



***Green Key is a rating system
designed to recognize lodging properties committed to
reducing their environmental footprint.***

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Corporate Environmental Management

1. Does your hotel have a formal (written) environmental policy/set of policies in place?
 - 1a. Is there buy-in from your hotel's executive committee or management committee and a signed endorsement of policies?
 - 1b. Hotel-wide policy/policies incorporate commitment to the following: (check all that apply).
 - 1c. Does a formal, written action plan that addresses policy commitments exist?
 - 1d. When was the action plan last reviewed or revised?
2. Has a Green Team individual/group of individuals been assigned responsibility for directing and coordinating environmental initiatives?
3. Is training/education in environmental awareness/behaviour provided to staff at the hotel?
 - 3a. Which communications strategies (beyond training) regarding environmental initiatives and practices for staff have been implemented?
 - 3b. Which communication strategies regarding environmental initiatives and practices for suppliers have been implemented?
 - 3c. Which communications strategies regarding environmental initiatives and practices for guests are in place?
4. Does the hotel participate in associations, networks, or other affiliations that provide information regarding environmental practices, products, and/or services relating to the lodging industry?
5. Does your hotel sponsor, celebrate, or participate in local, national, and/or international environmental events?
6. Are materials/supplies that no longer meet guest standards collected and donated to local charitable organizations on a regular basis?
7. Are untouched food items collected and donated to food banks and other charitable organizations on a regular basis?
8. Has a charitable fund been established to provide regular financial support to various environmental organizations and community events?
9. Are employees given the opportunity to volunteer their time and services towards various environmental events and campaigns, even during regular working hours?
10. Is there a formal procedure in place to deal with environmental complaints?

Housekeeping

1. Is there a formal system in place which gives guests the option to reuse linens and towels instead of having them replaced daily?
2. Are standard set points used for all guestroom thermostats and communicated to Housekeeping staff?
3. Are light fixtures regularly cleaned / dusted?
4. Is there a procedure in place to encourage guests to turn off lights and appliances when not in use?
5. Are motion sensors and timers installed in Housekeeping closets to ensure that lights are turned off?
6. Are housekeeping staff instructed to use natural light when cleaning guestrooms and to close blinds and drapes when leaving unoccupied rooms?
7. Are housekeepers trained to ensure windows and doors are closed when heating or cooling systems are in use?
8. Are housekeepers instructed to check that lights, radios, and televisions are turned off in unoccupied rooms?
9. How are refrigerators and/or mini-bars maintained?
10. Are usable bars of soap, individual shampoos, and other amenities collected for donation to various charities and/or staff?
11. Are toilet paper rolls used to the end or if not, are unused rolls collected for reuse in staff washrooms?
12. Are in-room recycling options and instructions made available to guests?
13. Are amenities (soap, shampoo, conditioner etc.) provided to guests in refillable bulk dispensers?
14. Are guestroom and/or spa amenities biodegradable and derived from natural ingredients?
15. How is battery use and disposal handled?
16. What percentage of pressurized aerosol cans have been eliminated and replaced with hand pump dispensers refilled from bulk/concentrated solutions?
17. When replacing old equipment, is there a policy in place to give energy efficient equipment (e.g. Energy Star / Energuide certified) high priority?

- 18.** Are chemical pesticide/insecticides used in guest rooms?
- 19.** Are pesticides/insecticides only applied by trained/licensed staff or licensed contractors?
- 20.** What percentage of chemical cleaners has been phased out and replaced with biodegradable/vegetable-based and/or non-toxic alternatives?
- 21.** Do you have a policy and procedure in place concerning the handling and disposal of cleaning supplies and medical waste such as needles, medication, etc?
- 22.** Are housekeeping staff instructed not to leave faucets running while cleaning guestrooms?
- 23.** Are housekeepers trained to report all dripping faucets and leaking equipment to the Maintenance department?
- 24.** Are linens, towels, and other items that are no longer up to guest standards donated to local charities/staff?
- 25.** Does your hotel video channel include a segment on your hotel's environmental program?
- 26.** Are synthetic perfumes and air fresheners used in hallways and guestrooms?
- 27.** Are there procedures in place that allow Housekeeping staff to report actions that have the potential of impacting the environment and share their ideas on eliminating impacts?
- 28.** How are environmental issues and solutions communicated to Housekeeping staff?

Conference & Meeting Services

1. How is the HVAC system in the meeting and conference area controlled?
2. What percentage of lighting in conference/meeting room(s) uses higher efficiency bulbs (i.e. compact fluorescent bulbs)?
3. How does the hotel reduce energy demand?
4. Are different functions scheduled in rooms served by the same space conditioning systems?
5. Are ceiling fans used in meeting rooms and/or ballrooms?
6. Are draperies and shades kept closed in unoccupied function rooms?
7. Is information provided to Meeting Planners and guests on sustainable transportation options to/from your hotel (public transportation, buses, etc)?
8. Are all meeting rooms equipped with recycling bins?
9. Are untouched food items directed to the staff cafeteria or local food bank?
10. Are food scraps diverted from the regular waste stream and composted?
11. What percentage of individual servings (butter, jams, creamers, etc.) have been replaced with bulk purchases served in reusable containers?
12. What percentage of note pads, napkins, office paper, and other paper products are purchased with a minimum of 30% recycled content?
13. What other waste management practices are in place?
14. Are your hotel's environmental policies and programs communicated to meeting planners and guests before or during events?
15. Are clients educated about local ecosystems, culture, and heritage issues while attending conference and events at your hotel?

