of environment, labour, health and safety take place in compliance with international, national and local legislation/regulations. The establishment also confirms that it respects local surrounding community rights and standards.</p> <p>Compliance with international conventions and regulations include compliance with:</p> <ul style="list-style-type: none"> • “The Universal Declaration of Human Rights” (including the “UN Convention on the Rights of the Child”) • “International Labour Organization’s Declaration on Fundamental Principles and Rights at Work” • “Rio Declaration on Environment and Development” • “The Paris Agreement” • “United Nations Convention against Corruption”

		<ul style="list-style-type: none"> • “The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism”. <p>In many countries, these international conventions and regulations are partly or fully integrated into national and local legislation.</p> <p>Regarding compliance with environmental requirements, the following conditions must, as minimum, be met:</p> <ul style="list-style-type: none"> • Ensuring 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 minimised, rehabilitated, and a compensatory contribution made to conservation management. This also includes practices to reduce pollution from noise and light, runoff, erosion, ozone-depleting compounds, and air, water, and soil contaminants. • If the establishment is located in or near a sensitive or protected area, it knows and respects the legislation and regulations regarding tourism activities within the sensitive or protected area. <p>Regarding compliance with labour requirements, the following conditions must, at the minimum, be met:</p> <ul style="list-style-type: none"> • All employees receive information in writing (contract) stating the employment terms and conditions, including information about working hours and salary. • All employees are paid at least the legal minimum salary. • No employees receive money or pay deposits before starting work, and all employees receive owed money when terminating the work. • All employees receive information in writing about the working code of conduct/policies of the establishment, and the written procedure for raising concerns/complaints. • For 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 (in connection with recruitment, general employment, training, promotion). • All employees are offered regular training, experience, and opportunities for advancement. • All employees have the opportunity to give feedback on their work conditions (e.g. through appraisals, staff satisfaction survey, etc.). • The employer keeps a copy of all pay slips and a record of number of working hours and overtime.
--	--	---

		<p>Regarding compliance with health and safety requirements, the following conditions must, as minimum, be met:</p> <ul style="list-style-type: none"> • All employees receive information and training about the health and safety requirements • All employees have access to the written health and safety policies and plans • All guests have access to written information about safety in the establishment <p>Regarding compliance with local surrounding community rights and standards, the following conditions must, for example, be met:</p> <ul style="list-style-type: none"> • The activities do not adversely affect local access to livelihoods, rights-of-way, transport and housing. • The activities do not jeopardise the provision of basic health and sanitation services to neighbouring communities. • The establishment does not prevent access by local residents to local historical, archaeological or culturally and spiritually important properties and sites. • The siting, design and construction of buildings and infrastructure complies with local zoning and protected or heritage area requirements. It takes account of the capacity and integrity of the natural and cultural heritage surroundings in siting, design, impact assessment and land rights and acquisition. • The establishment identifies and follows the local development codes and architectural management guidelines. <p>During the audit, the establishment presents a written statement confirming compliance with international, national and local legislation within the areas of environment, health, safety, and labour as well as confirming its respect for local surrounding community rights and standards. The observations during the visual inspection confirm compliance with the requirements.</p>
11.2	The establishment restrains from using/accepting child labour. (I)	<p>As part of the corporate social responsibility of the establishment, it is very important that it restrains from child labour or from contracting suppliers using child labour.</p> <p>The establishment commits to respecting children’s rights and to protect children from all forms of exploitation, including sexual exploitation. It is strongly recommended that the establishment adds this obligation to its sustainability (CSR) policy.</p>

