Green Key restaurant criteria and explanatory notes

1 January 2019 – 31 December 2020

Introduction:

The Green Key restaurant criteria are eligible for restaurants that are not part of hotels or other accommodations. In order to be eligible for Green Key, the applicant establishment has a legally acquired property, land and water rights, and complies with local, communal, and indigenous rights.

The applicant establishment must comply with all imperative criteria and an increasing number of guideline criteria according to the number of years of the award:

(I): Imperative / compulsory criterion
(G): Guideline / additional criterion

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

1. ENVIRONMENTAL MANAGEMENT		
1.1	The management must be involved and appoint an environmental manager from amongst the staff of	To ensure that the work with Green Key is well implemented and administered, the management of the establishment is in charge of appointing an environmental manager from the establishment.

	the establishment. (I)	The appointed environmental manager is in most cases a part-time function. The position as environmental manager could be mentioned in the person's job description. The main functions of the environmental manager include: • 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 The environmental manager is in charge of communication with Green Key in relation to the application or re-application for Green Key. In the case of an establishment changing environmental manager, Green Key is informed about the change. During the audit, the environmental manager is normally present to answer and explain about the work at the establishment with regards to environmental matters in general and Green Key related criteria specifically.
1.2	The establishment must formulate an environmental policy. (I)	To ensure an overall frame for the sustainability work of the establishment, an environmental policy is formulated. It describes the overall aims and level of ambition for the environmental performance of the establishment in relation to environmental management and environmental training, information and awareness raising. The environmental policy of the establishment is reviewed regularly (e.g. every third year) to allow for continuous improvement. In order to constitute a long-term sustainability management system that is suitable to its size and scale, the establishment's environmental policy includes environmental issues as well as having references to social, cultural, economic, quality, human rights, health, risk and crisis management issues (a number of issues can also be included in the CSR policy, see criterion 11.1). The environmental 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 environmental policy is more ambitious than only complying with legislation and regulations. The environmental policy is preferably elaborated in cooperation with the staff and compiled in a way that includes and commits both contributions from the management as well as from the staff. The environmental policy is normally signed by the general manager of the establishment. After production, the environmental policy is available to all employees of the establishment. During the audit, the establishment presents the environmental policy document and its availability to the staff of the establishment. It is checked that the environmental policy is less than three years old and that it is a general document including environmental issues as well as references to other sustainability issues.
1.3	The establishment must formulate objectives and an annual action plan for constant improvement. (I)	To ensure a more concrete plan for the sustainability work of the establishment, objectives and an annual action plan is formulated. The objectives and annual action plan reflects the concrete work towards fulfiling the environmental policy and includes specific objectives to be reached in the coming 1-3 years and an action plan of how to reach the planned objectives in the coming year. In order to constitute concrete objectives and actions for the long-term sustainability management system that is suitable to its size and scale, the establishment's objectives and action plan includes environmental issues as well as references to social, cultural, economic, quality, human rights, health, risk and crisis management issues. The objectives and annual action plan document is preferably elaborated in cooperation with the staff and compiled in a way that includes and commits both contributions from the management as well as from the staff. It is expected that the establishment formulate a minimum of three action points within different areas of operation of the establishment. When preparing the objectives and annual action plan, it is strongly encouraged to use the Green Key criteria for inspiration. Compliance with some of the guideline criteria not yet implemented as well as how to further engage in already implemented imperative and guideline criteria could become part of the plan. It should be noted that the establishment must ensure compliance with an increasing percentage of guideline criteria during additional years of holding the Green Key award. Objectives and actions that are already fulfilled cannot be added in the objectives and annual action plan.

		During the audit, there is an administrative check-up of the presence and the content of the objectives and annual action plan document for the coming year, and its availability for the staff of the establishment. It is checked that the document includes a minimum of three action points within different sustainability areas and different areas of operation. If the establishment has had the Green Key for more than one year, there is also an evaluation of the work with the objectives and annual action plan in the past year. In the case that 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.
1.4	All documentation concerning the Green Key must be kept and maintained in a binder ready for inspection. (I)	To have all information easily accessible, the Green Key binder is normally organised according to the Green Key criteria sections and numbers containing all the relevant and updated documents showing compliance with each criteria. 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). During the audit, the environmental manager presents the Green Key binder for inspection in general and for proof of compliance with the various Green Key criteria.
1.5	The environmental manager must ensure that the Green Key criteria are reviewed annually. (I)	Compliance with this criterion is only relevant if the establishment is re-applying for the Green Key award. The environmental manager is in charge of going through the Green Key application form and material, the latest audit report and the latest decisions and recommendations by the auditor or national/international jury. The environmental manager pays special attention to changes in compliance with imperative or guideline criteria since the last review and reports it to Green Key. When the environmental manager signs the application for renewal of the Green Key award, he/she confirms that an annual review of the Green Key criteria has been ensured and there is information about changes in compliance since last year. The environmental manager confirms compliance with all imperative criteria and the required percentage of guideline criteria.

		During the audit, it is checked that the feedback regarding changes in criteria compliance in connection with the application for renewal of the Green Key award is consistent with the outcome of the audit.
1.6	The establishment must establish active collaboration with relevant stakeholders. (I)	The aim of this criterion is to enhance the active role the establishment plays in creating environmental awareness in the local area around the establishment and promoting environmentally friendly practices to collaboration partners. The criterion is mainly focusing on collaboration on environmental issues, but it could also refer to social, cultural, 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 archeological, culturally, and spiritually significant sites and traditions. The relevant stakeholders (at least two types of stakeholders are selected) could be non-governmental organisations, local community groups, local authorities, local residents, local schools, suppliers, etc. In order for the collaboration to be considered, it is an active two-way collaboration between the establishment and the relevant stakeholders. During the audit, documentation showing active collaboration with a minimum of two relevant local stakeholders is checked.
1.7	*The establishment will measure its carbon footprint through the use of a recognised CO_2 measurement tool. (G)*	With this criterion, the establishment uses its measured annual energy consumption (and potentially also water and waste) to calculate the annual carbon footprint of the establishment through a recognised CO_2 measurement tool. The calculation could be used to check the fluctuations in carbon emission of the establishment from period to period with the aim of reducing it. It can be used to compare carbon emissions between establishments (if so wished), and/or it can be used to offset or encourage offset of carbon emissions. There are different carbon measurement tools available, including tools that are available freely and tools that are available against payment. After calculating the carbon footprint, the establishment has formulated/implemented procedure to avoid or minimise carbon emissions and offsetting of remaining emissions is encouraged.

		During the audit, the environmental manager presents the carbon measurement tool, the calculated results, the plan for reducing the carbon footprint and the potential of offsetting remaining emissions.
2. STAFF INVOLVEMENT		
2.1	The management must hold periodic meetings with the staff in order to brief them on issues concerning existing and new environmental initiatives. (I)	It is important to inform and engage the staff on the environmental initiatives of the establishment. The management of the establishment therefore normally organises at least 1-3 annual meetings. The information includes issues of environmental management (water, energy, waste, cleaning, food and beverage, etc.), and other sustainability issues, but also issues of awareness raising of guests, staff, suppliers and the surrounding community. Keeping the staff updated about existing and new environmental initiatives gives the staff a better understanding of their role in the work, but also enables the staff to properly inform and answer questions from guests on the matter. The staff is not only informed about the environmental initaitives, but also have the possibility to contribute with ideas and suggestions. When planning the meetings, consideration is taken regarding seasonal employees in order to ensure as much participation of the staff as possible. During the audit, minutes from the meetings held between the management and staff is 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. The auditor may also interview staff to ascertain their level of knowledge on environmental initiatives of the establishment.
2.2	The environmental manager must participate in meetings with management for the purpose of presenting the environmental developments of the establishment. (I)	The meetings between the environmental manager 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 continue having the endorsement of the management for the work on environmental issues. For instance, 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 the establishment normally includes a least 1-3 annual meetings.

		During the audit, minutes from the meetings held between the management and environmental manager is 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.
2.3	The environmental manager and other staff members must receive training on environmental and other sustainability issues. (I)	It is important that the environmental manager as well as other staff members receive specific training on environmental and other sustainability issues, so that suitable and possible solutions for the establishment can be determined and implemented. The training includes issues of environmental management (water, energy, waste, cleaning, food and beverage, etc.), awareness raising of guests, staff, suppliers and the surrounding community as well as other sustainability issues, addressing social, cultural, economic, quality, human rights, health, risk and crisis management issues. Training could also be extended to add knowledge on other issues within or around the establishment (e.g. biodiversity). The training can be both external and internal. External training could be in the form of training courses by consultants, experts, guides, product suppliers, study trips, participation in seminars, webinars and other online courses and studies, networks, etc. In some countries, Green Key seminars and webinars are 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. It is also important that internal courses and training are organised by the environmental manager (and environmental committee) and staff members on how to work with and achieve the environmental objectives and actions planned within the establishment. The internal training can be with individual staff members or groups of staff members. It is expected that each staff member in the establishment normally participates in at least 1-3 annual training sessions organised by the establishment. During the audit, there is a presentation of the external/internal training sessions held in the past 12 months with an indication of 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.

2.4	The environmental manager must ensure that the employees are aware of the establishment's environmental undertakings. (I)	It is important that the environmental manager ensures information flow to the staff and engages the staff on the environmental initiatives set by the establishment. Keeping the staff updated about existing and new environmental initiatives gives the staff a better understanding of their role and the impact of their contribution, and at the same time enables staff to properly inform and answer questions from guests on the matter. Being aware includes issues of environmental management (water, energy, waste, cleaning, food and beverage, etc.), and other sustainability issues as well as issues of awareness raising of guests, staff, suppliers and the surrounding community. In some smaller establishments the meetings between the staff and management and between the staff and the environmental manager could be done at the same time. Raising awareness of the staff towards the sustainability undertakings of the establishment can also be done through posters, newsletters, a suggestion box, etc. Depending on the type and form of awareness raising, it could be aimed at individuals, groups or for all staff members at the same time. During the audit, awareness raising for the staff through minutes from the meetings held or information through newsletters and posters, etc. is presented. If the establishment is applying for the first time, it presents the planned meetings/material.
3. GUEST INFORMATION		
3.1	The Green Key award must be displayed in a prominent place. (I)	It is required for the establishment to display the standard Green Key plaque and the standard Green Key certificate by the entrance to the establishment. Additional copies of the Green Key plaque can be purchased and placed at other strategic locations, and additional copies of the Green Key certificate placed at other strategic locations (e.g. at the staff information board or canteen). 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 in general.

