

THE GREEN KEY

AN ECO-LABEL FOR
LEISURE ORGANISATIONS



**The Green
Key**

BASELINE CRITERIA
FOR HOTELS
2012-2015

Introduction

Aim

The aim of the programme is to develop and manage an eco-label for leisure organisations.

Green Key is conducted as a certification programme intending to increase the awareness of the owners, staff, stakeholders and clients of their potential for action towards environmental and sustainability issues.

Goals

Green Key pursues 4 goals:

- Environmental and Education for sustainable development of the owner, the staff the stakeholders (suppliers etc)and the client
- Reduction of the impacts of the facility
- Economical management as a reduction of consumption induces a reduction of costs
- Marketing strategy with the promotion of the label and the facilities awarded

Criteria

The criteria are divided into the categories:

- Imperative **to be fulfilled in every Green Key hotel**
- *Guideline (G)*: designed to be part of the point system

Documents check list

For each criterion that needs to be documented, you will find the word “doc” under the box in the right column and a check list with all documents in page 9.

Proposed point system

Establishments have to match some guideline criteria every year (except first year for new comers):

Year	Number of guideline criteria	Percentage of total guideline criteria
1	0	0%
2	3	5%
3	6	10%
4	9	15%
5	12	20%
10 and +	30	50%

How to implement the point system?

New Green Key awarded establishments: first year 0%, second year 5%...

Already Green Key awarded establishments (whenever they started): first year 5%, second year 10%..




National adaptation of Green Key criteria


National Operators can only:



- strengthen criteria
- add guideline criteria


Revision of criteria




The international criteria will be revised every 3 years. This set of criteria is for the period 2012-2015.



I.	ENVIRONMENTAL MANAGEMENT	
I.1	The Management must be involved and they should appoint an environmental manager from amongst the staff of the facility.	<input type="checkbox"/>
I.2	The establishment must have an environmental policy and present it in the application.	<input type="checkbox"/> doc
I.3	The establishment must formulate objectives and an action plan for constant improvement and present it in the application.	<input type="checkbox"/> doc
I.4	All documentation concerning the Green Key must be kept and maintained in a binder ready for inspection.	<input type="checkbox"/>
I.5	The establishment must comply with the national environmental legislation.	<input type="checkbox"/>
I.6	The environmental manager must ensure that the Green Key criteria are reviewed annually.	<input type="checkbox"/>
I.7	The surroundings of the establishment must not be polluted and/or present a major risk for the health and the safety of the guests.	<input type="checkbox"/>
I.8	<i>Active collaboration with relevant stakeholders is established (G).</i>	<input type="checkbox"/>
II.	STAFF INVOLVEMENT	
II.1	The management must hold a meeting/s with the staff in order to brief them on issues concerning existing and new environmental initiatives.	<input type="checkbox"/> doc
II.2	The environmental manager must participate in meetings with management for the purpose of presenting the environmental developments of the establishment.	<input type="checkbox"/>
II.3	The environmental manager and other staff-members assigned with environmental duties must receive training on environmental issues.	<input type="checkbox"/>
II.4	The environmental manager must ensure that the employees are aware of the establishment's environmental undertakings.	<input type="checkbox"/>
II.5	The procedure regarding towels and sheets re use must be known and accepted by the housekeeping service.	<input type="checkbox"/> doc
II.6	<i>The establishment has a CSR policy, covering the areas of Human Rights, Labour Equity Environmental Education and Anti corruption(G).</i>	<input type="checkbox"/> doc
III.	GUEST INFORMATION	
III.1	The Green Key award must be displayed in a conspicuous place.	<input type="checkbox"/> doc
III.2	The establishment must keep the guests involved and informed about its	<input type="checkbox"/>