		<p>If a staff member notices child labour activities or sexual exploitation of children, he/she immediately reports the observations to the local authorities. In addition, the establishment sensitises its guests about child labour activities in the destinations and how to avoid them.</p> <p>During the audit, the establishment presents documentation (e.g. its CSR policy) showing how it ensures compliance with this criterion. Observations during the visual inspection confirms compliance with the requirements.</p>
11.3	<p>Plants and animals as well as historical and archaeological artefacts are not sold, traded, or displayed, except those which are permitted by law. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To create awareness about the establishment's corporate social responsibility and support of environmental sustainability through the protection of species of plants and animals (e.g. endangered species as listed in the CITES agreement), the establishment does not harvest, sell, trade or display plant or animal species in the establishment.</p> <p>Species of wild animals are not acquired, bred or held captive, except for properly regulated activities, and when kept by those authorised and suitably equipped to house and care for them. Housing, care and handling of all wild and domestic animals must meet the highest standards of animal welfare. Interactions with free roaming wildlife organised by the establishment are non-invasive and responsibly managed to avoid adverse effects on the animals concerned and on the viability and behaviour of populations in the wild (taking the cumulative impact into account).</p> <p>In order to protect historical and archaeological artefacts, such items are also not sold, traded or displayed by the establishment.</p> <p>The establishment only sells, trades or displays plants and animals and/or historical and archaeological artefacts if local, national and international legislation permits it.</p> <p>During the audit, the establishment presents documentation showing 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 related products, it provides a statement from the national authorities permitting it to sell, trade or display the products. During the visual inspection, a spot check for sold, traded or displayed species of plants/animals or historical/archaeological artefacts is carried out.</p>

<p>11.4</p>	<p><i>The establishment provides access for people with special needs. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To provide access for people with special needs and to create awareness about the establishment's corporate social responsibility, it must provide access for people with special needs. The access relates to guests as well as staff and other users of the establishment.</p> <p>Examples of people with special needs includes people with certain physical disabilities (persons in wheelchairs, blind people, etc.) and people with specific health concerns.</p> <p>This criterion includes access to the public areas: entrance and reception area, conference facilities, restaurant, public sanitary facilities, etc. It is strongly recommended that the facilities are approved by a national/local disability association.</p> <p>In some special cases, the establishment can receive a dispensation from the requirement due to the characteristics of the building, e.g. that the buildings old/historical, located in challenging locations, and/or can refer to nearby establishments with access for people with special needs.</p> <p>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 regarding access is present, users will have reasonable expectations, and it will also avoid unnecessary transportation.</p> <p>As part of joining the Green Key programme, the establishment therefore provides accurate, clear, and easily understandable information with regard to its facilities, products and services. The establishment must not promise more than can be provided.</p> <p>During the audit (visual inspection), the establishment demonstrates access and procedures for people with special needs, as well as the information provided about access for people with special needs.</p>
<p>11.5</p>	<p><i>The establishment provides guest rooms that are equipped for people with special needs. (G)</i></p> <p>HH, CHP, SA</p>	<p>To provide access for people with special needs and to create awareness about the establishment's corporate social responsibility, it provides guest rooms equipped for people with special needs.</p> <p>Examples of people with special needs includes people with certain physical disabilities (persons in wheelchairs, blind people, etc.) and people with specific health concerns.</p> <p>This criterion includes equipped guest rooms, including the bathrooms in the guest rooms. It is strongly</p>

		<p>recommended that the facilities are approved by a national/local disability association.</p> <p>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 this criterion is not applicable.</p> <p>The presence of guest rooms in the establishment equipped for people with special needs is clearly communicated to the guests, staff and other users. When information regarding equipped guest rooms is present, guests will have reasonable expectations and it will also avoid unnecessary transportation.</p> <p>As part of joining the Green Key programme, the establishment provides accurate, clear, and easily understandable information with regard to the establishment regarding its facilities, products and services. The establishment will not promise more than can be provided.</p> <p>During the audit (visual inspection), the establishment demonstrates information, access and presence of guest rooms equipped for people with special needs.</p>
11.6	<p><i>The establishment is equitable in hiring women and local minorities, including in management positions. (G)</i></p>	<p>To support the equal treatment and rights of people and create awareness about the establishment's corporate social responsibility, it hires staff, in all positions, without discrimination by age, race, gender, religion, disability, socio-economic status, etc. It is strongly recommended that the establishment adds this obligation to its sustainability (CSR) policy.</p> <p>To support the 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 when necessary. It is strongly recommended that the establishment also adds this obligation to its CSR policy.</p> <p>During the audit, the establishment presents documentation (e.g. its CSR policy) showing how it ensures that it is equitable in hiring woman and local minorities, including in management positions. Observations made during the visual inspection confirms compliance with the requirements.</p>