		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 been awarded with the Green Key award in the past, the planned location of the display of the plaque and certificate by the entrance.
3.2	Information material about Green Key must be visible and accessible for guests. (I)	The guests visiting the establishment must be able to make themselves more familiar with the requirements for achieving the Green Key. The information about Green Key can be available as material by the entrance desk, at an "environmental corner", etc. The Green Key logo (in the correct format) is normally displayed as part of the information. As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information with regard to the establishment and its products and services, including sustainability claims, and must not promise more than can be or is implemented by the establishment. During the audit, it is checked that the information material about Green Key is visible and accessible. If the establishment did not have the Green Key award in the past, the draft information materials and location(s) where it will be available are presented. It is checked that the information is accurate, clear and easily understandable.
3.3	Information about Green Key and environmental information must be available on the establishment's website. (I)	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 national Green Key website are included. It is encouraged that the Green Key logo (in the correct format) is displayed. The website also displays brief information about the environmental undertakings by the establishment. The information is present in consideration of the establishment's own branding guidelines. In the case where an establishment does not have a website, it will be excempted from complying with this criterion. In addition to the information on the website of the establishment, it is also encouraged to inform about Green Key in its social media. As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information with regard to the establishment and its products and services, including

		sustainability claims, and must not promise more than can be or is implemented by the establishment. During the audit, the information about Green Key and environmental information on the website is shown. If the establishment has not had 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.
3.4	The establishment must keep the guests informed and involved about its environmental work and encourage guests to participate in environmental initiatives. (I)	It is important that the establishment informs its guests about the environmental undertakings of the establishment. Besides informing about the environmental undertakings, it is also important that the establishment adds information about how the guests can be involved and actively participate in the environmental initiatives of the establishment. The active participation can involve issues of environmental management (e.g. water, energy and waste saving), but can also focus on other sustainability issues (for instance support to social charities). As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information with regard to the establishment and its products and services, including sustainability claims, and must not promise more than can be or is implemented by the establishment. During the audit, the information about environmental/sustainability undertakings provided for guests is presented, including the encouragement for guests to participate in the work. It is checked that the information is accurate, clear and easily understandable.
3.5	Staff must be in a position to inform guests about Green Key and the current environmental activities and undertakings of the establishment. (I)	With the Green Key award (plaque and certificate) being displayed by the entrance of the establishment, and information about Green Key is displayed on the website of the establishment, guests might be interested in learning more about Green Key. In this case, guests might approach the staff, and it is therefore important that the staff in contact with the guests are able to inform about Green Key and the most important environmental activities and undertakings of the establishment. As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information with regard to the establishment and its products and services, including sustainability claims, and must not promise more than can be or is implemented by the establishment.

		During the audit, the staff in contact with guests are asked to provide basic information about Green Key and the most important environmental activities and undertakings of the establishment. It is checked that the information is accurate, clear and easily understandable.
3.6	The establishment must be able to inform guests about local public transportation systems, shuttle bus or cycling/walking alternatives. (I)	In order to encourage guests visiting the establishment to use means of transportation other than cars and taxis, the establishment must be able to inform about these alternatives. The alternative means of transportation includes: • Local public/private transportation systems (bus, train, metro, tram, boat, etc.) • Shared taxis/minibus systems • The possibilities for using shuttle busses provided by the establishment • For the guests using electric cars, the establishment could have a smart electric vehicle charging station or inform about the nearby locations for charging electric cars. • Other means of transportation including cycling opportunities and walking alternatives. The information about local transportation systems and other transportation alternatives is provided by the staff, and/or through information material available. As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information with regard to the establishment and its products and services, including sustainability claims, and must not promise more than can be or is implemented by the establishment. During the audit, the information provided by the establishment about local transportation systems and other transportation alternatives is shown. It is checked that the information is accurate, clear and easily understandable.
3.7	Information about energy and water saving should be visible for guests. (I)	As lowering the environmental footprint is especially done through energy and water saving, guests visiting the establishment are informed about the particular energy and water saving initiatives carried out by the establishment and how the guests can contribute to the energy and water saving initiatives. The information about energy and water saving is included in information or posters in the public areas of the establishment. As part of joining the Green Key programme, the establishment provides accurate, clear and easily

		understandable information with regard to the establishment and its products and services, including sustainability claims, and must not promise more than can be or is implemented by the establishment. During the audit, the visible information for guests about energy and water saving (and their potential support to energy/water saving) is shown. It is checked that the information is accurate, clear and easily understandable.
3.8	*The establishment provides its guests with the opportunity to evaluate its environmental and/or socio-cultural performance. (G)*	A feedback questionnaire can provide indication of the guests' satisfaction and awareness concerning the environmental and/or socio-cultural undertakings of the establishment. The results might be helpful for improving the performance and for marketing the environmental/socio-cultural efforts of the establishment. In most cases, the questions related to the environmental/socio-cultural performance are part of an overall satisfaction questionnaire which includes a range of other issues, such as quality, price, service, etc. If the guest feedback in the evaluation of the environmental and/or socio-cultural performance requires corrective action, this is done by, the establishment, where possible. During the audit, the establishment presents the evaluation questions relating to environmental/socio-cultural performance as well as providing examples of how the guest feedback is monitored and used in corrective actions.
4. WATER		
4.1	The total water consumption must be registered at least once a month. (I)	In order for the establishment to reduce its environmental footprint and thereby cut costs, it is necessary to have a regular recording of the total water consumption at least once a month. The calculation of the water consumption per guest should also be done. If available, the sources of the water are indicated, and it is checked if these sources are sustainable and do not adversely affect environmental flows. It is encouraged to register the total water consumption more frequently than once a month, as it will produce more detailed information about the total water consumption.

		Should any major changes in water consumption occur (especially in the form of larger consumption than expected), the establishment has procedures in place to immediately investigate what may be the reason for the water consumption changes and to implement corrective actions. In areas of high water risk, extra care and action are strongly recommended and carried out in cooperation with other relevant stakeholders. During the audit, the minimum of monthly registration of the total water consumption is shown as well as the calculation of water consumption per guest. The establishment presents the procedures for investigating and potentially correcting in case of sudden changes in total water consumption. If the sources of water are indicated, the establishment confirms that the sources are sustainable and do not adversely affect the local water supply (e.g. in the form of a letter of confirmation on the matter from the local authority).
4.2	Newly purchased toilets must not flush more than 6 litres per flush. (I)	To reduce the environmental footprint through water savings and thereby cut costs, the water flow of toilets purchased within the last 12 months must not exceed 6 litres (or 1.59 US gallons) per flush. In some cases, the water flow in the toilet flush could be further reduced without compromising the comfort of the guests. Toilets purchased more than 12 months previously are also encouraged to comply with the limit of 6 litres per flush. During the audit, receipts/documentation for purchased toilets in the past 12 months indicating the maximum flush of 6 litres are shown.
4.3	The staff and cleaning personnel must have a system in place to regularly check for dripping taps and leaky toilets. (I)	Dripping taps and leaking toilets in public areas and staff areas may cause a negative effect on the environmental footprint through excessive water consumption and thereby cause unnecessary costs. The standard operational procedures that are in place for the cleaning personnel include regularly checking for visibly dripping taps and leaky toilets. In the case of dripping taps and leaky toilets being observed, corrective actions to fix the leak are implemented. During the audit, the standard operational procedures for regularly checking for dripping taps and leaky toilets as well as the corrective actions for implementation after observing leaks is shown. During the visual inspection, there is a check of dripping taps and leaky toilets.

4.4	Water flow from the taps in the toilets must not exceed 8 litres per minute. (I)	To reduce the environmental footprint through water savings and thereby cut costs, the water flow of 75% of the taps must not exceed 8 litres (or 2.11 US gallons) per minute. In many cases, the water flow in the taps could be further reduced without compromising the comfort of the guests. To comply with the criterion, the establishment can either choose to have taps built with restricted water flow or have water restricting devices installed on the tap. The reduced water flow is often achieved by mixing water with air in tap aerators. A short time solution can also be to reduce the water pressure in the water distribution system. During the audit, sample measurements of the water flow in a few selected taps are carried out.
4.5	Urinals must have sensors, water saving devices or be water free. (I)	Urinals can can contribute to the a environmental footprint through lower water consumption and thereby cut costs. The urinals 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. During the audit, urinals are visually checked to have individual detection sensors, a push button with restricted water flow or be water free.
4.6	Newly purchased cover or tunnel dishwashers must not consume more water than 3.5 litres per basket. (I)	To reduce the environmental footprint through water savings and thereby 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. 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 is shown. Alternatively, technical datasheets and manuals of the dishwashers purchased indicating the maximum flush can be presented.
4.7	Instructions for saving water and energy during operation of dishwashers must be displayed near the machine. (I)	To lower the environmental footprint through water savings and thereby cut costs, the instructions for using the dishwasher in the most environmentally friendly way to save energy and water are placed by the machine. The instructions are presented in an easily understandable way (a few sentences in respective languages or by using pictogrammes/icons/pictures). The instructions could include indications of only starting the dishwasher when the basket is full, the correct

		dose of detergents, sweep of food before loading the dishwasher, use correct dishwasher programme, etc. During the audit (visual inspection), it is checked that the instructions are in an easily understandable format next to the dishwasher.
4.8	A grease trap must be installed. (I)	Well-functioning grease traps in the kitchen contribute to the lowering of the environmental footprint by saving water and chemicals and thereby 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. During the audit, the presence of well-functioning grease traps in kitchen drains is checked.
4.9	All wastewater must be treated in accordance with national and local regulations. (I)	To reduce the environmental footprint of the establishment, it is important that the wastewater generated by the establishment is not discharged untreated. The establishment can either be connected to an existing public sewage system or have the wastewater treated in an own sewage system. It is important that all wastewater is treated in accordance with national and/or local legislation . After treatment, the treated wastewater is released safely with no adverse effects on the local population and the environment. During the audit, the licence (or other adequate documentation) of the establishment showing compliance with the wastewater treatment requirements is shown. The establishment confirms that the treated wastewater has a safe release without adverse effects on the local population and the environment (e.g. in the form of a letter of confirmation on the matter from the local authority). During the visual inspection, any observations of potential lack of compliance with the criterion is reported.
4.10	*Newly purchased dishwashers and laundry machines must not be conventional domestic appliances. (G)*	Conventional domestic (household) dishwashers/laundry machines are less energy and water efficient compared to professional (industrial) cover and tunnel dishwashers/laundry machines when it comes to large-scale use. To lower the environmental footprint and thereby 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. In the exceptional cases where only small dishwashers and laundry machines are needed, it might, however, be the best solution from an environmental point of view to continue using conventional domestic

		appliances. During the audit, documentation is provided 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.
4.11	*Separate water metres are installed in areas with a high degree of water consumption. (G)*	To better trace the water consumption from the different parts of the establishment, additional/separate water metres are installed, especially in areas with a high water consumption. Some establishments have chosen to have separate water metres for each tap. Providing more accurate information through the additional/separate water metres about the different sources of water use enables the establishment to prepare better target strategies for the reduction of water consumption and thereby lower the environmental footprint and cut costs. It also facilitates the discovery of the location of leaks. With more water metres installed, the consumption of each water metre is collected and registered. It is encouraged that the reading of the water consumption from the different water metres is done more frequently than once a month, as it will produce more detailed information about the water consumption from each water metre. During the audit, the minimum of monthly registration of the water consumption from the different water metres is shown (including indication of location) as well as the standard operational procedure for investigating and potentially correcting sudden changes in water consumption.
4.12	*Water flow from taps in the toilets should not exceed 6 litres per minute. (G)*	To reduce the environmental footprint through water saving and thereby cut costs, the water flow of taps in the toilets should not exceed 6 litres (or 1.59 US gallons). In some cases, the water flow in the taps could be further reduced without compromising the comfort of the guests. Installing sensors in the toilets also contributes to the reductions in water consumption. During the audit, receipts/technical data sheets/user manuals are presented showing that taps have a water flow not exceeding 6 litres per minute. During the visual inspection, sample measurement of the water flow in taps are carried out.

