

“Environmental management” Mandatory

- Management must appoint an environmental manager.
- The Environmental Manager of the business should ensure the implementation of Green Key procedures.
- The business should develop an environmental policy. The environmental policy should be in place no later than 6 months after the business has been awarded the Green Key.
- The business should formulate objectives and an action plan for constant improvement in environmental management. The objectives and action plan should be ready no later than 6 months after the business has been awarded the Green Key.
- The business should create and maintain a binder containing relevant documentation concerning the Green Key.
- The business should comply with Jordanian environmental legislation.
- The business should not be placed on a perimeter that is recognised to be polluted by national authorities or on one that presents a major risk to the health and security of guests.
- The business should enter into active collaboration with relevant stakeholders.



“Staff involvement” Mandatory””

- Management of the business should have regular meetings with employees, to brief them on issues concerning existing and new environmental initiatives.
- The Environmental Manager should participate in management meetings with the purpose of reporting on the environmental developments of the business.
- The Environmental Manager and other employees responsible for environmental tasks within the business should participate in required training courses concerning environmental issues. The Green Key operator should provide this basic training.
- The Environmental Manager should ensure that employees are aware of the impact of business activities on the environment and ensure that they are aware of mitigation methods that can be employed to reduce this impact. This knowledge database should be accessible to employees at all times.

“Guest information” Mandatory””

- The business should clearly display the awarded Green Key label.
- The business should inform guests about environmental issues and activities related to the business and indicate how guests can participate in these activities.
- Information about the Green Key should be visible and accessible to guests.
- Reception should be able to comprehensively inform guests about the present environmental activities of the business when asked.
- The business should have comprehensive information about public transportation available to guests at all times.
- There should be visible signs concerning energy saving techniques in and around the business premises for employees and guests (televisions in rooms, lights, heating, etc.).
- The business should provide guests with a feedback and/ or evaluation system concerning its environmental activities.

“Water Mandatory”

- The total water consumption of the business should be registered at least once a month.
- Newly purchased toilets are not allowed to flush more than 4 litres per flush.
- Dripping taps and leaky toilets are not permitted.
- Each bathroom should have a waste bin.
- Water flow from showers must not exceed 8 litres per minute.
- Water flow from taps must not exceed 7 litres per minute.
- Urinals should not use more flushing water than what is required to flush the tray.
- New dishwashers must not be employed as conventional domestic appliances unless it is the most reasonable solution from an environmental management point of view.
- Newly purchased cover or tunnel dishwashers should not consume more than 3.5 litres of water per basket.
- Instructions displaying recommendations for saving water during the operation of dishwashers should be displayed clearly near the machine.
- All wastewater should be treated in compliance with national or local regulations and should also comply with Green Key treatment stipulations.
- Separate water meters should be installed in areas with a high degree of water consumption.
- Swimming pool water should be re-used for irrigation and other cleaning purposes.

• OPTIONAL

- Wastewater should be reused after treatment.
- In applicable circumstances, the business should declare to the local or national water authority its willingness to switch to alternative water sources.
- Toilets should be flushed with rain water and grey water.
- Hazardous chemical liquids should be stored securely to ensure maximum avoidance of leakages or access by unauthorised users.

“Washing and Cleaning” Mandatory””

- Signs should be placed in bathrooms and rest rooms informing guests that bed sheets and towels will only be changed upon request.
- Newly purchased cleaning products should not contain agents that are listed in the Green Key’s “Requirements related to cleaning and washing articles in Green Key businesses” document.
- Employees should be trained to only use disinfectants within hygiene requirements and not to exceed the amount of detergent or disinfectant recommended by the manufacturer indicated on the packaging.
- Paper towels and toilet paper should be awarded with a credited eco-label or have a clear sign that it is an environmental friendly product.
- Newly purchased washing machines should not consume more than 9 liters of water per kilogram.

• OPTIONAL

- Paper towels and toilet paper should be made of non-chlorine bleached paper.

“Waste Mandatory”

- The business should separate waste into recyclable categories, which can be handled separately by the local or national waste management facilities.
- If the local waste management authorities do not collect waste at or near the business, the business should ensure transportation of its waste to the nearest appropriate site for waste treatment.
- Instructions on how to separate and handle waste should be available to all employees.
- Disposable cups, plates and cutlery should not be used.
- The business should make arrangements for the collection and disposal of packaging with the appropriate supplier.

• OPTIONAL

- All toiletries in rooms should be packaged in recyclable material and single dose containers should not be used.
- Creams or lotions should be packaged in recyclable material and not in single dose containers.
- Guests should have the option to separate waste.



