**Templates for Standard Operational Procedures
Campsite and Holiday parks**

*To facilitate your work, Green Key has made suggestions on texts and templates you can use as guidelines when formulating policies and routines for your environmental- and sustainability efforts. Please revise the text to make them relevant and compatible with your establishment. The policies and routines need to be documented and included in the environmental folder/binder.*

**Routines for cleaning and housekeeping**

**Change of sheets and towels**

The bathrooms have information indicating that towels are changed if they are left on the floor. The cleaning/housekeeping staff collects towels left on the floor for laundry. If towels are not left on the floor, they are not changed.

Sheets are changed for new guests and every third day for guests that stay 2 nights or more.

Cleaning and laundry of sheets and towels is done by XXX.

**Separation of waste**

Cleaning/housekeeping staff separate the waste that guests leave in the room for recycling, including recyclable waste thrown in the waste bin (whenever possible). This includes primarily paper, glass and plastic, bottles with refund, newspaper and dangerous waste like batteries, adapters and chargers.

***Optional guideline***

*Forgotten clothes and other equipment or accessories are set aside and donated to charity after a certain time.*

**Controls and procedures for dripping taps and leaky toilets**

The cleaning/housekeeping staff take note of dripping taps and leaky toilets when they are noticed during daily cleaning routines and report the problems and room number to the janitor, who will repair the faulty taps/toilets.

***Alternative measure***

*The cleaning/housekeeping staff registers the dripping taps or leaky toilets in the establishment’s aberration system XXX. When the faulty taps/toilets have been repaired, the information is updated in the system.*

**Control and adjustment of lighting, TVs and temperature in guest rooms (if applicable)**

During the daily cleaning routine, cleaning/housekeeping staff closes TVs and/or other electronical equipment and switches off the lights.

The rooms’ thermostats are checked and adjusted to the agreed standard temperature.

At times when the establishment has low occupancy, the temperature is set to maintenance temperature and all cords of electronic equipment not in use in guest rooms are taken out of their sockets.

The establishment has a routine for closing the heating/cooling when the temperature outside makes heating/cooling unnecessary. The heating/cooling is switched back on when the temperature gets cooler/warmer.

***Alternative measure***

*The establishment’s inside temperature and ventilation is automated through the XXX system, which means that XXX.*

**Policy for the use of disposable cups/glasses, plates and cutlery (if applicable)**

The establishment avoids the use of disposable cups/glasses, plates and cutlery. These are only used under certain limited circumstances and in connection with takeaway food and drinks.

Porcelain cups for coffee and tea are available for guests in the restaurant. In case guests wish to take coffee or tea as takeaway, the restaurant staff will attend to their request. Disposable cups (preferably of biodegradable material) are kept in the kitchen or in another, staff restricted area and not made available to guests in the restaurant.

**Policy for food and beverages (if applicable, e.g. if breakfast is offered)**

The establishment is increasing the amount of organic, ecolabelled, fair-trade labelled and/or locally produced foodstuff with at least one product yearly. Focus is placed on products that are purchased in considerable quantities or that are used daily. Organic and ecolabelled products are preferred when purchasing and internationally or nationally recognized ecolabels, such as Fairtrade label, the Nordic Swan or EU-ecolabel, MSC, ASC, etc., of high standard are favored. Products are, whenever possible, produced locally in order to lower the environmental footprint by reducing transportation and to stimulate local economy. The source of production for our locally produced produce does not exceed a distance of 100 km from the establishment.

***Optional additions (for compliance with guideline criteria)***

*Fish and other seafood from red-listed species are not purchased. We follow the sustainable seafood guide made available by WWF and do not purchase wild caught or farmed fish and seafood that are red-marked. We favor fish and seafood ecolabelled with MSC or ASC in our purchases.*

*We always offer guests vegetarian options in the restaurant and these are clearly marked on the menu or buffet cards. We make continuous efforts to increase our green selection on the menu.*

*We take initiatives to purchase less meat products and choose meat of better quality. The environmental footprint of the meat as well as the welfare of the animals are taken into consideration. We follow the meat guidelines made available by WWF when purchasing and choose climate-smart meat like game, chicken and fish over e.g. beef and lamb.*

*The kitchen works with seasonal produce and adapts the menu in the restaurant to seasonal changes. During [indicate season] we buy XXX and during [indicate season] we buy XXX. The menus are therefore altered around 3-4 times per year.*

*As a policy, we serve tap water as the standard beverage for conference- and restaurant guests. For restaurant- and conference guests, water is served in carafes or glass bottles. We also offer both non-carbonated and carbonated tap water from a water dispenser.*

**Policy for outdoor environment**

**Irrigation**

When irrigation is required, the irrigation times are adapted to the weather so that water is used in an efficient way. This means that we irrigate for instance during the evening or morning.

**Fertilizers and pesticides**

If pesticides or fertilizers are needed, organic or natural equivalents, gas flames, or mechanical herbicides are used. Only in exceptional cases where no organic or natural alternatives are available, affordable or useful as a response to the need, are chemical fertilizers and pesticides used. In these extreme cases, the chemical processes are used only once per year and only as “ready-to-use” products. Chemical components are stored accordingly with regard to national and international regulation and laws.

***Possible addition***

*An external company XXX that has agreed to follow our policies and instructions does management and maintenance of the outdoor environment.*

**Motorized vehicles**

Motorized traffic at the establishment is limited to an absolute minimum in order to lower the environmental footprint of the establishment by reducing air pollution and for the well-being of guests.

The motorized traffic is limited to certain areas of the establishment and it is well regulated by designating separate areas for the use of motorized traffic, biking and walking. Motorized traffic is also limited to certain times of the day and motorized traffic is not allowed at night, with the exception of designated parking areas. For an overview of the designated areas for motorized traffic, biking and walking routes as well as the time restraints for motorized traffic, please see enclosed map of the area.

**Routines for the property**

**Cleaning of fat filters and the heating/cooling exchangers, checks of draught excluders and the ventilation system**

We make sure that fat filters in the exhaust and the surfaces of the heating/cooling exchanger of the ventilation plant are cleaned regularly to ensure high effectivity and to save on energy. The ventilation system and the draught excluders are checked at least once a year and they are repaired whenever needed. The control- and cleaning intervals are listed below.

**Control- and cleaning intervals** *(The controls/cleaning intervals should preferably be more frequent)*

* Fat filters in the exhaust: 1 time per year

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* Surfaces of the heating/cooling exchanger of the ventilation plant: 1 time per year

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* Ventilation system: 1 time per year. Checked by the external energy company XXX (or controlled internally by e.g. the chief engineer)

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* Draught excluders: 1 time per year

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