

National Green Key criteria and explanatory notes

1 January 2022 – 31 December 2026

INTRODUCTION

Below you will find the international Green Key criteria and explanatory notes for the categories Hotels & Hostels (HH), Campsites & Holiday Parks (CHP), Small Accommodations (SA), Conference Centres (CC), Restaurants (R), and Attractions (A).

Criteria marked with (I) are imperative criteria, while criteria marked with (G) are guideline criteria. The applicant must comply with 100% of imperative criteria and an increasing number of guideline criteria according to the years of award (as a minimum: Year 1: 0%; Year 2: 5%, Year 3: 10%, Year 4: 15%, Year 5: 20%)

Note: Document in progress. There might be some differences in the order compared to the Finnish criteria.

1. ENVIRONMENTAL MANAGEMENT	
IMPERATIVE CRITERIA (I)	
<p>1.1 The management is involved and has appointed 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 amongst 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” oversees the implementation of the environmental/sustainability initiatives in cooperation with the environmental manager, as well as keeping other staff members in the various parts of the establishment informed.</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 of environmental manager should 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 • 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 • Being responsible for gathering and processing new sustainability ideas and initiatives from staff and guests <p>The environmental manager oversees 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 to be informed about the change.</p> <p>During the audit, the environmental manager is normally present to answer questions and explain about the work done at the establishment with regards to environmental matters in general and Green Key related criteria specifically.</p>

<p>1.2 The establishment has formulated a sustainability policy. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To ensure an overall framework 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 should be more ambitious than merely complying with legislation and regulations. The sustainability policy of the establishment is to be 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/quality commitment and goals of the establishment.</p> <p>The environmental commitment should include:</p> <ul style="list-style-type: none"> • consumption of resources (energy, water, etc.) • commitment to apply the circular economy principles • consumption and monitoring of environmental pollutants, for example chemical cleaning products, air pollutants and fertilizers/pesticides • reducing the carbon footprint • supporting the protection of local or international biodiversity <p>The social, cultural, and economic commitment should include:</p> <ul style="list-style-type: none"> • labour rights and equity (including prohibition on using child labour) • safe and secure working environment • risk and crisis management • anti-corruption • opposition to commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities, and other vulnerable groups • support for the equal treatment and rights of people • hiring staff in all positions including management (especially local residents/minorities), without discrimination on the grounds of age, race, gender, religion, disability, socio-economic status, etc. • reference to training, information, and awareness-raising • reference to the support of the local community • support for the establishment’s involvement in sustainable tourism planning and management locally <p>It is strongly encouraged that the sustainability policy is developed in cooperation with the staff and compiled in a way that includes contributions from both the management and 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>
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	<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 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. A check will be conducted to ensure that that the sustainability policy is less than three years old and that it is a general document, including environmental issues as well as socio-cultural and economic issues.</p>
<p>1.3 The establishment has formulated objectives and an annual action plan for continuous 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 sustainability 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 reference to social, cultural, economic, quality, human rights, health, risk, and crisis management issues.</p> <p>It is strongly encouraged that the objectives and annual action plan document are developed in cooperation with the staff and compiled in a way that includes contributions from both the management and the staff.</p> <p>It is expected that the establishment will formulate 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 and 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 on the presence and 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 for the objectives and annual action plan in the previous year. 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>
<p>1.4 All documentation concerning Green Key is kept and</p>	<p>To have all information easily accessible, the Green Key binder is normally organised according to the Green Key criteria sections and numbers and contains all the relevant and updated documents showing compliance with each criterion.</p>

<p>maintained in a binder ready for inspection. (I)</p> <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 The establishment establishes 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 it 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, cultural, 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/destination management organisations/authorities on sustainable tourism planning and management in the destination, local infrastructure and social community development projects (e.g. sanitation).</p> <p>Local cooperation, including cooperation on various biodiversity and environmental protection initiatives (e.g., tree-planting, rewilding and creating pollinator-friendly local areas and natural corridors, nature conservation, beach clean-up events, etc.), is strongly encouraged.</p> <p>For the collaboration to be approved, it must be an active two-way collaboration between the establishment and the relevant stakeholders for the benefit of both parties.</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> <p>During the audit, documentation showing active collaboration with the required number of local stakeholders will be checked.</p>
<p>1.6 The establishment calculates its</p>	<p>With this criterion, the establishment identifies its sources of greenhouse gas (GHG) emissions and uses its measured annual energy consumption and other sources of GHG emissions to make an estimate of its total annual carbon</p>

<p>carbon footprint using a carbon measurement tool. (I)</p> <p>HH, CHP, SA (I)</p>	<p>footprint, as well as the carbon emissions per guest/room night or per guest using a carbon measurement tool. The calculation should be used to check the fluctuations in carbon emissions of the establishment at least once a year with the aim of reducing it.</p> <p>The tool used must:</p> <ul style="list-style-type: none"> - be verified GHG protocol compliant - have conversion factors publicly available and regularly updated as new information emerges - include all scope 1 and 2 emissions, and preferably also the most significant scope 3 emissions - have the possibility of presenting the results by scope in order to set reduction targets by scope <p>There are different carbon measurement tools available with different levels of accuracy. One of the tools for accommodations is the Hotel Carbon Management Initiative (HCMI) which provides the estimated carbon footprint of an accommodation sector establishment. The HCMI tool can be found on the international Green Key website.</p> <p>During the audit, the establishment presents the carbon measurement tool used and the calculated results for the past 12 months.</p>
<p>GUIDELINE CRITERIA (G)</p>	
<p>1.6 The establishment calculates its carbon footprint using a carbon measurement tool. (G)</p> <p>CC, R, A (G)</p>	<p>With this criterion, the establishment identifies its sources of greenhouse gas (GHG) emissions and uses its measured annual energy consumption and other sources of GHG emissions to make an estimate of its total annual carbon footprint, as well as the carbon emissions per guest/room night or per guest using a carbon measurement tool. The calculation should be used to check the fluctuations in carbon emissions of the establishment at least once a year with the aim of reducing it.</p> <p>The tool used must:</p> <ul style="list-style-type: none"> - be verified GHG protocol compliant - have conversion factors publicly available and regularly updated as new information emerges - include all scope 1 and 2 emissions, and preferably also the most significant scope 3 emissions - have the possibility of presenting the results by scope in order to set reduction targets by scope <p>There are different carbon measurement tools available with different levels of accuracy. One of the tools for accommodations is the Hotel Carbon Management Initiative (HCMI) which provides the estimated carbon footprint of an accommodation sector establishment. The HCMI tool can be found on the international Green Key website.</p> <p>During the audit, the establishment presents the carbon measurement tool used and the calculated results for the past 12 months.</p>

<p>1.7 The establishment sets a target to reduce its carbon footprint by at least 5% annually. (G)</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 of at least 5% annual reduction to further reduce carbon emissions. The establishment also identifies the actions needed to reach the target, e.g., reduction in energy consumption, increasing efficiency measures and/or installing onsite renewable energy systems.</p> <p>During the audit, the establishment presents the target and actions for reducing the carbon footprint. This can be included in the annual action plan (see criterion 1.3)</p>
<p>1.8 The establishment has reached its target of at least 5% reduction in emissions in the past 12 months. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>During the audit, the establishment presents the carbon measurement tool used, the previously set reduction target and the calculated reduction results for the previous 12 months. The reduction must be demonstrated using the same calculating tool as for the previous year.</p>
<p>1.9 The establishment offsets its greenhouse gas emissions through certified climate offsetting projects. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>The establishment annually offsets its greenhouse gas emissions from scope 1 & 2 with a climate offsetting project that has international certification, e.g.:</p> <ul style="list-style-type: none"> - Verified Carbon Standard - Gold Standard - Plan Vivo <p>To comply with this criterion, the establishment ensures that:</p> <ul style="list-style-type: none"> · The greenhouse gas calculations include all direct and indirect emissions from scope 1 and scope 2 · All data and calculations are documented. · The establishment has an emission monitoring and reduction strategy in place. · All emissions of greenhouse gases are offset · An independent third-party verifier/auditor reviews all the above documents <p>During the audit, the establishment presents</p> <ol style="list-style-type: none"> a) the greenhouse gas calculations including all direct and indirect emissions from scope 1 and scope 2 b) the updated carbon reduction strategy for the relevant year, and c) documentation that proves implemented climate offsetting with purchased volume, choice of project and standard and d) documentation proving that the offsetting project has been verified by an independent/ accredited auditor
<p>1.10 The establishment is verified carbon neutral. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To comply with this criterion, the establishment ensures that:</p> <ul style="list-style-type: none"> · Its greenhouse gas calculations include all direct and indirect emissions from scope 1, scope 2 and scope 3. · All data and calculations are documented. · The establishment has an emission monitoring and reduction strategy in place.

	<ul style="list-style-type: none"> · All emissions of greenhouse gases are offset · An independent third-party verifier/auditor has reviewed all the above documents <p>During the audit, the establishment presents</p> <ol style="list-style-type: none"> a) the greenhouse gas calculations including all direct and indirect emissions from scope 1, scope 2 and scope 3. b) the updated carbon reduction strategy for the relevant year, and c) documentation that proves implemented climate offsetting with purchased volume, choice of project and standard and d) proof that the offsetting project is verified by an independent/ accredited auditor
<p>1.11 The establishment offers its guests a possibility to compensate their emissions through an internationally recognised carbon scheme. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>With this criterion, the establishment offers its guests the possibility to compensate the carbon emissions generated during their visit and/or 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 the opportunity to compensate the carbon emissions of their stay. In addition, the establishment can offer its guests the possibility to compensate the carbon emissions of their travel to and from the establishment.</p> <p>The compensation should be done through a carbon compensation scheme, e.g. a scheme that holds an international certification, e.g. Gold Standard).</p> <p>The establishment offers the carbon compensation by promoting a carbon compensation scheme to the guests and providing them with information about it and a link to the scheme. Alternatively, the establishment can also collect the funding from the carbon compensation of the guests and then send it to the carbon compensation scheme.</p> <p>The establishment can choose to offer the carbon compensation to guests individually, or it can be offered to companies organising the guests' stay at the establishment (e.g. tour operators, group tour organisers, conference organisers, etc.).</p> <p>During the audit, the establishment presents the information it supplies to its guests encouraging them to avail of carbon compensation to offset their stay and/or travel to and from the establishment.</p>

2 STAFF INVOLVEMENT

IMPERATIVE CRITERIA (I)	
<p>2.1 The management holds periodic meetings with the staff 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 establishment, it is important that the management, environmental manager and/or green committee ensure an information flow to the staff and engage 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 them to properly inform, and answer questions from guests on the matter. The staff is not only informed about the environmental/sustainability initiatives, but also can contribute 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 given to seasonal employees to ensure the broadest possible staff participation.</p> <p>This criterion considers both internal staff hired by the establishment as well as staff contracted from an external company.</p> <p>During the audit, minutes/notes/attendance lists from the meetings held between the management and staff 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. If the total number of staff members is below five, the information about the meetings held can be given orally. The auditor may also interview staff to ascertain their level of knowledge on environmental initiatives of the establishment.</p>
<p>2.2 The environmental manager participates in meetings with management for the purpose of presenting the environmental developments of the establishment. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>If the environmental manager is not part of the management of the establishment, he/she must 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>

<p>2.3 All staff members receive yearly training on environmental and other sustainability issues relevant to their job description. (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 feasible 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>This criterion applies to employees who are employed for at least 4 consecutive weeks/year.</p> <p>The training can be both external and internal. External training could be in the form of training courses by consultants, experts, guides or product suppliers, study trips, participation in seminars, webinars and other online courses and studies, networks, etc. In some countries, Green Key seminars and webinars are organised to especially focus on trends and ideas in relation to compliance with Green Key criteria, and these meetings can also be used as a networking platform between Green Key awarded establishments. 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. In addition to 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 daily 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, a document must be presented, 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>
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<p>2.4 The housekeeping service knows and accepts the procedures regarding change of towels and sheets. (I)</p> <p>HH, CHP, SA</p>	<p>To reduce the environmental footprint and cut costs in connection with the washing and cleaning processes, it is important that housekeeping staff understand 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 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 must be 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 towel and sheet reuse are incorporated into the standard operating procedures for housekeeping staff.</p>
<p>2.5 Information to promote sustainable practices is displayed in the staff area/ otherwise available. (I)</p> <p>HH, CHP, CC, R, A</p>	<p>To reduce both the environmental footprint and 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 off the light/taps, using less paper, etc.) recycle and help them to use devices and machines more efficiently (e.g. the dishwasher, laundry machines, vacuum cleaners, etc.) In addition, information could reference protection of the local biodiversity, etc. as well as social responsibility (e.g., how to report discrimination, etc.).</p> <p>Raising awareness of the staff about the sustainability undertakings of the establishment can be achieved through staff notice boards, 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>
<p>GUIDELINE CRITERIA (G)</p>	
<p>2.6 The establishment provides its staff with the opportunity to evaluate its environmental and/or socio-cultural performance. (G)</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 whereby 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 through a suggestion</p>