<p>11.7</p>	<p><i>The establishment actively supports at least two environmental or social community development activities. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To support the environmental, economic and socio-cultural sustainable development and to create awareness about the establishment’s corporate social responsibility, it is active in supporting green actions or social community development activities (including education, health, sanitation, infrastructure, etc.).</p> <p>The type of support will depend on the establishment and the area surrounding it. Examples of active support by the establishment could include:</p> <ul style="list-style-type: none"> • Tree-planting activities • Planting and restoration of green areas • Protection of natural and cultural sensitive areas • Projects addressing the impacts of climate change • Projects addressing the preservation of biodiversity with particular reference to aquatic/marine zone areas or projects supporting natural corridors and “re-wilding” of open areas • Outdoor actions (establishment of environmentally friendly boat mooring places, nature trails) that can also be used by the public • Activities with schools or communities working with environmental or educational initiatives • Activities with people with special needs (vulnerable and/or less-resourced groups) • Activities promoting social justice and equal rights • Provision of basic food, water, energy services, as well as health and sanitation services in communities • Provision of space for meetings and events for local community groups, e.g. schools or NGOs, at no or reduced costs • Support to infrastructure challenges, etc. <p>It is encouraged that the establishment gives its employees the opportunity to volunteer their time and services for these actions/initiatives during regular working hours, and that the establishment keeps a record of the hours that the employees have spent on volunteering.</p> <p>In order to comply with this criterion, the establishment is actively supporting at least two actions/initiatives.</p> <p>During the audit, the establishment presents documentation showing the active support of at least two environmental or social community development actions. Furthermore, the establishment shows its record of the hours spent by employees on volunteering.</p>
-------------	---	--

11.8	<p><i>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)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To promote a sustainable local socio-cultural and economic development and to create awareness about the establishment's corporate social responsibility, it offers the means for small local entrepreneurs to produce and sell sustainable products and services based on the nature, history and culture of the local area in the establishment.</p> <p>This can be in the 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.</p> <p>The products are produced locally and in a sustainable manner and based on the area's nature, history and culture. The availability of products will depend on the business concept of the establishment.</p> <p>During the audit, the establishment presents all agreements with small local entrepreneurs that sell products and services in/to the establishment. During the visual inspection, it can be confirmed that small local entrepreneurs are able to sell products and services in/to the establishment.</p>
11.9	<p><i>The establishment does not offer entertainment which involves domesticated or wild animals. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To support animal welfare in tourism, the establishment does not offer in-house entertainment which involves domesticated or wild animals. This refers only to shows and performances offered in the establishment, as well as animals used for staged photos for guests.</p> <p>During the audit, the in-house entertainment plan for the guests is presented and it is checked that it does not include shows or performances with animals.</p>
11.10	<p><i>If the establishment keeps animals on its premises, animal welfare guidelines must be followed. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To support animal welfare in tourism and to protect the local biodiversity, animal welfare guidelines are respected when keeping animals on the premises of the establishment.</p> <p>To evaluate the well-being of the animals on the premises, ABTA's Global Welfare Guidance for Animals in Tourism based on the principles of the Five Freedoms should be respected:</p> <ol style="list-style-type: none"> 1. Good feeding: Absence of prolonged hunger or thirst 2. Good housing: Comfort while resting, thermal comfort 3. Good health: Absence of injuries, diseases and pain induced by inappropriate management procedures

		<p>4. Appropriate behaviour: Expression of social behaviours; natural behaviours; good human-animal relationship; positive emotional state</p> <p>5. Protection from fear and distress; absence of general fear/distress/apathy; ability to seek privacy/refuge; absence of surgical or physical modification of the skin, tissues, teeth or bone structure other than for the purposes of genuine medical treatment/manipulation/sedation</p> <p>During the audit, the establishment presents in writing that it has read and understood the animal welfare guideline above, e.g. by adding it to the sustainability policy or by presenting the standard operating procedure for the maintenance of and care for the animals. The visual inspection confirms that the guidelines are respected.</p>
11.11	<p><i>The establishment formulates a sustainable purchasing policy. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint of its purchases, the establishment formulates and adopts a sustainable purchasing policy.</p> <p>The sustainable purchasing policy aims at ensuring a common understanding of sustainable purchasing and outlines the general requirements for sustainable purchasing to be followed by the staff of the establishment for all purchases. The sustainability purchasing policy should include both environmental as well as social sustainability aspects.</p> <p>The sustainable purchasing policy of the establishment is normally reviewed at least every third year. If the establishment is part of an international or national chain, a common sustainable purchasing policy can be formulated by the chain and shared for establishments within the same chain.</p> <p>After the sustainable purchasing policy is developed, all relevant staff is informed about the policy.</p> <p>During the audit, the establishment presents its sustainable purchasing policy document, and it is checked that the policy is less than three years old. The establishment is also presents how the staff is informed about the policy.</p>
11.12	<p><i>Material/supplies that are no longer used are collected and donated to charitable organisations. (G)</i></p>	<p>To reduce the environmental footprint through recycling and to create awareness about the establishment's corporate social responsibility, it collects and donates materials and supplies that can still be used but that are no longer needed by the establishment to charitable organisations (e.g. organisations supporting persons in need, etc.) in order for these charities to reuse or re-sell the material/supplies.</p>