4.13	*Wastewater is reused (after treatment). (G)*	To lower the environmental footprint and to reduce water consumption, wastewater is, where feasible, reused after treatment (either if the treatment is done by public wastewater treatment plant or by the establishment's own facility). The treated wastewater can be used as fertiliser for fields, the green areas of the establishment or where else appropriate. The reuse of treated wastewater is done safely with no adverse effects on the local population and the environment. During the audit, information about the reuse of treated wastewater is provided, and the establishment confirms that the use of the treated wastewater does not adversely affecting the local population and the environment (e.g. in the form of a letter of confirmation on the matter from the nearby local authority).
4.14	*Rainwater is collected and used for toilets or other suitable purposes. (G)*	To reduce the environmental footprint through water savings and thereby cut costs, rainwater is collected and used for toilets or other suitable purposes, such as irrigation of the green areas of the establishment. The collection of rainwater must be done safely with no adverse effects on the guests and staff of the establishment, the local population and the environment. During the audit, the installations of the collection of rainwater is 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.
4.15	*Newly purchased toilets have 3/6 litres dual flush. (G)*	As dual flush toilets ensure a lower environmental footprint through a reduced water consumption and thereby cut costs, toilets purchased within the last 12 months in public areas and/or staff areas have a dual flush with a maximum of 3/6 litres (0.79/1.59 US gallons) per flush. In some cases, the flush water consumption could be further reduced without compromising the comfort of the guests and staff. During the audit, receipts for toilets purchased in the past 12 months indicating a dual flush of maximum 3/6 litres is shown and the presence of dual flush toilets is visually inspected.
5. WASHING AND CLEANING		
5.1	Newly purchased chemical cleaning products for daily use must either have a nationally or internationally	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 purchased within the last 12 months have a nationally or internationally recognised eco-

	recognised eco label or cannot contain compounds listed in the Green Key blacklist. (I)	label. Alternatively, the establishment ensures that the daily cleaning products purchased within the last 12 months do not contain compounds (stated in the description of the product to be obtained from the supplier) listed in the Green Key blacklist: Surfactants: • Surfactants that are not readily biodegradable under aerobic conditions • Surfactants that are biodegradable under anaerobic conditions and that are classified with H400/R50 • Alkylphenolethoxylates (APEOs), nonylphenolethoxylates (NPEOs) and derivates • Quaternary ammonium compounds that are not readily biodegradable Sequestering or anti-scaling agents: • EDTA (ethylenediamine tetraacetate) and its salts, phosphates Acids: • Phosphoric acid, hydrochloric acid, sulfuric Bases: • Ammonium hydroxide Solvents: • Detergents containing more than 6% by weight of VOCs with a boiling point lower than 150°C Chlorine: • Reactive chloro-compounds (such as sodium hypochloride) Conservators: • Formaldehyde • Antimicrobial or disinfecting ingredients added for other purposes than preservation. • Bioaccumulable preservatives classified as H410, H411, R50/53 or R51/53. Preservatives are not regarded as bioaccumulable if BCF<100 (bioconcentration factor) or logKow < 3 (log octanolwater partition coefficient) The environmental manager must examine the description of the products together with the cleaning staff. Besides ensuring that each of the products have an eco-label or are without the compounds as listed in the Green Key blacklist, special attention is also to be paid to dosage, safety precautions, and other instructions concerning the correct use (see criterion 6.7). If the establishment contracts an external professional

		cleaning company, the contractor must comply with the demands for the newly purchased cleaning products as stated above. Although this criterion relates to daily cleaning products, it is strongly encouraged that also other (non-daily) cleaning products comply with this criterion. During the audit, the establishment presents a list with all daily cleaning products purchased within the last 12 months by the establishment or contracting company, and how they either have a recognised eco-label or do not contain compounds that are listed on the Green Key blacklist. During the visual inspection, a few of the daily cleaning products are selected for spot check for compliance with the requirements of this criterion.
5.2	Disinfection substances must only be used when necessary and in correspondence with the legislation on hygiene. (I)	Chemical disinfection substances are only to be used in cases where insects or fungi constitute a significant nuisance or health risk, and the disinfection cannot successfully be replaced by other methods. Due to the potential impact on environment and health, the use of disinfection substances is reduced to the minimum, replaced by less harmful substances and/or only be used when absolutely needed. It is important to ensure correct dosage and correct handling of the disinfection substances (see criterion 6.7). Usage is carried out in accordance with the national and local environmental and hygiene legislation. During the audit, the establishment presents information/overview about the type of disinfection substances used as well as information/standard operational procedure concerning the need, dosage and handling of the disinfection substances. Furthermore, the establishment presents a statement confirming that it complies with national/local environmental and hygiene legislation on the matter.
5.3	In EU countries, newly purchased paper towels, facial tissues and toilet paper must be made of non-chlorine bleached paper or awarded with an eco-label. (I)	International or national recognised eco-labels for paper towels, facial tissues and toilet paper (e.g. EU Ecolabel, Nordic Swan, Der Blaue Engel, FSC or PEFC) are evidence of a lower environmental footprint through a more environmentally friendly production process. Alternatively, or in addition, it can also be checked if the products are non-chlorine bleached, as bleaching of cellulose fibres means additional use of energy and chemicals. For this reason, it is highly recommended that the products are made of recycled fibres and/or have a low degree of whiteness.

		The requirement is obligatory for establishments located in EU countries, while it is strongly encouraged that establishments in countries outside EU also implement and comply with the requirement. During the audit, it is checked during the visual inspection that the paper towels, facial tissues and toilet paper purchased within the last 12 months are made of non-chlorine bleached paper or awarded with an eco-label.
5.4	*In non-EU countries, newly purchased paper towels, facial tissues and toilet paper must be made of non-chlorine bleached paper or awarded with an eco-label. (G)*	International or national recognised eco-labels for paper towels, facial tissues and toilet paper (e.g. EU Ecolabel, FSC, PEFC) are evidence of a lower environmental footprint through a more environmentally friendly production process. Alternatively, or in addition, it can also be checked if the products are non-chlorine bleached as bleaching of cellulose fibres means additional use of energy and chemicals. For this reason, it is highly recommended that the products are made of recycled fibres and/or have a low degree of whiteness. The requirement is obligatory for establishments located in EU countries, while it is strongly encouraged that establishments in countries outside EU also implement and comply with the requirement. During the audit, it is checked during visual inspection that paper towels, facial tissues and toilet paper purchased within the last 12 months are made of non-chlorine bleached paper or awarded with an eco-label.
5.5	*The establishment uses eco-labelled dishwasher and laundry detergents. (G)*	The use of dishwasher and laundry detergents is kept at a minimum (using correct dosage), and the products have an internationally or nationally recognised eco-label as these products have a lower environmental footprint compared to the use of products without an eco-label. During the audit, it is visually checked that the dishwasher and laundry detergents are awarded with an eco-label.
5.6	*Fibre cloth is used for cleaning to save water and chemicals. (G)*	The use of micro fibre cloths for cleaning significantly reduces the environmental footprint through a lower consumption of paper, water and detergents (chemicals) which at the same time helps cut costs for the establishment. It is encouraged that the cloths are made of natural fibres instead of synthetic fabrics (releasing microfiber into the water).

		During the audit, it is visually checked that micro fibre cloths are used for cleaning.
5.7	*The establishment avoids fragrance spray and perfume in connection with washing and cleaning. (G)*	To lower the environmental footprint by using less chemical substances and to decrease the risks of allergic reactions, the establishment avoids the use of fragrance spray and perfume in washing and cleaning products. This requirement applies both if the staff of the establishment is in charge of the washing and cleaning and if the work is outsourced to a third-party contractor. 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.
6. WASTE		
6.1	The establishment must separate waste as per national legislation but with a minimum of three categories. (I)	In order to promote the reuse and recycling of waste, the establishment separates the waste as per national (including local) legislation but in a minimum of three categories. Examples of the types of separated waste are paper, cardboard, metal, cans, glass, plastic, bottles with refund, organic waste, garden waste, cooking oil, etc. General waste or other waste is not considered as a category. 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). It is strongly encouraged that the establishment ensures that as much as possible of the separated waste is recycled/reused. The separated waste is stored safely in compliance with national/local legislation on the matter.

		The sorting facilities are easily accessible to the staff. Staff should be able to separate waste in the kitchen, if possible. During the audit, the establishment presents a statement (e.g. in the form of a letter of confirmation on the matter from the nearby local authority) showing that it complies with national (including local) waste sorting legislation, and the waste sorting facilities (minimum three categories of sorted waste) is inspected during the visual part of the audit.
6.2	The separated waste must be handled separately by the local or national waste management facilities, by a private entity or by the establishment's own facilities. (I)	It is important that the establishment ensures that the waste separated into the various categories is also handled separately during and after the pick up as part of subsequent waste handling. The subsequent waste handling includes (where appropriate) further sorting/separation, recycling and disposal. For the pick-up and subsequent handling of the separated waste, the establishment can enter an agreement with the local or national waste management authorities and/or with a private company. 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. During the audit, the establishment presents the contract(s) with the public and/or private waste handling authorities regarding the handling of the waste in separate categories in connection with the pick up and subsequent handling of the waste. If the establishment has its own facilities for handling of the separated waste, they will be checked during the visual inspection.
6.3	If the local waste management authorities do not collect waste within a reasonable distance from the establishment, then the establishment must ensure safe transportation of its waste to the nearest appropriate site for waste	In the case that public or private waste management authorities/companies do not collect the waste within a reasonable distance from the establishment, then it is the responsibility of the establishment that the separated waste of the establishment is transported to the nearest appropriate waste treatment site in an environmentally and health-wise safe manner. To lower the environmental footprint and save money, the establishment can enter into cooperation with other establishments on joint transportation of the separated waste, if it is done without compromising the

