



## **Green Key Self-Assessment Overview**

The Green Key Eco-Rating Program is a rating system designed to recognize lodging properties committed to improving their sustainable initiatives. Based on the results of the comprehensive online assessment, hotels are awarded a Green Key Rating from 1 to 5. Further guidance is provided in the form of a Performance Report and access to multiple online tools.

The questions within the assessment cover five (5) main areas of hotel operations: Corporate Environmental Management; Housekeeping; Conference & Meeting Services; Food & Beverage Services; and Engineering. Limited service properties may choose to opt out of Conference & Meeting Services and/or Food & Beverage Services if deemed not applicable to their property.

This document provides an overview of the questions contained within the Green Key Self-Assessment. The full online assessment consists of 160 questions and provides users with a combination of answer formats including Yes/No, multiple-choice and 'select all that apply'.

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## Corporate Environmental Management

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- 1** Does your hotel have a written environmental policy/set of policies in place?
  - 1a** Is there buy-in from a senior corporate officer including signed endorsement of the environmental policy?
  - 1b** Is a senior manager/officer accountable for the ongoing monitoring of the policy implementation?
  - 1c** Is the environmental policy communicated to all members of the organization?
  - 1d** What commitments are incorporated into the hotel-wide policy?
- 2** Does a written action plan (or operating procedures) that addresses policy commitments exist?
  - 2a** When was the written action plan (or operating procedures) last reviewed or revised?
  - 2b** What does the hotel's written action plan (or operating procedures) include?
- 3** Does the hotel have a written IT policy that addresses computer use, turning off monitors, use of power bars, etc.?
- 4** Is there a written policy for the handling and disposal of hazardous waste?
- 5** Does the hotel have a written policy and program in place for the recovery of equipment containing Chlorofluorocarbons (CFCs)?
- 6** Is there a written plan in place to minimize guest and employee exposure to volatile organic compounds (e.g. paints, cleaning products, textiles, carpets, etc.)?
- 7** Is there a written procedure in place (i.e. one in which there is a clear process with an audit trail of complaint to remedy) to deal with environmental complaints (e.g. indoor air quality, toxic spills, paint/smoke odor, etc.)?
- 8** Has a Green Team been assigned responsibility for directing and coordinating environmental initiatives?
  - 8a** Who is the Green Team is comprised of?
  - 8b** Does the hotel's Green Team have a written mandate with support from senior management?

- 9 Is training/education in environmental awareness/behavior provided to staff at the hotel?
- 10 How often are environmental practices audited (by Corporate or a third party)?
- 11 What communications strategies (beyond training) regarding environmental initiatives and practices for staff have been implemented?
- 12 What communication strategies regarding environmental initiatives and practices for suppliers have been implemented?
- 13 What communications strategies regarding environmental initiatives and practices for guests are in place?
- 14 What paper conservation initiatives in offices/administration areas are in place?
- 15 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?
- 16 Does your hotel sponsor, celebrate, or participate in local, national, and/or international environmental events?
- 17 Which materials/supplies that no longer meet guest standards are collected and donated to local charitable organizations on a regular basis?
- 18 Has a charitable fund been established to provide regular financial support to various environmental organizations and environment-themed community events?
- 19 Are employees given the opportunity to volunteer their time and services towards various environmental events and campaigns during regular working hours?
- 20 Does the hotel offer employee engagement initiatives such as lighting switch-off programs, awareness initiatives, etc.?
- 21 Does the hotel provide facilities/resources to encourage employees to favor sustainable transportation (e.g. bike storage and change rooms, subsidized public transit passes, shuttle buses, parking for low emissions vehicles, etc.)?
- 22 Does the hotel or the corporate entity report externally on its sustainability program and achievements (e.g. by publishing a Sustainability Report, integrating sustainability disclosure into Annual Report or responding to Carbon Disclosure Project)?

## Housekeeping

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- 1 Is there a formal program in place which allows guests to opt out of housekeeping (i.e: reuse linens and/or towels)?
- 2 Are standard set-points (75-77 °F/24-25 °C in summer; 68 °F/20 °C in winter) used for all guestroom thermostats and communicated to Housekeeping staff?
- 3 Are light fixtures regularly cleaned and maintained (scheduled for cleaning) to provide maximum performance?
- 4 Are motion sensors or timers installed in Housekeeping closets to ensure that lights are turned off?
- 5 Are housekeeping staff trained to use natural light when cleaning guestrooms and to close blinds and drapes when leaving unoccupied rooms?
- 6 Are housekeepers trained to ensure windows and external doors are closed when heating or cooling systems are in use?
- 7 Are housekeepers trained to check that lights, radios, and televisions are turned off in unoccupied rooms?
- 8 How are guest refrigerators and mini-bars maintained?
- 9 Are toilet paper rolls used to the end or if not, are unused rolls collected for reuse in staff and/or public washrooms, donated or given to staff?
- 10 Are all usable bathroom amenities (e.g. bars of soap, individual shampoos, etc.) collected for donation to various charities and/or staff?
- 11 Are in-room recycling options (for metal, glass, paper and plastic) and instructions made available to guests?
- 12 Are amenities (soap, shampoo, conditioner etc.) provided in the guest bathrooms in refillable bulk dispensers?
- 13 Guestroom amenities are:
  - Cruelty free / not tested on animals
  - Biodegradable
  - Third party certified
  - Packaging is recyclable or biodegradable