<p>HH, CHP, CC, R, A</p>	<p>box that is managed by the environmental manager. The feedback can be given anonymously.</p> <p>During the audit, the feedback mechanism is shown to the auditor.</p>
<p>2.7 The establishment encourages its staff to use environmentally friendly means of transport when commuting to work. (G)</p> <p>HH, CHP, CC, R, A</p>	<p>The following transport forms are considered environmentally friendly in this context: non-motorised methods, public transport (bus, train, tram, ferry etc), vehicles operated with 100% renewable fuels/electricity, rideshares and communal staff transport organised by the employer etc.</p> <p>To fill the criterion, the establishment must encourage its staff to use the above-mentioned forms of transport and provide concrete support for choosing them. This could take the form of providing a safe place for storing bicycles and staff showers, a charging station for electric cars, subsidised tickets for public transport or parking places for electric cars etc.</p> <p>In the audit the establishment presents the concrete measures it has taken.</p>
<p>2.8 The establishments offers its staff free/subsidised equipment/activities/space to exercise during/after working hours. (G)</p> <p>HH, CHP, CC, R, A</p>	<p>In order to increase the wellbeing and physical activity of its staff and to reduce sick leaves, the establishment encourages an active, mobile lifestyle. The encouragement may take the form of offering them free/subsidised exercise space/equipment/ activities. The activity may take place outside of working hours, but Green Key encourages offering exercise possibilities also during them. The activity may take place either within our outside of the establishment's premises.</p> <p>To fill this criterion, the establishment must have offered weekly subsidised/free exercise opportunities to all its permanent staff during for at least the past 6 months.</p> <p>In the audit the establishment presents the concrete measures it has taken.</p>

3 GUEST INFORMATION	
IMPERATIVE CRITERIA (I)	
<p>3.1 The Green Key award and certificate are displayed in a prominent place. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>The establishment is required to display the standard Green Key plaque near 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 proposed location for the display of the plaque and the certificate is shown.</p>
<p>3.2 Information about Green Key is visible and accessible to 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 prominently 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 must in all material and communication provide accurate, clear and easily understandable information regarding 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 informative 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 past, the draft informative materials, and location(s) where it will be available are presented. It is checked that the information is accurate, clear, and easily understandable.</p>
<p>3.3 Information about Green Key and environmental information is</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. The Green Key logo (in the correct format) must also be displayed.</p>

<p>available on the establishment's website. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>The website also displays brief information about the environmental undertakings of the establishment. The information is presented in accordance with 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 provides information about Green Key in its social media.</p> <p>As part of joining the Green Key programme, the establishment must in all material and communication provide accurate, clear and easily understandable information regarding 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>
<p>3.4</p> <p>The establishment keeps the guests informed about and involved in its environmental work and encourages 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 the information 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 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 must in all material and communication provide accurate, clear and easily understandable information regarding 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. If the establishment has not received the Green Key award in the past, the draft information for the guests is presented. It is checked that the information is accurate, clear, and easily understandable.</p>
<p>3.5</p> <p>Staff in charge of welcoming / serving guests are able 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 them (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 must in all material and communication provide accurate, clear and easily understandable information regarding 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>
<p>3.6 The establishment informs and encourages guests to use sustainable transportation alternatives. (I) HH, CHP, SA, CC, R, A</p>	<p>To encourage guests staying at the establishment to use means of transportation other than cars and taxis, where feasible and safe, the establishment must be able to inform guests 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, biofuel petrol, etc. • Shuttle buses provided by the establishment • Other means of transportation including bicycling opportunities and walking alternatives <p>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.</p> <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 must in all material and communication provide accurate, clear and easily understandable information regarding 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>
<p>GUIDELINE CRITERIA (G)</p>	
<p>3.7 The establishment provides its guests with the opportunity to evaluate its performance, including</p>	<p>A feedback questionnaire can provide an indication of the guests' satisfaction in relation to the performance of an establishment. Besides covering more general issues (such as quality, price, service, etc.), it must also include questions related to the sustainability performance of the establishment.</p>

<p>the sustainability performance. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>If the guest feedback in the evaluation requires corrective action, this must be done by the establishment, where possible.</p> <p>During the audit, the establishment shows the evaluation questions relating to sustainability performance, as well as providing examples of how the guest feedback is monitored and used in corrective actions.</p>
<p>3.8</p> <p>The establishment has made a marketing/awareness raising campaign about the environment within the past 12 months. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>The campaign may be aimed at customers, suppliers or other external stakeholders. In order to qualify, the campaign must have been visible to the target group, last for at least 2 weeks, and involve actions beyond the everyday routines of the establishment.</p> <p>In the audit, the establishment presents the campaign material.</p>
<p>3.9</p> <p>Communication about environmental issues is included in the company's yearly communications plan where various target groups are included. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>Sustainability work is an integral part of the company's business and communications. In order to raise the environmental awareness of its customers and stakeholders and to involve them in sustainability work, the target must plan its sustainability communications in advance and designate its main target groups. Different target groups may include meeting guests, leisure travellers, business travellers, families with children, regulars, etc. Once the target groups have been identified, communication can be better designed to meet the needs and preferences of the target group.</p> <p>In the audit, the establishment presents its communication plan or part of it that deals with environmental communications. The plan shall address communication channels, target groups of communications, timing of communication activities and a key message of environmental communication.</p>
<p>3.10</p> <p>The establishment rewards its customers for environmental actions taken during their stay/visit. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>A good way to encourage customers to make environmentally friendly choices is to reward them with a product, service, discount etc. Such choices can include, for example, bike lending or rental, arrival by public transport, choosing vegetarian food or requesting not to clean the room during a stay of several nights. In order to meet the criterion, the establishment must reward environmentally friendly actions. The reward could be e.g. a gift card/discount voucher to a customer who foregoes room cleaning a free coffee for a customer who has chosen vegetarian food etc.</p> <p>In the audit, the establishment presents the method used for rewarding customers for environmental actions.</p>

4. WATER	
IMPERATIVE CRITERIA (I)	
<p>4.1 Total water consumption is registered at least once a month. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>For the establishment to reduce its environmental footprint and cut costs, it is first of all necessary to have a regular recording of its total water consumption at least once a month. If available, 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.</p> <p>The data should be analysed and used actively with the goal of reducing water consumption. 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.</p> <p>During the audit, at least monthly log of total water consumption is presented. The establishment explains the procedures for investigating and correcting in case of sudden changes in total water consumption. If water is not delivered by a public supplier, the establishment presents documents showing that its water use is sustainable and does not adversely affect the environment and local water supply.</p>
<p>4.2 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 smaller 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 should 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 must be presented, and the presence of dual flush toilets is visually inspected.</p>
<p>4.3 The staff has a system in place to regularly check for dripping taps and leaky toilets as well as leaky swimming pools. (I)</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 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>HH, CHP, SA, CC, R, A</p>	<p>Leaks in outdoor or indoor swimming pools can also significantly increase the environmental footprint through a higher water consumption and create additional expense. 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 meter 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 Water flow in at least 90 % of the showers does not exceed 9 litres per minute. (I)</p> <p>HH, CHP, SA</p>	<p>To reduce the environmental footprint through water savings and also cut costs, the water flow in at least 90 % 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 per minute.</p> <p>In cases where there are both hand showers and rain showers, the requirement applies to both types. Water flow in bathtub taps placed in conjunction with showers, as well as bidet 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>During the audit, sample measurements of the water flow in a few selected showers in different parts of the establishment are carried out.</p>
<p>4.5 Water flow in at least 90% of the taps does 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 90 % 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>During the audit, sample measurements of the water flow in a few selected taps in different parts of the establishment are carried out.</p>
<p>4.6 Urinals have sensors, water saving devices, or are 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 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>

<p>4.7 Newly purchased cover or tunnel dishwashers do 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 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>
<p>4.8 All wastewater is 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 its own sewage system.</p> <p>It is important that all wastewater is treated in accordance with national and/or local legislation. If there is no legislation on the matter, the wastewater is treated according to the most advanced treatment possible for the establishment. After treatment, the treated wastewater is reused, if possible.</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>The reuse/release of wastewater must always be done safely with no adverse effects on the local population and the environment.</p> <p>During the audit, the licence or other adequate documentation showing compliance with the wastewater treatment requirements is presented. The establishment provides written confirmation from the relevant authority confirming that the release of the treated wastewater does not have adverse effects on the local population and environment. If the applicant establishment is requesting a dispensation from the requirement, it must provide 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>
<p>4.9 Newly purchased dishwashers and laundry machines are not 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 reduce the environmental footprint and 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</p>

	<p>the best solution from an environmental point of view to use domestic 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>
<p>4.10 A grease trap is installed in the cooking kitchen. (I)</p> <p>HH, SA, CHP, CC, R, A</p>	<p>Well-functioning grease traps in the kitchen contribute to the reduction of the environmental footprint by saving water and chemicals and 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 that prepares dishes (as opposed to just heating them up) are exempted from this criterion.</p> <p>During the audit, the presence of well-functioning grease traps in kitchen drains and the schedule of their maintenance is checked.</p>
<p>4.11 Instructions for saving water and energy during operation of old, non-industrial dishwashers and washing machines are displayed near the machine. (I)</p> <p>(HH, SA, CHP, CC, R, A)</p>	<p>For still operational, non-industrial dishwashers and washing machines, clear instructions on water and energy saving must be displayed in a visible location near the machine. If the machine is used by customers, the instructions must be in languages understood by most of them.</p> <p>During the audit, the presence of instructions near non-industrial dishwashers is checked.</p>
<p>GUIDELINE CRITERIA (G)</p>	
<p>4.12 The swimming pool is covered or has other systems in place to reduce water consumption. (G)</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 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>
<p>4.13 The swimming pool is cleaned with chemical-free alternatives. (G) 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>The use of chemical-free alternatives must comply with legislation on the matter.</p> <p>During the audit, documentation about the chemical-free alternatives for cleaning the swimming pools is presented.</p>
<p>4.14 Separate water meters are installed in areas with high water consumption. (G) HH, CHP, SA, CC, R, A</p>	<p>To better trace water consumption from different parts of the establishment, additional/separate water meters 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 meters for different parts of the establishment could be installed. Some establishments have chosen to have separate water meters for each room.</p> <p>Providing more accurate information about water use through additional/separate water meters enables the establishment to prepare better target strategies for the reduction of water consumption and thereby reduce the environmental footprint and cut costs. It also facilitates discovery of leaks.</p> <p>With more water meters installed, the consumption at each water meter is collected and registered. Ideally the reading of the water consumption from the different meters 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 meters is presented (including indication of location) as well as the standard operating procedure for investigating and correcting sudden changes in water consumption.</p>
<p>4.15 Water flow in at least 75% of taps does not exceed 5 litres per minute. (G) 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.</p>
<p>4.16 Wastewater is treated and reused onsite. (G) HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint and to reduce water consumption, the establishment treats its wastewater onsite and reuses it for different purposes, such as fertiliser for fields, in the green areas of the establishment or anywhere 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 conditioning systems.</p> <p>During the audit, documentation about the onsite 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>
<p>4.17 Rainwater is collected and used for suitable purposes. (G)</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, or 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>
<p>4.18 The establishment ensures that a water risk assessment is carried out and recommendations from the assessment are taken into consideration. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>With the aim of ensuring that water is managed sustainably as a shared resource, the establishment ensures that a water risk assessment is carried out to determine potential water-related risks (such as drought, flooding or water contamination) at the location of the establishment.</p> <p>The water risk assessment must be carried out by a relevant and suitable authority or external company.</p> <p>If potential water-related risks are determined in the assessment, the recommendations, in the form of extra care and action, must be taken into consideration in cooperation with other relevant stakeholders. For more information, see WWF's Water Risk Filter.</p> <p>During the audit, the establishment presents its water risk assessment and documents that the recommendations from the third-party assessment are taken into consideration.</p>
<p>4.19 The establishment does not have bathtubs in the rooms/at all. Bathtubs, jacuzzies etc may only be present in common spa, sauna or other shared area. (G)</p> <p>(HH, SA, CHP)</p>	<p>To qualify for this criterion, the establishment may either:</p> <ul style="list-style-type: none"> - not have any bathtubs/jacuzzies/swimming pools in its premises - only have bathtubs/jacuzzies in common spa, sauna or other shared areas. <p>During the audit, a sample of accommodation rooms confirms that no bathtubs are present in accommodation rooms.</p>
<p>4.20 At least 90% of the toilets are water-free dry toilets. (G)</p>	<p>Dry toilets must comply with the safety and hygiene regulations of environmental authorities, and a system must be in place for appropriate treatment of the toilet waste.</p> <p>During the audit, the presence of dry toilets is checked.</p>