	treatment. (I)	subsequent treatment of the separated waste. During the audit, the establishment (in case it must itself ensure safe transportation of the separated waste to the nearest appropriate site for waste treatment) presents the standard operational procedure on how it is done safely and without compromising the subsequent treatment.
6.4	Instructions on how to separate and handle waste must be easily available to the staff in an understandable and simple format. (I)	The waste sorting area has instructions/signs clearly indicating for the staff how to separate the waste. It is strongly recommended to use icons or illustrations for easy understanding of the different containers/bins designed for the different types of waste. During the audit, easily understandable instructions/signs at the waste sorting facilities is visually checked. It is also checked that the instructions are followed (the waste is in general split in the correct sections).
6.5	Newly purchased pumps and refrigeration plants must not use CFC or HCFC refrigerants. All equipment must always comply with national legislation on phasing out refrigerants. (I)	The energy consuming pumps and refrigeration plants purchased within the last 12 months by the establishment must not contain the compounds CFC (chlorofluorocarbon, also called Freon) or HCFC (hydrochlorofluorocarbon), as these compounds are greenhouse gasses and contribute to ozone depletion. The information about whether the products contain CFC or HCFC can be found in the specification on a product or in the product's information material. In a number of countries, legislation no longer allows products containing CFC/HCFC, so it is not possible to buy pumps and refrigeration plants containing these compounds. If the national or local legislation forbids products containing CFC/HCFC, then the establishment must comply with the legislation on the matter. During the audit, the establishment presents documentation that pumps and refrigeration plants purchased within the last 12 months do not contain CFC/HCFC.
6.6	Disposable cups, plates and cutlery must only be used in connection with catering service or take-away of food and drinks. (I)	To limit the use of resources and the amount of waste, it is strongly encouraged that the establishment avoids the use of disposable (single use) cups/glasses, plates and cutlery. In cases where the establishment decides to use disposable cups/glasses, plates and cutlery it is only done in certain limited circumstances/areas, namely in connection with catering service or take-away food and beverages. During the audit, the establishment presents its written policy regarding the use of disposable cups/glasses,

		plates and cutlery (in line with the requirement), and during the visual inspection it is checked that the establishment follows the written policy on this matter.
6.7	Hazardous solid and liquid chemicals must be stored in separate containers preventing leaking and contamination of the environment. (I)	Hazardous chemicals (including waste), regardless of being in solid or liquid form, must be separated and extra carefully stored in separate appropriate containers to avoid any leaking or contamination of the environment. The separated hazardous chemicals are stored safely in compliance with relevant national/local legislation. It is strongly encouraged that the hazardous chemicals are located in a locked room separated from other waste. The location of the hazardous chemicals must be properly ventilated to avoid a health and safety risk for staff entering the room. Examples of the types of separated hazardous chemicals are pesticides, paints, batteries, light bulbs, cleaning material, disinfection substances, etc. 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 without potential mixing of drips and spills. Besides the separation and safe storage of hazardous chemicals, the establishment is encouraged to reduce the amount of these types of chemicals or substitute (when available) with products less harmful for the environment. 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 chemicals.
6.8	Hazardous solid and liquid chemical waste must be transported safely to an approved reception facility. (I)	After the establishment has ensured the safe separation and storage of the hazardous solid or liquid chemical waste, it is also important to ensure that the hazardous waste is safely transported to a reception facility which is approved to receive and handle hazardous waste. Public authorities or private companies approved to deal with transportation of hazardous waste are preferably in charge of the transportation of the hazardous waste to the nearest appropriate reception

		facility. Alternatively, the establishment may be in charge of transporting the hazardous waste if done in an environmentally and health-wise safe way complying with national/local regulation for the transportation of hazardous waste. It is possible that the establishment enters into cooperation with other establishments on joint transportation of the separated hazardous waste, if it is done safely and without compromising the subsequent treatment of the separated hazardous waste. During the audit, the establishment presents a standard operational 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.
6.9	Each toilet must have a waste bin. (I)	Each toilet must have a waste bin, so that hygiene waste is collected instead of being flushed through the toilet and sewage system. During the audit, the presence of a waste bin in the bathroom is checked during the visual inspection.
6.10	*The establishment must register the total amount of waste and have a waste plan in place to reduce and/or reuse waste. (G)*	It is important to know the exact amount of the different types of separated waste in order for the establishment to have a plan on lowering the environmental footprint through reducing, recycling and/or reusing waste and thereby cut costs. The establishment therefore has a monthly registration of the exact amount of the different types of separated waste, and it is calculated into the amount of waste per guest night. The registration of the amount of waste in the different categories is then used to formulate a waste plan on how to reduce, recycle and/or reuse the amount of received waste in the different categories. During the audit, the establishment presents the overview of the monthly amount of waste collected per category, and the establishment also presents a plan on how to reduce, recycle and/or reuse waste.
6.11	*The establishment has dispensers for hand soap/shampoo. (G)*	To lower the environmental footprint by reducing the amount of waste and the use of resources, the establishment has dispensers for hand soap in toilets in public and staff areas and for shampoo/shower gel in staff areas.

		During the audit (visual inspection), the presence of dispensers for hand soap and shampoo/shower gel is checked.
6.12	*Soap provided for the guests have a nationally or internationally recognised eco-label. (G)*	To lower the environmental footprint by reducing the amount of chemicals used, the establishment offers guests environmentally friendly soap which has a nationally or internationally recognised eco-label in the toilets in public and staff areas. During the audit, the establishment presents it purchasing policy of soap, and during the visual inspection, the presence of soap with a nationally or internationally recognised eco-label is checked.
6.13	*Single dose packages for cream, butter, jam etc. are not used, reduced or packaged in material that can be recycled. (G)*	To lower the environmental footprint by reducing the amount of waste and thereby cut costs, the establishment does not offer to guests and staff single dose packages for milk/cream, sugar, butter, honey, jam, yoghurt, cheeses, salt/pepper, etc. If single dose packages are used, it should be reduced to a minimum and packaged in recyclable materials. In order for the establishment to comply with this criterion, it must have at least three of the above-mentioned types of products that are not in single dose packages or packaged in material that the establishment sends to recycling. During the audit (visual inspection), the establishment shows the minimum of three types of products that are not single dose packaged or packaged in material sent to recycling.
6.14	*The establishment makes arrangements for the collection and disposal of packaging with an appropriate supplier. (G)*	The amount of waste produced by the establishment can be further reduced by the establishment making agreements with various suppliers to deliver goods in packaging material that can be returned and reused (e.g. plastic cans, expanded polystyrene boxes, plastic boxes, etc.). In order for an establishment to comply with this criterion, a minimum of three types of products must be delivered in packaging material that can be returned and reused. During the audit, the establishment presents the agreements with suppliers regarding the collection and reuse of packaging material for a minimum of three types of products.

6.15	*The establishment uses biodegradable disposable cups, plates and cutlery. (G)*	In cases where disposable cups/glasses, plates and cutlery are used, the establishment uses products made of biodegradable materials in order to lower the environmental footprint. Cups, glasses, plates and cutlery made of biodegradable material could be made from corn starch plant based material not containing components that are not biodegradable. During the audit, the information about the disposable cups/glasses, plates and cutlery made of a biodegradable material is presented, and the presence of the biodegradable material is verified during the visual inspection.
6.16	*Organic waste is composted. (G)*	To reuse the waste from organic sources and thereby lowering the environmental footprint, the establishment has a system for composting its organic waste (food waste and/or garden waste). The organic waste can also be used for biogas. It is important that composting is done hygienically without affecting the guests, staff, and surrounding community. During the audit (visual inspection), the establishment shows the compost pile or container. If the compost is connected by an external company, the establishment presents documentation showing that the organic waste is composted by the external company.
7. ENERGY		
7.1	Energy use must be registered at least once a month. (I)	In order for the establishment to lower its environmental footprint by reducing its energy consumption and thereby cut costs, the establishment records its total energy consumption at least once a month and calculates the energy consumption per guest. If available, the sources of the energy consumption are indicated. It is encouraged to ensure reading the total energy consumption more frequently than once a month, as it will produce more detailed information about the total 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 different energy consumption and to implement corrective actions.

		During the audit, the minimum of monthly registration of the total energy consumption is shown, as well as information about the standard operational procedures for investigating and potentially correcting sudden or larger changes in the total energy consumption.
7.2	Heating and air-conditioning control systems must be applied according to the seasonal changes or when the establishment's facilities are not in use. (I)	To reduce the environmental footprint by lowering the energy use and thereby cut costs, the establishment must have a system in place to control the heating and air-conditioning in the establishment. It can be a centralised automatic or manual computerised system (building management system) of changing or switching off the heating and air-condition system. It can also be an adjustment of the heating and air-condition done manually in the different parts of the establishment described in the standard operational procedures for the staff. The control system takes into account the changes of season and the use or non-use of the different parts of the establishment. During the audit, the establishment demonstrates the building management system and/or standard operational procedure showing that the heating and air-conditioning control system is in place.
7.3	At least 75% of the light bulbs are energy efficient. (I)	As light bulbs constitute a significant amount of energy consumption, the establishment, in order to lower the environmental footprint, ensures that at least 75% of all light bulbs in the establishment are energy efficient. The requirement is valid for public areas and the staff areas. The most energy efficient and therefore preferred light bulbs are LED lighting, but other energy-efficient light bulbs (compact fluorescent lighting, CFL) can also be used. Energy efficient light bulbs are in most cases more expensive than non-energy efficient light bulbs, but besides being more energy efficient, these light bulbs last much longer and will not need replacement as often as non-energy efficient light bulbs. This reduces the costs in the long run, and it also reduces the working time spent on replacing light bulbs. It would be possible, under exceptional circumstances, for a first-time applicant to apply for a dispensation to only have a minimum of 50% of the light bulbs energy efficient. Dispensation will be granted only if the

		establishment can provide a good reason for not having reached a minimum of 75% energy efficient light bulbs before applying for Green Key, and provide a clear plan of action on how to reach the minimum of 75% energy efficient light bulbs within the first 6-12 months after achieving the award. 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 during the visual inspection the amount of energy efficient light bulbs in a few selected parts of the public areas and staff areas are checked. In exceptional cases, where an establishment only complies with a minimum of 50% energy efficient light bulbs, it must provide documentation clearly explaining the reasons for not having reached at least 75% energy efficient light bulbs, as well as a plan of action for reaching the required level within 6-12 months.
7.4	Fat filters in the exhaust must be cleaned at least once a year. (I)	The exhausts in the kitchen consumes more energy if the fat filters are not cleaned regularly. To lower the environmental footprint, it is therefore required that the fat filters in the exhausts are cleaned at least once a year but preferably must more frequently. During the audit, the establishment shows the standard operational procedure for the cleaning of the fat filters at least once a year (including information about the last date the fat filters were cleaned).
7.5	The surfaces of the heating/cooling exchanger of the ventilation plant must be cleaned at least once a year. (I)	To ensure that the surfaces of the heating/cooling exchanger of the ventilation plant functions optimally without any excess use of energy, it is necessary that the surfaces of the exchanger of the ventilation plant's exchanger surfaces are cleaned at least once a year but preferably more often. During the audit, the establishment presents the standard operational procedure for the cleaning of the ventilation plant's heating/cooling exchanger of the ventilation plant at least once a year (including information about the last date of cleaning).
7.6	The ventilation system must be checked at least once a year and repaired if necessary in order to be energy efficient at all times. (I)	For the overall ventilation system to lower the environmental footprint through being energy efficient and thereby cutting costs, it is checked at least once a year. It is strongly encouraged that the ventilation system is checked by an external energy company, but it can also be controlled internally. If the check-up of the ventilation system reveals the need for repair, the establishment must ensure the

