

THE GREEN KEY

AN ECO-LABEL FOR HOTELS, YOUTH HOSTELS,
CONFERENCE
AND HOLIDAY CENTRES



OPERATOR'S INSTRUCTIONS FOR
NATIONAL CRITERIA



I. Environmental management

- I.1 Management must appoint an environmental manager.
- I.2 The business must have an environmental policy.
- I.3 Objectives and an action plan for constant improvement must be formulated.
- I.4 The business must establish and maintain a binder containing relevant documentation concerning The Green Key.
- I.5 The business must comply with the environmental legislation of the respective country.
- I.6 The operator must ensure a yearly procedure of verification/control.
- I.7 The firm must not be placed on a perimeter that is recognised to be polluted by the national authorities and that present a major risk for health and security of the guests.

Optional criteria

- The business should establish active collaboration with relevant stakeholders.



II. Staff involvement

- II.1 Management must have a meeting with the staff, where they are briefed on issues concerning existing and new environmental initiatives.
- II.2 The environmental manager must participate in meetings with management with the purpose of presenting the environmental developments of the business.
- II.3 The environmental manager and other staff members working with environmental tasks must participate in a training course concerning environmental issues. The Green Key operator provides basic training .
- II.4 The environmental manager must ensure that the employees have knowledge about the environmental assignments and issues concerning the business.



III. Guest information

- III.1 The business must display clearly that it has been awarded The Green Key.
- III.2 The business must keep the guests informed about the environmental issues of the business and indicate how the guests can participate.

- III.3 Information material about The Green Key must be visible and accessible to the guests.
- III.4 Front desk staff must be able to give an account of the present environmental activities of the business.
- III.5 The business should be able to inform guests about public transportation.
- III.6 There are visible signs for guests and staff concerning energy saving (television in room, lights, heat, etc.)

Optional criteria

- The business should provide its guest with a questionnaire supplying feedback from the guests concerning the environmental activities of the business.

IV. Water



- IV.1 The total water consumption must be registered at least once a month.
- IV.2 Newly purchased toilets are not allowed to flush more than 6 litres per flush.
- IV.3 Dripping taps and leaky toilets are not allowed.
- IV.4 Each bathroom must have a waste bin.
- IV.5 Water flow from showers must not exceed more than 9 litres per minute.
- IV.6 Water flow from taps must not exceed more than 8 litres per minute.
- IV.7 Urinals are not allowed to use more flushing water than necessary.
- IV.8 Newly purchased cover or tunnel dishwashers are not allowed to consume more water than 3.5 litres per basket.
- IV.9 Instructions displaying recommendations for saving water during operation of dishwashers must be displayed near the machine.
- IV.10 All wastewater must be treated. Where treatment of wastewater is regulated through national or local regulation, treatment must comply with this regulation.
- IV.11 Swimming pools must be kept according to the national health legislation (renewing of water, sanitary treatment, etc.)

Optional criteria

- Newly purchased dishwashers are not allowed to be conventional domestic appliances.
- Separate water meters should be installed in areas with a high degree of water consumption.

The business should declare to the water authority its willingness to switch to a different water source.

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.
- V.2. Newly purchased chemical cleaning products and products for washing are not allowed to contain agents that are listed in The Green Key's "Requirements related to cleaning and washing articles in Green Key businesses."
- V.3. Disinfectants must be used only where necessary in order to comply with legal hygiene requirements.
- V.4. Staff must be trained not to exceed the recommended amount of detergent and disinfectant indicated on the packaging.
- V.5. In European countries, paper towels and toilet paper must be made of non-chlorine bleached paper or must be awarded with an eco-label.

Optional criteria

In countries outside Europe: paper towels and toilet paper must be made of non-chlorine bleached paper or must be awarded with an eco-label.

VI. Waste



- VI.1 The business must separate waste into the categories, that can be handled separately by the local or national waste management facilities.
- VI.2 If the local waste management authorities do not collect waste at or near the business, the business must ensure transportation of its waste to the nearest appropriate site for waste treatment.
- VI.3 Instructions on how to separate and handle waste must be easily available to the staff.
- 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.

Optional criteria

- Toiletries such as shampoo, soap, shower caps, etc. in rooms must not be packaged in single dose containers. If so, they must be packaged in recyclable material.
- Guests must have the possibility to separate waste into the categories that can be handled by the waste management facilities as per VI.1.
- Single dose packages for cream, butter, jam etc. must either not be used or must be packaged in recyclable material.
- The business should make arrangements for the collection and disposal of packaging with the appropriate supplier.