HH, CHP, SA, CC, R, A	
4.21 The establishment has a computerised water leakage detection system to quickly discover leaks. (G) HH, CHP, SA, CC, R, A	<p>In order to detect leakage in the water pipes, the establishment has installed a system that tracks fluctuation in water flow and includes a computerised warning system.</p> <p>In the audit, the establishment presents its leakage detection system and how it has been incorporated in the maintenance procedures.</p>

5. WASHING AND CLEANING	
IMPERATIVE CRITERIA (I)	
<p>5.1 There is information in the rooms informing guests about the routine regarding the change of sheets. (I)</p> <p>HH, CHP, SA</p>	<p>To reduce the environmental footprint and to cut costs in connection with the washing and cleaning processes, there must be information available in the room regarding changing the sheets upon request (preferably placed near the bed). The information can be presented in various ways in the guest rooms, e.g., signs, 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).</p> <p>Instead of displaying the information, the establishment can also ask the guests during check-in about their preferences 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>
<p>5.2 There is information in the rooms informing guests about the routine regarding the change of towels. (I)</p> <p>HH, CHP, SA</p>	<p>To reduce the environmental footprint and thereby cut costs in connection with the washing and cleaning processes, there must be information in the rooms regarding the changing of towels upon request (preferably placed in the bathroom of the guest room). The information can be presented in several ways in the guest rooms, e.g. signs, 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).</p> <p>In addition to the information, the establishment can also actively ask the guests during check-in about their preferences concerning the change of towels.</p> <p>Where an establishment does not offer towels as part of the service, the requirements 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>
<p>5.3 All 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 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>Chemical cleaning products purchased before applying for Green Key may be used up before switching to eco-labelled products.</p> <p>During the audit, the establishment presents a list of all chemical cleaning products in daily use with an indication of 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.</p>
<p>5.4 Disinfection substances are only 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 do 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>
<p>5.5 Paper towels, facial tissues, single-use sauna seat covers, kitchen rolls and toilet paper must be 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, The Blue Angel, FSC or PEFC) are evidence of a smaller environmental footprint through a more environmentally friendly production process.</p> <p>During the audit, it is checked during the visual inspection that the paper towels, facial tissues, disposable sauna seat covers, kitchen paper rolls and toilet paper purchased are or awarded with an eco-label.</p>
<p>5.6 The establishment uses eco-labelled dishwashing detergents. (I)</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 smaller environmental footprint compared to the use of products without an eco-label.</p>

HH, CHP, SA, CC, R, A	During the audit, it is visually checked that the dishwashing detergents are awarded with an eco-label.
5.7 The establishment uses eco-labelled laundry detergents. (I) HH, CHP, SA, CC, R, A	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 smaller environmental footprint compared to the use of products without an eco-label.
5.8 Information about correct dosage and usage of chemical cleaning products detergents must be clearly visible in the containers or otherwise easily available to the staff. (I) HH, CHP, SA, CC, R, A	If the dilution of detergents is done by staff, the dosage instructions must be on the containers/otherwise visible. It is not enough that they are in the Green Key binder. In case of using already diluted products, staff training must include instructions on correct dosage and use.
5.14 All soap provided for the guests and staff has a nationally or internationally recognised eco-label. (I) R, A	In order to reduce the environmental load, all soaps provided for customers and staff have a nationally or internationally recognised eco-label. Recognised eco-labels include the EU-Flower and the Nordic Swan. The auditor checks that all soap provided for customers and staff is eco-labelled.
GUIDELINE CRITERIA (G)	
5.9 Concentrated chemical cleaning products and dosing system are used for daily cleaning. (G) HH, CHP, SA, CC, R, A	To reduce the environmental footprint concentrated daily chemical cleaning products are used and diluted on-site to reduce the amount of plastic waste and adverse impacts on the environment due to transportation. The establishment has an automatic dosing (dilution) system to ensure that the correct amount of cleaning products is used or the persons responsible for the dilution have received adequate training. The daily cleaning products should preferably come in closed-loop systems preventing direct contact with the chemicals as well as spills. During the audit, the establishment presents documentation showing that the daily chemical cleaning products are purchased in concentrated form, and the visual inspection confirms the presence of an automatic dosing system.
5.10 Fibre cloth made of natural fibres is used for cleaning. (G)	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>HH, CHP, SA, CC, R, A</p>	<p>During the audit, it is visually checked that fibre cloths made of natural fibres are used for cleaning.</p>
<p>5.11 Chemical-free cleaning and disinfection methods are used. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint and the use of chemical products, the establishment uses chemical-free cleaning and disinfection methods.</p> <p>The chemical-free cleaning and disinfection methods can include use of deionised water, electrolysed water treatment, high-pressure water cleaning, etc.</p> <p>To comply with this criterion, 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 do 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>
<p>5.12 The establishment does not use fragrance spray and perfume in connection with regular washing and cleaning. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce 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 or in room sprays.</p> <p>This requirement applies both if the staff of the establishment oversees the washing and cleaning and if the work is outsourced to a third-party contractor.</p> <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.</p> <p>In exceptional cases (pungent smelling organic stains), fragrance spray is allowed.</p>
<p>5.13 The establishment offers its guests the option to forego housekeeping/cleaning of the rooms. (G)</p> <p>HH, SA</p>	<p>To reduce 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 do stipulate hygiene regulations that are stricter or in contradiction with this criterion, the establishment must follow the official national regulations.</p>

	During the audit, the establishment presents the documentation (e.g. the door hangers) showing compliance with the criterion.
5.14 All soap provided for guests and staff has a nationally or internationally recognised eco-label. (G) CHP, SA, CC	In order to reduce the environmental load, all soaps provided for customers and staff have a nationally or internationally recognised eco-label. Recognised eco-labels include EU-Flower and Nordic Swan Ecolabel. The auditor checks that all soap provided for customers and staff are eco-labelled.
5.15 All cosmetic products provided for the guests have a nationally or internationally recognised ecolabel. (G) HH, CHP, SA	In order to reduce the environmental load, cosmetic products intended for use by all customers (shampoos, shower soaps, skin creams, etc.) must be marked with a nationally or internationally recognised eco-label. Recognised eco-labels include EU-Flower and EcoCert. The auditor checks that all cosmetic products offered to customers are eco-labelled.

6. WASTE	
IMPERATIVE CRITERIA (I)	
<p>6.1 The establishment separates waste as per national legislation and local regulations but at the minimum into the following 6 categories: metal, glass, plastic packaging, paper, bio, cardboard waste. If the local infrastructure does not support transportation and handling of a waste category, that one does not have to be collected. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>In order to promote the reuse and recycling of waste, the establishment separates the waste as per national legislation and local regulations, but in a minimum of three categories in addition to mixed waste.</p> <p>Examples of the types of separated waste are paper, cardboard, metal, cans, glass, plastic packaging, bottles with refund, organic/food waste, garden waste, cooking oil, etc. Mixed waste or not considered separated category. The establishment may be exempted from a waste category if the quantities produced are negligible.</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>As part of complying with this criterion, the establishment should ensure that as much as possible of the separated waste is recycled/reused either on-site or by the used waste reception facility.</p> <p>The separated waste is stored safely in compliance with relevant national/local legislation.</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 does not need to separate the waste onsite. The staff at the establishment will still need to receive training on waste management principles.</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>
<p>6.2 The separated waste is collected and handled separately by a private entity, by the local or national waste management facilities, or by the establishment's own facilities. (I)</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 pickup as part of subsequent waste handling. The subsequent waste handling includes (where appropriate) further sorting/separation, recycling, and disposal.</p> <p>For the pick-up and subsequent handling of the separated waste, the establishment can enter an agreement with a private company, and in some cases, the local or national waste management authorities.</p>

<p>HH, CHP, SA, CC, R, A</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 must provide evidence that the waste treatment is done in an environmentally safe manner and is not harmful to human health.</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>
<p>6.3 Instructions on how to separate and handle waste within the premises are readily available to the staff and customers 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. The containers must be unequivocally marked, and it is strongly recommended to use icons or illustrations to simplify understanding of the different containers/bins designed for the different types of waste. In addition, separate bins with clearly visible signage for most common fractions must be at hand in the location where packaging waste is produced.</p> <p>The waste sorting area must be in the premises of/managed by the establishment.</p> <p>During the audit, easily understandable instructions/signs at the site where packaging waste is produced, as well as in the waste sorting facilities, are visually checked. It is also checked that the instructions are followed (the waste is separated in correct sections).</p>
<p>6.4 The establishment maintains a log of coolants used and added that contains information on the provider of maintenance services (I)</p> <p>HH, CHP, SA, CC, R, A</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.</p> <p>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>The Global Warming Potential of coolants varies greatly. It is strongly recommended that only coolants with the lowest GWP are used, and coolants with GWP>2500 are forbidden. To ensure correct handling of coolants, maintenance provider must have the officially required qualifications.</p> <p>During the audit, the establishment presents documentation regarding the coolants added within the last 12 months, as well as a maintenance report by a certified service provider.</p>
<p>6.5 Single-use tableware products related to food/beverage must not be used. (I)</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 stirrers, etc.</p> <p>Single-use tableware products can only be used in exceptional cases or in line with safety concerns, for example in</p>

<p>HH, CHP, SA, CC, R, A</p>	<p>pool areas, during special large 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 using biodegradable tableware made from paper (without plastic coating), cardboard, wood, corn starch or other plant-based material. Plastic spoons and cutlery, stirrers, straws etc are not allowed.</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>
<p>6.6 Hazardous solid and liquid chemicals are stored safely. The establishment maintains a list of the hazardous chemicals/materials it uses. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>Hazardous chemicals (including waste), regardless of being in solid or liquid form, are stored safely and with extra care to avoid contamination of the environment and health hazards for the staff.</p> <p>The separated hazardous chemicals are stored safely in compliance with relevant national/local legislation and according to the recommendations in the Material Safety Data Sheets. It is strongly encouraged that the hazardous chemicals are in a locked room separated from other waste. The establishment maintains a list of hazardous chemicals/materials regularly used.</p> <p>Examples of the types of hazardous chemicals which require to be separated 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 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>In addition to 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) 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 material containers. The list of hazardous chemicals used is also presented.</p>
<p>6.7 Hazardous waste is transported safely to an approved reception facility at least once a year. (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 waste, it is also important to ensure that such waste is safely transported to a reception facility approved to receive and handle hazardous waste. Hazardous waste mustn't be stored for more than a year.</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 oversee transporting the hazardous waste if this can be done in an environmentally and health-</p>