“Food and Beverages”

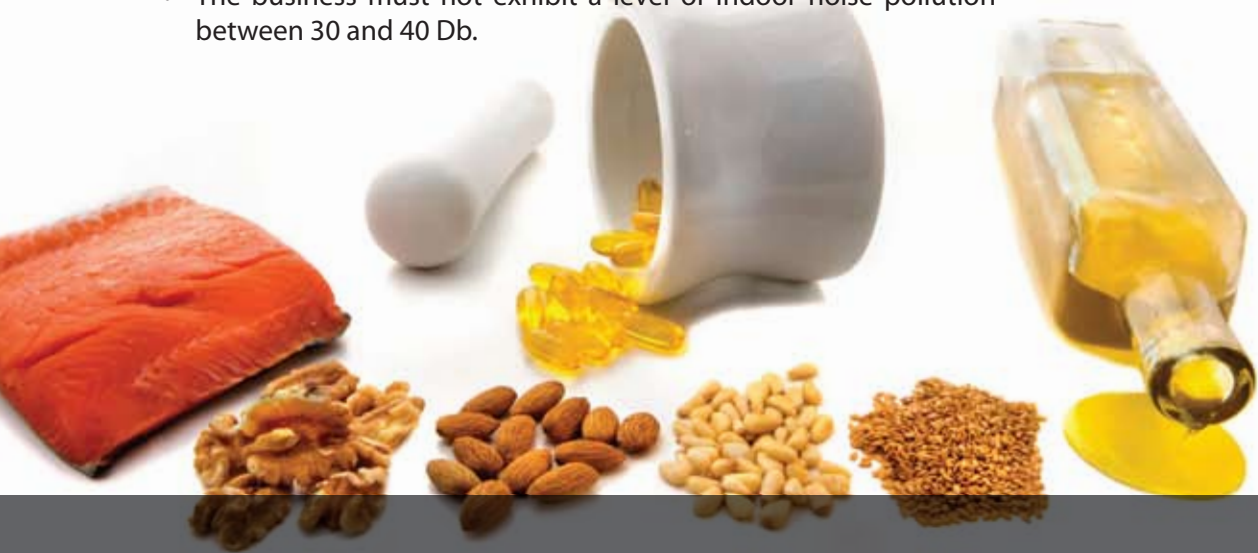
Mandatory

- The business should register its purchase of labelled food (locally produced, organic or whatever is available in each country). After 12 months, the percentage of labelled products should be at least 5% of the cost of all food.
- The percentage of labelled food purchased must be either maintained or increased each year. If not, reasons as to why there has been a decline in purchases must be communicated to the Green Key National Operator.

“Indoor Environment”

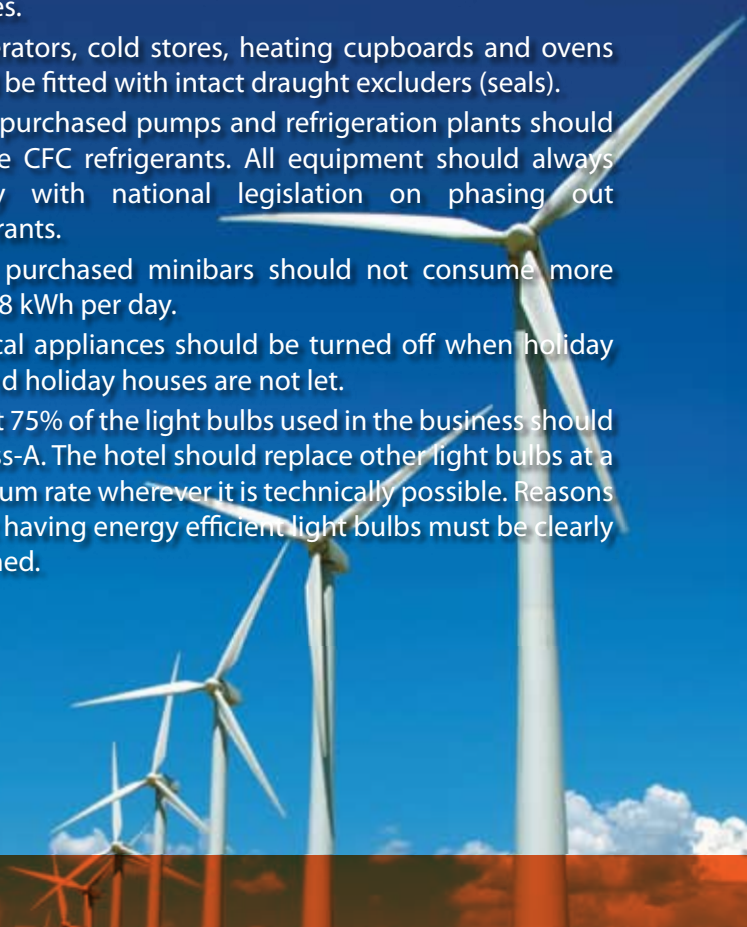
Mandatory

- The business should comply with legislation regarding polluting elements in and around the premises of the business.
 - A non-smoking section in the restaurant should be available.
 - Non-smoking rooms should be available.
 - If the business makes large interior changes, the indoor climate should be considered.
 - The business should have a personnel policy concerning smoking within working hours.
- **OPTIONAL**
- The business must not exhibit a level of indoor noise pollution between 30 and 40 Db.