Food & Beverage Services

1. How are energy consumption levels and patterns determined for this area?
2. Are ceiling fans installed in the dining room, lounge, etc?
3. Indicate the procedures used for the maintenance and efficient use of kitchen appliances/equipment.
4. Which measures are taken to minimize opening and closing times for walk-in freezer/refrigerator doors?
5. Are freezer/refrigeration motors, thermometers, and other equipment regularly checked, serviced, and defrosted?
6. What percentage of lighting in the restaurant and food services areas use higher energy efficiency light bulbs (i.e. compact fluorescents)?
7. What percentage of lighting in the restaurant and food services areas use higher energy efficiency equipment (i.e. ballasts, controls)?
8. Are there flexible light switching arrangements (i.e. sectional controls) in seating areas and is restaurant seating done section by section?
9. Are dimmer controls used in dining areas?
10. How are water consumption levels and patterns in this area determined?
11. How are tap water consumption levels reduced in this area?
12. Are kitchen employees instructed not to thaw frozen food under running water?
13. What percentage of products are purchased in bulk (where appropriate) to reduce cost, packaging, and waste disposal fees?
14. Please indicate what recycled paper (minimum 30%) products are used in the kitchen, restaurant, and/or lounges.
15. What non-paper products with recycled content are used? (i.e. furniture, equipment, etc.)
16. Please indicate which individual serving items have been replaced by bulk food items served in reusable containers?
17. What is done with surplus food items?
18. Are organic wastes separated from the regular waste stream and composted internally or externally?

19. What percentage of product packaging is returned to the supplier?
20. What percentage of product packaging is reused internally?
21. What percentage of product packaging is recycled?
22. What percentage of chemicals in the kitchen/dining area has been replaced with environmentally friendly alternatives?
23. What percentage of pressurized aerosols has been replaced with reusable hand pump dispensers?
24. Are cooking grease/oils separated and disposed of/recycled as special waste?
25. Are grease traps regularly treated with a biodegradable trap cleaner?
26. Is old refrigeration equipment properly disposed of to prevent the release of ozone depleting CFCs?
27. Is locally grown organic produce promoted and provided as an option to customers?
28. Are some organic produce and/or herbs grown on-site (i.e. rooftop herb gardens)?
29. Are chemical insecticides used in restaurant and food service areas?
30. Are chemical rodenticides used in restaurant and food service areas?
31. Are pesticides only applied by trained/licensed staff or licensed contractors?

Engineering & Maintenance

1. Performance audits are regularly carried out to provide base-line data relating to energy, water and waste.
2. Do you currently monitor greenhouse gas emissions related to energy consumption?
3. Are annual use and (purchase) costs of utilities and materials being tracked?
4. How often are maintenance and adjustments made to heating and cooling systems?
5. How often are maintenance and adjustments made to major ventilation systems?
6. Rather than running HVAC (Heating, Ventilation, and Air Conditioning) systems continuously, what practices/modifications have been implemented?
7. Have any HVAC equipment modifications been made in the last 12 months that improve energy efficiency?
8. Have any advanced technologies have been incorporated into building design? (i.e. geothermal technologies, waste-heat recovery, etc.)
9. Has the building design incorporated "green roof" technologies to reduce HVAC loading?
10. Is the hotel using on-site (or local) renewable energy source to augment conventional electricity supplies?
11. Does the hotel purchase certified "green energy" to supply at least a portion of energy needs?
12. Indicate what insulation measures have been taken throughout the property.
13. Indicate what features have been installed on windows to reduce solar energy gains.
14. Are water heaters newer, high-efficiency models (e.g., indirect gas-fired), or, if older models, do they have insulating blankets or jackets?
15. Which percentage of hot-water pipes are properly insulated?
16. Does the hotel have comprehensive maintenance programs in place for all its vehicles?
17. The equipment used for grounds lawn mowing is: (check one)
18. Is there a formal program in place to train employees to shut off unnecessary lights and equipment where appropriate?
19. Are elevators and/or escalators taken off service during slow times?

