

Green Key hotel criteria

1 July 2016 – 31 December 2020

(I): Imperative criterion

(G): Guideline criterion

The Green Key hotel criteria are eligible for hotels and hostels with more than 15 bedrooms.

The applicant establishment must comply with all imperative criteria and an increasing number of 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%

A set of explanatory notes to the Green Key hotel criteria has been prepared and can be downloaded from the Green Key website.

1. ENVIRONMENTAL MANAGEMENT	
1.1	The management must be involved and appoint an environmental manager from amongst the staff of the establishment. (I)
1.2	The establishment must formulate an environmental policy. (I)
1.3	The establishment must formulate objectives and an annual action plan for constant improvement. (I)
1.4	All documentation concerning the Green Key must be kept and maintained in a binder ready for inspection. (I)
1.5	The environmental manager must ensure that the Green Key criteria are reviewed annually. (I)
1.6	The establishment must establish active collaboration with relevant stakeholders. (I)
1.7	<i>The establishment will measure its carbon footprint through the use of a recognised CO₂ measurement tool. (G)</i>

2. STAFF INVOLVEMENT	
2.1	The management must hold periodic meetings with the staff in order to brief them on issues concerning existing and new environmental initiatives. (I)
2.2	The environmental manager must participate in meetings with management for the purpose of presenting the environmental developments of the establishment. (I)
2.3	The environmental manager and other staff members must receive training on environmental and other sustainability issues. (I)
2.4	The environmental manager must ensure that the employees are aware of the establishment's environmental undertakings. (I)
2.5	The housekeeping service must know and accept the procedures regarding towels and/or sheets use. (I)
3. GUEST INFORMATION	
3.1	The Green Key award must be displayed in a prominent place. (I)
3.2	Information material about Green Key must be visible and accessible for guests. (I)
3.3	Information about Green Key and environmental information must be available on the establishment's website. (I)
3.4	The establishment must keep the guests informed and involved about its environmental work and encourage guests to participate in environmental initiatives. (I)
3.5	Front desk staff must be in a position to inform guests about Green Key and the current environmental activities and undertakings of the establishment. (I)
3.6	The establishment must be able to inform guests about local public transportation systems, shuttle bus or cycling/walking alternatives. (I)
3.7	Information about energy and water saving should be visible for guests. (I)
3.8	<i>The establishment provides its guests with the opportunity to evaluate its environmental and/or socio-cultural performance. (G)</i>
4. WATER	
4.1	The total water consumption must be registered at least once a month. (I)
4.2	Newly purchased toilets must not flush more than 6 litres per flush. (I)
4.3	The staff and cleaning personnel must have a system in place to regularly check for dripping taps and leaky toilets. (I)

4.4	Water flow from at least 75% of the showers in the guest room must not exceed 9 litres per minute. (I)
4.5	Water flow from at least 75% of the taps in the guest room must not exceed 8 litres per minute. (I)
4.6	Urinals in public areas must have sensors, water saving devices or be water free. (I)
4.7	Newly purchased cover or tunnel dishwashers must not consume more water than 3.5 litres per basket. (I)
4.8	Instructions for saving water and energy during operation of dishwashers must be displayed near the machine. (I)
4.9	All wastewater must be treated in accordance with national and local regulations. (I)
4.10	<i>Newly purchased dishwashers and laundry machines must not be conventional domestic appliances. (G)</i>
4.11	<i>Separate water metres are installed in areas with a high degree of water consumption. (G)</i>
4.12	<i>Water flow from taps and toilets in public areas should not exceed 6 litres per minute. (G)</i>
4.13	<i>Wastewater is re-used (after treatment). (G)</i>
4.14	<i>Rainwater is collected and used for toilets or other suitable purposes. (G)</i>
4.15	<i>Newly purchased toilets have 3/6 litres dual flush. (G)</i>
4.16	<i>The swimming pool follows nationally approved standards on water quality, health and safety. (G)</i>
4.17	<i>The swimming pool is covered or has other systems in place to limit water use. (G)</i>
4.18	<i>Regular checks show that there is no leak in the swimming pool. (G)</i>
5. WASHING AND CLEANING	
5.1	There must be signs in the rooms informing guests that sheets and/or towels will only be changed upon request. (I)
5.2	Newly purchased chemical cleaning products for daily use must either have a nationally or internationally recognised eco label or cannot contain compounds listed in the Green Key blacklist. (I)
5.3	Disinfection substances must only be used when necessary and in correspondence with the legislation on hygiene. (I)
5.4	In EU countries, newly purchased paper towels, facial tissues and toilet paper must be made of non-chlorine bleached paper or awarded with an eco-label. (I)
5.5	<i>In non-EU countries, newly purchased paper towels, facial tissues and toilet paper must be made of non-chlorine bleached paper or awarded with an eco-label. (G)</i>
5.6	<i>The establishment uses eco-labelled dishwasher and laundry detergents. (G)</i>
5.7	<i>Fibre cloth is used for cleaning to save water and chemicals. (G)</i>
5.8	<i>The establishment avoids fragrance spray and perfume in connection with washing and cleaning. (G)</i>
6. WASTE	
6.1	The establishment must separate waste as per national legislation but with a minimum of three categories. (I)