		repair. It is strongly encouraged that the repairing is done immediately, but if it is not possible, the repairing of the ventilation plant is to be ensured within 1-2 months from the check-up revealing the need for repair. During the audit, the establishment presents the standard operational procedure for the external or internal check of the overall ventilation system . Information about the date for the last held check of the ventilation system (within the last 12 months) and the outcome of the check (including any repairing done, if needed) is provided as well.
7.7	Refrigerators, cold stores, heating cupboards and ovens must be equipped with intact draught excluders. (I)	The energy consumption of refrigerators, cold (or freezing) stores, heating cupboards and ovens are increased if the units do not possess intact draught excluders. The draught excluders can e.g. be rubber seals around the doors of the devices . The draught excluders can suffer from wear and tear as time goes by. It is therefore necessary that the draught excluders of the devices are examined at least once a year, but preferably more frequently. Should the check reveal that the draught excluders are no longer intact, it is necessary that the establishment immediately ensures repair/replacing of the faulty draught excluders. During the audit, the establishment presents the standard operational procedure for the check of the draught excluders at least once a year and repair/exchange when necessary. The visual inspection includes a spot check that draught excluders are intact in selected refrigerators, cold (or freezing) stores, heating cupboards or ovens.
7.8	Freezing equipment must be regularly defrosted. (I)	To lower the environmental footprint through reducing energy consumption and thereby cut costs, the freezing equipment/devices are regularly defrosted so that they do not contain excess ice, making it difficult for the freezing devices to function properly. It is strongly recommended that the devices are defrosted at least once a year, but preferably more frequently. During the audit, the establishment presents the standard operational procedure for defrosting the freezing devices at least once a year. The visual includes a spot check of the amount of ice in the freezing devices.
7.9	The staff is aware of the best time to turn on ovens and cooking appliances according to the	To lower the environmental footprint through not using more energy than necessary (and thereby cut costs), the staff has a standard operational procedure in place to turn on ovens and cooking appliances at the right time ahead of planned food preparation. In this way, the ovens and cooking appliances are not

	planned food preparation. (I)	heating unnecessarily in periods with no food preparation. Hot cooking appliances not in use can also constitute a safety risk to the staff. During the audit, the establishment presents its standard operational procedure for the use of ovens and cooking appliances according to the planned food preparation.
7.10	The establishment has defined a standard temperature for cooling and heating in the restaurant. (I)	To lower the environmental footprint through keeping best possible control over the energy consumption and thereby cut costs, the establishment has a defined standard temperature for cooling and heating in the restaurant. The standard cooling temperature should be set at a minimum of 22°C (72°F) and the heating temperature at a maximum of 22°C (72°F). It is strongly encouraged to have the standard cooling temperature set higher and the standard heating temperature set lower than mentioned above. The standard temperature can be set automatically from a central system or it could be set manually. It will still be possible for guests in the restaurant upon request to have the standard temperature changed, if necessary. During the audit, the establishment presents its standard operational procedure for the defined standard temperature for cooling and heating in the restaurant, and during the visual inspection it will be checked that the restaurant has the standard defined temperature.
7.11	*Outside lighting is minimised and/or has an automatic turn off sensor installed. (G)*	To lower the environmental footprint and thereby cut costs, the establishment has a system in place for the reduction of energy consumption of outside lighting. Besides the expectation that the outside lighting system is turned off during daytime/natural light hours, there are also other ways of minimising the outside lighting, either by having the lighting automatically turned off in certain periods of the night or by installing sensors that turn on lighting when detecting movement. Different systems may be applied to different outside lighting serving different purposes. In certain areas, the outside lighting is also minimised in order not to disturb wildlife (e.g. nesting turtles at establishments located at the beachfront in certain areas, etc.). During the audit, the establishment presents a document with its policy for minimising outside lighting, and during the visual inspection, the location of sensors is checked.

7.12	*All windows have an appropriately high degree of thermal insulation or other energy efficient initiatives corresponding to the local regulations and climate. (G)*	Windows can be a significant source for high energy consumption in the establishment. To lower the environmental footprint, an establishment located in areas with a cold climate must therefore obtain a high degree of thermal insulation (e.g. double or triple layer glass), and establishments in areas with a hot climate should have windows that include other energy efficient initiatives (e.g. sun-reflecting material on the windows, blinds or other types of shade, etc.). In areas with a very hot or cold climate, the establishment could also have restrictions on the possibility for opening windows. If there are national or local regulations regarding insulation or other energy efficient initiatives, the establishment must always comply with these requirements. To comply with this criterion, at least 75% of the windows in the establishment have the appropriate thermal insulation or other energy efficient initiatives in place in accordance with local regulations. During the audit, the establishment presents a document with its system for having an appropriately high degree of thermal insulation or other energy efficient initiatives corresponding to local regulations and climate in at least 75% of the windows of the establishment.
7.13	*The establishment ensures that electric devices used are energy efficient. (G)*	In order to decrease the environmental footprint through lower energy consumption and thereby cutting costs, the establishment ensures that the main energy consuming devices in the establishment are energy efficient. In the kitchen, it can be energy efficient ovens, refrigerators, freezers, dishwashers, etc. In the washing area, it can be energy efficient laundry and drying machines, etc. To ensure that the devices are energy efficient, they should hold an eco-label or other high-energy efficient rating (e.g. EU rating A-A^{+++} or EnergyStar rating of refrigerators and dishwashers, etc.). In order to comply with this criterion, at least 75% of the energy consuming devices in one part of the establishment (kitchen, laundry area, etc.) are energy efficient. During the audit, the establishment presents the specifications showing that a minimum of 75% of the electrical devices used in one part of the establishment are energy efficient.
7.14	*An energy audit is carried out at*	To have a better overview of the areas of high energy consumption and areas of potential energy (and cost)

	least once every five years. (G)	savings in the establishment, it must have an energy audit carried out at least once every five years. The energy audit is carried out by an external professional energy consultant or a professional advisor from the local or national authorities. The energy audit clarifies the areas with significant energy consumption in the establishment. It also includes advice and an action plan with suggestions for areas for reduction in energy consumption in the establishment, including the effects, the costs and the return on investment. During the audit, the establishment presents the report from the energy audit carried out within the last five years.
7.15	*Heating from electrical panels or other forms of direct functioning electrical heating are not allowed. (G)*	Using heating from electrical panels or other forms of direct functioning electrical heating is less energy efficient than many other sources of heating. To lower the environmental footprint, the establishment must avoid the use use of this type of electrical heating in the restaurant or anywhere else in the establishment. Heat pumps are considered energy efficient heating and are therefore not included in this criterion. During the audit, the visual inspection confirms that there are no electrical panels or other forms of direct functioning electrical heating in the establishment.
7.16	*The establishment uses eco-certified and/or renewable energy. (G)*	In order to encourage the establishment to choose the most environmentally friendly and sustainable type of energy, it must use energy from renewable sources (solar panel, wind power, biogas from organic waste, geothermal heat, etc.). In a range of countries, it is now possible to purchase eco-certified energy, and the establishment ensures that the energy purchased is eco-certified. In order to comply with this criterion, at least 75% of the energy use in the establishment derives from eco-certified and/or renewable energy. During the audit, the establishment presents documentation (e.g. the energy bill) showing that the establishment uses at least 75% energy that is eco-certified and/or generated from renewable sources.

7.17	*Ventilation plants are equipped with an energy-optimum ventilator and an energy-saving engine. (G)*	To reduce the environmental footprint through lowering the energy consumption from the ventilation plant and thereby cut costs, the establishment ensures that it is equipped with an energy-optimum ventilator and an energy-saving engine. During the audit, the establishment presents documentation showing that the ventilation plant is equipped with an energy-optimum ventilator and an energy-saving engine.
7.18	*Separate electricity and gas metres are installed at strategically important places for energy monitoring. (G)*	To better trace the energy consumption from the different parts of the establishment, additional/separate energy (and gas) metres are installed, especially in areas with high degrees of energy consumption (e.g. different parts of the kitchen, the restaurant, etc.). Providing more accurate information through the additional/separate electricity (and gas) metres about the different sources of energy use in the establishment enables it to prepare better target strategies on reduction in energy consumption. If more electricity (and gas) metres are installed, it is necessary that the consumption data from each metre is collected and registered. If the reading of the electricity (and gas) consumption from the different metres can be done more frequently than once a month, it produces more detailed information about the consumption from each electricity (and gas) metre. During the audit, the minimum of monthly registration of the electricity (and gas) consumption from the different metres is shown.
7.19	*Air-conditioning and heating automatically switches off when windows are open. (G)*	A significant amount of energy from air-conditioning and heating is wasted, if it in use is while windows (and doors) are open. The air-condition/heater will then have to use additional energy to adjust the temperature to the set level. The air-conditioning and heating therefore automatically switch off when windows (and doors) are opened. In order for an establishment to comply with this criterion, the system is installed in a minimum of 75% of the windows (and doors) in the establishment. During the audit, the establishment presents documentation showing that a minimum of 75% of the

		windows (and doors) in the establishment have a system of automatically switching off air-conditioning and heating when the windows (and doors) are opened.The visual inspection confirms that air-conditiong and heating switch off when windows (and doors) are open.
7.20	*A heat recovery system for e.g. refrigeration systems, ventilators or sanitary wastewater is installed. (G)*	Larger energy consuming machines and equipment often produces excess heat. To lower the environmental footprint through reducing energy consumption in the establishment, heat recovery systems must be in place for these larger energy consuming machines/equipment, e.g. the refrigeration systems, ventilation system 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. During the audit, the establishment presents documentation showing the presence of the heat recovery system within the premises of the establishment.
7.21	*The building is insulated above the minimal national requirements to ensure a significant reduction of energy consumption. (G)*	Good insulation of the buildings of the establishment is a significant means to lower the environmental footprint by increasing energy efficiency and thereby cut costs. The necessary level of insulation differs from building to building depending on the age of the building, the surrounding climate, etc. The insulation can concern the walls, the roof and/or the windows of the buildings. In most countries, there is national legislation with requirements for the level of insulation of buildings. The establishment must therefore ensure compliance with the national requirements on insulation, but also achieve insulation above the minimal national requirements. During the audit, the establishment presents documentation proving that the building is insulated above minimal national requirements on insulation in the form of a report from an external energy auditor or the relevant local/national authority.
7.22	*Hot water pipes are well insulated. (G)*	A good source for lowering the environmental footprint by reducing energy and thereby saving costs in the establishment is to ensure that hot water pipes are well insulated. During the audit, the establishment presents documentation proving that the hot water pipes in the establishment are well insulated in the form of a report from an external energy auditor or the relevant local/national authority.