	<p>wise safe way complying with national/local regulation for the transportation of hazardous waste. An appropriate report must be acquired from the service provider.</p> <p>It is possible for the establishment to cooperate 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> <p>During the audit, the establishment presents a standard operating procedure showing that the establishment ensures that the transportation of the hazardous waste to the nearest appropriate approved reception facility is done safely, complying with national/local regulation.</p>
<p>6.8 Each bathroom has a waste bin. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<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 strongly 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 and relevant sign in the bathroom is checked.</p>
<p>6.9 Individually packaged single servings are only allowed for hygienic/safety reasons. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce 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 only serve individually packaged single servings of food/beverage products for hygienic/safety reasons. The maximum number of different types of single servings is five.</p> <p>The food/beverage products include milk/cream, sugar, butter, honey, jam, cheeses, salt/pepper, etc.</p> <p>It is strongly encouraged to replace all individually packaged single servings, where possible (unless specifically required by regulations or for hygienic/safety reasons). Instead, the establishment can provide single portions in reusable containers, e.g., in small glasses.</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 food/beverage products in individually packaged single servings and why they are necessary.
6.10 The establishment registers monthly the total amount of waste collected by a service provider. (I) HH, CHP, CC, SA, R, A	It is important to know the amount of waste so that the establishment can have a plan to reduce its environmental footprint through reducing, recycling and/or reusing waste and thereby cut costs. The establishment, therefore, has a monthly registration of the amount of waste, separated into the various categories of waste. The quantity may be registered by volume or by weight, depending on the report received from the waste collecting agent. During the audit, the establishment presents the overview of the monthly amount of waste collected, preferably per category.
6.11 All electronic waste is collected and recycled. (I) HH, CHP, CC, SA, R, A	The establishment routinely collects electronic waste and ensures that it is recycled appropriately. During the audit, the establishment presents its procedure for collecting and recycling electronic waste in a responsible manner.
6.12 All staff are trained in recycling. (I) HH, CHP, CC, SA, R, A	During the audit, the establishment presents its policy for ensuring that all staff members are familiar with recycling measures relevant to their own job description. The criterion does not apply to short-term replacements whose employment lasts for less than 4 weeks.
6.13 Toiletries such as soap, shampoo and shower gel are provided in dispensers. (I) SA, CHP, CC, R, A (I)	To reduce 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. This applies to the bathrooms in guest rooms, toilets in public areas and toilets/showers in staff areas. If the dispensers are refilled, they must be properly cleaned on a regular basis. In case the national authorities stipulate hygiene regulations that are in contradiction with this criterion, the establishment must follow the official national regulations and will be granted a dispensation from this criterion. During the audit (visual inspection), the presence of dispensers is checked.
GUIDELINE CRITERIA (G)	
6.13 Toiletries such as soap, shampoo and	To reduce 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>shower gel are provided in dispensers. (G)</p> <p>HH (G)</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 are in contradiction with this criterion, the establishment must follow the official national regulations and will be granted a dispensation from this criterion.</p> <p>During the audit (visual inspection), the presence of dispensers is checked.</p>
<p>6.14</p> <p>The packaging of travel-sized toiletries such as soap, shampoo and shower gel is being recycled, made of recycled plastic, eco-labelled or biodegradable. (G)</p> <p>HH</p>	<p>To reduce the environmental footprint by reducing the amount of waste, the establishment only uses individually packaged travel-size containers/wrapping for shampoo, shower gel, soap, etc., where the container/wrapping is recycled, made of recycled plastic, has an eco-label (e.g., an FSC label for paper) or is biodegradable.</p> <p>Leftover 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. For recycling purposes, the plastic packaging must be empty, rinsed, the lids undone, and collected separately.</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 leftover products and recycling the packaging.</p>
<p>6.15</p> <p>Toiletries, vanity kits and other single-use amenities for guests are only available on request. (G)</p> <p>HH, CHP, SA</p>	<p>To reduce the environmental footprint by reducing the amount of waste, the establishment does not have vanity kits or other single-use amenities like soap, shampoo, shower gel, 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>During the audit (visual inspection), it is checked that toiletries, vanity kits and other single-use amenities are not available in the guest rooms.</p>
<p>6.16</p> <p>The establishment doesn't offer individually packaged toiletries at all. (G)</p> <p>H</p>	<p>If the site offers its customers individually packaged hygiene products, such as soap and shampoo, they are packaged in recycled, eco-labelled or biodegradable packaging, or the packaging is collected and recycled. The remaining individually packaged hygiene products should be used, e.g. in the case of individually packaged hygiene products. staff facilities, if possible. Surplus products can also be donated to charity or given to staff. If packaging is recycled among plastic packaging waste, it must be empty and rinsed and the caps removed. We also recommend that customers be advised to leave recyclable packaging e.g. next to the garbage can to make it easier for staff to take care of recycling.</p>

	In the audit, the establishment presents the packaging and/or mode of operation of the individually packaged hygiene products it uses, with which their recycling is arranged.
<p>6.17 At least five types of regularly purchased products are delivered in reusable packaging that is returned to the supplier. (G)</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 crates, expanded polystyrene boxes, plastic boxes, etc.).</p> <p>In order for an establishment to comply with this criterion, a minimum of five types of weekly delivered products must be delivered in packaging material that can be is returned and reused</p> <p>During the audit, the establishment presents the packaging material for a minimum of five types of products that is being returned and reused.</p>
<p>6.18 The establishment has a waste plan in place to reduce and/or reuse waste. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>When aware of the exact amount of the different types of separated waste, the establishment has a plan to reduce the environmental footprint through decreasing, recycling and/or reusing waste, 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 management 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 management plan on how to reduce, recycle and/or reuse the different waste categories. The plan must also include the name of a waste coordinator.</p>
<p>6.19 Guests and staff have the opportunity to separate waste into all the categories collected in the establishment. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>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, camping area 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 must in all material and communication provide 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. It is also verified that the cleaning staff have appropriate equipment for handling the separate waste fractions.</p>
<p>6.20 At least five purchased products are packaged in plastic containing at least 50% recycled plastic. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To lower the environmental footprint by reducing the amount of waste, the establishment 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 packaging 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 product types have been purchased within the past 12 months made of at least 50% recycled plastic or packaged in plastic containing at least 50% recycled plastic.</p>
<p>6.21 Textile waste is collected and recycled by the establishment. (G)</p> <p>H, SA, CHP, R</p>	<p>In order to qualify for this criterion, the establishment must have collected and recycled textile waste from at least one of the following categories within the past 12 months: table linen/textile napkins, bed linen/towels, staff uniforms.</p> <p>In the audit, the establishment provides documentation of quantity and type of textile waste collected and recycled within the past 12 months.</p>
<p>6.22 All rooms have bins with at least 3 recyclable waste compartments. (G)</p> <p>H, SA, CHP</p>	<p>In order to reduce the environmental load of plastic production and the amount of plastic rubbish that ends up in the environment, the site must aim to use products that are not packaged in plastic. If the product is packaged in plastic, the packaging should be made of recycled plastics. All plastic packaging must be recycled. In order to meet this criterion, the product used weekly by at least 5 items (e.g. Hygiene products and food packaging) are made of at least 50 % recycled plastic.</p> <p>In the audit, the establishment presents a list of products packaged in recycled solutions that it has used in the last 12 months.</p>

7. ENERGY	
IMPERATIVE CRITERIA (I)	
<p>7.1 Energy use is registered at least once a month. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>In order to reduce its environmental footprint by decreasing its energy consumption and also cut costs, the establishment records its total energy consumption at least once a month. If available, the sources of the energy consumption are indicated.</p> <p>It is encouraged to record the total energy consumption more frequently than once a month, as it will produce more detailed information.</p> <p>The data should be analysed and used actively with the goal of reducing energy consumption. Should any major changes in energy consumption occur (especially in the form of a greater consumption than expected), the establishment has procedures in place to immediately investigate the reason for 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 major changes in the total energy consumption.</p>
<p>7.2 Heating, ventilation, and air-conditioning control systems appropriate to the capacity of the system are in place. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint by lowering energy use and to 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. In buildings that have a heating system with a capacity over 290 kW, the building management system must be automatic.</p> <p>The control system considers 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>
<p>7.3 The establishment has set a standard temperature for cooling and heating</p>	<p>To reduce the environmental footprint through keeping the best possible control over the energy consumption, and to cut costs, the establishment has a set standard temperature for cooling and heating in rooms (especially guest and meeting rooms).</p>

<p>in rooms. (I) HH, CHP, SA, CC, R, A</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 and maintaining the standard temperature for cooling and heating in guest/meeting rooms and, and during the visual inspection it will be checked that selected rooms have the standard set temperature.</p>
<p>7.4 There is a written procedure regarding energy conservation in unused guest and meeting rooms. (I) HH, CHP, CC</p>	<p>To reduce the environmental footprint by minimising the energy consumption and also to cut costs, the establishment has a procedure regarding energy in empty guest and meeting rooms.</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 considers 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 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 presents its written policy regarding energy use if occupancy falls below 75%.</p>
<p>7.5 At least 90% of all light bulbs are energy efficient and at least 50% of all light bulbs are LED bulbs. (I) HH, CHP, SA, CC, R, A</p>	<p>As light bulbs account for a significant part of energy consumption, the establishment, in order to reduce the environmental footprint, ensures that at least 90% of all its light bulbs are energy efficient corresponding to one of the two most energy efficient classes in the EU energy label system that are available on the market. The requirement applies to guest rooms, public areas (including lobby, restaurants, conference area, halls, etc.) and the staff areas. In order to enter the programme, 75% compliance is sufficient, and the remaining 15% can be replaced as needed or as old lighting equipment need replacement.</p>

	<p>The most energy efficient and, therefore, preferred light bulbs are LED 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. If other energy-efficient light bulbs have been purchased within the last three years, the establishment can get a dispensation from having a minimum of 50% LED light bulbs.</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>
<p>7.6 Refrigerators, cold stores, heating cupboards and ovens are equipped with intact door seals. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>The energy consumption of refrigerators, cold (or freezing) stores, heating cupboards and ovens increases if the units do not possess intact door seals. The door seals can be e.g., rubber seals around the doors of the devices.</p> <p>The door seals can suffer from wear and tear as time goes by. It is therefore necessary that the door seals of the devices be examined at least once a year, but preferably more frequently. Should the check reveal that the door seals are no longer intact, it is necessary that the establishment immediately ensures repair/replacement of the faulty door seals.</p> <p>During the audit, the establishment presents the standard operating procedure for checking the door seals at least once a year and repair/exchange when necessary. The visual inspection includes a spot check that door seals are intact in selected refrigerators, cold (or freezing) stores, heating cupboards and ovens.</p>
<p>7.7 Freezing equipment is regularly defrosted (I)</p> <p>HH, CHP, CC, R, A</p>	<p>To reduce the environmental footprint through decreasing energy consumption and to cut costs, the freezing equipment/devices in the kitchen are regularly defrosted so that they do not contain excess ice, which adversely 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>
<p>7.8 Newly purchased mini bars do not have energy consumption exceeding 0,75 kWh/day. (I)</p>	<p>To reduce the environmental footprint by minimising the energy consumption and also to cut costs, the establishment should preferably avoid mini bars in the guest rooms. 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>HH</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>
<p>7.9 Newly purchased electronic devices in guest rooms are energy efficient (I)</p> <p>HH, CHP, SA</p>	<p>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.</p> <p>To ensure that the devices are energy efficient, they should hold an eco-label (e.g. one of the two most energy efficient classes in the EU energy label system that is available on the market at the time of purchase).</p> <p>If the newly purchased electronic devices do not have an eco-label or other high-energy efficiency rating available, then the devices concerned are exempt from this criterion.</p> <p>During the audit, the establishment presents the specifications showing that the newly purchased electronic devices used in the guest rooms are energy efficient.</p>
<p>7.10 Outside lighting is minimised and/or has automatic turn off sensors installed. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint and cut costs, the establishment has a system in place for the reduction of energy consumption of outside lighting.</p> <p>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/dusk falls. Different lighting systems may be applied to outside areas serving different purposes. The establishment must always comply with local/national safety regulations concerning lighting.</p> <p>During the audit (visual inspection), the locations of sensors and timers switched off during daytime are checked.</p>
<p>7.11 Electric saunas in accommodation rooms are equipped with timer. (I)</p> <p>(HH, SA, CHP)</p>	<p>To limit the time that electric saunas in the accommodation rooms, chalets etc. are heated, the heaters must have timers.</p> <p>In the audit, the presence of timers is checked.</p>
<p>GUIDELINE CRITERIA (G)</p>	
<p>7.12 The energy used for heating the</p>	<p>To reduce its environmental impact the establishment uses renewable energy for its heating and cooling. In Finland, hydro, wind and solar power, geothermal and air heat, biogas, the biodegradable part of recycled fuels, wood-based</p>

