Criteria 1.4 - Campsites and Holiday Parks
(manuals at www.greenkey.global/criteria)

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for environmental folder/binder

1st January 2022 - 31st December 2025

Requested documents can be either in digital format or in paper format in a binder. The vital part is that Green Key can verify necessary information regarding the compliance with criteria during audits. To avoid paper printouts, we recommend that you have a digital environmental folder on your server. A digital folder makes it easier to revise documents and the folder is simultaneously easily accessible by employees.

The list below indicates which of the imperative criteria that need to be documented in the environmental folder/binder. In addition, documentation of compliance with some guideline criteria is required. Information on which guideline criteria that need to be documented can be found in the explanatory notes of the criteria manuals at www.greenkey.global/criteria

N.B. The below list is based on the imperative criteria of Green Key International. National Operators have the option of making the criteria more stringent – always check the criteria provided by your National Operator (if applicable) to ensure you are working with the right criteria.

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Requirements for content in the environmental folder/binder

1. Environmental Management

1.2. Sustainability policy (dated and signed)

1.3. Environmental objectives and annual action plan for improvement

1.5. Documentation of active collaboration with at least two local stakeholders

2. Staff Involvement

2.1. Protocols or minutes from meetings between management and staff concerning existing and new environmental initiatives

2.2. Protocols or minutes from meetings between the management and the environmental manager

2.3. List of employees that have received training on environmental- and sustainability topics (course topic and date)

2.4. Standard operating procedure for change of sheets and towels

3. Guest Information

3.2. Guest information about Green Key

3.4. Guest information about the establishment's environmental undertakings, as well as information on how guests can contribute to the environmental undertakings of the establishment

3.6. Guest information regarding local transportation systems and alternative forms of transportation

4. Water

4.1. Registration of monthly water consumption and procedures for investigating and potentially correcting sudden changes

4.2. Documentation and receipts regarding toilets purchased within the last 12 months

4.3. Information regarding the standard operating procedure for regular checks for dripping taps, leaky toilets and swimming pools, as well as corrective actions for implementation after observing the leaks

4.4. / 4.5. / 4.6. Technical datasheets and manuals for shower heads, taps, urinals and water saving devices

4.7. / 4.9. Documentation and receipts regarding dishwashers (including cover- or tunnel models) and washing machines purchased within the last 12 months or alternatively technical datasheets and manuals of the purchased appliances

4.8. The license (or other adequate documentation) showing compliance with wastewater treatment requirements

5. Washing and Cleaning

5.1. / 5.2. Information regarding the standard operating procedure for change of sheets and/ towels in guest rooms

5.3. / 5.4 List and Safety data Sheet (MSDS) of all cleaning products used daily in guest rooms, staff and public areas with an indication of whether they are ecolabelled or not

5.5. Documentation showing that paper towels, facial tissues and toilet paper purchased within the last 12 months are made of non-bleached paper or awarded with an ecolabel.

6. Waste

6.1. Statement (e.g. in the form of a confirmation letter on the matter from the competent local authority) showing that the establishment complies with national and local waste sorting legislation and information indicating waste separation into a minimum of three categories

6.2. Contract(s) with public and/or private waste handling authorities regarding handling of waste in separate categories in connection with the pickup and subsequent treatment

6.4. Information about national/local legislation concerning the use of CFC/HCFC as well as information about compliance with the legislation.

N.B. If legislation does not ban the use of CFC/HCFC, documentation that pumps and refrigeration plants purchased within the last 12 months do not contain CFC/HCFC must be presented

6.5. Policy on the use of single-use tableware products in line with the requirement

6.7. Standard operating procedure on safe transportation of hazardous waste complying with national/local regulation to the nearest appropriate approved reception facility

6.10. Overview of the monthly amount of waste collected, preferably per category

7. Energy

7.1. Registration of monthly energy consumption, as well as information regarding procedures for investigating and potentially correcting sudden changes in total energy consumption

7.2. Information showing that heating, ventilation and air-conditioning (HVAC) control systems are applied, through either the building management system and/or standard operating procedures

7.3. Overview indicating that at least 75% of the light bulbs are energy efficient and at least 50% of all light bulbs are LED bulbs

7.4. Information regarding the standard operating procedure for cleaning the grease filters in the exhausts (including last date of cleaning the grease filter)

N.B. Cleaning must be done at least once a year

7.5. Information regarding the standard operating procedure for external or internal checking of the heating, ventilation and air conditioning (HVAC) system (including date and outcome of the latest check, and data about any repairs done)

N.B. Checks must be done at least once a year

7.6. Information regarding the standard operating procedure for the check of door seals.

N.B. Condition of door seals must be checked at least once a year

7.7. Information regarding the standard operating procedure for the defrosting of freezing devices.

N.B. Defrosting must be performed at least once a year

7.8. Information regarding the standard operating procedure including a plan on how to reduce energy in the case of guest or meeting rooms not being used for short periods of time.

7.9. Information regarding the standard operating procedure for setting the standard temperature for cooling and heating in guest/meeting rooms

7.10. Technical specifications or information regarding energy consumption of electronic devices purchased within the last 12 months

8. Food and Beverage

8.1. List of a minimum of five food/beverage products that are organic, eco-labelled, fair-trade labelled and/or locally produced

8.2. Policy confirming that the establishment does not buy products from threatened species and how this is being ensured (e.g. through a confirmation or certification from the supplier, if applicable)

8.4. Documentation showing the establishment's plan for reducing food waste and the actions carried out or to be undertaken

9. Indoor Environment

9.1 / 9.3 Information on smoking regulations in restaurants and public areas, confirmation of compliance with regulation, smoking policy for staff including where and when smoking during working hours is allowed

9.2. Documentation (e.g. an overview) showing that at least 75% of guest and meeting rooms are non-smoking, as well as confirmation of compliance with national/local smoking regulations

10. Green Areas

10.1. Policy on the use of fertilisers and pesticides. If fertilisers/pesticides are used, Material Data Sheet of products

10.2. Documentation showing that lawnmowers are either electrically driven, manually driven, or are awarded with an eco-label

10.3. Policy on green areas and and garden irrigation with information on how the establishment minimises the consumption of water for irrigation

10.4. Information regarding the standard operating procedure for supporting the local biodiversity and eradicating invasive species

11. Corporate Social Responsibility

11.1. Confirmation of compliance with relevant local, national and international legislation, including the areas of environment, health, safety and labour, as well as confirmation of the establishment's efforts to respect the local surrounding community rights and standards

11.2. Documentation (e.g. CSR policy) showing that the establishment refrains from using/accepting child labour

11.3. Documentation showing how the establishment works to ensure that no endangered species of animals and plants and no historical or archaeological artefacts are sold, traded or displayed in the establishment

12. Green Activities

12.1. 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)

12.2. Information provided to guests about the nearest location to rent/ borrow bicycles

13. Administration

13.1. Information about third-party operated shops and businesses within the establishment and on its premises; documentation showing that these are informed about the environmental- and sustainability initiatives of the establishment as well as encouraged to manage their activities in the same spirit or following the Green Key criteria.

13.2. Invoices or delivery notes indicating that at least 75% of the printing paper, envelopes and printed material purchased within the last 12 months are ecolabelled, recycled or produced by a company with an environmental management system (as well as statements from the suppliers indicating the same)

13.3. Information regarding the establishment's initiatives to reduce the use of paper in at least two areas of operation

13.4. Documentation (e.g. written information) 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