	HH, CHP, SA, CC, R, A	<p>To comply with this criterion, the material/supplies are donated to charitable organisations within the previous 12-month period.</p> <p>During the audit, the establishment presents documentation showing that redundant material/supplies have been donated to charitable organisations within the last 12 months.</p>
12. GREEN ACTIVITIES		
12.1	<p>Information about nearby parks, landscape and nature conservation areas must be available to the guests. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To strengthen the environmental/sustainability profile of the establishment and to encourage the guests to get involved in green/sustainable activities, the establishment offers information about nearby parks, landscape, nature conservation areas and/or other sensitive areas. Where appropriate, the information includes interpretation of the natural surroundings, local culture and cultural heritage, as well as explaining appropriate behaviour while visiting these areas. See also criterion 12.4.</p> <p>The information includes encouragements for guests to choose nearby outdoor or green activities for awareness raising of the areas, but also for well-being purposes. The information can encourage walks, jogging, bicycling, swimming, sailing, canoeing, picnicking, outdoor playgrounds, etc.</p> <p>For visits to natural areas, indigenous communities and cultural and/or historically sensitive sites, the information includes the encouragement to follow established international and national good practice and locally agreed guidance, in order to minimise adverse impacts and maximise local benefits and visitor satisfaction. It is important that the visits to natural aquatic/marine or terrestrial areas do not have a negative impact on the biodiversity of the areas, but preferably contribute positively to the protection of the biodiversity.</p> <p>The information can be obtained from the reception/concierge, an environmental corner in the lobby, via TV monitors in the public areas, conference areas or in the guest rooms, or binders in the guest rooms or conference rooms.</p> <p>Although the information is directed towards guests, the establishment is also encouraged to provide similar information to its staff.</p>

		<p>As part of joining the Green Key programme, the establishment provides accurate, clear, and easily understandable information.</p> <p>During the audit (visual inspection), the establishment presents the information provided to guests about nearby parks, landscape, nature conservation areas, indigenous communities or cultural/historical sites of interest (including the interpretation, good practice/guidance and code of conduct for visiting the sites or areas). It is checked that the information is accurate, clear, and easily understandable.</p>
12.2	<p>The establishment must provide information about the nearest place to rent or borrow bicycles. (I)</p> <p>HH, CHP, SA, CC, A</p>	<p>To encourage the use of sustainable transportation, the establishment provides information about the nearest place to borrow or rent bicycles.</p> <p>The information can be obtained from the reception/concierge, an environmental corner in the lobby, via TV monitors in the public areas, conference areas or in the guest rooms, or binders in the guest/meeting rooms.</p> <p>Although the information is directed towards guests, the establishment is also encouraged to provide similar information to its staff.</p> <p>If the establishment is located in an area where bicycling is impossible due to very dangerous traffic conditions, extreme weather conditions or other special circumstances, then the establishment is exempted from complying with the criterion.</p> <p>As part of joining the Green Key programme, the establishment provides accurate, clear, and easily understandable information.</p> <p>During the audit (visual inspection), the establishment presents the information provided to guests about the nearest location to rent or borrow bicycles. It is checked that the information is accurate, clear, and easily understandable.</p>
12.3	<p><i>The guests have the opportunity to borrow or rent bicycles from the establishment. (G)</i></p>	<p>To encourage the use of sustainable transportation, the establishment offers guests the possibility of borrowing or renting bicycles directly from the establishment.</p>