6.2	The separated waste must be handled separately by the local or national waste management facilities, by a private entity or by the establishment's own facilities. (I)
6.3	If the local waste management authorities do not collect waste within a reasonable distance from the establishment, then the establishment must ensure safe transportation of its waste to the nearest appropriate site for waste treatment. (I)
6.4	Instructions on how to separate and handle waste must be easily available to the staff in an understandable and simple format. (I)
6.5	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. (I)
6.6	Disposable cups, plates and cutlery must only be used in the pool areas, at certain events, in fitness and spa areas and in connection with take-away of food and drinks. (I)
6.7	Hazardous solid and liquid chemicals must be stored in separate containers preventing leaking and contamination of the environment. (I)
6.8	Hazardous solid and liquid chemical waste must be transported safely to an approved reception facility. (I)
6.9	Each bathroom must have a waste bin. (I)
6.10	<i>The establishment must register the total amount of waste and have a waste plan in place to reduce and/or reuse waste. (G)</i>
6.11	<i>Guests have the possibility to separate waste into categories that can be handled by the waste management facilities. (G)</i>
6.12	<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 is biodegradable. (G)</i>
6.13	<i>Soap and shampoo provided for the guests have a nationally or internationally recognised eco-label. (G)</i>
6.14	<i>Single dose packages for cream, butter, jam etc. are not used, reduced or packaged in material that can be recycled. (G)</i>
6.15	<i>The establishment makes arrangements for the collection and disposal of packaging with an appropriate supplier. (G)</i>
6.16	<i>The establishment uses biodegradable disposals cups, plates and cutlery. (G)</i>
6.17	<i>Organic waste is composted. (G)</i>
7. ENERGY	
7.1	Energy use must be registered at least once a month. (I)
7.2	Heating and air-conditioning control systems must be applied according to the seasonal changes or when the establishment's facilities are not in use. (I)
7.3	At least 75% of the light bulbs are energy efficient. (I)
7.4	Fat filters in the exhaust must be cleaned at least once a year. (I)
7.5	The surfaces of the heating/cooling exchanger of the ventilation plant must be cleaned at least once a year. (I)
7.6	The ventilation system must be checked at least once a year and repaired if necessary in order to be energy efficient at all times. (I)

7.7	Refrigerators, cold stores, heating cupboards and ovens must be equipped with intact draught excluders. (I)
7.8	Newly purchased mini-bars must not have an energy consumption of more than 1 kWh/day. (I)
7.9	There is a written procedure regarding electric devices in empty bedrooms. (I)
7.10	The establishment has defined a standard temperature for cooling and heating in guest rooms. (I)
7.11	<i>Outside lighting is minimised and/or has an automatic turn off sensor installed. (G)</i>
7.12	<i>All windows have an appropriately high degree of thermal insulation or other energy efficient initiatives corresponding to the local regulations and climate. (G)</i>
7.13	<i>The establishment ensures that electric devices used in guest rooms, kitchen, laundry, etc. are energy efficient. (G)</i>
7.14	<i>An energy audit is carried out at least once every five years. (G)</i>
7.15	<i>Heating from electrical panels or other forms of direct functioning electrical heating are not allowed. (G)</i>
7.16	<i>The establishment uses eco-certified and/or renewable energy. (G)</i>
7.17	<i>Ventilation plants are equipped with an energy-optimum ventilator and an energy-saving engine. (G)</i>
7.18	<i>The establishment has an automatic system or key card that turns off the light and electrical appliances when guests leave their room. (G)</i>
7.19	<i>Hall and corridor lighting have motion detectors. (G)</i>
7.20	<i>Automatic systems are installed in public areas for energy-efficient lighting. (G)</i>
7.21	<i>Separate electricity and gas metres are installed at strategically important places for energy monitoring. (G)</i>
7.22	<i>Air-conditioning and heating automatically switches off when windows are open. (G)</i>
7.23	<i>A heat recovery system for e.g. refrigeration systems, ventilators, swimming pools or sanitary wastewater is installed. (G)</i>
7.24	<i>The building is insulated above the minimal national requirements to ensure a significant reduction of energy consumption. (G)</i>
7.25	<i>Hot water pipes are well insulated. (G)</i>
7.26	<i>Computers, printers and copy machines switch to energy saving mode and turn off automatically. (G)</i>
7.27	<i>Newly purchased computers, printers, copy machines and domestic appliances have an eco-label or produced by a company with an environmental management system. (G)</i>
7.28	<i>Vending machines, coffee and water dispensers are switched off in periods of non-use. (G)</i>
7.29	<i>The kitchen hoods are equipped with supply/extract infrared fan controls. (G)</i>
8. FOOD AND BEVERAGE	
8.1	The establishment must purchase and register at least three types of food/drink products that are organic, eco-labelled, fair-trade labelled and/or locally produced. (I)
8.2	The share of organic, eco-labelled, fair-trade labelled and/or locally produced food/drink products must be increased every year. (I)