VII. Energy



- VII.1 Energy use must be registered at least once a month.
- VII.2 Heating and air-conditioning control systems must be implemented when the accommodations are not in use.
- VII.3 All windows must have an appropriately high degree of thermal insulation in compliance with the local climate. The appropriateness is decided by the National Steering Group and approved by the International Steering Committee.
- VII.4 The surfaces of the heat / cooling exchanger of the ventilation plant must be cleaned.
- VII.5 Fat filters in the exhaust must be cleaned.
- VII.6 The ventilation system must be controlled and repaired if necessary in order to be energy efficient at all times.
- VII.7 Refrigerators, cold stores, heating cupboards and ovens must be equipped with intact draught excluders.
- VII.8 Newly purchased pumps and refrigeration plants must not use CFC refrigerants. All equipment must always comply with national legislation on phasing out refrigerants.
- VII.9 Newly purchased minibars must not have an energy consumption of more than 1 kWh/day.
- VII.10 Refrigerators are turned off when holiday flats and holiday houses are not let.
- VII.11 Televisions are turned off when holiday flats and holiday houses are not let.
- VII.12 At least 20% of the light bulbs are Class-A. The hotel should replace other light bulbs at a maximum rate wherever it is technically possible. Reasons for not having energy efficient light bulbs must be clearly explained.
- VII.13 The business must show efforts concerning savings of water or energy in relation to

every unit that has a higher level of water or energy consumption, i.e. sauna, hammam, swimming pool, spa, solarium, etc.

Optional criteria

- An energy consultant should visit the firm.
- Heating from electric panels or other forms of direct functioning electric heating are not allowed.
- The business should use renewable energy.
- Ventilation plants should be equipped with an energy-optimum ventilator and an energy-conserving engine.
- Automatic systems that turn the lights off when guests leave their room should be installed.
- Unnecessary outside lights should be turned off automatically.
- Separate electricity meters should be installed at strategically important places for energy monitoring.
- Air-conditioning should automatically switch off when windows are open.
- The building should be insulated above the minimal national requirements to ensure a significant reduction of energy consumption.
- A heat recovery system for refrigeration systems, ventilators, swimming pools or sanitary wastewater should be installed.

VIII. Food and beverage



- VIII.1 The business must register its purchase of labelled (locally produced, organic or whatever feasible in each country) foods. After 12 months, the percentage of labelled products must be at least 5 of all foods measured in money.
- VIII.2 The share of labelled foods must be maintained or increase each year. If not, the reasons must be communicated to The Green Key national operator.

IX. Indoor environment



- IX.1 The business must respect legislation regarding polluting elements at the premises of the business.
- IX.2 A non-smoking section must be available in the restaurant.
- IX.3 Non-smoking rooms must be available.

- IX.4 If the business makes larger interior changes the indoor climate must be considered as much as possible.

Optional criteria

- The business should have a personnel policy concerning smoking in working hours.
The level of indoor background noise must not exceed 40 dBA during nighttime.

X. Parks and parking areas



- X.1 Chemical pesticides and fertilizers can be used no more than once a year, but only if there is no organic or natural equivalent.
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 driven manually.
X.3 Flowers and gardens must be watered before high sun or after sunset.

Optional criteria

- Garden waste should be composted.
Rainwater should be collected and used for watering flowers and gardens.

XI. Green activities



- XI.1 Information material about nearby parks, landscape and nature conservation measures must be easily available to the guest.
XI.2 The business must give information about the nearest place to rent or borrow bicycles.

Optional criteria

- The guests should have the opportunity to borrow or rent bicycles.
The business should sponsor green activities in the local area.

XII. Administration



- XII.1 All staff areas must fulfil the same criteria as guest areas.
- XII.2 Newly purchased computers and copying machines must have a stand-by function.
- XII.3 The stationery, brochures, etc. produced for the business must be awarded with an eco-label or be produced at a company with an environmental management system.
- XII.4 Hairdresser saloon, spa facilities, or the like, which are on the premises of the business, must be informed about environmental management of the business.

Optional criteria

- Newly purchased durables must have an eco-label or must be produced at a company with an environmental management system.