	<p>HH, CHP, SA, CC, A</p>	<p>The information can be obtained from the reception/concierge, an environmental corner in the lobby, via TV monitors in the public areas, conference areas or in the guest rooms, or in binders in the guest/meeting rooms.</p> <p>If the establishment is located in an area where bicycling is impossible due to very dangerous traffic conditions, extreme weather conditions or other special circumstances, then this criterion is non-applicable.</p> <p>As part of joining the Green Key programme, the establishment provides accurate, clear, and easily understandable information. The establishment does not promise more than can be delivered by the establishment.</p> <p>During the audit, the visual inspection confirms the availability of bicycles from the establishment.</p>
<p>12.4</p>	<p><i>The establishment promotes responsible tourist behaviour in the destination. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To protect the local biodiversity, culture and community, the establishment provides information to its guests that promote responsible behaviour in the destination.</p> <p>The information can for example include:</p> <ul style="list-style-type: none"> • code of conducts and best practice advices for visits to natural areas, indigenous communities and cultural and/or historically sensitive sites. This includes for example dress codes, code of conducts, information about closing season or restricted areas etc. (where relevant) • Information about responsible tour operators such as Blue Flag awarded boating tourism operators • Souvenir guides explaining which products may and may not be purchased • Information about restaurants that do not offer endangered species • Information about restaurants, shops and markets that sell traditional and local meals and products • Information about how guests can ensure that they do not become a nuisance to the local residents, e.g. code of conducts to prevent noise pollution in densely populated areas etc. • Initiatives to reduce the amount of waste produced in the destination, e.g. information about water bottle refill stations or the recycling system in public spaces, provision of reusable water bottles or shopping bags etc. <p>As part of joining the Green Key programme, the establishment provides accurate, clear, and easily understandable information.</p>

		During the audit, the establishment presents information provided to guests that promote responsible behaviour in the destination.
12.5	<p><i>The establishment provides activities for its guests for raising awareness focused on sustainable development, environment and nature within the premise or the local community. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To increase the sustainability awareness of the guests, the establishment provides activities for raising awareness focused on sustainable development, environment and nature in or around the premises.</p> <p>The awareness raising activities could include encouragement to participate in actions related to Earth Hour, Earth Day, Energy Saving Week, Waste Reduction Week, World Food Day, World Vegan Day, World Vegetarian Day, World Environment Day, etc. They could also include promotion of car-free activities, nature guided tours to the green areas within the premises of the establishment or to nearby areas, participation in tree-planting events or other climate change activities, establishment of pollinator-friendly local green areas or other activities protecting local flora and fauna, harvesting and food-picking activities, beach clean-up events, participation in educational activities with schools, charity events, etc.</p> <p>The establishment is especially encouraged to contribute to the support of biodiversity conservation, including supporting natural protected areas and areas of high biodiversity value.</p> <p>In order to comply with this criterion, guests of the establishment must be actively involved. It is also encouraged to involve staff in these activities.</p> <p>During the audit, the establishment presents the documentation (pictures, agreements, marketing material, etc.) showing the awareness raising activities held within the past 12 months and planned for the coming 12 months.</p>
12.6	<p><i>The establishment provides information to the guests regarding Blue Flag awarded marinas, beaches and boat operators in the vicinity. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>Where appropriate, the guests in the establishment are encouraged to use nearby Blue Flag beaches, marinas and boats for swimming, diving, sailing and other recreational activities.</p> <p>Blue Flag is another programme managed by the Foundation for Environmental Education. It is a voluntary eco-label for beaches, marinas and boats. More information about Blue Flag at www.blueflag.global. The beach, marina or boat is considered nearby if it is located within 20 kilometres from the establishment.</p>