- 20.** What percentage of light bulbs have been replaced with high efficiency (e.g. compact fluorescent, light-emitting diodes [LED] and/or high intensity discharge [HID]) bulbs in guestrooms?
- 21.** What percentage of light bulbs have been replaced with high efficiency (e.g. compact fluorescent, light-emitting diodes [LED] and/or high intensity discharge [HID]) bulbs in public areas (lobby, hallways, meeting rooms, restaurants, etc.)?
- 22.** What percentage of light bulbs have been replaced with high efficiency (e.g. compact fluorescent, light-emitting diodes [LED] and/or high intensity discharge [HID]) bulbs at the back of the house areas (offices, kitchens, stairwells, hallways, staff areas etc.)?
- 23.** Indicate what energy saving measures are used for outdoor lighting (building exterior, signage, parking garage, and/or security lighting).
- 24.** Is there a lighting maintenance program in place?
- 25.** Is energy efficiency taken into consideration when purchasing new appliances and equipment (e.g. Energy Star certified, Green Seal certified, or other local or international labels)?
- 26.** What percentage of guestrooms have been equipped with low-flow showerheads?
- 27.** What percentage of guestrooms have been equipped with tap aerators?
- 28.** What percentage of guestrooms have been equipped with low flow toilets, toilet dams, or tank fill diverters?
- 29.** Has water-conserving equipment been installed in public washrooms?
- 30.** Is there a preventative maintenance program in place to monitor and fix leaking toilets and taps in guestrooms and public areas?
- 31.** Are heating systems and/or laundry steam traps installed and maintained to reduce condensation losses?
- 32.** Are insulation/solar blankets used on pools and hot tubs to reduce energy loss and evaporation?
- 33.** Has a grey water (used water from a source other than toilets that is no longer consumable but can be reused) recovery and reuse system been installed?
- 34.** Is landscaping irrigation controlled automatically or by sensors to avoid over-watering?
- 35.** Is a regular maintenance program for dishwashers in place to decrease the potential for water to be wasted?
- 36.** Is there a hotel recycling program in place? If so, what items does it include?

- 37.** Are paper conservation initiatives in offices/administration areas in place? If so, what items does this include?
- 38.** Is discarded furniture and equipment diverted from general waste stream and if so, how?
- 39.** Does the hotel use a waste compactor or commercial bailer?
- 40.** Is there a policy for the handling and disposal of hazardous waste?
- 41.** What percentage of chemicals, such as detergents, cleaners, pesticides, have been replaced with eco-labelled or environmentally preferable alternatives?
- 42.** Locations where chemicals are stored are: (check all that apply).
- 43.** Does the hotel have a formal policy and program in place for the recovery of equipment containing CFCs?
- 44.** What percentage of oil-based paints have been phased-out for water based alternatives?
- 45.** What percentage of traditional (halon) fire extinguishers have been replaced with code compliant, environmentally preferable alternatives?
- 46.** Do you comply with relevant local law or regulations, if any, concerning the detection, monitoring and containment, as applicable, of PCBs?
- 47.** Do you have operations and maintenance programs to manage, contain or dispose, as applicable of PCBs in compliance with relevant local law or regulations, if any?
- 48.** Do you comply with relevant local law or regulations, if any, concerning the detection, monitoring and containment, as applicable, of asbestos?
- 49.** Do you have an operations or maintenance program to manage, contain or dispose, as applicable, of asbestos in compliance with relevant local law or regulations, if any?
- 50.** Has an integrated pest management (IPM) program been implemented for gardens and landscaping on hotel grounds?
- 51.** Are organic rather than chemical fertilizers used on hotel grounds?
- 52.** Do you have a written plan in place to deal with indoor air quality (IAQ) and mold odor complaints?
- 53.** What is the percentage of rooms (guestrooms, bars, staff areas etc.) where smoking is allowed?
- 54.** If smoking is allowed, are these rooms isolated from non-smoking areas to prevent the migration of smoke - either directly or through the HVAC system?

- 55.** Is there a written plan in place to minimize guest and employee exposure to volatile organic compounds (VOC's). (e.g. paints, cleaning products, textiles, carpets etc.)?
- 56.** What is the primary source of your water supply?
- 57.** Do you have the appropriate permits and procedures in place to meet local / municipal wastewater discharge regulations?
- 58.** Do you have any air emission sources that require an air permit, and do you have the air permit on file?
- 59.** What is the size of your hotel?
- 60.** What is your current annual energy consumption?
- 61.** What is your current annual energy cost?
- 62.** Do you have the systems/records in place to compare overall energy costs at your hotel year over year?
- 63.** Do you currently have an Energy Management Plan for your property?
- 64.** Have you completed any retrofits which have contributed to a decrease in overall hydro electricity or natural gas costs for your property?
- 65.** Following the retrofit(s), please provide amount of savings realized on year following completion of the retrofit(s).
- 66.** Are you planning to implement energy retrofit projects for your property in the next year?
- 67.** (Canada Specific) Are you aware of the Natural Resources Canada Energy Innovators Initiative which offers financial assistance (some restrictions apply) to undertake retrofits that will reduce energy related operating costs?
- 68.** (International Specific) Are you aware of your country/regional government's tax credits (if available) for energy efficiency which offers financial assistance (some restrictions apply) to undertake retrofits that will reduce energy related operating costs?