<p>establishment is produced min. 75 % from renewable energy sources (not peat). (G)</p> <p>HH, SA, CHP, CC, R, A</p>	<p>and other plant- and animal-based fuels are considered renewable energy sources. Peat is not considered a renewable energy source due to its very long regeneration time.</p> <p>To meet the criterion the establishment must present documentation that at least 75 % of the energy for heating used (purchased or produced on-site) during the previous 12 months was derived from renewable sources.</p>
<p>7.13 The establishment does not use energy derived from fossil fuels for heating or cooling. (G)</p> <p>HH, SA, CHP, CC, R, A</p>	<p>The burning of fossil fuels releases greenhouse gases to the atmosphere which accelerates climate change. Similarly, although peat is not considered a fossil fuel, its climate impact exceeds that of coal, and it cannot be considered fossil-free.</p> <p>Hydro, wind and solar power, geothermal and air heat, biogas, the biodegradable part of recycled fuels, wood-based and other plant- and animal-based fuels as well as nuclear power are considered fossil free energy sources.</p> <p>To comply with this criterion, the establishment must ensure that at least 90% of the energy it uses for heating/cooling comes from minimum 90% fossil free sources.</p> <p>During the audit, the establishment presents documentation regarding the energy source used during the past 12 months.</p>
<p>7.14 The establishment produces renewable energy for its heating (earth, solar, air, wind, biogas) (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce its environmental impact, the establishment produces renewable energy for its heating and cooling. In Finland, hydro, wind and solar power, geothermal and air heat, biogas, the biodegradable part of recycled fuels, wood-based and other plant- and animal-based fuels are considered renewable energy sources. Peat is not considered a renewable energy source due to its very long regeneration time.</p> <p>To comply with this criterion, the establishment must produce at least 50% of the energy it uses for heating/cooling from renewable sources.</p>
<p>7.15 At least 50% of electricity used by the establishment is derived from renewable sources and/or eco-labelled. (G)</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.). Nuclear energy is not considered a renewable source because of the generated nuclear waste.</p> <p>The renewable electricity can be produced onsite or from an external source that is preferably nearby.</p> <p>To comply with this criterion, at least 50% of the electricity consumption in the establishment must derive 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>
<p>7.16 100 % of electricity used by the establishment is derived from renewable sources and/or eco-labelled. (G)</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.). Nuclear energy is not considered a renewable source because of the generated nuclear waste.</p> <p>The renewable electricity can be produced onsite or from an external source that is preferably nearby.</p> <p>To comply with this criterion, all (100%) of the electricity consumption in the establishment must derive 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>
<p>7.17 At least 90% of the electricity purchased by the establishment is not produced using fossil fuels. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>The burning of fossil fuels releases greenhouse gases to the atmosphere which accelerates climate change. Similarly, although peat is not considered a fossil fuel, its climate impact exceeds that of coal, and it cannot be considered fossil-free.</p> <p>Hydro, wind and solar power, geothermal and air heat, biogas, the biodegradable part of recycled fuels, wood-based and other plant- and animal-based fuels as well as nuclear power are considered fossil free energy sources.</p> <p>To comply with this criterion, the establishment must ensure that at least 90% of the electricity it uses comes from minimum 90% fossil free sources.</p> <p>During the audit, the establishment presents proof that the electricity it uses is not produced by fossil fuels (a declaration from the electricity provider that 90% of purchased electricity is fossil free).</p>
<p>7.18 The establishment produces all the electricity it uses with solar panels.</p>	<p>To lower its carbon footprint, the establishment produces all its electricity with solar panels.</p> <p>In the audit the establishment presents documents that show that all its electricity is produced by its solar panels.</p>

<p>7.19 The establishment offers renewable energy for use of customers and thus increases their awareness of it. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>In order to raise awareness among its customers about renewable energy and its potential for use and to reduce the carbon footprint of their visit, the site will visibly provide renewable energy for their customers to use. For example, the establishment may, for example, produce solar power itself and provide it for charging their customers' cars.</p> <p>In Finland, renewable energy sources include hydro and wind power, solar energy, geothermal and air source energy recovered from heat pumps, biogas, biodegradable part of recycled and waste fuels, fuels of wood origin and other fuels of plant and animal origin.</p> <p>Peat is not a renewable energy source due to its very slow regeneration rate. In order to meet the criterion, the establishment must make it clear at the charging point that the electricity it provides is produced with renewable energy sources.</p> <p>In the audit, the site presents how it provides and communicates electricity or biogas produced with renewable energy for the use of its customers. The audit round ensures that the information is easily accessible to customers.</p>
<p>7.20 An external energy audit is carried out at least once every five years. (G)</p> <p>HH, CHP, SA, CC, R, A</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 should aim at reducing the overall amount of energy consumed in the establishment as well as increasing the percentage of renewable energy sources used.</p> <p>The energy audit is carried out by an external professional energy consultant or a professional advisor from the local or national authorities.</p> <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>
<p>7.21 The establishment has a nationally or internationally recognised green building rating. (G)</p> <p>HH, SA, CHP, CC, R, A</p>	<p>All the buildings of the establishment have a national or international eco certificate such as LEED/BREEAM /Nordic Swan/RTS. (More information: Green Building Council Finland: "Rakennushankkeiden ympäristöluokitukset Suomessa".)</p> <p>To comply with this criterion, the buildings must have a LEED tai BREEAM certificate or another certificate that covers all the same areas as one of them.</p> <p>In the audit, the establishment presents documentation regarding the certification of its buildings.</p>
<p>7.22 The establishment's national energy rating is A/B. (G)</p>	<p>To reduce the environmental footprint through saving of energy (and reduce costs), the establishment holds an energy rating that belongs to the top 2 classes of the national building rating system.</p> <p>During the audit, the establishment presents the verification that it holds an energy rating that belongs to the top 2</p>

HH, SA, CHP, CC, R, A	classes (A/B) of the nationally recognised building rating system.
<p>7.23 At least 75% of all windows belong to the 2 highest energy efficiency classes available on the market. (G)</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 glazing), 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 ability 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 belong to the 2 highest energy efficiency classes available on the market.</p> <p>During the audit, the establishment presents a document (for example from an external verification agent) outlining 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>
<p>7.24 The establishment has joined the national energy saving contract for hospitality industry. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>Energy saving contracts are roadmaps to higher energy efficiency that are based on contracts between the state and an industry sector. An establishment joining the energy saving contract signs it with The Finnish Hospitality Association MaRa. In the contract, the establishment commits to improving its energy efficiency whenever possible and to reporting about it on a regular basis.</p> <p>In the audit, the establishment presents documentation that proves it has joined the energy saving contract for the hospitality industry.</p>
<p>7.25 A heat recovery system for e.g., refrigeration systems, ventilators, swimming pools or sanitary wastewater is installed. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>Large energy consuming machines and equipment often produce excess heat. To reduce the environmental footprint through reducing energy consumption in the establishment, heat recovery systems must be in place for the large energy consuming machines/equipment, e.g., the heating, ventilation, and air-conditioning (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>
<p>7.26 Air-conditioning, ventilation, and heating automatically switch off in at least 75% of the rooms when windows and doors are open. (G)</p>	<p>A significant amount of energy from heating, ventilation, and air-conditioning (HVAC) systems 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>HH, CHP, SA, CC, R, A</p>	<p>The HVAC system in guest and meeting rooms therefore automatically switches off when windows and doors are opened. Alternatively, there may be an alarm system activated if windows or doors are left open.</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/setting off alarm when the windows and doors are opened. The visual inspection confirms that the HVAC system switches off when windows and doors are open.</p>
<p>7.27 The establishment has an automatic system that turns off the lights and electrical appliances when leaving the guest/meeting room. (G)</p> <p>HH, CHP, CC, SA, R, A</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/meeting room.</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 room 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>
<p>7.28 At least 90% of the lighting in public areas and staff areas has motion detectors or is reduced when people are not present. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint through decreasing the energy consumption and thereby cut costs, the establishment has motion detectors or timers in public areas, public toilets and staff areas, wherever safe to do so, enabling lights to be turned off when people are not present.</p> <p>An alternative solution is that the lighting in public areas is dimmed, or the amount of lighting is reduced when people are not present.</p> <p>To comply with this criterion, at least 90% 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 90% 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>

<p>7.29 The establishment only uses LED light bulbs. (G)</p> <p>HH, SA, CHP, CC, R, A</p>	<p>To reduce the energy demand of lighting, the object installs/replaces LED lamps on all its lamps as the old bulbs break. Energy-efficient lighting pays off and pays for itself over a long service life. LED lamps quickly replace other lamp technologies and have a lifespan of up to 50 times that of a light bulb. In order to meet the criterion, LED lamps must be used in all public, accommodation and staff spaces and outdoor lamps. If there are special lamps for which LED lamps are not available, the criterion does not apply to them. The site ensures that discarded LED lamps are recycled with the SER waste.</p> <p>The auditor checks that the luminaires in public areas, customer spaces and staff facilities use LED lamps.</p>
<p>7.30 Separate electricity meters are installed at strategically important places for energy monitoring. (G)</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 meters 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 meters for different parts of the establishment could be installed. Some establishments have chosen to have separate electricity meters for each room.</p> <p>Providing more accurate information through additional/separate electricity and gas meters about the different levels of energy use in the establishment enables it to prepare better target strategies for reduction in energy consumption.</p> <p>If more electricity and gas meters are installed, it is necessary that the consumption data from each meter is collected and registered. If the readings from the different meters can be collected more frequently than once a month, it produces more detailed information about the consumption.</p> <p>During the audit, a minimum of monthly registration of the electricity and gas consumption from the different meters is presented.</p>
<p>7.31 Newly purchased electric devices in the establishment belong to the 2 highest energy efficiency classes available on the market. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>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 belong to the 2 highest energy efficiency classes available on the market.</p> <p>In the kitchen, such devices 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, photocopiers, 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., one of the two most energy efficient classes in the EU energy label system.</p> <p>During the audit, the establishment presents documentation showing that all electric devices purchased within the</p>

	last 12 months have a recognised eco-label or have a high energy efficiency rating.
7.32 There are no mini bars in accommodation rooms. (G) HH	Mini bars in guest rooms contribute to the total energy consumption of the establishment. To reduce 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. To comply with this criterion guest rooms do not have mini bars. This will be verified during the audit. 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.
7.33 The kitchen hoods are equipped with supply/extract infrared fan controls. (G) HH, SA, CHP, SA, R, A	The environmental footprint can be reduced by reducing energy consumption (thus also saving 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. During the audit, the visual inspection confirms that the kitchen hoods are equipped with supply/extract infrared fan controls.
7.34 Communal saunas are only heated for limited time periods. (G) HH, SA, CHP	In order to reduce its energy consumption and emissions from sauna heating/energy production, the site heats its shared saunas only for a limited time per day. In addition, in order to limit the concentrations of fine particulate matter in the air, the Valvira recommendations on small wood combustion must be followed in heating wood-heated stoves. (See Valvira.fi > Wood Burning Guide). In order to meet the criterion, saunas shared by the site are on for up to 6 hours a day. In the audit, sauna operating hours are presented.
7.35 Outdoor swimming pools are not heated. (G) HH, SA, CHP	Energy used to heat outdoor pools can significantly increase the energy consumption, carbon footprint and costs of the site. In order to reduce its energy consumption and emissions from energy production, the site does not heat the swimming pools in its area. The auditor checks that the water in the outdoor pools of the site is not heated.
7.36 The establishment does not use outdoor heating or air-conditioning devices. (G) HH, CHP, SA, CC, R, A	Where the establishment has outdoor areas, e.g., a restaurant/café or outdoor smoking area, the establishment does not use outdoor heating/air-conditioning appliances. This is considered to reduce the environmental footprint through energy savings and to also cut costs. During the audit, the visual inspection confirms that the establishment does not use outdoor electric heating/air-conditioning appliance.

<p>7.37 At least 50 % of the establishment's motorised vehicles are environmentally friendly. (G)</p> <p>HH, SA, CHP, CC, R, A</p>	<p>In order to reduce air pollution and the carbon footprint, at least 50 % of the motorised vehicles used by the establishment are environmentally friendly. This refers to vehicles used for transporting guests, staff or take away deliveries. The criterion also applies to vehicles used by the establishment that are not owned by it</p> <p>To fulfil the criterion, at least 50 % of the vehicles used/owned by the establishment must be either electric or biogas operated. The criterion is also met if the establishment has made a commitment to use fuel made 100 % from renewable sources in at least 50% of its fuel purchases.</p> <p>In the audit, the establishment presents a written summary of the vehicles it operates/owns or its purchase policy where the commitment to 100% renewable fuel is stated.</p>
<p>7.38 All the establishment's motorised vehicles are environmentally friendly. (G)</p> <p>HH, SA, CHP, CC, R, A</p>	<p>In order to reduce air pollution and the carbon footprint, all the motorised vehicles used by the establishment are environmentally friendly. This refers to vehicles used for transporting guests, staff or take away deliveries. The criterion also applies to vehicles used by the establishment that are not owned by it</p> <p>To fulfil the criterion, all the vehicles used/owned by the establishment must be either electric or biogas operated. The criterion is also met if the establishment has made a commitment to use fuel made 100 % from renewable sources in at least 50% of its fuel purchases.</p> <p>In the audit, the establishment presents a written summary of the vehicles it operates/owns or its purchase policy where the commitment to 100% renewable fuel is stated.</p>
<p>7.39 The establishment promotes the services of electric/biofuel operated taxis. (G)</p> <p>HH, SA, CHP, CC, R, A</p>	<p>In order to support sustainable development and reduce the climate impact of its customers' transports, the establishment promotes the use of electric or 100% renewable taxis. In order to meet the criterion, taxis primarily transmitted by the establishment must be electric or use fully renewable fuel (not mixed fuels that also contain fossil ingredients).</p> <p>In the audit, the establishment presents information on the environmentally friendly taxi services it provides.</p> <p>During the audit round, the auditor can check that the telephone number of the listed taxi service is available at the front desk.</p>
<p>7.40 The establishment uses environmentally friendly machinery for clearing snow. (G)</p> <p>HH, SA, CHP, CC, R, A</p>	<p>In order to reduce the environmental impact of motor vehicles in its area, the establishment uses environmentally friendly machines for clearing snow. In this context, environmentally friendly means machinery that uses only fuels made from 100 % renewable energy sources or is hand-operated or electric. The machines must also produce as low level of noise as possible.</p> <p>In the audit, the establishment presents a summary of the environmentally friendly machines/methods it uses in snow clearing.</p>