- 14 Spa amenities are:
  - Cruelty free / not tested on animals
  - Biodegradable
  - Third party certified
  - Packaging is recyclable or biodegradable
- 15 What percentage of aerosol cans are not pressurized (i.e. use hand pump dispensers refilled from bulk/concentrated solutions)?
- 16 Are environmentally friendly alternatives to pesticides/insecticides used in guest rooms?
- 17 Are pesticides/insecticides only applied by trained/licensed staff or licensed contractors?
- 18 What percentage of chemical cleaners are biodegradable, vegetable-based, non-toxic alternatives and/or third-party certified (e.g. EcoLogo, etc.)?
- 19 Do you have a policy and procedure in place concerning the handling and disposal of cleaning supplies and medical waste such as cleaning chemicals, needles, medications etc.)?
- 20 Are housekeeping staff trained to minimize water use when cleaning (e.g. avoid running the tap/shower, limit number of toilet flushes, etc.)?
- 21 Are housekeepers trained to report faulty equipment (e.g. windows that don't close, broken lights, running toilets, dripping faucets, leaking equipment, etc.) to the Maintenance department?
- 22 Are synthetic/artificial perfumes and air fresheners used in hallways, guestrooms and public areas?
- 23 Are there procedures in place that allow Housekeeping staff to report actions that may impact the environment and to share their ideas on eliminating those impacts?
- 24 Are Housekeeping staff provided with energy-efficient cleaning equipment (e.g. vacuums, steam cleaners) and trained to select "right-sized" equipment to minimize resource use?
- 25 If using off-site laundry/dry cleaning facilities, are the environmental impacts (e.g. packaging take-back, chemical use, etc.) considered when selecting off-site providers?
- 26 If using on-site laundry/dry cleaning facilities, are the environmental impacts (e.g. selecting energy and water-efficient equipment, cleaning in cold water, minimizing detergent and chemical use, etc.) considered in the laundry operations?
- 27 Are phone books refused and therefore not provided in guest rooms?
- 28 Does the hotel have a policy to consolidate occupied guestrooms and close floors when occupancy permits (e.g. low occupancy periods)?

## Conference & Meeting Services

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- 1 How is the HVAC system in the meeting and conference area controlled?
- 2 How does the hotel reduce energy demand from lighting in conference/meeting rooms?
- 3 Are different functions deliberately scheduled to take place in rooms served by the same HVAC systems so as to maximize space heating and cooling efficiency?
- 4 Are ceiling fans used to replace air conditioning or mechanical ventilation in all meeting rooms and/or ballrooms?
- 5 Are draperies and shades kept closed in unoccupied function rooms?
- 6 Are your hotel's internal environmental policies, programs and features (e.g. resource saving programs, green building certifications, targets, etc.) communicated to meeting planners and guests before or during events?
- 7 Is information provided to meeting planners and guests on environmentally-preferred choices relating to the meeting or event (e.g. public transportation, local food choices, no water bottles, reusable name tags, etc.)?
- 8 Are all meeting rooms equipped with recycling bins that accept, at a minimum, paper, plastic, metal and aluminums?
- 9 Does the hotel have a policy requiring event planners to take back any marketing materials (e.g. banners, signage, give-aways, etc.)?
- 10 Are food scraps from conference and meetings services diverted from the regular waste stream and composted?
- 11 What percentage of individual servings (butter, jams, creamers, juice, cereal, etc.) from conference and meetings services have been replaced with bulk purchases served in reusable containers?
- 12 Which of the following items are purchased with a minimum of 50% recycled content?

Folios/bags	Posters/banners
Napkins	Stationery (pens, pads, flipcharts, etc.)
- 13 What other waste management practices are in place?
- 14 Are guests educated about local ecosystems, culture, hiking trails, heritage sites, parks, native species, etc. while attending conference and events at your facility?