		<p>The information can be obtained from the reception/concierge, an environmental corner in the lobby, via TV monitors in the public areas, conference areas or in the guest rooms, or in binders in the guest/meeting rooms.</p> <p>Although the information is directed towards guests, the establishment is also encouraged to share this information with the staff.</p> <p>As part of joining the Green Key programme, the establishment provides accurate, clear, and easily understandable information.</p> <p>During the audit (visual inspection), the establishment presents the written information provided to guests about nearby Blue Flag awarded beaches, marinas and boats. It is checked that the information is accurate, clear and easily understandable.</p>
13. ADMINISTRATION		
13.1	<p>Third party operated shops and businesses located on the premises of the establishment must be informed about Green Key and the sustainability initiatives of the establishment, and be encouraged to manage their activities in the same spirit. (I)</p> <p>HH, CHP, CC, A</p>	<p>Many establishments have third party operated shops and businesses located in their premises. The term “third party operated” means shops/businesses that are not owned by the establishment or are in concession from the establishment. Third party operated shops and businesses can, for instance, include hairdressers, cafés, pubs, restaurants, gyms, spa facilities, travel and tourism agencies, souvenir shops, clothes shops, kiosks, bike rentals, etc.</p> <p>These third party operated shops and businesses are informed about the environmental, climate change and sustainability initiatives of the establishment, including information about Green Key. The information can be provided through written communication or in connection with joint meetings, etc. Where possible, the employees in these third party operated shops and businesses receive training in the same way as the staff in the establishment.</p> <p>The third party operated shops and businesses are also encouraged to manage their activities following the Green Key criteria or in the same spirit as the Green Key programme.</p>

		<p>During the audit, the establishment presents information about third party operated shops and businesses within its premises. Documentation (e.g. meeting minutes or communication via email, agreements, etc.) is presented showing that the third party operated shops and businesses are informed about the environmental and sustainability initiatives of the establishment and encouraged to manage their activities in the same spirit following the Green Key requirements.</p>
13.2	<p>A minimum of 75% of the purchases of the printing paper, envelopes and printed material produced or ordered by the establishment is eco-labelled or produced by a company with an environmental management system. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce energy and waste consumption (and thereby lower the environmental footprint), the use of printing paper, envelopes and printed material is kept to a minimum. The printing paper, envelopes and printing material has an eco-label (e.g. EU Ecolabel, FSC-label, etc.) or is produced by a company with an environmental management system.</p> <p>The requirement relates to a minimum of 75% of the purchases of the printing paper, envelopes and printed material purchased or produced within the last 12 months.</p> <p>During the audit, the establishment presents the documentation showing that printing paper, envelopes and printed material purchased within the last 12 months are eco-labelled, recycled or produced by a company with an environmental management system. The observations during the visual inspection confirm compliance with the requirements.</p>
13.3	<p>The establishment takes initiatives to reduce the use of paper at the front desk, in offices, and in guest/meeting rooms. (I)</p> <p>HH, CHP, SA, CC, A</p>	<p>To lower the environmental footprint through reducing the energy consumption, use of resources and the production of waste in relation to paper use, the establishment takes initiatives to reduce the use of paper in offices, guest rooms and meeting rooms.</p> <p>The initiatives to reduce the use of paper can be a limitation of paper available in the guest rooms and 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 taking notes (instead of paper), etc.</p> <p>In the offices, the initiatives can include an encouragement to limit the printing of documents, printing on both sides and/or the reuse of paper for notes, etc.</p> <p>At the front desk, the initiatives can include not printing invoices unless requested (or sent by e-mail), not using envelopes for printed invoices, etc.</p>

		<p>Staff in other areas than offices (e.g. front desk staff) are also encouraged to reduce the use of paper, when possible.</p> <p>In order to comply with this criterion, the establishment takes initiatives to reduce the use of paper in at least two areas of operation.</p> <p>During the audit, the establishment presents information about their initiatives to reduce the use of paper in at least two areas of operation, and the visual inspection confirms the initiatives.</p>
13.4	<p>The establishment informs its suppliers about its sustainability commitments and encourages the suppliers to follow the Green Key criteria. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>As the establishment is in regular contact with its product/service suppliers, it informs all suppliers about its environmental, climate change and sustainability initiatives, including information about Green Key.</p> <p>The information is provided through written communication or in connection with joint meetings, etc., and the suppliers are also encouraged to manage their activities following the Green Key criteria or in the same spirit as the Green Key programme.</p> <p>During the audit, the establishment presents documentation (e.g. written information) 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.</p>
13.5	<p><i>The establishment ensures that at least 75% of the suppliers used are eco-certified, have a written environmental policy and/or are committed to sustainable development. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>As the establishment is in regular contact with its product/service suppliers, it ensures that at least 75% of all 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.</p> <p>During the audit, the establishment presents documentation (a list of supplier including e.g. their eco-certification) showing that at least 75% of all 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.</p>
13.6	<p><i>If the laundry service is outsourced to a third-party company, this company is located within 100 km</i></p>	<p>To reduce the carbon footprint generated through the transportation of laundry, the establishment chooses a laundry services that is located not further than 100 km away from the establishment.</p>