	environmental policy and goals and encourage guests to participate in environmental initiatives.	
III.3	Information material about Green Key must be visible and accessible to the guests, including the establishment's website (the use of Green Key logo is optional).	<input type="checkbox"/>
III.4	Front desk staff must be in a position to inform guests about the current environmental activities and undertakings of the establishment.	<input type="checkbox"/>
III.5	The establishment must be able to inform guests about local public transportation systems and alternatives.	<input type="checkbox"/>
III.6	Signs about energy and water saving should be visible for guests and staff. (e.g., television in room, lights, heat, taps, showers etc.)	<input type="checkbox"/> doc
III.7	<i>The establishment provides its guests with the opportunity to evaluate its environmental undertakings (questionnaire, link to homepage,...)(G).</i>	<input type="checkbox"/> doc
IV.	WATER	
IV.1	The total water consumption must be registered at least once a month.	<input type="checkbox"/> doc
IV.2	Newly purchased toilets are not allowed to flush more than 6 litres per flush.	<input type="checkbox"/>
IV.3	The staff and cleaning personnel must regularly check for dripping taps and leaky toilets.	<input type="checkbox"/>
IV.4	Each bathroom must have a waste bin.	<input type="checkbox"/>
IV.5	Water flow from at least 50% of the showers must not exceed 9 litres per minute.	<input type="checkbox"/>
IV.6	Water flow from at least 50% of the taps must not exceed 8 litres per minute.	<input type="checkbox"/>
IV.7	Urinals are not allowed to use more flushing water than necessary.	<input type="checkbox"/>
IV.8	Newly purchased cover or tunnel dishwashers are not allowed to consume more water than 3,5 litres per basket.	<input type="checkbox"/>
IV.9	Instructions for saving water and energy during operation of dishwashers must be displayed near the machine.	<input type="checkbox"/> doc
IV.10	All wastewater must be treated. When treatment of wastewater is regulated by national or local regulations, then it must comply with these regulations.	<input type="checkbox"/>
IV.11	Hazardous liquid chemicals must be stored avoiding leaks that can damage the environment.	<input type="checkbox"/>
IV.12	<i>Newly purchased dishwashers are not allowed to be conventional domestic appliances (G).</i>	<input type="checkbox"/>
IV.13	<i>Separate water meters are installed in areas with a high degree of water consumption (G).</i>	<input type="checkbox"/>
IV.14	<i>Water flow from taps and toilets in public areas should not exceed 6 litres per minute (G).</i>	<input type="checkbox"/>
IV.15	<i>Waste water is re-used (after treatment) (G).</i>	<input type="checkbox"/>
IV.16	<i>Toilets are flushed with rain water (G).</i>	<input type="checkbox"/>
IV.17	<i>Newly purchased toilets are dual flush type 3/6 litres(G).</i>	<input type="checkbox"/>
IV.18	<i>Purified tap water is offered to the guests (G).</i>	<input type="checkbox"/>
IV.19	<i>The swimming pools are covered to limit evaporation(G).</i>	<input type="checkbox"/>
IV.20	<i>Regular controls shows that there is no leak in the swimming pool (G)</i>	<input type="checkbox"/>