7.23	*Computers, printers and copy machines switch to energy saving mode and turn off automatically. (G)*	To lower the environmental footprint through energy savings and thereby cut costs, the establishment only uses computers, printers and copy machines that switch to an energy saving mode within a short time of non-use (e.g. 2-5 minutes). As the energy saving mode is also energy-consuming, the equipment automatically turns off completely after a longer time of non-use (e.g. 1-2 hours). During the audit, the establishment presents information showing that its computers, printers and copy machines switch to an energy saving mode and turn off automatically, and the visual inspection includes a spot check that the machines are in energy saving mode after periods of non-use.
7.24	*Newly purchased computers, printers, copy machines and domestic appliances have an eco-label or are produced by a company with an environmental management system. (G)*	In order to lower the environmental footprint through saving energy and thereby cut costs, computers, printers, copy machines and other domestic appliances used in the office(s) of the establishment and purchased within the last 12 months have a nationally or internationally recognised eco-label. Alternatively, the establishment ensures that the companies that have produced the products have an environmental management system (e.g. through an ISO 14001 certification, EMAS, etc. During the audit, the establishment presents documentation that the computers, printers, copy machines and domestic appliances purchased within the last 12 months have a recognised eco-label or are produced by a company with an environmental management system.
7.25	*The kitchen hoods are equipped with supply/extract infrared fan controls. (G)*	The environmental footprint can be lowered by having energy reduced and thereby costs saved, 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 that they automatically switch on when hot plates are in use and/or there is the presence of steam from cooking. During the audit, the visual inspection confirms that the kitchen hoods are equipped with supply/infrared fan controls.
8. FOOD AND BEVERAGE		
8.1	The establishment must purchase	Environmentally friendly and sustainable practices in the establishment are demonstrated by the type of

	and register at least three types of food/beverage products that are organic, eco-labelled, fair-trade labelled and/or locally produced. (I)	food and beverage purchased by the establishment and offered to the guests. The establishment therefore registers the food and beverage products purchased that are either organic, eco-labelled, fair-trade labelled and/or locally produced. When purchasing products, it is recommended that they are approved to be organic, eco-labelled or fair-trade by recognised national or international authorities. Products are, whenever possible, produced locally in order to lower the environmental footprint from reduced transportation and to stimulate local local economy. Whether a product is locally produced depends on the location of the establishment, but products produced less than 100 km from the establishment are normally considered as locally produced. The establishment ensures that as many of its food and beverage products as possible are organic, eco-labelled, fair-trade labelled and/or locally produced. The choice of products depends on the availability and price. A minimum of three types of products is required, but it is strongly recommended to include more products. Although this criterion mainly relates to food/beverage products offered to guests, it is also recommended to implement this criterion in the staff canteen. During the audit, the establishment presents a list of (a minimum of three) food/beverage products that are organic, eco-labelled, fair-trade labelled and/or locally produced.
8.2	The share of organic, eco-labelled, fair-trade labelled and/or locally produced food/beverage products must be increased every year. (I)	In cases where the establishment is reapplying for the Green Key award, it is important that the establishment ensures that the share of organic, eco-labelled, fair-trade labelled and/or locally produced food and beverage continues to increase. The establishment therefore demonstrates that the share of organic, eco-labelled, fair-trade labelled and/or locally produced food and beverage products has increased in the past 12 months to include additional products. In exceptional cases, where it can be proven very difficult for the establishment to increase the amount of organic, eco-labelled, fair-trade labelled and/or locally produced food and beverage products, it can request a dispensation for not increasing the amount of these products.

		Although this criterion mainly relates to food and beverage products for the guests, it is also encouraged to implement this criterion in the staff canteen. During the audit, the establishment presents information about the organic, eco-labelled, fair-trade labelled and/or locally produced food and beverage products that have been added in the past 12 months.
8.3	The establishment is taking initiatives to buy seasonal products, less meat products and no products from endangered fish, seafood or other species. (G)	To have an environmentally friendly and more sustainable policy in relation to the purchase of food and beverage products, the establishment must have a policy on 1) buying seasonal products, 2) lowering the amount of meat products, 3) avoiding the purchase of products of endangered fish, seafood or other species, 4) avoiding GMO products, 5) buying products taking animal welfare into consideration, etc. The use of seasonal products reduces the environmental footprint created by transportation. Reducing the use of meat products reduces the environmental footprint created by the production of meat products. The use of products from endangered fish, seafood or other species stands in complete contradiction to the efforts for conservation of biodiversity. As part of the purchase policy, the establishment avoids buying genetically modified organisms (GMOs), chooses fish and seafood with the Marine Stewardship Council (MSC) label or in line with WWF's fish and seafood recommendations, takes animal welfare into consideration when purchasing meat products, and considers the offer of gluten free and products suitable for diabetics. Although this criterion mainly relates to food and beverage products for the guests, it is also encouraged to implement this criterion in the staff canteen. During the audit, the establishment presents its written policy on buying seasonal products, less meat products, avoiding products of endangered fish, seafood or other species, avoiding GMO products and/or taking animal welfare into consideration when buying products.
8.4	*The establishment must register the level of food waste and take initiatives to reduce it. (G)*	To reduce the environmental footprint by minimising the amount of food waste and thereby cut costs, the establishment registers the amount of food waste. The amount is divided into different categories, such as different offers (buffet, menu, etc.), different meals (breakfast, lunch, dinner, etc.), different parts of the meals (starter, main course, dessert, etc.), different

		types of food (bread, salad, etc.), purchased food that is used, etc. The division into different categories depends on the different types of meals offered in the establishment. After ascertaining the amount of food wasted in various categories, the establishment prepares a plan for reducing food waste. The plan considers a range of issues: • Can the amounts and types of food be adjusted? • Can the food be stored and served in a better way to last longer? • Can the ingredients to a larger extent all be used? • Can serving be changed from buffets (that are continuously filled up) to portions? • In case of buffets, can there be an encouragement to guests not to overload the plates? • How can food that is left be reused? During the audit, the establishment presents documentation showing its registration of food waste in different categories and the plan for reducing food waste.
8.5	*The establishment communicates on the menu or in the buffet the products that are organic, eco-labelled, fair-trade labelled and/or locally produced. (G)*	To increase the awareness of guests about organic, eco-labelled, fair-trade labelled and/or locally produced food, the establishment clearly indicates which products are organic, eco-labelled, fair-trade labelled and/or produced from local sources. This could be done on the menu or on signs on the buffet. The indication is done by using icons or other easily understood means of communication. Although this criterion mainly relates to food and beverage products for the guests , it is also encouraged to implement this criterion in the staff canteen. It is important that the compliance with this criterion is done in accordance with national legislation on the matter. As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information about the food and beverage products. 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.

8.6	*A vegetarian alternative menu is proposed in the restaurant. (G)*	As vegetarian/vegan food has a lower environmental footprint than meat-based food, the establishment must have one or more vegetarian and/or vegan alternatives included in the restaurant menu. This criterion also addresses the growing demand by guests for vegetarian/vegan alternatives to the regular meat-based menus. The vegetarian/vegan options are clearly indicated on the menu or by indications in the buffet. The indication is done by using logos or other easily understood means of communication. Although this criterion mainly relates to food products for the guests , it is also encouraged to implement this criterion in the staff canteen. As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information about vegetarian/vegan alternatives. During the audit, the visual inspection confirms the indication of vegetarian/vegan options on the menu and/or buffet.
8.7	*Where the water quality is of an adequate standard, tap water is offered. (G)*	To lower the environmental footprint created in the process of producing bottled water (including the transportation of the water, the use of plastic, aluminium or glass for the bottles and the subsequent transportation of bottled water to the customers), the establishment offers tap water to guests. The possibility for offering tap water depends on the quality of the tap water in the respective area and the tap water supply in the establishment. If the tap water in the respective country is not drinkable, or if the quality of the tap water in the establishment does not comply with national authorities standards for tap water (e.g. relating to limit levels of content of pesticides, heavy metals, etc.), then this criterion is not applicable. 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. The tap water is offered to guests in restaurants, but it could also be offered to staff in staff areas.

		During the audit, the visual inspection confirms that tap water is offered in the establishment.
8.8	*At least 85% of the dishes are prepared in the restaurant. (G)*	To lower the environmental footprint through reducing transportation, the establishment prepares at least 85% of the dishes in the kitchen of the restaurant. During the audit, the establishment presents an overview of the amount (percentage) of dishes prepared in the kitchen of the restaurant.
9. INDOOR ENVIRONMENT		
9.1	The restaurant should be non-smoking or at least have a non-smoking section. (I)	To reduce health risk and the annoyance from smoking, the restaurant of the establishment is a non-smoking area. In countries where this is not feasible, the restaurant has at least has a non-smoking section including more than half of the total restaurant area. The non-smoking section is clearly physically separated from the smoking section, so that persons sitting in the non-smoking section are not affected by the smokers. The non-smoking and smoking sections are marked clearly with signs in an easily understandable way. Many countries have legislation regulating smoking in restaurants, and where there is such legislation, the establishment must under all circumstances comply with these requirements. During the audit, the visual inspection confirms that smoking is not allowed in the restaurant or that there is a physical separation of the restaurant with signs indicating the smoking versus non-smoking part of the restaurant.
9.2	*The establishment has a personnel policy concerning smoking during working hours. (G)*	To reduce the health risk and the annoyance from smoking, the areas for the public and the staff are normally non-smoking areas. If staff smoking is allowed, the establishment has a policy for the staff regarding smoking during working hours. The policy includes regulation 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.

