



# GREEN KEY

AN ECO-LABEL FOR  
LEISURE ORGANISATIONS



## Green Key

REGISTRATION FORM  
FOR Restaurants  
Revision 01 – February 2019

## 1.0 Introduction

### Aim

Green Key has the following overall aims:

- Increase the use of environmentally friendly and sustainable methods of operation and technology in the establishments and thereby reducing the overall use of resources
- Raise awareness and create behavioural changes of guests, staff and suppliers of individual tourism establishments
- Increase the use of environmentally friendly and sustainable methods and raise awareness to create behavioural changes in the hospitality and tourism industry in overall

### Goals

Green Key pursues four goals:

- Environmental education for sustainable development of the staff, management, guests and the stakeholders (suppliers etc.)
- Lowering of the environmental footprint of the establishment
- Reduction of costs due to a reduction in consumption
- Utilising the Green Key award for in the marketing strategy with the promotion of the label and the facilities awarded

### Criteria

The Green Key criteria and explanatory notes can be downloaded from the Green Key website: [www.qatargbc.org/programs/greenkey](http://www.qatargbc.org/programs/greenkey)

The criteria are divided into the categories:

- Imperative (I) criteria must all be fulfilled in Green Key establishments
- *Guideline (G)* criteria must increasingly be fulfilled in Green Key establishments as according to the following point system:

Year	Percentage of total guideline criteria
1	0%
2	5%
3	10%
4	15%
5-9	20%
10-	50%

### Documents checklist

Some criteria will need to be documented in the application form, and you will find the information in Annex A in the Application Form. Other criteria will need to be documented in connection with the onsite audits.

### Audits

Onsite audits are conducted first and second year and thereafter every three years. In the years without onsite audits, offsite reviews of documents will be carried out.

### Revision of criteria

The international criteria are revised every 4-5 years. This set of criteria is for the period until 31 December 2020.

### Contact

For any question about criteria and audits, please contact Qatar Green Building Council, Green Key National Operator:

Hamoda Youssef  
QGBC Head of Communication

Ruba Hinnawi  
QGBC Educational and Technical Coordinator

Qatar Green Building Council  
P.O.Box 5825, Doha-Qatar

Tel. +974 4454 7430  
+974 4454 0238  
Fax: +974 4454 0245  
E-mail: [greenkey@qatargbc.org](mailto:greenkey@qatargbc.org)  
Web: [www.qatargbc.org/programs/greenkey](http://www.qatargbc.org/programs/greenkey)

## **2.0 Agreement between Green Key and applicant establishment**

In connection with the first application for award or subsequent annual renewal of award, the applicant establishment and Green Key must mutually agree upon and sign the terms and conditions in the agreement (replacing any previous existing agreements between the applicant establishment and Green Key):

### Responsibilities of the applicant establishment

- The applicant establishment will complete the Green Key application form with correct data and pay the Green Key fees.
- The applicant establishment will allow scheduled onsite audits to take place within the premises of the establishment by an auditor authorised by Green Key, and to provide all necessary information and arrangements in connection with these audits.
- The applicant establishment will allow unannounced control visits by an auditor authorised by Green Key.
- The applicant establishment will ensure conformity with the Green Key criteria throughout the award period, including correct information and communication about the achieved Green Key award as set in the Green Key criteria/explanatory notes and the Green Key Branding Guidelines.
- The applicant establishment will inform Green Key of any changes that might affect compliance with Green Key criteria within ten days of them occurring.
- The applicant establishment will record, handle and inform Green Key of complaints and corrective actions taken relating to compliance with the Green Key requirements (in correspondence with the official complaint handling procedure).
- The applicant establishment will in case of termination of award ensure that all references to Green Key are removed.

### **Responsibilities of Green Key**

- Green Key will carry out an effective and impartial certification procedure, which means that no person with a potential conflict of interest can be involved in the third-party verification of the Green Key award.
- Green Key will communicate any changes in the Green Key requirements to the establishment with normally at least six months' notice.
- Green Key will treat all received and viewed documents with confidentiality.
- Green Key will keep the names, phone numbers and e-mail addresses for the establishment for the duration of the application and award period. When Green Key is informed about updated contact details, the previous information will immediately be deleted. The applicant/awarded establishment can at any time access information about the contact information. The contact details will be used in case of contact, information (including newsletters) and promotion (see point below) in relation to Green Key. Within two years after an establishment is not awarded or re-awarded, the contact details will be deleted. Green Key will not use the contact details for other purposes than described in this agreement.
- Green Key will promote the awarded establishment on the Green Key website (name and contact details). The same information will be sent to OTAs, tour operators and other tourism databases where Green Key has established a cooperation agreement.
- Green Key will not publish any data or other information about the establishment with reference to the individual establishment without prior consent of the establishment.