V.	WASHING AND CLEANING	
V.1	There must be signs in bathrooms and restrooms informing guests that sheets and towels will only be changed upon request. (e.g., Place your towel in the shower if you need a new one.)	<input type="checkbox"/> doc
V.2	Newly purchased chemical cleaning products and products for washing have a national or internationally recognized eco label or are not allowed to contain agents that are listed in Green Key's "Requirements related to cleaning and washing articles in Green Key establishment".	<input type="checkbox"/> doc
V.3	In European countries, paper towels and toilet paper must be made of non-chlorine bleached paper or must be awarded with an eco-label. This criterion must be effective next time the hotel buys paper towels and toilet paper.	<input type="checkbox"/> doc
V.4	<i>Fibre cloth is used for cleaning to save water and chemicals (G).</i>	<input type="checkbox"/>
V.5	<i>In non EU countries, paper towels and toilet paper are made of non-chlorine bleached paper or are awarded with an eco-label (G).</i>	<input type="checkbox"/>
VI	WASTE	
VI.1	The establishment must separate waste into the categories that can be handled separately by the local or national waste management facilities.	<input type="checkbox"/>
VI.2	If the local waste management authorities do not collect waste at or near the establishment, then the establishment must ensure safe transportation of its waste to the nearest appropriate site for waste treatment.	<input type="checkbox"/>
VI.3	Instructions on how to separate and handle waste must be easily available to the staff and guests in an understandable and simple format.	<input type="checkbox"/> doc
VI.4	Disposable cups, plates and cutlery must only be used in the pool areas, at certain music-arrangements and in connection with diner transportable.	<input type="checkbox"/>
VI.5	Hazardous waste (such as batteries, fluo compact bulbs, paint, chemicals, etc...) should be secured in separate containers and brought to an approved reception facility.	<input type="checkbox"/>
VI.6	<i>Toiletries such as shampoo, soap, shower caps, etc. in rooms are not packaged in single dose containers. If so, they must be packaged in material that can be recycled or biodegradable (G).</i>	<input type="checkbox"/>
VI.7	<i>Guests have the possibility to separate waste into the categories that can be handled by the waste management facilities as per VI.1 (G).</i>	<input type="checkbox"/>
VI.8	<i>Single dose packages for cream, butter, jam etc. are either not used, reduced or packaged in material that can be recycled (G).</i>	<input type="checkbox"/>
VI.9	<i>The establishment makes arrangements for the collection and disposal of packaging with an appropriate supplier (G).</i>	<input type="checkbox"/>
VI.10	<i>The establishment uses biodegradable disposals cups, plates and cutlery (G).</i>	<input type="checkbox"/>

VII.	ENERGY	
VII.1	Energy use must be registered at least once a month.	<input type="checkbox"/> doc
VII.2	Heating and air-conditioning control systems must be applied when the accommodation facilities are not in use. A one year grace period is granted for compliance with this criterion from the date the Green Key is awarded.	<input type="checkbox"/>
VII.3	At least 50% of the light bulbs are energy efficient. Reasons for not having energy efficient light bulbs must be clearly explained.	<input type="checkbox"/>
VII.4	The surfaces of the heating / cooling exchanger of the ventilation plant must be regularly cleaned.	<input type="checkbox"/>
VII.5	Fat filters in the exhaust must be cleaned at least once a year.	<input type="checkbox"/>
VII.6	The ventilation system must be controlled at least once a year and repaired if necessary in order to be energy efficient at all times.	<input type="checkbox"/>
VII.7	Refrigerators, cold stores, heating cupboards and ovens must be equipped with intact draught excluders.	<input type="checkbox"/>
VII.8	Newly purchased pumps and refrigeration plants must not use CFC or HCFC refrigerants. All equipment must always comply with national legislation on phasing out refrigerants.	<input type="checkbox"/>
VII.9	Newly purchased mini-bars must not have an energy consumption of more than 1 kWh/day.	<input type="checkbox"/>
VII.10	There is a written procedure regarding electric devices in empty bedrooms based on time schedules: how refrigerators, televisions, are turned off when hotel bedrooms, holiday flats and holiday houses are not being let.	<input type="checkbox"/> doc
VII.11	<i>All windows have an appropriately high degree of thermal insulation in compliance with the local climate (G).</i>	<input type="checkbox"/>
VII.12	<i>The establishment is 90% equipped with energy efficient light bulbs (G).</i>	<input type="checkbox"/>
VII.13	<i>An energy audit is carried out once every 5 years (G).</i>	<input type="checkbox"/>
VII.14	<i>The business shows efforts concerning savings of water or energy consumption, i.e. sauna, hamman, swimming pool, spa, solarium, etc.(G)</i>	<input type="checkbox"/>
VII.15	<i>Heating from electric panels or other forms of direct functioning electric heating are not allowed (G).</i>	<input type="checkbox"/>
VII.16	<i>The establishment uses renewable energy (G).</i>	<input type="checkbox"/>
VII.17	<i>Ventilation plants are equipped with an energy-optimum ventilator and an energy-saving engine (G).</i>	<input type="checkbox"/>
VII.18	<i>Automatic systems that turn the lights off when guests leave their room are installed (G).</i>	<input type="checkbox"/>
VII.19	<i>Unnecessary outside lights have an automatic turn off sensor installed (G).</i>	<input type="checkbox"/>
VII.20	<i>Separate electricity meters are installed at strategically important places for energy monitoring (G).</i>	<input type="checkbox"/>
VII.21	<i>Air-conditioning automatically switches off when windows are open (G).</i>	<input type="checkbox"/>
VII.22	<i>The building is insulated above the minimal national requirements to ensure a significant reduction of energy consumption (G).</i>	<input type="checkbox"/>
VII.23	<i>A heat recovery system for refrigeration systems, ventilators, swimming pools or sanitary wastewater is installed (G).</i>	<input type="checkbox"/>
VII.24	<i>Hot water pipes are integrally insulated (G).</i>	<input type="checkbox"/>
VII.25	<i>Automatic systems are installed in public areas for energy-efficient lighting (G).</i>	<input type="checkbox"/>