		Many countries have legislation regulating smoking in public and staff areas, and when there is legislation on the issue, the establishment must in all circumstances comply with these requirements. During the audit, the establishment presents its 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.
9.3	*In case of refurbishing or new building, the establishment uses environmentally friendly products. (G)*	For the continuous improvement of the indoor environment and to lower the environmental footprint by using less harmful substances, the establishment uses environmentally friendly products in connection with refurbishment or construction of new buildings done within the past 12 months. Volatile organic compounds (VOCs) are avoided in paints, building materials, etc. Environmentally friendly second hand/recycled products/materials are especially recommended. In connection with the refurbishing or construction of a new building, the establishment uses locally appropriate and sustainable practices and materials. Environmentally friendly products include the use of paints and other products not containing substances harmful to the environment or human health, for instance by using products with a nationally or internationally recognised eco-label, or by using companies that have adopted an environmental management system. The establishment values and incorporates authentic elements of traditional and contemporary local culture. The legislation and regulations regarding refurbishing or construction of new building, and the intellectual property rights of local communities are always respected. During the audit, the establishment presents documentation proving the use of environmentally friendly products in connection with refurbishing or new building done in the past 12 months. The documentation also includes considerations to sustainable practices and materials, authentic elements of local culture, and that the intellectual property rights of local communities have not been violated.
10. GREEN AREAS		
10.1	Chemical pesticides and fertilisers must not be used unless there is no	In order to minimise the use of chemicals and the risk of pollution, the establishment does not use chemical pesticides and fertilisers in cases where there are green areas.

	organic or natural equivalent. (I)	If pesticides and fertilisers are needed, organic or natural equivalents are used. Gas flames or mechanical herbicides are also possible alternatives. Only in cases where no organic or natural replacements are available, affordable, or sufficiently effective, may the establishment use chemical pesticides and fertilisers, and in that case, it is normally only used once a year and only readily available products are purchased. Chemical substances are stored properly (see criterion 6.7). This criterion also applies if the management of the establishment's green areas is outsourced to an external company. During the audit, the establishment presents its written policy on the use of pesticides and fertilisers in the green areas of the establishment showing that that the establishment does not use chemical pesticides and fertilisers unless no organic or natural equivalent is available. If the work with green areas is outsourced to an external company, then this external company presents its policy on the use of pesticides and fertilisers in the green areas of the establishment. During visual inspection, a spot check might be conducted to confirm compliance with this criterion.
10.2	Newly purchased lawnmowers must either be electrically driven, use unleaded petrol, be equipped with a catalyst, be awarded with an eco-label, or be manually driven. (I)	If the establishment has green areas, the lawnmowers purchased within the last 12 months must be energy-efficient and low in noise and carbon emissions. The lawnmowers are preferably manual or electric, but if it requires petrol, alkylate petrol or unleaded petrol must be used, or the lawnmower is equipped with a catalyst. If the lawnmowers are awarded with an eco-label, they also comply with this criterion. This criterion also applies if the management of the green areas of the establishment is outsourced to an external company. During the audit, the establishment presents documentation showing that lawnmowers purchased within the last 12 months by the establishment or the external contractor are environmentally friendly.
10.3	Smart flower and garden watering procedures are in place. (I)	To minimise the consumption of water for irrigation, a smart procedure must be in place. The smart irrigation system can, for instance, include procedures of watering during morning or evening hours, a moisture sensor system or a drip system aiming at minimising evaporation and provide the best impact for

		the roots of the plants. This also includes the use of collected rainwater, treated greywater or wastewater for watering flowers/gardens (see criterion 10.5). During the audit, the establishment presents its written policy on smart flower and garden irrigation, and the smart watering procedures are checked during visual inspection, if possible.
10.4	*Garden waste is composted. (G)*	To lower the environmental footprint through minimising waste, energy and transportation (and thereby cut costs), the establishment ensures that garden waste is composted on the premises of the establishment following the standard methods. Soil produced from garden waste is later reused to fertilise the garden areas. During the audit, the establishment shows the compost heap or container during the visual inspection. If the compost is collected by an external contractor, the establishment presents the appropriate documentation.
10.5	*Rainwater or greywater is collected and used for watering flowers and gardens. (G)*	To reduce the environmental footprint by saving water for flower and garden irrigation (and thereby cut costs), the establishment ensures that rainwater, treated greywater or wastewater is collected and used for irrigating flowers and gardens. The collection of rainwater or greywater is done safely following national and local legislation with no adverse effects to the guests and staff, the local population and the environment. During the audit, the establishment presents its written policy on the collection of rainwater, treated greywater or wastewater for watering of flowers and gardens, and the visual inspection (where possible) confirms the collection system for rainwater, treated grey water or wastewater.
10.6	*When planting new green areas, native species are used. (G)*	For the establishment to support biodiversity, the establishment (wherever feasible) ensures the planting of native species when planting new green areas. There is also a plan on reviewing the landscaping of the green areas to consider feasibility and use of native species. If there are invasive species such as weeds, animals, or pathogens present on the premises of the establishment, the plan includes information on how to control their spread and preferably eradicate them. It is recommended that an external specialist is consulted on the restriction of invasive species.

		During the audit, the establishment presents written documentation showing that the plants purchased or obtained within the last 12 months are native species, as well as a management plan reviewing the feasibility and use of native species and the restriction of the spread and preferably eradication of invasive species.
11. CORPORATE SOCIAL RESPONSIBILITY		
11.1	The establishment is in compliance with international, national and local legislation, and its CSR policy regarding environment, health, safety and labour. (I)	The establishment has legally acquired property, land and water rights and ensures that its function and activities within the areas of environment, health, safety, and labour take place in compliance with local and national legislation and regulations. The establishment also ensures working in correspondence with international conventions and regulations including: "The Universal Declaration of Human Rights" (including the "UN Convention on the Rights of the Child"), the "International Labour Organization's Declaration on Fundamental Principles and Rights at Work", the "Rio Declaration on Environment and Development", the "United Nations Convention against Corruption", and "The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism". In many countries, the international conventions and regulations are partly or fully integrated into national/local legislation. The establishment formulates a CSR policy covering the areas of human rights (including child labour), labour rights and equity, safe and secure working environment, anti-corruption, and commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities, and other vulnerable groups. Where opportunities exist, it is encouraged that the CSR policy also supports the establishment's involvement in sustainable tourism planning and management locally. Regarding compliance with labour requirements, the following conditions must be met: • All employees receive information in writing (contract) stating the employment conditions, including information about working hours and salary. • All employees are paid at least a living wage, so the salary is not below the legal minimum salary. • All employees receive information about the working code of conduct/policies of the establishment, and employees also receive information about the procedure for raising concerns/complaints. • For all employees under the age of 18, national regulations as well as the UN Convention of the Rights of the Child and ILO Conventions 138/182 are followed.

		• All employees receive fair treatment without discrimination. • All employees are offered regular training, experience, and opportunities for advancement. The establishment ensures that its activities do not adversely affect local access to livelihoods, rights-of-way, transport and housing. The activities of the establishment do not jeopardise the provision of basic health and sanitation services to neighbouring communities. The establishment does not prevent access by local residents to local historical, archaeological, culturally, and spiritually important properties and sites. If the establishment is located in or near a sensitive or protected area, it knows and respects the legislation and regulations regarding tourism activities within the sensitive or protected area. The establishment ensures that activities in connection with the management of the establishment do not have significant negative effects on natural ecosystems and wildlife. Any disturbance of natural ecosystems is minimised, rehabilitated, and a compensatory contribution made to conservation management. This also includes practices to reduce pollution from noise, light, runoff, erosion, ozone-depleting compounds, and air, water, and soil contaminants. Species of wild animals are not acquired, bred or held captive, except for properly regulated activities 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. The siting, design and construction of buildings and infrastructure complies with local zoning and protected or heritage area requirements. It takes account of the capacity and integrity of the natural and cultural heritage surroundings in siting, design, impact assessment and land rights and acquisition. The establishment identifies and follow the local development codes and architectural management guidelines. During the audit, the establishment presents documents outlining and confirming compliance with local and national legislation within the areas of environment, health, safety, and labour, as well as international conventions and regulations and the formulation of a CSR policy. The document includes confirmation of activities of the establishment taking place in correspondence with Green Key's requirements and that considerations have been taken in relation to siting, design and construction of buildings and infrastructure. The observations during the visual inspection confirms compliance with the requirements.
11.2	*The establishment provides access*	To create awareness about the establishment's corporate social responsibility and assist people with special

	for people with special needs. (G)	needs, it must provide access for people with special needs. The access relates to guests as well as staff and other users of the establishment. Examples of people with special needs includes provision of access for people with certain disabilities (persons in wheelchairs, blind people, etc.) and people with specific health concerns. The criterion includes access to the entrance and reception area, restaurant, public sanitary facilities, and/or other facilities at the establishment. It is recommended that the facilities are approved by a national/local disability association. In some special cases, the establishment may have received a dispensation from the authorities regarding certain types of access for people with special needs, e.g. wheelchair access to old/historical buildings, and in these cases the establishment will not be required to provide access. The level of access for people with special needs offered by the establishment is clearly communicated to the guests, staff and other users. When information regarding access is present, it is easier for the establishment and the user to match expectations and it will also avoid unnecessary transportation. As part of joining the Green Key programme, the establishment therefore provides accurate, clear and easily understandable information with regard to the establishment and its products and services. The establishment must not promise more than can be implemented by the establishment. During the audit, the establishment, as part of the visual inspection, demonstrates the access and procedures for people with special needs as well as the information provided about the access for people with special needs.
11.3	*The establishment is equitable in hiring women and local minorities, including in management positions, while restraining from child labour. (G)*	To create awareness about the establishment's corporate social responsibility and support the equal treatment and rights of people, the establishment hires staff in all positions, without discrimination by age, race, gender, religion, disability, socio-economic status, etc. It is recommended that the establishment adds this obligation to the CSR policy. To support the local community near the establishment, it is important that local residents (and especially local minorities) are employed as staff in the establishment in all positions including in management positions, and that training is offered when necessary.

		Furthermore, it is very important that the establishment restraints from child labour in the establishment or from using suppliers using child labour. It is recommended that the establishment add this obligation to the CSR policy. During the audit, the establishment presents documentation (e.g. its CSR policy) showing how it ensures compliance with this criterion. Observations made during the visual inspection confirms compliance with the requirements.
11.4	*The establishment actively supports green activities or initiatives for social community development including, among others, education, health, sanitation and infrastructure. (G)*	To create awareness about the establishment's corporate social responsibility and to support the environmental, economic and socio-cultural sustainable development, the establishment is active in supporting green activities or initiatives for social community development including, among others, education, health, sanitation, and infrastructure. The type of support will depend on the establishment and the area surrounding the establishment. Examples of active support by the establishment could be: • Tree-planting activities • Restoration of local green areas • Other projects addressing the impacts of climate change • Outdoor activities (establishment of boat mooring places, nature trails) that can also be used by the public • Activities with local schools or communities working with environmental initiatives • Activities with local people with special needs (vulnerable and/or less-resourced groups) • Activities promoting social justice and equal rights • Support to provision of basic food, water, energy services, as well as health and sanitation services in neighbouring communities • Support to local infrastructure challenges, etc. During the audit, the establishment presents documentation showing the active support of local green activities or initiatives for social community development including, among others, education, health, sanitation and infrastructure.
11.5	*The establishment offers the means*	To create awareness about the establishment's corporate social responsibility and to promote a sustainable

	for local small entrepreneurs to develop and sell sustainable products that are based on the area's nature, history, and culture. (G)	local socio-cultural and economic development, the establishment 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. 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. The products are produced locally and in a sustainable manner, and the products are based on the area's nature, history and culture. The availability of products will depend on the business concept of the establishment. During the audit, the establishment presents all agreements with small local entrepreneurs that sell products and services in/to the establishment. During the visual inspection, it can be confirmed that small local entrepreneurs are able to sell products and services in/to the establishment.
11.6	*Endangered plants and animals, historical and archaeological artefacts are not sold, traded, or displayed, except as permitted by law. (G)*	To create awareness about the establishment's corporate social responsibility and support to environmental sustainability through the protection of endangered species of plants and animals (e.g. as listed in the CITES agreement), the establishment does not harvest, sell, trade or display these species in the establishment. In order to protect historical and archaeological artefacts, these items are also not sold, traded or displayed by the establishment. The establishment only sells, trades or displays endangered plants and animals and/or historical and archaeological artefacts if local, national and international legislation permits it. The establishment is strongly encouraged to offer guests a "species protection souvenir guide" to provide support for guests when buying souvenirs. The establishment is also encouraged to provide information for guests about support to activities in favour of protecting endangered plants and animals. Furthermore, the establishment does not hire artists or entertainers offering activities and shows involving endangered animals to the guests. During the audit, the establishment presents documentation showing how it works to ensure that no