8.3	<i>The establishment is taking initiatives to buy seasonal products, less meat products and no products from endangered fish, seafood or other species. (G)</i>
8.4	<i>The establishment must register the level of food waste and take initiatives to reduce it. (G)</i>
8.5	<i>The establishment communicates on the menu card or in the buffet the products that are organic, eco-labelled, fair-trade labelled and/or locally produced. (G)</i>
8.6	<i>A vegetarian alternative menu is proposed in the restaurant. (G)</i>
8.7	<i>Where the water quality is of an adequate standard, tap water is offered to guests in restaurants and meeting rooms. (G)</i>
9. INDOOR ENVIRONMENT	
9.1	The restaurant should be non-smoking or at least have a non-smoking section. (I)
9.2	A minimum of 75% of the rooms must be non-smoking. (I)
9.3	<i>The establishment has a personnel policy concerning smoking during working hours. (G)</i>
9.4	<i>In case of refurbishing or new building, the establishment uses environmentally friendly products. (G)</i>
10. GREEN AREAS	
10.1	Chemical pesticides and fertilisers must not be used unless there is no organic or natural equivalent. (I)
10.2	Newly purchased lawnmowers must either be electrically driven, use unleaded petrol, be equipped with a catalyst, be awarded with an eco-label, or be manually driven. (I)
10.3	Smart flower and garden watering procedures are in place. (I)
10.4	<i>Garden waste is composted. (G)</i>
10.5	<i>Rainwater or grey water is collected and used for watering flowers and gardens. (G)</i>
10.6	<i>When planting new green areas, native species are used. (G)</i>
11. CORPORATE SOCIAL RESPONSIBILITY	
11.1	The establishment is in compliance with international, national and local legislation and its CSR policy regarding environment, health, safety and labour. (I)
11.2	<i>The establishment provides access for people with special needs. (G)</i>
11.3	<i>The establishment is equitable in hiring women and local minorities, including in management positions, while restraining from child labour. (G)</i>
11.4	<i>The establishment actively supports green activities or initiatives for social community development including, among others,</i>

	<i>education, health, sanitation and infrastructure. (G)</i>
11.5	<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>
11.6	<i>Endangered plants and animals, historical and archaeological artefacts are not sold, traded, or displayed, except as permitted by law. (G)</i>
11.7	<i>Material/supplies that are no longer used are collected and donated to charitable organisations. (G)</i>
12. GREEN ACTIVITIES	
12.1	Information about nearby parks, landscape and nature conservation areas must be available to the guests. (I)
12.2	The establishment must provide information about the nearest place to rent or borrow bicycles. (I)
12.3	<i>The guests have the opportunity to borrow or rent bicycles. (G)</i>
12.4	<i>The establishment provides activities for raising awareness focused on sustainable development, environment and nature in or around the premises. (G)</i>
12.5	<i>The establishment provides information to their guests regarding Blue Flag awarded marinas, beaches and boat operators in the vicinity. (G)</i>
13. ADMINISTRATION	
13.1	All staff areas must fulfil the same criteria as guest areas. (I)
13.2	The stationery and brochures produced or ordered by the establishment must be eco-labelled, be recycled or produced by a company with an environmental management system. (I)
13.3	Third party operated shops and businesses located on the premises of the establishment must be informed about the environmental initiatives of the establishment as well as Green Key, and be encouraged to manage their activities in the same spirit following the Green Key criteria. (I)
13.4	<i>The establishment takes initiatives to reduce the use of paper in offices, guest rooms and meeting rooms. (G)</i>
13.5	<i>The establishment informs its suppliers about its environmental commitments and encourages the suppliers to follow Green Key criteria. (G)</i>
13.6	<i>The establishment ensures that the suppliers used are eco-certified, have a written environmental policy and/or are committed to sustainable development. (G)</i>
13.7	<i>Local and fair-trade services and goods are purchased by the establishment. (G)</i>
13.8	<i>Newly purchased durables have an eco-label or must be produced by a company with an environmental management system. (G)</i>

13.9	<i>The purchase of disposable and consumable goods is measured, and the establishment actively seeks ways to reduce their use. (G)</i>
13.10	<i>The use of environmentally-friendly means of transportation by the staff is encouraged. (G)</i>