VII.26	<i>The accommodation has a key card system to ensure that electrical appliances are switched off in rented rooms when the occupants are out (G).</i>	<input type="checkbox"/>
VII.27	<i>Computers and copying machines switch off after a maximum of one non-used hour (G).</i>	<input type="checkbox"/>
VIII.	FOOD AND BEVERAGE	
VIII.1	When it is possible the establishment must purchase and register the amount of labelled (organic or other acknowledged eco-label) foods and focus on buying locally produced product, when they have less impact on the environment than non-local products.	<input type="checkbox"/> doc
VIII.2	The share of labelled foods must be maintained or increase each year. If not, the reasons must be communicated to Green Key national operator.	<input type="checkbox"/>
VIII.3	<i>A vegetarian alternative menu is proposed in the restaurant (G).</i>	<input type="checkbox"/>
VIII.4	<i>In conference rooms, where water quality is of an adequate standard, then tap water is used instead of mineral bottled water. (G).</i>	<input type="checkbox"/>
IX.	INDOOR ENVIRONMENT	
IX.1	The establishment must respect legislation regarding polluting elements within it's premises.	<input type="checkbox"/>
IX.2	A non-smoking section must be available in the restaurant.	<input type="checkbox"/>
IX.3	The majority of the rooms must be non-smoking.	<input type="checkbox"/>
IX.4	When the establishment makes extended interior changes it must ensure that the indoor climate is taken into account.	<input type="checkbox"/>
IX.5	<i>The establishment has a personnel policy concerning smoking during working hours (G).</i>	<input type="checkbox"/>
IX.6	<i>In case of refurbishing or new building, the establishment uses environmental friendly products (G).</i>	<input type="checkbox"/>
X.	PARKS AND PARKING AREAS	
X.1	Chemical pesticides and fertilizers cannot be used more than once a year, unless there is no organic or natural equivalent.	<input type="checkbox"/>
X.2	Newly purchased lawnmowers must either be electrically driven, use unleaded petrol, be equipped with a catalyst, be awarded with an eco-label, or be manually driven.	<input type="checkbox"/>
X.3	Flowers and gardens must be watered in the early morning or after sunset.	<input type="checkbox"/>
X.4	<i>Garden waste is composted (G).</i>	
X.5	<i>Rainwater is collected and used for watering flowers and gardens (G).</i>	<input type="checkbox"/>
X.6	<i>Gardens are watered by a drip system (G).</i>	<input type="checkbox"/>
X.7	<i>When planting new green areas endemic or native species are preferred (G).</i>	<input type="checkbox"/>