- Green Key has the right to suspend/terminate the award in case of non-compliance with requirements being revealed during the award period through monitoring, notified changes, complaints, etc.

***Signing of the agreement***

For the applicant establishment:

Name of establishment: \_\_\_\_\_  
Name of establishment owner or operator: \_\_\_\_\_  
Name of person signing this agreement: \_\_\_\_\_  
Title of person signing this agreement: \_\_\_\_\_  
E-mail address: \_\_\_\_\_  
Signature: \_\_\_\_\_

For Green Key:

Name of Green Key Office: \_\_\_\_\_  
Name of Green Key National Operator/Int. Director: \_\_\_\_\_  
E-mail address: \_\_\_\_\_  
Signature: \_\_\_\_\_

### **3.0 Green Key's policy clarifying scope, non-discrimination, impartiality, confidentiality and objectivity**

#### **A. SCOPE OF THE PROGRAMME**

Green Key is a voluntary eco-label awarded to current six categories of establishments notes: hotels & hostels, campsites & holiday parks, small accommodations, conference centres, restaurants and tourist attractions.

Each category has its own definition of scope of the category and its separate set of criteria and explanatory notes. The application and award procedure is the same for all applicant establishments in the different categories. All establishments must be renewed every 12 months in order to maintain the Green Key award status.

Green Key is eligible for applications from establishments within any of the six categories irrespective of the location of the establishment.

The establishments awarded with the Green Key are displayed on the map on the Green Key website: <http://www.greenkey.global/green-key-sites/>.

The awarded establishments must keep compliance with the Green Key criteria and explanatory notes during the period of award. The awarded establishments must also follow the Green Key Branding Guidelines document explaining the correct use of the Green Key logo, the correct use of Green Key material (plaque and sticker, certificate, flag and brochure) and there is also a description of the recommended text about Green Key on the website. In case of termination of award, all references to Green Key must be removed.

#### **B. GREEN KEY IS A NON-DISCRIMINATORY PROGRAMME**

Green Key is eligible for applications from establishments within the definition of any of the six categories. Green Key does not discriminate any interested, applicant or participating establishments regardless of the location of the establishment, the size or type of establishment, the customers attracted by the applicant establishment, or the contact persons and employees (their origin, religion, age, sex, etc.) from the applicant establishment working with Green Key.

#### **C. GREEN KEY'S COMMITMENT TO IMPARTIALITY, CONFIDENTIALITY, AND THE OBJECTIVITY OF GREEN KEY'S ACTIVITIES**

All Green Key staff, volunteers, auditors, jury/steering committee members, representatives of partners or any other persons connected with Green Key internally or externally at the national and international levels act impartially in relation to the activities on Green Key (including the influence on certification evaluation and decision). Green Key does not allow these persons any personal, commercial, financial or other pressures to compromise this impartiality.

The persons mentioned above have declared that they will work with Green Key objectively and under confidentiality in respect for Green Key and the applicant establishments.

Green Key is able to provide general information that enables applicant establishments to strengthen their sustainability actions and to understand and comply with the Green Key standards, but Green Key cannot not give prescriptive advice to applicant establishments that could compromise the ability from Green Key's side to undertake an impartial certification.

In the agreement between Green Key and the applicant establishment as part of the application form, Green Key informs the applicant/awarded establishments about its commitment to confidentiality towards the applicant establishment and stating the information about the establishments that will be made public. The agreement will also state the obligations of the establishment in case of a complaint.

**Green Key – statement of impartiality, confidentiality and objectivity**

With my signature, I hereby sign that I have read and understood Green Key’s policy on impartiality, confidentiality and objectivity.

With my signature, I agree to follow Green Key’s policy on impartiality, confidentiality and objectivity.

With my signature, I undertake to inform Green Key at the national or international level in case of any doubts of my ability to follow Green Key’s policy on impartiality, confidentiality or objectivity, so that I can be excluded from the information/decision.

**Name:** \_\_\_\_\_

**Organisation/company:** \_\_\_\_\_

**E-mail address:** \_\_\_\_\_

**Phone number:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

## **4.0 Handling Appeals and Complaints**

### **A. APPEALS**

Green Key has the following appeal procedure for receiving, evaluating and making decisions regarding appeals made by applicant establishments against the decision regarding the Green Key award:

- a. When receiving an appeal to the decision regarding the Green Key award, the Green Key National Operator (or Green Key International for the establishments in countries without a National Operator) must within two weeks acknowledge receipt of the appeal towards the appellant
- b. Within 1½ month after receiving the appeal, the Green Key National Operator (or Green Key International) must have conducted an investigation of the appeal and gathered any necessary information. First of all, the “original” auditor must be contacted for clarification on the matter. If the communication with the “original” auditor does not solve the appeal, the investigation should be conducted and information gathered by an independent individual not involved in the original decision as follows:
  - a. In countries with a National Operator:
    - i. If the National Operator uses independent auditors for the on-site audits, the appeal must be dealt with by another independent auditor
    - ii. If the National Operator uses a National Jury for the decision after on-site audits, the appeal must be dealt with by an independent auditor
  - b. In countries without a National Operator:
    - i. Green Key International must ask an independent auditor (other than the auditor previously used) to deal with the appeal
- c. Within 1½ month after receiving the appeal, the Green Key National Operator (or Green Key International) must inform the appellant about the outcome of the investigation and the decision in relation to the appeal, and all necessary actions to resolve any issues arising must be taken. The National/International Jury or independent auditor in charge of the original decision must be informed about the outcome of the investigation.

### **B. COMPLAINTS**

Green Key has the following complaint handling procedure for receiving, evaluating and making decisions regarding complaints made against Green Key awarded establishments:

- a. When receiving a complaint about a Green Key awarded establishment, the Green Key National Operator (or Green Key International for the establishments in countries without a National Operator) must within two weeks acknowledge receipt of the complaint towards the complainant, and determine whether the complaint is related to compliance with the Green Key criteria and a currently awarded Green Key establishment.
- b. Within 1½ month after receiving the complaint, the Green Key National Operator (or Green Key International) must have contacted the awarded establishment concerned to conduct an investigation of the complaint and gathered any necessary information.
- c. The decision regarding the complaint will after the investigation be taken by an external auditor or



a National Jury in countries with a National Operator (or International Jury in countries without a National Operator).

d. Within 1½ month after receiving the complaint, the Green Key National Operator (or Green Key International) must inform the complainant and the involved awarded establishment about the outcome of the investigation and decision in relation to the complaint, and all necessary actions to resolve any issues arising must be taken.

Green Key has the following complaint handling procedure for receiving, evaluating and making decisions regarding complaints made against Green Key in general or a Green Key National Operator/International:

a. When receiving a complaint about Green Key in general or a Green Key National Operator/International, the receiver of the complaint (Green Key National Operator or Green Key International) must within two weeks acknowledge receipt of the complaint towards the complainant, and determine whether the complaint is related to the work of Green Key National Operator/International

b. Within 1½ month after receiving the complaint, the Green Key National Operator/International must conduct an investigation of the complaint and gathered any necessary information.

c. The decision regarding the complaint will after the investigation be taken by a National Jury in countries with a National Jury (or International Jury in countries without a National Jury).

d. Within 1½ month after receiving the complaint, the Green Key National Operator/International must inform the complainant about the outcome of the investigation and decision in relation to the complaint, and all necessary actions to resolve any issues arising must be taken. Please note that Green Key does not receive complaints anonymously

## **5.0 Green Key's policy clarifying reference to Green Key after receiving the award**

Establishments having received the Green Key award must during the duration of the award:

- a) Post standardised Green Key plaque (including sticker) by the entrance of the establishment (criterion 3.1 and explanatory notes)
- b) Post standardised Green Key certificate by the reception of the establishment (criterion 3.1 and explanatory notes)
- c) Post accurate and clear information about Green Key for guests in information material in the establishment (criterion 3.2 and explanatory notes)
- d) Post accurate and clear information about Green Key for guests on website (criterion 3.3 and explanatory notes)

It is, furthermore, encouraged that the establishment ensures to post accurate and clear information about Green Key for staff and third-party operated businesses in the establishment (criteria 13.1 and 13.3 and explanatory notes).

All Green Key awarded establishments will receive the plaque, sticker, certificate and the Green Key logo after the first award. After each re-award, the Green Key awarded establishments will receive a new sticker and certificate. Green Key awarded establishments can also purchase a Green Key flag.

All reference to the use of Green Key's name and logo must comply with the [Green Key Branding Guidelines](#).

If a Green Key awarded establishment chooses to terminate or not renew its participation in Green Key after expiry, the establishment must remove the reference to Green Key:

- Plaque
- Certificate
- Flag
- Information material about Green Key
- Reference to Green Key on website

**6.0 APPLICANT’S DETAILS:**

<b>Name of the establishment:</b>	
<b>Address:</b>	
<b>Country:</b>	
<b>Phone:</b>	
<b>E-mail:</b>	
<b>Social Media links</b>	
<b>Number of guests/year:</b>	
<b>Number of employees:</b>	
<b>Name of General Manager:</b>	
<b>Name of Environmental Manager:</b>	
<b>E-mail Environmental Manager:</b>	
<b>Text about the establishment for the Green Key website (max. 100 characters):</b>	

Signature \_\_\_\_\_

Date: \_\_\_\_\_