	<p><i>from the establishment. (G)</i></p> <p>HH, CHP, CC, R, A</p>	<p>If an establishment is taking care of all the laundry service in-house, this criterion is not applicable.</p> <p>During the audit, the establishment presents documentation showing that the location of the laundry service is less than 100 km away.</p>
13.7	<p><i>At least 75% of the newly purchased durables have an eco-label or must be produced by a company with an environmental management system. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To ensure environmentally 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.</p> <p>Durables are products made to withstand repeated and longer lasting use, and include furniture, carpets, tableware, etc. Electronic devices are not part of this criterion as they are covered in section 7.</p> <p>During the audit, the establishment presents 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.</p>
13.8	<p><i>The establishment refurbishes or upcycles own durables or purchases second hand durables. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>In order for the establishment to lower its environmental footprint through the reduction in purchase of newly produced durables, the establishment has refurbished or upcycled own durables or purchased second hand durables within the past 12 months.</p> <p>Durables are products made to withstand repeated and longer lasting use, and include furniture, carpets, tableware, etc. When buying second-hand electronic devices, the energy efficiency of these products must be taken into consideration.</p> <p>During the audit, the establishment presents documentation showing that it has actively upgraded own durables or purchased second hand durables within the last 12 months.</p>
13.9	<p><i>The establishment uses environmentally friendly motorised vehicles. (G)</i></p> <p>HH, CHP, CC, R, A</p>	<p>To reduce air pollution and the energy consumption from motorised vehicles used by the establishment, these vehicles must be environmentally friendly.</p> <p>Environmentally friendly motorised vehicles include cars, scooters, golf carts and other vehicles that are used to move around on the premises and to transport guests or staff. If the establishment delivers food/beverage products out of establishment, these vehicles must also comply with this criterion. The</p>

		<p>criterion also concerns vehicles owned or rented by the establishment.</p> <p>To be environmentally friendly, they must be powered by renewable fuels or be electric.</p> <p>To comply with this criterion, at least 75% of the motorised vehicles owned or used by the establishment are environmentally friendly.</p> <p>During the audit, the establishment presents a written overview of all motorised vehicles that are used with an indication on how they comply. During the visual inspection, a spot check verifies compliance.</p>
13.10	<p><i>Vehicles entering the establishment are not idling for more than two minutes. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce air pollution and the use of resources, vehicles entering the establishment are not idling (having engines running) while taken up or off-loading persons or goods.</p> <p>Vehicles of the establishment can have the engine running for maximum two minutes. If the national or local legislation is stricter than the maximum allowed two minutes, the national/local legislation prevails.</p> <p>To comply with this criterion, the establishment has formulated a policy for non-idling vehicles of maximum two minutes. The policy is subsequently communicated to the guests and staff. This can be done through signs by the entrance of the establishment. It can also be incorporated in the standard operating policy for staff of the establishment using vehicles and the standard operating policy for the concierge informing guests arriving to the establishment about the non-idling policy of the establishment.</p> <p>During the audit, the establishment presents its policy of having vehicles idling for maximum two minutes at the establishment as well as its work to make guests and staff aware of the policy.</p>
13.11	<p><i>The use of environmentally friendly means of transportation by the staff is encouraged. (G)</i></p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce air pollution and improve health, the staff of the establishment uses environmentally friendly means of transportation to work.</p> <p>Environmentally friendly transportation includes bicycles, public transportation (bus, train, tram, boat, etc.), use of electric vehicles, car-pooling programmes, shuttle bus systems for staff, etc.</p> <p>The establishment can encourage the use of environmentally friendly transportation in verbal or written communication. The establishment can provide proper facilities (safe and good bicycle parking, charging</p>

		<p>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.).</p> <p>During the audit, the establishment presents documentation showing its encouragement to the staff to use environmentally friendly transportation. Where possible, the compliance is verified during the visual inspection.</p>
--	--	---