XI.	GREEN ACTIVITIES	
XI.1	Information material about nearby parks, landscape and nature conservation areas must be readily available to the guests.	<input type="checkbox"/>
XI.2	The establishment must provide information about the nearest place to rent or borrow bicycles.	<input type="checkbox"/>
XI.3	<i>The guests have the opportunity to borrow or rent bicycles (G).</i>	<input type="checkbox"/>
XI.4	<i>The establishment financially sponsors green activities in the local area (G).</i>	<input type="checkbox"/>
XI.5	<i>The establishment provides activities for raising awareness, focused on sustainable development, environment and nature in or around the premises (G).</i>	<input type="checkbox"/>
XI.6	<i>The establishment provides information to their guests regarding close by Blue Flag awarded marinas and beaches (G).</i>	<input type="checkbox"/>
XII.	ADMINISTRATION	
XII.1	All staff areas must fulfil the same criteria as guest areas.	<input type="checkbox"/>
XII.2	The stationery, brochures, etc. produced or ordered by the establishment must be awarded with an eco-label or produced by a company with an environmental management system.	<input type="checkbox"/> doc
XII.3	Hairdresser saloon, spa facilities, or the like, which are on the premises of the establishment, must be informed about its environmental initiatives and Green Key and encouraged to manage their activities in the spirit of Green Key.	<input type="checkbox"/>
XII.4	<i>Newly purchased durables have an eco-label or must be produced by a company with an environmental management system (G).</i>	<input type="checkbox"/>
XII.5	<i>The use of environmentally-friendly means of transport by guests and staff is encouraged (G).</i>	<input type="checkbox"/>
XII.6	<i>The management encourages the use of less paper in conference rooms (G).</i>	<input type="checkbox"/>

Contact

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Annex 1 Documents check list

Criteria	DOCUMENTS CHECK LIST	
I.2	Environmental policy	<input type="checkbox"/>
I.3	Environmental annual action plan	<input type="checkbox"/>
II.1	Minutes of meetings	<input type="checkbox"/>
II.4	<i>CSR policy (G)</i>	<input type="checkbox"/>
II.5	Towels and sheets “wash on demand” policy	<input type="checkbox"/>
III.1	Photo	<input type="checkbox"/>
III.6	Photo + copy in the Green Key binder	<input type="checkbox"/>
III.7	<i>Questionnaire (G)</i>	<input type="checkbox"/>
IV.1	Monthly water consumptions recordings	<input type="checkbox"/>
IV.9	Instruction for staff regarding water and energy savings during operation of dishwashers	<input type="checkbox"/>
V.1	Instructions in bedrooms regarding “wash on demand” policy	<input type="checkbox"/>
V.2	Invoices of the company	<input type="checkbox"/>
V.3	Invoices of the company	<input type="checkbox"/>
VI.3	Information page or photo	<input type="checkbox"/>
VII.1	Monthly energy consumptions recordings	<input type="checkbox"/>
VII.10	Policy regarding electric devices in empty bedrooms	<input type="checkbox"/>
VIII.1	Invoices from suppliers	<input type="checkbox"/>
XII.2	Invoices	<input type="checkbox"/>

Annex 2 Requirements related to cleaning and washing articles in Green Key establishment

The practices in the accommodation industry with washing and cleaning are changing rapidly. Not only with governmental regulation, but also with consumer demands who are pushing the innovation into producing environmentally-friendly and sustainable products. As a result of these recent changes, we at Green Key, choose not to name products or components of these products that can be used, but instead we choose to name the components that **cannot be part of the products** that are used on the Green Key establishments, thus creating a black list. This alerts users to the need to carefully read each product that is presently being used and to choose an appropriate product that correctly complies with the Green Key environmental criterion.

Choosing the right products

There are two ways to identify or to find products that should be used. The easy way is to find a product with an official **eco-label (for example EU-Flower, Nordic Swan, etc)**. Please be aware of the this information that matches your criteria upon the label before you name it in your programme.

The second one is to use the list below to determine whether a product is sustainable (enough). If one of the **unsuitable** components is included in the product, we recommend that you **discourage** the use of the product.

The black list

The components named below are harmful to the environment. We advise negatively, that your establishment does not use, these products that contain one or more of the named components:

- EO / PO Block polymers, Quaternary ammonium compounds, APEO / NPEO, AEO with PO and EO with many groups, Amine ethoxylates
- Phosphates, Phosphonates, EDTA
- Phosphoric acid, hydrochloric acid, sulfuric
- Caustic soda, caustic potash, ammonia, sodium phosphate
- Xylene, toluene, methylene chloride, trichlorethylene, chlorinated phenols, aldehydes
- Chlorine
- Alkylating preservatives: acetamide, Bronopol, glutaraldehyde, formaldehyde, phenols
- Sulphates