8. FOOD AND BEVERAGE	
IMPERATIVE CRITERIA (I)	
<p>8.1 The establishment must purchase and register organic, eco-labelled, fair-trade labelled and/or locally produced food products from at least five product categories. (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 it purchases and serves to the guests. Beverages are excluded from this criterion.</p> <p>The establishment therefore purchases food and beverage products that are organic, eco-labelled, fair-trade labelled and/or locally produced. These products should preferably be used in significant quantities or daily. The organic, eco-labelled or fair-trade products are certified by national or international authorities.</p> <p>Products are, whenever possible, produced locally to reduce the environmental footprint through reduced transportation, and to stimulate the local economy. Products produced in the same county/ within 100 km's of 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>The establishment ensures that as many of its food 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/ingredients from different product categories is required, but it is strongly recommended to include more products/ product categories.</p> <p>Although this criterion mainly relates to dishes served to guests, it is also recommended to implement this criterion in the staff canteen.</p> <p>During the audit, the establishment presents a list of a minimum of five food products that are organic, eco-labelled, fair-trade labelled and/or locally produced. During the audit, the food products complying with this criterion are checked.</p>
<p>8.2 Each year, the establishment purchases progressively more locally produced/organic/Fair Trade food products. (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 it purchases and serves to the guests. Beverages are excluded from this criterion.</p> <p>The share of organic, eco-labelled, fair-trade and/or locally produced ingredients should increase every year. The increase may be in the number of product categories, quantity of products or number of products within a category. Beverages are excluded from this criterion.</p> <p>This criterion does not apply to restaurants that only serve breakfast.</p> <p>During the audit, the establishment presents a list of organic, eco-labelled, fair-trade labelled and/or locally</p>

	<p>produced ingredients currently used as well as a similar list from the previous year. To comply with the criterion, the number/share of such products must have increased, or there should be products from more product categories than in the previous year.</p>
<p>8.3 If the establishment has a restaurant that serves other dishes besides breakfast, it offers at least one locally produced/organic/fair trade product from both of the following categories: 1) coffee or tea 2) soft drinks, juices or milk. If it serves only breakfast, it must serve at least one product from one of the categories listed. (I)</p> <p>HH, SA, CHP, CC, R, A</p>	<p>Green Key's sustainability work must also be reflected in its beverage selection. The production of organic food must comply not only with environmental criteria, but also with the welfare requirements of farmed animals. The Fair Trade label, on the other hand, draws attention to ensuring a sufficient and reasonable livelihood for third world farmers. The use of food produced in neighbouring regions can reduce the environmental impact of food transport and provide significant support to the local economy.</p> <p>If the destination's restaurant serves lunch and/or dinner, its breakfast should include at least 1 organic, Fair Trade or locally produced option from both of the following product groups: tea and coffee juice, soft drink or milk(s)</p> <p>If the destination's restaurant does not serve lunch and/or dinner, its selection must include at least 1 organic, FairTrade or locally produced option from either of the above product groups.</p> <p>Organic and FairTrade products must be nationally or internationally certified. In this context, products and raw materials produced less than 100 km from the site are considered to be related products in the territory of the same province or in the neighbouring province. Food produced at the site, as well as natural berries extracted less than 100 km from the site, are also considered local products.</p> <p>In the audit, the site presents a summary of the organic, local and FairTrade products in its beverage selection.</p>
<p>8.4 If the establishment has a licence to serve alcohol, at least one locally produced/organic/fair trade beer, wine and cider/long drink is offered. (I)</p> <p>HH, SA, CHP, CC, R, A</p>	<p>By offering organic and locally produced alcoholic beverages, the site can reduce the environmental burden of production and transport and support the local economy. In addition, the site can also influence the attitudes of its customers, thereby increasing the awareness and sales of organic and local products. The drink selection of serving restaurants must include at least one organic or locally produced beer, wine and cider/long drink. Organic products must be certified nationally or internationally. In this context, products and raw materials produced less than 100 km from the site are considered to be related products in the territory of the same province or in the neighbouring province.</p> <p>In the audit, the establishment presents organic or locally produced beers, wines, ciders/long drinks in its selection. At least one organic or locally produced option must be available in each category.</p> <p>The criterion does not apply to items that do not have a license to serve alcohol.</p>
<p>8.5 Vegetarian dishes for 3 courses are offered. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>As vegetarian food has a smaller environmental footprint than animal-based food, the establishment must have one or more vegetarian alternatives for each course included in the restaurant menu. This criterion also addresses the growing demand by guests for vegetarian alternatives to animal-based dishes.</p> <p>The vegetarian options must be clearly indicated on the menu or in the buffet. The indication can be done using icons or other easily understood means of communication. No surcharge for vegetarian dishes may be added.</p>

	<p>Establishments only offering one fixed menu are exempted from complying with this criterion. This criterion does not apply to restaurants that only serve breakfast.</p> <p>Although this criterion mainly relates to food products for the guests, the establishment is also encouraged to implement this criterion in the staff canteen.</p> <p>As part of joining the Green Key programme, the establishment must in all material and communication provide accurate, clear and easily understandable information.</p> <p>During the audit, the visual inspection confirms the indication of vegetarian options on the menu and/or buffet.</p>
<p>8.6 The establishment's restaurant does not use ingredients derived from threatened or protected animal 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 derived from threatened or protected species. The staff must be able to state the origin of all fish and meat dishes offered.</p> <p>To check the status of the species, it is recommended to use the IUCN Red List of Threatened Species or the CITES (Convention on International Trade in Endangered Species) 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 eco-labels 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 (Certified Responsible Farming & Transparency) or the BAP (Best Aquaculture Practices) for certified aquaculture can help to identify products that are not derived from and do not 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 that 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>
<p>8.7 The establishment indicates on the menu or in the buffet the products that are organic, eco-labelled, fair-trade labelled and/or locally produced. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To increase guest awareness 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. Signage is not required if the product is in its original packaging that indicates that it is organic/fair trade.</p> <p>The indication may be done by using icons or other easily understood means of communication.</p> <p>It is recommended that fish/meat dishes on the menu always display 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 must in all material and communication provide 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>
<p>8.8 The establishment has a plan to reduce 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, reduce the amount of unnecessary food purchased and to cut costs, the establishment prepares a plan for reducing food waste.</p> <p>The plan should consider 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 lower price? • Can the food be stored and served in a better way to last longer? • Are all the ingredients used to the largest possible extent? • Can serving be changed from buffets (that are continuously filled up) to portions? • In case of buffets, can there be an encouragement to guests not to overload the plates? • How can food that is left be reused or donated? <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 leftover 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 carried out or to be undertaken, and the visual inspection confirms the actions, where possible.</p>
<p>8.9 Tap water is offered and/or promoted to guests. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint created by 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 with an encouragement to drink it.</p> <p>The possibility for offering tap water depends on its quality in the respective area and the tap water supply in the establishment. In case the national authorities stipulate that hygiene regulations are in contradiction with this criterion, the 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>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, visual inspection confirms that tap water is offered and promoted.</p>
<p>8.10 The establishment offers a vegan milk alternative. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>The environmental burden of a vegan diet is much lower than that of mixed diets, and veganism is increasingly common among customers. Therefore, Green Key destinations must serve vegan milk whenever milk is available. The criterion also applies to coffee serving.</p> <p>The auditor will check that vegan milk is also available/available on request if milk is available.</p>
<p>GUIDELINE CRITERIA (G)</p>	
<p>8.11 The establishment registers the amount of food waste. (G)</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 it generates.</p> <p>The amount can be divided into different categories, such as different servings (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>During the audit, the establishment presents documentation showing its registration of food waste in different categories.</p>
<p>8.12 The establishment replaces industrially grown beef with organic or locally produced beef. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>The criterion may be achieved either by:</p> <ul style="list-style-type: none"> - share of main courses on the menu that contain beef decreases from previous year - share of organic/locally produced, free grazing beef of all beef on the menu increases from previous year - share of vegetarian main courses of all main courses prepared has increased <p>This criterion does not apply to restaurants that don't serve lunch and/or dinner.</p> <p>In the audit, the establishment presents a summary of beef dishes offered on its menu during the past 12 months. The summary must show that the use of industrially grown beef has decreased.</p>

<p>8.13 At least 25% of the main dishes in the establishment are vegetarian. (G)</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>This criterion does not apply to restaurants that don't serve lunch and/or dinner.</p> <p>As part of joining the Green Key programme, the establishment must in all material and communication provide accurate, clear, and easily understandable information on the offered vegetarian dishes.</p> <p>During the audit, the visual inspection confirms the presence of at least 25% vegetarian main dishes.</p>
<p>8.14 The establishment always offers vegan dishes for all 3 courses. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>As vegan food has a smaller 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>This criterion does not apply to restaurants that don't serve lunch and/or dinner.</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 it in the staff canteen.</p> <p>As part of joining the Green Key programme, the establishment must in all material and communication provide 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>
<p>8.15 At least 50% of all food/beverage products used in the establishment are organic, eco-labelled, fair-trade labelled and/or locally produced. (G)</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 to reduce 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 each relevant product being marked as 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 relevant 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 verification from an external entity confirming compliance with the requirement.</p>
<p>8.16 The establishment only purchases meat and seafood products that are certified with a sustainability label. (G) HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint of the establishment caused by its purchase 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 label.</p> <p>This includes organic products as well as products from sustainable production or harvest and considering animal welfare as well. Respective labels include for example the EU-Ecolabel or other national organic labels, eco-labels 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 (Certified Responsible Farming & Transparency) or the BAP (Best Aquaculture Practices) for certified aquaculture.</p> <p>To comply with this criterion, the establishment must 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>8.17 The establishment always has at least one main course on the menu that is based on locally produced seasonal vegetables, fruit or berries (G) HH, SA, CHP, CC, R, A</p>	<p>This criterion can be achieved only within the growing season.</p> <p>In the audit, the establishment presents its menu from the ongoing/latest growing season and indicates main courses based on locally produced seasonal vegetables, fruit or berries.</p> <p>This criterion does not apply to restaurants that only serve breakfast.</p>
<p>8.18 Main ingredients of at least one dish on the lunch menu are always locally produced/organic/fair trade certified. (G) HH, SA, CHP, CC, R, A</p>	<p>In order to be considered main ingredient, the ingredient must be mentioned in the title of the dish and comprise at least 50% of the ready dish.</p> <p>This criterion does not apply to restaurants that don't serve lunch and/or dinner.</p> <p>In the audit, the establishment presents a summary of its lunch menus from the past 12 months, and the auditor checks 3-5 of them. The menus must indicate main dishes whose main ingredient complies with the criterion.</p>

<p>8.19 Main ingredients in at least one starter, main course and dessert are always locally produced, organic or Fair Trade certified. (G)</p> <p>HH, SA, CHP, CC, R, A</p>	<p>In order to be considered main ingredient, the ingredient must be mentioned in the title of the dish and comprise at least 50% of the ready dish.</p> <p>This criterion does not apply to restaurants that don't serve lunch and/or dinner.</p> <p>In the audit, the establishment presents its menus from the past 12 months, and the auditor checks 2-3 of them. The menus must indicate the dishes that comply with the criterion.</p>
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9. INDOOR ENVIRONMENT

<p>IMPERATIVE CRITERIA (I)</p>	
<p>9.1 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 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. If the establishment has less than 10 employees, the policy may also be presented verbally.</p>
<p>9.2 Environmentally friendly materials are used for refurbishments or construction works that started and/or were completed in the past 12 months. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>For the continuous improvement of the indoor environment and to reduce 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 from companies that have adopted an environmental management system. Volatile organic compounds (VOCs) and heavy metals are avoided in all materials, including paint, building materials, etc.</p>