“Energy Mandatory”

- Energy usage must be registered at least once a month.
- Heating and air-conditioning control systems must be in place, and must be turned off when the accommodations are not in use. The control systems must be in place a year after the businesses has been awarded the Green Key.
- All windows must comply with a high degree of thermal insulation. Thermal insulation must be in place a year after the businesses has been awarded with the Green Key.
- The surfaces of the heating/cooling exchanger in the ventilation plant should be cleaned regularly.
- The fat filters in kitchen appliances should be cleaned regularly.
- The ventilation system should be maintained and repaired when necessary in order to be energy efficient at all times.
- Refrigerators, cold stores, heating cupboards and ovens should be fitted with intact draught excluders (seals).
- Newly purchased pumps and refrigeration plants should not use CFC refrigerants. All equipment should always comply with national legislation on phasing out refrigerants.
- Newly purchased minibars should not consume more than 0.8 kWh per day.
- Electrical appliances should be turned off when holiday flats and holiday houses are not let.
- At least 75% of the light bulbs used in the business should be Class-A. The hotel should replace other light bulbs at a maximum rate wherever it is technically possible. Reasons for not having energy efficient light bulbs must be clearly explained.



- The business should show energy and water conservation efforts towards every unit (e.g. sauna, hammam, swimming pool, spa, solarium, etc.) that has a higher than acceptable level according to Green Key criteria. These arrangements must be in place 9 months after the business has been awarded the Green Key.
- An energy consultant should visit the firm once a year with a comprehensive assessment report with recommendations. A copy of this report should be sent to the Green Key National Operator.
- The business should install automatic systems that turn the lights off when guests leave their room within 2 years of being awarded the Green Key.
- Outside lighting should be automated to be switched on after light hours and switched off during daylight hours.
- Air-conditioning systems should not be set on a degree less than 22C.

• OPTIONAL

- The business should employ at least one renewable energy source within one year of being awarded the Green Key
- Areas receiving sufficient daylight, so that daily work processes can be carried out, should not be artificially lightened.
- Heating from electric panels or other forms of direct functioning electric heating should not be allowed.
- The ventilation plant should be equipped with an energy-optimum ventilator and energy-saving engine.
- Separate electricity meters should be positioned strategically for energy monitoring.
- Air-conditioning systems should automatically switch off when windows are open.
- Buildings should be insulated according to national minimal requirements in order to ensure a significant reduction of energy consumption.
- A heat recovery system for refrigerators, ventilators, swimming pools and sanitary wastewater should be installed.
- Hot water pipes should be isolated.
- The call of lifts should be organized efficiently.
- Automatic systems for energy-efficient lighting should be installed.
- Accommodation facilities should have a key card system to ensure that all electrical appliances are switched off when occupants are out.
- Computers and copying machines should be switched off after a maximum of one hour of non-use.

“Parks and Parking Areas” Mandatory

- Pesticides and chemical fertilizers should only be used once a year and only if there is no organic or natural equivalent.
- Newly purchased lawnmowers should either be electrically powered, use unleaded fuel, be equipped with a catalyst, be awarded with an eco-label, or be driven manually.
- The irrigation policy should stipulate that watering may only take place either before sunrise or after sunset.
- Gardens should be watered by a drip irrigation system.
- Gardens should be covered by at least 50% of native plants and should also have semiarid plants in dry seasons.

• OPTIONAL

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

“Green Activities” Mandatory””

- Information about nearby parks, botanical gardens, and landscape and nature conservation measures should be available to guests.
- Guests should have the opportunity to borrow or rent bicycles. The business should provide guests with the needed information.
- The business should sponsor at least one green activity in the local area on a yearly basis.

• OPTIONAL

- The business should provide awareness activities for sustainable development, environment, and nature in or around the premises.

“Administration” Mandatory ””

- All employee areas should fulfil the same criteria as guest areas.
- All stationery and promotional material that are produced for the business should be awarded with an eco-label or be produced at a company with an environmental management system.
- All hairdressers or saloons, spa facilities, or the like, which are on the premises of the business, must be informed about the environmental management strategies of the business.
- When applicable, papers should be reused and/or separated into recyclable categories for garbage pickup.

• OPTIONAL

- Documents, emails, letters or any correspondence should only be printed when absolutely necessary. Printing should be double sided, and customers should be asked if they require printed documents regarding their stay.
- Newly purchased goods should have an eco-label or should be produced at a company with environmental management system.
- Company owned vehicles should only be used by guests and staff when necessary.