## Food & Beverage Services

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- 1 Are ceiling fans installed in all dining rooms, lounges, etc?
- 2 Are there flexible light switching arrangements (i.e. sectional controls) in seating areas and is restaurant seating done section by section?
- 3 Are dimmer controls used in dining areas?
- 4 What energy saving procedures are applied to kitchen appliances/equipment?
- 5 What measures are taken to minimize opening and closing times and reach-ins for walk-in freezer/refrigerator doors?
- 6 What measures are taken to minimize energy loss for loading docks?
- 7 Are freezer/refrigeration motors, thermometers, and other equipment regularly checked, serviced, and defrosted?
- 8 How are tap water consumption levels reduced?
- 9 Are kitchen employees trained to implement alternatives to thawing frozen food under running water?
- 10 What percentage of products are purchased in bulk (where appropriate) to reduce cost, packaging, and waste disposal fees?
- 11 What recycled paper (minimum 50%) products are used in the kitchen, restaurant, and/or lounges?
- 12 What non-paper products with recycled content (minimum 50%) are used?
- 13 What individual serving items have been replaced by bulk food items served in reusable containers?
- 14 What is done with surplus food items (i.e. buffet/coffee break leftovers)?
- 15 Are untouched food items (i.e. unopened and not likely to be used for guest consumption) collected and donated to food banks and other charitable organizations on a regular basis (if permitted by local regulation)?

- 16 Are organic wastes separated from the regular waste stream and composted internally or externally?
- 17 Does your hotel consistently provide food that comes from locally grown (i.e. 400 miles/644 kms or less) or organically produced sources?
- 17a What is the percentage of locally grown/organically produced food offered?
- 17b Is the purchase and use of locally grown/organically produced foods communicated on guest menus?
- 18 Are some organic produce and/or herbs grown on-site (i.e. roof-top herb gardens)?
- 19 What percentage of product packaging is returned to the supplier (glass bottles, bread boxes, produce cases, cardboard boxes, wood pallets, etc.)?
- 20 What percentage of product packaging is reused internally (e.g. glass bottles and jars, plastic for garbage disposal, boxes/cases used for transport or storage of items, etc.)?
- 21 What percentage of product packaging is recycled?
- 22 What percentage of pressurized aerosols has been replaced with reusable hand pump dispensers?
- 23 Are cooking grease/oils separated and disposed of/recycled as special waste?
- 24 Are grease traps regularly treated with a biodegradable trap cleaner?
- 25 Is there a plan in place to phase out ozone-depleting substances such as CFCs and HCFCs from refrigeration equipment?
- 26 Are chemical insecticides used in restaurant and food service areas?
- 27 Are chemical rodenticides used in restaurant and food service areas?
- 28 Are pesticides only applied by trained/licensed staff or licensed contractors?

## Engineering & Maintenance

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- 1 Performance audits have been carried out in the past three years to identify opportunities for improvements relating to:
  - Energy consumption
  - Water consumption
  - Waste streams
- 2 Has building re-commissioning been undertaken in the past 3 years to improve the operation and maintenance of buildings systems (e.g. mechanical equipment, lighting & building control systems)?
- 3 With respect to the monitoring of greenhouse gas (GHG) emissions, please select all that apply:
  - GHGs measured on at least an annual basis
  - GHGs are reported externally
  - GHGs are tracked against targets
  - Scope 3 GHGs are measured
- 4 Are annual use and (purchase) costs of energy utilities being tracked?
- 5 Are annual use and (purchase) costs of water utilities being tracked?
- 6 Are annual waste disposal quantities and costs being tracked?
- 7 Energy consumption is sub-metered in various hotel areas (Food and Beverage areas, guest rooms, fitness facility, public spaces, etc.):
- 8 Water consumption is sub-metered in various hotel areas (Food and Beverage areas, guest rooms, fitness facility, landscaping/groundskeeping, etc.):
- 9 Is there a regularly scheduled preventative maintenance program in place that ensures routine maintenance and adjustments are made to HVAC, plumbing and/or lighting systems?
- 10 Is indoor air quality monitored (e.g. through the measurement of air exchanges per hour, etc.)?
- 11 Rather than running HVAC (Heating, Ventilation, and Air Conditioning) systems continuously, what practices/modifications have been made to improve energy efficiency?
- 12 Have any advanced technologies have been incorporated into building design and/or renewal?
- 13 What percentage of the roof area employs a green roof or uses high albedo materials?