	<p>Environmentally friendly second hand/recycled natural products/materials are especially recommended. If wood or other plant materials are used in the refurbishment or construction, they should be sustainably harvested (e.g. FSC labelled products) and preferably locally sourced.</p> <p>During the audit, the establishment presents a summary of materials used in refurbishment or construction in the past 12 months, as well as their ecolabels.</p>
<p>9.3 If the restaurant serves food on an outdoor terrace, at least a section of the terrace is reserved for non-smokers. (I) HH, CHP, SA, CC, R, A</p>	<p>Smoking causes damage to health and comfort outdoors, and more and more customers require establishments to be completely smoke-free. It is particularly important to ensure that smoke does not enter the area used by diners.</p> <p>In order to meet this criterion, the establishment must reserve at least a part of the outdoor terraces for non-smoking customers. The non-smoking area must be clearly marked and far enough away from the area where smoking is permitted.</p> <p>During the audit, the site presents its non-smoking terrace, which is clearly marked.</p> <p>If no food is served on the terrace, this is a voluntary guideline criterion.</p>
<p>GUIDELINE CRITERIA (G)</p>	
<p>9.3 If the restaurant does not serve food on its outdoor terrace, at least a section of the terrace is reserved for non-smokers. (G) HH, CHP, SA, CC, R, A</p>	<p>Smoking causes damage to health and comfort outdoors, and more and more customers require establishments to be completely smoke-free. It is particularly important to draw attention to the fact that tobacco smoke does not enter the area used by diners. In order to meet this criterion, the object must reserve part of the outdoor terraces for non-smoking customers. The non-smoking area must be clearly marked and far enough away from the area where smoking is permitted. If there is food service on the terrace of the property, this criterion is mandatory.</p> <p>During the audit, the site presents its non-smoking terrace, which is clearly marked. If food is served on the terrace, this is an imperative criterion.</p>
<p>9.4 Indoor air quality in the establishment is regularly monitored. (G) HH, CHP, SA, 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 for example by volume exchanged per hour, the temperature and humidity and/or the amount of radon, mould, nitrous oxides (NO_x), carbon dioxide (CO₂) and volatile organic compounds (VOCs) in the air.</p> <p>The monitored values must not exceed limits specified by national or international standards. If the limits are exceeded, responsive actions must be taken to comply with the requirements. The actions could include increased ventilation by opening the windows on a regular basis, changing the settings of the air-conditioning system, installation of air purifiers or sanitation devices.</p>

	<p>To comply with this criterion, a regular monitoring system (minimum monitoring once a year) must be installed in at least 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 potential responsive actions taken.</p>
<p>9.5 Authentic elements of the local culture are considered in the operation and in connection with refurbishments or construction works. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>In connection with its operation, refurbishment or construction of buildings, 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.</p> <p>The legislation and regulations regarding the operation of the establishment and related to the refurbishment or construction of buildings must always be followed. It is encouraged to involve and utilise local education, knowledge, and experience with regard to the use of materials, technologies and tools for sustainable refurbishment or construction. The intellectual property rights of local communities must always be respected.</p> <p>During the audit, the establishment demonstrates how it has taken into consideration 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 its operations, refurbishment, or construction of new buildings.</p>
<p>9.6 The establishment offers allergy-friendly rooms/ only allows pets in designated rooms. (G)</p> <p>HH, CHP, SA</p>	<p>Customers with allergies require carefully designed indoor spaces that are furnished with non-allergenic materials, kept allergen-free and cleaned with non-allergenic chemicals. The bed linen and towels should also be washed with hypoallergenic detergents. Pets must not be allowed in the allergy-friendly rooms. Alternatively, pets may only be allowed in designated pet rooms.</p> <p>To comply with the criterion, the establishment must have a policy for ensuring that at least part of the establishment’s guest rooms are hypoallergenic. In addition, it must ensure that the detergents used for cleaning and laundering these rooms are hypoallergenic.</p> <p>In the audit, the establishment presents its policy for designing and maintaining allergy-friendly rooms.</p>
<p>10. GREEN AREAS</p>	
<p>IMPERATIVE CRITERIA (I)</p>	
<p>10.1 Chemical pesticides and insecticides</p>	<p>When the establishment has green areas, the establishment does not use chemical pesticides (including herbicides) in order to minimise the risk of pollution of terrestrial/aquatic ecosystems and health risks.</p>

<p>must not be used unless there is no organic or natural equivalent. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>If fertilisers are needed (preferably checked through an annual soil testing), organic or natural equivalents are recommended. This could be in the form of natural/organic soil conditioners. In case of chemical fertilizers, their dosage, application methods and timing must follow official guidelines.</p> <p>Gas flames or mechanical weed control are possible alternatives to chemical pesticides. Only in cases where no organic or natural replacements are available, may the establishment use chemical pesticides. In such cases, only “ready-to-use” products may be used unless the staff have received proper training.</p> <p>The insecticides used may not be harmful to aquatic environment, mammals, or people.</p> <p>The chemical products used may not contain substances that have been forbidden or are being phased out by the EU.</p> <p>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 a list of pesticides, insecticides and fertilisers used in its green areas, showing the correct dosage and application. The establishment has the obligation to ensure that the chemicals used don’t contain substances forbidden by the EU. If the work with green areas is outsourced to an external company, then this external company presents its policy on the use of pesticides, insecticides and fertilisers in the green areas of the establishment. During visual inspection, a spot check might be conducted to confirm compliance with the criterion.</p>
<p>10.2 Newly purchased lawnmowers are either electric, manual, or awarded with an eco-label. (I/G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>If the establishment has lawns smaller than 4000 m², the lawnmowers purchased within the last 12 months must be energy efficient and low in noise and carbon emissions. They should be manual, electric, or awarded with an eco-label.</p> <p>If the establishment has a lawn/grass area of more than 4000 m² or if the management of its green areas of is outsourced to an external company, this is a guideline criterion.</p> <p>During the audit, the establishment presents documentation showing that lawnmowers purchased within the last 12 months by the establishment are environmentally friendly.</p>
<p>10.3 Flower and garden watering</p>	<p>A procedure must be in place to minimise the consumption of irrigation water. 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 providing 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.</p>

<p>procedures are in place to save water. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>During the audit, the establishment explains its procedure on irrigation, and the procedures are checked during the visual inspection, if possible.</p>
<p>10.4</p> <p>The establishment is taking measures to protect and support local biodiversity on its premises. (I)</p> <p>HH, CHP, SA (I)</p>	<p>To protect, support and enhance local biodiversity, the establishment carries out actions on (or around) its premises, where possible.</p> <p>Examples of such actions:</p> <ul style="list-style-type: none"> • Greening or rewilding of the premises • Establishment/maintaining pollinator-friendly green areas • Establishing/maintaining a green roof and/or vertical green walls • Using native, pollinator-friendly 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 • Actively protecting the local biodiversity in areas of the establishment that are frequented or inhabited by wildlife by actively minimising light and noise • Maintaining green belts of perennial grasses adjacent to waterways/ water bodies • Carrying out a biodiversity assessment by an external expert before initiating new building projects or activities <p>The actions must actively support the local (native/indigenous/endemic/rare) species of flora and fauna.</p> <p>This criterion also applies if the management of the establishment’s green areas is outsourced to an external company.</p> <p>To comply with this criterion, the establishment must carry out at least one biodiversity enhancing action every year.</p> <p>During the audit, the establishment presents the management plan or standard operating procedure for supporting 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>
<p>10.5</p> <p>The outdoor premises of the establishment are kept litter-free by frequent maintenance and bins are placed along paths frequented by customers. (I)</p>	<p>Outdoor bins must be equipped with lids to prevent animals from accessing the litter and the wind from dispersing it.</p> <p>During the audit, the establishment presents its management plan for keeping the outdoor premises litter-free. The premises are inspected visually for litter, and bins are checked for lids and maintenance.</p>

HH, CHP, SA, CC, R, A	
10.6 Open spaces on the establishment represent a minimum of 10% of the entire area. (I) CHP	In order to increase comfort and protect biodiversity and the absorption of rainwater in its territory, the site leaves at least 10 % of its green space free (outside roads, buildings, camping use and parking areas). We strongly recommend that the free space is unpatented and as natural as possible. In the audit, the subject presents a floor plan of its area showing that there is at least 10% free space. The audit round shall visually check that the areas reserved for camping correspond to the floor plan presented.
10.7 The establishment is taking measures to prevent the formation of new footpaths and to combat soil erosion caused by pedestrians/vehicles. (I) CHP (I)	To qualify for this criterion, the establishment must present how it has discouraged formation of new footpaths or combatted soil erosion from people/vehicles. If new footpaths have already started to form, the establishment must have made efforts to limit their expansion during the past 12 months. In the audit, the establishment explains the measures it has taken.
GUIDELINE CRITERIA (G)	
10.8 Newly purchased lawnmowers are either electric, manual, or awarded with an eco-label. (IG) HH, CHP, SA, CC, R, A	If the establishment has lawns are larger than 4000 m ² , 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. If the management of the green areas of the establishment is outsourced to an external company, this criterion is also guideline. During the audit, the establishment presents documentation showing that lawnmowers purchased within the last 12 months by the establishment are environmentally friendly.
10.9 The establishment is taking measures to protect and support local biodiversity on its premises. (G) CC, R, A (G)	To protect, support and enhance local biodiversity, the establishment provides carries out actions that favour conditions for the biodiversity on (or around) the premises, where possible. Examples of actions include: <ul style="list-style-type: none"> • Greening or rewilding of the premises • Establishment/maintaining pollinator-friendly green areas • Establishing/maintaining a green roof and/or vertical green walls • Using native, pollinator-friendly 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.)

	<ul style="list-style-type: none"> • Actively protect the local biodiversity in areas of the establishment that are frequented or inhabited by wildlife by actively minimising light and noise • maintaining green belts of perennial grasses adjacent to waterways/ water bodies • External biodiversity assessment carried out by an external expert before initiating new buildings or facilities <p>The actions must actively support the local (native/indigenous/endemic/rare) species of flora and fauna.</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 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>
<p>10.10 The establishment is taking measures to prevent the formation of new footpaths and to combat soil erosion caused by pedestrians/vehicles. (G) HH, SA, R, CC (G)</p>	<p>To qualify for this criterion, the establishment must present how it has discouraged formation of new footpaths or combatted soil erosion from people/vehicles. If new footpaths have already started to form, the establishment must have made efforts to limit their expansion during the past 12 months.</p> <p>In the audit, the establishment explains the measures it has taken.</p>
<p>10.11 The establishment only plants/keeps native species of flora and fauna in its outdoor areas. (G) HH, CHP, SA, CC, R, A</p>	<p>To protect local biodiversity and to reduce the impacts of invasive alien species on local ecosystems, the establishment only plants native species of flora and fauna for on its premises.</p> <p>It is important that the staff responsible for the maintenance of the green areas of the premises is trained and informed about the native species of flora and fauna to purchase.</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.</p>
<p>10.12 The establishment actively eradicates invasive alien species from/in the</p>	<p>It is important that the staff knows about the threats of invasive alien species (source of information: vieraslajit.fi), how to identify them and how to remove them. Information about invasive alien species should be reported to relevant authorities. Eradicating invasive species must be done in an environmentally friendly manner.</p>

<p>vicinity of its premises. (G) HH, CHP, SA, CC, R, A</p>	<p>During the audit, the establishment presents its management plan or standard operating procedure for the active removal of invasive alien species. At least one coordinated eradication action must take place in every growing season.</p>
<p>10.13 The establishment has a fruit, herb, or vegetable garden on/near its premises. (G) HH, CHP, SA, CC, R, A</p>	<p>To reduce its environmental footprint, the establishment has a fruit, herb, 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 herbs and/or food-bearing plants/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, involving the guests in the harvest, etc.) and/or be used for staff meals. If possible, the establishment could also invite the public or local schools to visit the garden for educational purposes.</p> <p>The management of the fruit, herb and 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/herbs 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, herb, or vegetable garden.</p>
<p>10.14 The establishment has a compost for garden waste. The mulch is used for landscaping and cultivating purposes. (G) HH, SA, CHP, CC, R, A</p>	<p>In order to reduce the need for waste transport and to produce land improvement material, the site composts garden waste generated in its green areas and in the maintenance of the property on site. Compost dust is used in the yard or garden as a land improvement agent or filling ground. Food scraps must not be placed in garden waste compost unless it is covered and access to harmful animals is prevented.</p> <p>The auditor checks that the site has an active garden waste compost.</p>