		endangered species of animals and plants and no historical and archaeological artefacts are sold, traded or displayed in the establishment. If the establishment is selling these products, a statement from the national authorities is provided allowing the establishment to sell, trade or display the products. If the establishment offers entertainment to its guests, it is confirmed that no artists or entertainers are hired offering activities and shows with endangered animals to the guests. During the visual inspection, a spot check of sold, traded or displayed species of plants/animals or historical/archaeological artefacts is carried out.
11.7	*Material/supplies that are no longer used are collected and donated to charitable organisations. (G)*	To create awareness about the establishment's corporate social responsibility and the reduction of the environmental footprint through recycling, it collects and donates materials and supplies that can still be used but that is no longer needed by the establishment to charitable organisations (e.g. organisations supporting persons in need, etc.). To comply with this criterion, the material/supplies are donated to charitable organisations within the previous 12-months period. During the audit, the establishment presents documentation showing that redundant material/supplies have been donated to charitable organisations within the last 12 months.
12. GREEN ACTIVITIES		
12.1	Information about nearby parks, landscape and nature conservation areas must be available to the guests. (I)	To strengthen the environmental profile of the establishment and to encourage the guests to get involved in green activities, the establishment offers information about nearby parks, landscape and/or nature conservation 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. The information includes encouragements for guests to choose nearby outdoor or green activities, including walks, jogging, bicycling, swimming, sailing, canoeing, picnicking, outdoor playgrounds, etc. Where relevant, the information includes information about the local biodiversity. 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.

		The information can be obtained from the reception, an environmental corner in the establishment or another suitable location in the public area. Although the information is directed towards guests, the establishment is also encouraged to provide similar information for the staff. As part of joining the Green Key programme, the establishment provides accurate, clear and easily understandable information. 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.
12.2	*The establishment provides activities for raising awareness focused on sustainable development, environment and nature in or around the premises. (G)*	To increase the sustainability awareness of the guests, staff and nearby community, the establishment provides activities for raising awareness focused on sustainable development, environment and nature in or around the premises. The awareness raising activities could include encouragement to participate in activities related to Earth Hour, Earth Day, Energy Saving Week, Waste Reduction Week, World Food Day, World Vegan Day, World Vegetarian Day and/or World Environment Day. It could also include nature guided tours to the green areas within the premises of the establishment or to nearby areas, participation in tree-planting events, other special environmental events, organisation of sustainable development activities for local schools or communities, charity events, etc. The establishment is especially encouraged to contribute to the support of biodiversity conservation, including supporting natural protected areas and areas of high biodiversity value. During the audit, the establishment presents the documentation showing the awareness raising activities held within the past 12 months and planned for the coming 12 months.
12.3	*The establishment provides*	Where appropriate, the guests in the establishment are encouraged to use nearby Blue Flag beaches,

	information to the guests regarding Blue Flag awarded marinas, beaches and boat operators in the vicinity. (G)	marinas and sustainable boating tourism operators for swimming, diving, sailing and other recreational activities. Blue Flag is another programme managed by the Foundation for Environmental Education. It is a voluntary eco-label for beaches, marinas and sustainable boating tourism operators. More information about Blue Flag at www.blueflag.global. The beach, marina or boat operator is considered nearby if it is located within 20 kms from the establishment. The information can be obtained from the reception, an environmental corner or from another suitable location in the public area of the establishment. Although the information is directed towards guests, the establishment is also encouraged to share this information with the staff. As part of joining the Green Key programme, the establishment provides accurate, clear, and easily understandable information. During the audit (visual inspection), the establishment presents the information provided to guests about nearby Blue Flag awarded beaches, marinas and sustainable boating tourism operators.It is checked that the information is accurate, clear, and easily understandable.
13. ADMINISTRATION		
13.1	All staff areas must fulfil the same criteria as guest areas. (I)	For the holistic environmental and sustainability approach in the establishment, all staff areas fulfil the same requirements as guest areas. The criterion relates to water, energy and waste management, as well as the information and engagement of the staff in environmental and sustainability related work and the engagement in awareness raising activities. This means that the water flow of a minimum of 75% of taps does not exceed 8 litres/minute, a minimum of 75% light bulbs are energy efficient, separate recycling bins are encouraged, and that there is information about the environmental initiatives of the establishment provided to staff with an encouragement to actively engage in resource saving, etc.

		During the audit (visual inspection), the establishment confirms that staff areas are fulfilling the same criteria as guest areas regarding compliance with criteria within water, energy and waste management.
13.2	The stationery and brochures produced or ordered by the establishment must be eco-labelled, be recycled or produced by a company with an environmental management system. (I)	To reduce energy and waste consumption (and thereby lower the environmental footprint), the use of stationary, paper and brochures is kept to a minimum. The material produced or ordered has an eco-label (including FSC-label), is produced by a company with an environmental management system, is made of recycled fibres or, as a minimum, is produced from recycled paper. The requirement relates to a minimum of 75% of the stationary, paper and printed material purchased/produced within the last 12 months. During the audit, the establishment presents the documentation showing that stationary, paper and printed materials 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 confirms compliance with the requirements.
13.3	Other shops and businesses located on the premises of the establishment must be informed about the environmental initiatives of the establishment as well as Green Key, and be encouraged to manage their activities in the same spirit following the Green Key criteria. (I)	Some establishments have shops and businesses located on its premises. The term “third party operated” means shops/businesses that are not owned or the establishment or in consession from the establishment. Third party operated shops and businesses can for instance include souvenir shops, kiosks, etc. These third party operated shops and businesses located on the premises of the establishment are informed about the environmental 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. 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, so that no activities in connection with the management by third party operated shops and businesses have significant negative effects on natural ecosystems and wildlife, and any disturbance of natural ecosystems is rehabilitated, and a compensatory contribution made to conservation management. Third party operated shops and businesses value and consider using authentic elements of traditional and

		contemporary local culture in their operations, design, decoration, cuisine, or shops, while respecting the intellectual property rights of local communities. In the third party operated shops and businesses, items from wildlife species harvested from the wild, consumed, displayed, sold, or internationally traded, are part of a regulated activity that ensures that their utilisation is sustainable. During the audit, the establishment provides information about third party operated shops and businesses within the establishment and on its premises. Documentation is provided 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 or following the Green Key criteria. The third party operated shops/businesses are also encouraged to ensure no singificant negative impact on ecosystems and wildlife and any disturbance is rehabilitated, that items from wildlife are not sold unless permitted, and that the establishment values local culture in its operation, design, etc.
13.4	*The establishment informs its suppliers about its environmental commitments and encourages the suppliers to follow Green Key criteria. (G)*	As the establishment is in regular contact with its product/service suppliers, the establishment informs these suppliers about the environmental and sustainability initiatives of the establishment, including information about Green Key. The information is provided through written communication or in connection with joint meetings, etc. The suppliers are encouraged to manage their activities following the Green Key criteria or in the same spirit as the Green Key programme in order to avoid significant negative effects on natural ecosystems and wildlife by the suppliers. The suppliers are strongly encouraged to ensure that items from wildlife species harvested from the wild, consumed, displayed, sold, or internationally traded, are part of a regulated activity that ensures that their utilisation is sustainable. During the audit, the establishment provides documentation 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.
13.5	*The establishment ensures that the*	As the establishment is in regular contact with its product/service suppliers, it ensures that at least 75% of

	suppliers used are eco-certified, have a written environmental policy and/or are committed to sustainable development. (G)	the suppliers used are eco-certified, have an environmental management system, have a written environmental policy and/or are in other ways demonstrating commitment to sustainable development. During the audit, the establishment presents documentation showing that at least 75% of the suppliers used are eco-certified, have an environmental management system, have a written environmental policy and/or are in other ways committed to sustainable development.
13.6	*Local and fair-trade services and goods are purchased by the establishment. (G)*	The establishment seeks that local and fair-trade services and goods (products) are purchased when available and of a sufficient quality. The services and goods produced and offered locally (within 100 km from the establishment) stimulate the businesses in the local area and contribute to the reduction of transportation costs. The fair-trade label ensures that the services and goods are produced under fair working conditions. At least 75% of the establishment's purchases within the last 12 months are local/fair-trade services/goods. During the audit, the establishment presents documentation showing that a minimum of 75% of the services and goods purchased by the establishment within the last 12 months are produced locally and/or are fair-trade labelled.
13.7	*Newly purchased durables have an eco-label or must be produced by a company with an environmental management system. (G)*	To ensure an 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. Durables are products made to withstand repeated and longer lasting use, and include furniture, carpets, kitchen equipment (refrigerators, freezers, ovens) and various other large machines used in the establishment. Office equipment (computers, photocopy machines, printers, etc.) is excluded from this criterion as it is covered by criterion 7.23. During the audit, the establishment presents documentation showing that a minimum of 75% of the durables purchased within the last 12 months have an eco-label or are produced by a company with an environmental management system.
13.8	*The purchase of disposable and consumable goods is measured,*	In order for the establishment to lower its environmental footprint through the reduction of disposable and consumable goods (products), the establishment registers its purchase of all of its disposable and

	and the establishment actively seeks ways to reduce their use. (G)	consumable goods (products). When figures regarding the amount of various categories of disposable and consumable goods (products) purchased in the last 12 months are available, the establishment is in the position to take on initiatives that potentially reduce the use of disposable and consumable goods (products). By reducing the use of disposable and consumable goods, the establishment is supporting a reduction in energy and water consumption during production as well as waste after use. During the audit, the establishment presents a list of all disposable and consumable goods (products) purchased within the last 12 months with a plan of how the establishment plans to reduce the amount of disposable and consumable goods (products).
13.9	*The use of environmentally–friendly means of transportation by the staff is encouraged. (G)*	To reduce air pollution and improve health, the staff of the establishment uses environmentally friendly means of transportation to work. Environmentally friendly transportation includes bicycles, public transportation (bus, train, tram, boat, etc.), the use of electric vehicles, car-pooling programmes, shuttle bus systems for staff, etc. The establishment can encourage the use of environmentally friendly transportation in verbal or written communication. The establishment can provide good facilities (safe and good bicycle parking, charging stations for electric cars, etc.) and/or it can offer financial incentives (e.g. tickets for use of public transportation, no costs for parking/charging electric cars, free shuttle bus, support to car-pooling initiatives, etc.). During the audit, the establishment presents documentation showing its encouragements to the staff to use environmental friendly transportation. Where possible, the compliance is verified during the visual inspection.