- 14 Is the hotel using on-site (or local) renewable energy source (geothermal, wind, solar, bio-mass, bio-gas) to augment conventional electricity supplies or sell into the grid?
- 15 What percentage of certified green energy (e.g. EcoLogo) or renewable energy certificates (RECs) is purchased to supply a portion of the hotel's energy needs?
- 16 What insulation measures have been taken?
- 17 What features have been installed on windows to reduce solar energy gains?
- 18 Are water heaters and boilers newer, high-efficiency models (e.g., indirect gas-fired), or, if older models, do they have insulating blankets or jackets?
- 19 Does the hotel have comprehensive maintenance programs in place for all its vehicles to ensure proper functioning, fuel efficiency and decreased environmental impact?
- 20 The equipment used for grounds lawn mowing is:
  - Gasoline powered
  - Diesel powered
  - Gasoline/diesel and electric powered
  - Electric
  - Manual/push mowers/rakes
- 21 What type of automatic controls are used in irrigation to avoid over-watering?
- 22 Does the irrigation system use non-potable water?
- 23 Are organic rather than chemical fertilizers used on hotel grounds?
- 24 Has an integrated pest management (IPM) program (consisting of a pest strategy that utilizes a variety of complementary techniques such as growing practices, life cycle analysis, chemical management and others) been implemented for gardens and landscaping on hotel grounds?
- 25 Are native plants and trees (drought tolerant) preferred when selecting vegetation for exterior landscaping?
- 26 Are elevators and/or escalators taken off-service during slow times?
- 27 What percentage of light fixtures have been modified or replaced with high-efficiency technology (e.g. compact fluorescent, light-emitting diodes [LED] and/or high intensity) in the guest rooms?

- 28 What percentage of light fixtures have been modified or replaced with high-efficiency technology (e.g. compact fluorescent, light-emitting diodes [LED] and/or high intensity) in public areas (lobby, hallways, pre-conference/meeting rooms, restaurants, etc.)?
- 29 What percentage of light fixtures have been modified or replaced with high-efficiency technology (e.g. compact fluorescent, light-emitting diodes [LED] and/or high intensity) in the back of house areas (offices, kitchens, stairwells, hallways, staff areas, etc.)?
- 30 What percentage of lighting in the general areas use higher energy efficiency equipment (e.g. ballasts, dimmers, motion/sensor controls)?
- 31 What energy saving options are used for outdoor lighting (building exterior, signage, parking garage, and/or security lighting)?
- 32 Is energy efficiency taken into consideration when purchasing new appliances and equipment (e.g. Energy Star certified, EnerGuide ratings, EU Energy Label, etc.)?
- 33 What percentage of guestrooms have been equipped with low-flow showerheads?
- 34 What percentage of guestrooms have been equipped with tap aerators?
- 35 What percentage of guestrooms have been equipped with low flow toilets (1.1-1.6 gallons/4-6 liters per flush), dual-flush toilets (0.8-1.6 gallons/3-6 liters per flush), toilet dams, or tank fill diverters?
- 36 What water conserving devices have been installed in public washrooms?
- 37 Are heating systems and/or laundry steam traps installed and maintained to reduce condensation losses?
- 38 Are insulation/solar blankets or liquid insulators used on pools and hot tubs to eliminate energy loss and evaporation?
- 39 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?
- 40 Is a regular maintenance program for dishwashers in place to ensure that water is not wasted?
- 41 Is there a hotel recycling program in place? If so, what items does it include?
- 42 Are waste diversion rates calculated and tracked?
- 42a What is the waste diversion rate at the hotel?

- 43** How is battery use handled?  
Disposable batteries are used  
Rechargeable batteries are used
- 44** How is battery disposal handled?  
Batteries are discarded as regular waste  
Batteries are collected for special disposal and/or recycling
- 45** Is discarded furniture and equipment diverted from general waste streams and if so, how?
- 46** Does the hotel use a waste compactor or commercial bailer to reduce the volume of trash and/or recyclables at the source?
- 47** What percentage of chemicals such as detergents, cleaners, pesticides have been replaced with eco-labeled or environmentally preferable alternatives?
- 48** Locations where hazardous chemicals are stored are:  
Clearly marked  
Equipped with spill containment measures  
Regularly checked for safety and leakage problems
- 49** What percentage of paints are water based instead of oil based?
- 50** Does the hotel use low volatile organic compounds (VOC) paints?
- 51** What is the percentage of rooms (guestrooms, bars, staff areas etc.) where smoking is allowed?
- 52** If smoking is allowed, are these rooms isolated (separately contained and served by an individual ventilation system) from non-smoking areas to prevent the migration of smoke - either directly or through the HVAC system?
- 53** Other than Green Key, does your building hold a third-party environmental certification such as LEED, BREEAM (UK), BOMA (Canada) or Green Globe?
- 54** Is there a policy or guidance regarding the selection of green materials (re-used, recycled, local or otherwise environmentally-preferred) when undertaking building construction and renovations?
- 55** What percentage of windows are high-efficient models (e.g. low-e, argon filled, Energy Star rated)?
- 56** Is potable water used for grounds cleaning?
- 57** Do you measure the reduction in energy, water, and waste that result from capital investments in these areas?