11. CORPORATE SOCIAL RESPONSIBILITY

<p>11.1 The establishment confirms that it follows all relevant international, national, and local regulations, 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 (including their free, prior and informed consent). The establishment confirms that all its function and activities (including 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>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 is always done according to national/local legislation. 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 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 a living wage. • 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 United Nations Convention of the Rights of the Child and ILO (International Labour Organization) Conventions 138/182 are followed. • All employees receive fair treatment without discrimination (in connection with recruitment, general employment, training, promotion). • All employees work in a safe and secure working environment. • All employees are offered regular training, experience, and opportunities for advancement. • All employees can 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
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	<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, land and aquatic resource use, rights-of-way, transport, and housing (including involuntary resettlement of inhabitants). • The activities do not jeopardise the provision of basic food, water and energy services as well as 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, land use, capacity, design, construction, operation and demolition of buildings and infrastructure comply 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 its sustainability policy confirming compliance with relevant international, national, and local legislation, including 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>
<p>11.2 The establishment ensures that all its employees, trainees and volunteers are covered by insurance against injury at work. (I)</p> <p>HH, SA, CHP, CC, R, A</p>	<p>The commitment must be mentioned in the sustainability policy. In the audit, the establishment presents its sustainability policy.</p> <p>In the audit, the establishment presents its sustainability policy that ensures that the criterion is met.</p>
<p>11.3 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 (Convention on International Trade in Endangered Species) agreement, the establishment does not harvest, sell, trade or display these 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>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 (for example, mentioned in the sustainability policy) showing how it works to ensure that no endangered species of animals and plants and no historical or 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 The establishment requires that its subcontractors comply with regulations regarding labour rights. (I) HH, CHP, SA, CC, R, A</p>	<p>The establishment pays attention to the working hours, overtime pay, rest and vacation days, sick pay etc arrangements of its subcontractors that have employees working on-site. The establishment ensures in its contracts with subcontractors as well as in practice that relevant legislation is adhered to.</p> <p>In the audit, the establishment presents its sustainability policy as well as how these commitments are monitored.</p>
<p>11.5 If the establishment keeps animals on its premises, animal welfare guidelines must be followed. (I) 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, <u>ABTA's Global Welfare Guidance for Animals in Tourism</u> 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 4. Appropriate behaviour: Expression of social behaviours; natural behaviours; good human-animal relationship; positive emotional state 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>In addition, the establishment does not offer direct contact with captive wild animals, animal performances, fights, or races.</p> <p>During the audit, the establishment presents written confirmation 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</p>

	procedure for the maintenance of and care for the animals. The visual inspection confirms that the guidelines are respected.
GUIDELINE CRITERIA (G)	
<p>11.6 The establishment does not offer shows or performances which involve domesticated or wild animals. (G)</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/ activities offered to for the guests is presented and it is checked that it does not include shows or performances with animals.</p> <p>Baiting wild animals in order to attract them is not allowed. Tracking, observing and photographing wild animals in their natural habitat is excluded from this criterion.</p>
<p>11.7 The staff has received training about inclusivity within the past 12 months. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To increase awareness of inclusivity of tourism services, members of staff should receive training. The training should reach all staff members that are working with customer service, marketing and product/service design. The aim of the training should be to improve consideration for inclusivity in the establishment both in terms of accessibility and usability. For example, the training may focus on equal treatment of all guests.</p> <p>In the audit, the establishment presents what training on inclusivity the staff has received during the past 12 months, as well as how inclusivity has been taken into consideration in its sustainability policy and practice.</p>
<p>11.8 The establishment provides access and information related to accessibility for people with physical disabilities. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To provide access for people with additional needs and to create awareness about the establishment’s corporate social responsibility, it must provide access for people with additional needs. The access relates to guests as well as staff and other users of the establishment.</p> <p>Examples of people with additional needs include people with certain physical disabilities (persons in wheelchairs) 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, swimming pools, etc. It is recommended that the establishment also provides access to equipped guest rooms, including the bathrooms in the guest rooms. It is strongly 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 additional needs, e.g., wheelchair access to old/historical buildings, and in these cases this criterion is not applicable.</p>

	<p>The level of access for people with additional 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 must in all material and communication provide accurate, clear, and easily understandable information about 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 physical disabilities, as well as the information provided on its website/premises about access for people with additional needs.</p>
<p>11.9 The establishment has considered sensory disabilities/limitations in designing its premises/products/services. (G)</p> <p>HH, SA, CHP, CC, R, A</p>	<p>To qualify for this criterion, the establishment must have made adjustments in the design of its premises/products /services to accommodate the needs of people with sensory limitations/disabilities.</p> <p>For example, this could mean:</p> <ul style="list-style-type: none"> - a sensory map of the premises available on the website - a menu card with illustrations of all available dishes <p>In the audit, the establishment presents the measures it has taken to comply with the criterion.</p>
<p>11.10 The establishment is equitable in hiring women and local minorities, including in management positions. (G)</p> <p>HH, CHP, SA, CC, R, A</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 given equality of opportunity to be employed as staff in the establishment, in all positions including in management positions, and that training is offered as well as advancement when possible. 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 women and local minorities, including in management positions. Observations made during the visual inspection confirm compliance with the requirements.</p>
<p>11.11 The establishment provides traineeships and part-time/ flexible terms employment for long term unemployed or people of limited employability. (G)</p>	<p>To qualify for this guideline criterion, the establishment must have provided traineeships or employment to long-term unemployed or people with limited employability for at least 3 months in the past 12 months.</p>

<p>HH, CHP, SA, CC, R, A</p>	
<p>11.12 The establishment actively supports at least two environmental or social community development activities. (G) 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>It is encouraged that the support is focused on the area surrounding the establishment, but it could also be support of projects in other geographical areas. 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 • Projects addressing the preservation of biodiversity with reference to aquatic/marine zone areas or projects supporting natural corridors and “rewilding” of open areas • Protection of natural and culturally sensitive areas • Projects addressing the impacts of climate change • 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 additional 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 (e.g., water supply), etc. <p>Actions/initiatives on various biodiversity and environmental protection initiatives (e.g., tree-planting, planting and restoration of green areas, natural corridor and rewilding projects, etc.) are strongly encouraged.</p> <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>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>
<p>11.13 The establishment offers local small entrepreneurs the opportunity to sell</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>sustainable products that are based on the area’s nature, history, and culture. (G)</p> <p>HH, CHP, SA, CC, R, A</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, the auditor confirms that small local entrepreneurs are able to sell products and services in/to the establishment.</p>
<p>11.14 The establishment has formulated a sustainable purchasing policy. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>The establishment formulates and adopts a sustainable purchasing policy including the whole purchasing chain to favour environmentally and socially sustainable suppliers and products, but also to reduce unnecessary use of resources, waste and transportation.</p> <p>The sustainable purchasing policy covers capital goods, food/beverages, building materials and consumables as well as services.</p> <p>The sustainable purchasing policy aims to ensure 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 product purchases done through suppliers and directly by the establishment. The sustainable purchasing policy should include both environmental and 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 should also present how the staff is informed about the policy.</p>
<p>11.15 Discarded material/supplies are reused or collected and donated to charitable organisations. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the environmental footprint through reuse 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> <p>To comply with this criterion, discarded material/supplies should have been reused, 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</p>

	donated to charitable organisations within the last 12 months.
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12. GREEN ACTIVITIES	
IMPERATIVE CRITERIA (I)	
<p>12.1 Information about nearby parks, landscape and nature conservation areas is available to 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, birdwatching, 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, binders in the guest/conference rooms, guest apps, etc.</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 must in all material and communication provide 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>
<p>12.2 The establishment provides information about the nearest place</p>	<p>To encourage the use of sustainable transportation, the establishment provides information about the nearest place to borrow or rent bicycles.</p>

<p>to rent or borrow bicycles. (I)</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 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 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 must in all material and communication provide 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>
<p>GUIDELINE CRITERIA (G)</p>	
<p>12.3</p> <p>The guests can borrow or rent bicycles or other sustainable transport equipment from the establishment. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To encourage the use of sustainable transportation, the establishment offers guests the possibility of borrowing or renting bicycles, SUP boards, kayaks, rowing boats etc. directly 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>As part of joining the Green Key programme, the establishment maintain that all material and communication provide 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>The establishment provides information about responsible tourist behaviour in the destination. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To protect the local biodiversity, animal welfare, culture and community, the establishment provides information to its guests that promotes responsible behaviour in the destination.</p> <p>The information can, for example, include:</p> <ul style="list-style-type: none"> • Codes of conduct and best practice advice for visits to natural areas, indigenous communities and cultural and/or historically sensitive sites. This includes for example dress codes, codes of conduct, information about closing season or restricted areas etc. (where relevant) • Information about nearby Blue Flag awarded beaches or marinas

	<ul style="list-style-type: none"> • Information about responsible tourist attractions and tour operators (including Blue Flag awarded boating tourism operators) • Information about tour operators respecting animal welfare rights: ABTA’s Global Welfare Guidance for Animals in Tourism (see criterion 11.9), as well as no direct contact with captive wild animals, animal performances, fights, and races. • Information about interaction with free roaming wildlife that 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 • 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., codes of conduct 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 must in all material and communication provide accurate, clear, and easily understandable information.</p> <p>During the audit, the establishment presents information provided to guests that promotes responsible behaviour in the destination.</p>
<p>12.5 The establishment provides awareness raising activities for its guests focused on sustainable development, the environment and nature within the premises or the local community. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To increase the sustainability awareness of the guests, the establishment provides awareness raising activities focused on sustainable development, the 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 actions, 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>It must be ensured that all activities (including harvesting and food-picking activities) are only done as part of a regulated activity that ensures that their utilization is sustainable, and in compliance with local, national and international laws.</p>

	<p>To comply with this criterion, guests of the establishment must be actively involved. The establishment 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>
<p>12.6 The establishment provides information about nearby nature schools, guided nature tours and other nature services. (G)</p> <p>HH, CHP, SA, A</p>	<p>The property provides its customers with information on the area's nature programme services, nature excursions or other nature services. These can include brochures, links from the item's website, or service provider demos in the item.</p> <p>The auditor will check what information is provided to customers and where it is displayed.</p>

13. ADMINISTRATION	
IMPERATIVE CRITERIA (I)	
<p>13.1 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>
<p>13.2 All printing paper, envelopes and printed materials produced or ordered by the establishment are eco-labelled or produced by a company with an environmental management system. (I)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To decrease energy and waste consumption (and thereby reduce the environmental footprint), the use of printing paper, envelopes and printed material is kept to a minimum. The printing paper, envelopes and printing material have an eco-label, e.g., EU Ecolabel, FSC-label (preferably FSC Recycled or FSC Mix), or are produced by a company with an environmental management system.</p> <p>The requirement relates to 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>

<p>13.3 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 reduce the environmental footprint through decreasing 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 and front desk staff are also encouraged to reduce the use of paper, when possible.</p> <p>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>
<p>13.4 The establishment informs its suppliers about its sustainability commitments and strongly encourages the suppliers to follow the same sustainability commitments. (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. The information includes information about the reduction in the use of resources, the use of cleaner and resource friendly alternatives (including transportation) and the commitment to social standards.</p> <p>The information is provided through written communication or in connection with joint meetings, etc.</p> <p>Furthermore, the suppliers are strongly encouraged to manage their activities following the Green Key criteria in the same spirit as the Green Key programme regarding all aspects of sustainability management.</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>
<p>GUIDELINE CRITERIA (G)</p>	

<p>13.5 At least 75% of the supplies come from suppliers that are eco-certified, have a written environmental policy and/or are committed to sustainable development. (G)</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 supplies come from suppliers that 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 suppliers including e.g., their eco-certification) showing that at least 75% of supplies were from a supplier that is eco-certified, has an environmental management system, has a written environmental policy and/or is in other ways committed to sustainable development.</p>
<p>13.6 At least three product categories of purchased or rented textiles are certified environmentally friendly. (G)</p> <p>HH, CHP, SA</p>	<p>To lower the environmental footprint, the establishment ensures that textiles purchased or rented are environmentally friendly.</p> <p>To comply with this criterion, at least three product categories of textiles, e.g., towels, bed sheets, tablecloths, textile napkins, staff uniforms, etc., have an internationally or nationally recognised eco-label or fair-trade label. Textiles made of 100% recycled material also comply with this criterion.</p> <p>It is recommended that establishments also choose textiles made of natural fibres that are grown with a low level of pesticides and/or material that can be easily recycled (such as single fibre fabrics), as well as textiles with a high quality. High quality textiles usually last longer which makes it more economically sound in the long run. It also reduces the consumption of raw material and the creation of waste. Also consider using life prolonging products such as mattress and pillow protectors.</p> <p>During the audit, the establishment presents the documentation showing that at least three product categories of textiles purchased or rented have an internationally or nationally recognised eco-label and/or fair-trade label or are made of 100% recycled material.</p>
<p>13.7 All laundry is done in the same county or within 100 km of the establishment. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>To reduce the carbon footprint generated through transportation of laundry, the establishment chooses a laundry service that is in the same county or not further than 100 km from the establishment.</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 laundry service is in the same county or less than 100 km away.</p>
<p>13.8 At least 75% of the newly purchased durables have an eco-label or are produced by a company with an environmental management system. (G)</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</p>

<p>HH, CHP, SA, CC, R, A</p>	<p>purchased within the last 12 months have an eco-label or are produced by a company with an environmental management system.</p>
<p>13.9 The establishment refurbishes or upcycles its durables or purchases second-hand durables. (G)</p> <p>HH, CHP, SA, CC, R, A</p>	<p>For the establishment to reduce its environmental footprint through reduced 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 upcycled own durables or purchased second-hand durables within the last 12 months.</p>