

Ιούλιος 2008



ΠΡΟΣ: ΤΑ ΜΕΛΗ ΤΟΥ ΠΑΣΥΞΕ
ΑΠΟ: ΓΕΝΙΚΟ ΔΙΕΥΘΥΝΤΗ ΠΑΣΥΞΕ

ΑΝΑΒΑΘΜΙΣΗ ΠΑΡΕΧΟΜΕΝΩΝ ΥΠΗΡΕΣΙΩΝ
ΑΠΟ ΤΗΝ ΞΕΝΟΔΟΧΕΙΑΚΗ ΒΙΟΜΗΧΑΝΙΑ

Μέσα στα γενικά πλαίσια της αναβάθμισης των παρεχομένων υπηρεσιών από τα Μέλη μας και επιπρόσθετα από τα διάφορα συστήματα ποιότητας που ήδη αρκετά Μέλη έχουν εφαρμόσει όπως ISO, HACCP, κ.α., παρέχεται η δυνατότητα για την υιοθέτηση και του προτύπου GREEN KEY.

Η αίτηση για υιοθέτηση και εφαρμογή του Περιβαλλοντικού Προγράμματος GREEN KEY από την Ξενοδοχειακή Βιομηχανία της Κύπρου, επισυνάπτεται για τα ενδιαφερόμενα Μέλη μας.



Application Form



2008



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Supported by the Cyprus Tourism Organization, the Environment Service, the Cyprus Hotel Association, the Association of Cyprus Tourist Enterprises, the Cyprus Hotel Managers Association & Louis Hotels.

There are 2 types of international criteria for the Green Key. Mandatory & **Optional**: for Cyprus 14 out of 27 Optional must be complied with and they must be selected from at least 5 out of the 10 categories.

Criteria-CYPRUS	
Environmental management	
I.1	<u>The Management must appoint an environmental manager</u>
I.2	<u>The firm must have an environmental policy.</u>
I.3	<u>Targets and a plan of action for constant improvement must be formulated.</u>
I.4	<u>The firm must establish and maintain a binder containing relevant documentation concerning the Green Key.</u>
I.5	<u>The firm must comply with the environmental legislation of the respective country. Eco-friendly materials must be used for extensions or refurbishing.</u>
I.6	<u>The operator must assure a yearly procedure of verification/control</u>
I.7	<u>The firm must not be placed on a perimeter recognised to be polluted by the national authorities and present a major risk for health and security of the guests</u>
<i>The firm must establish active collaboration with relevant stakeholders.</i>	
Staff involvement	
II.1	<u>The Management must have a meeting with the staff to brief them on issues concerning existing and new environmental initiatives.</u>
II.2	<u>The environmental manager must participate in meetings with the Management with the purpose of presenting the environmental developments of the firm.</u>
II.3	<u>The environmental manager and other staff-members working with environmental undertakings must participate in a training course concerning environmental issues. Basic training is using a CD produced by the Green Key operator or by distance training.</u>
II.4	<u>The environmental manager must ensure that the employees have knowledge about the environmental undertakings of the firm.</u>
Guest information	
III.1	<u>The firm must display clearly that it has been awarded The Green Key.</u>
III.2	<u>The firm must keep the guests informed about the environmental undertakings of the firm and indicate how the guests can participate.</u>
III.3	<u>Information material about The Green Key must be visible and accessible to the guests.</u>
III.4	<u>Front desk staff must be able to give an account of the present environmental undertakings of the firm.</u>

III.5 The firm must be able to inform guests about public transportation.	
III.6 There are visible signs for guests and staff concerning the saving of energy (television in the room, lights, heat...)	
<i>The firm must provide its guest with a questionnaire supplying feedback of their views on the environmental undertakings of the firm.</i>	
Water	
IV.1 <u>The total water consumption must be registered at least once a month.</u>	
IV.2 <u>Newly purchased toilets are not allowed to flush more than six litres per flush.</u>	
IV.3 <u>Dripping taps and leaky toilets are not allowed.</u>	
IV.4 Each bathroom must have a waste bin.	
IV.5 <u>Water flow from showers must not exceed more than nine litres per minute.</u>	
IV.6 <u>Water flow from taps must not exceed more than eight litres per minute.</u>	
IV.8 Newly purchased cover or tunnel dishwashers are not allowed to consume more water than 3.5 litres per basket.	
IV.9 Instructions displaying recommendations for saving water during operation of dishwashers must be displayed near the machine.	
IV.10 <u>All waste water must be treated. Where treatment of waste water is regulated through national or local regulation, treatment must comply with this regulation.</u>	
IV.11 Swimming-pools must be up-kept according to the national health legislation (renew of water, sanitary treatment)	
IV.7 <u>Urinals are not allowed to use more flushing water than necessary.</u>	
<i>Separate water meters must be installed in areas with a high degree of water consumption.</i>	
<i>Newly purchased dishwashers are not allowed to be a conventional domestic appliance.</i>	
<i>The firm must declare to the water authority its willingness to switch to a different water source.</i>	
Washing and cleaning	
V.1 <u>Signs in bathrooms and restrooms must inform guests that sheets and towels will only be changed upon request.</u>	
V.2 Newly purchased chemical cleaning products are not allowed to contain agents that are on The Green Key's list of "Requirements related to cleaning and washing articles in Green Key businesses."	
V.3 Newly purchased chemical products for washing are not allowed to contain agents that are on The Green Key's list of "Requirements related to cleaning and washing articles in Green Key businesses."	
V.4 <u>Disinfectants must be used only where necessary in order to comply with legal hygiene requirements.</u>	

V.5 Staff must be trained not to exceed the recommended amount of detergent and disinfectant indicated on the packaging	
V.6. In European countries, paper towels and toilet paper must be made of non-chlorine bleached paper or must be awarded with an eco-label.	
<i>In European countries, paper towels and toilet paper must be made of non-chlorine bleached paper or must be awarded with an eco-label.</i>	
Waste	
VI.1 <u>The firm must separate waste into the categories that can be handled separately by the local or national waste management facilities.</u>	
VI.2 If the local waste management authorities do not collect waste at or near the firm, the firm must ensure transportation of its waste to the nearest appropriate site to be	
VI.3 <u>Instructions on how to separate and handle waste must be easily available to the staff.</u>	
VI.4 Disposable beverage cans, dishes and cutlery made out of starch or carton can only be used in the pool area, at certain music-arrangements and in connection with diner transportable.	
<i>Toiletries such as shampoo, soap, shower caps etc. in rooms must either not be packaged in single dose containers or must be packaged in recyclable material.</i>	
<i>Guests must have the possibility to separate waste into the categories that can be handled by the waste management facilities as per VI. 1.</i>	
<i>Single dose packages for cream, butter, jam etc. must either not be used or must be packaged in recyclable material.</i>	
<i>The firm must make arrangements for the collection and disposal of packaging with the appropriate supplier.</i>	
Energy	
VII.1 <u>The use of energy must be registered at least once a month.</u>	
VII. 2 Heat and air-conditioning control must be implemented when the accommodations are not let.	
VII.3 All windows must have an appropriately high degree of thermal insulation according to the local climate. The appropriateness is decided by the National Jury and approved by the International Steering Committee	
VII.6 The ventilation system must be controlled and repaired if necessary in order to be energy efficient all the time.	
VII.7 Refrigerators, cold stores, heating cupboards and ovens must be equipped with intact draught excluders.	
VII.9 Newly purchased minibars must not have an energy consumption of more than 1 kWh/day.	
<u>VII.10 Refrigerators are turned off when holiday flats and holiday houses are not let.</u>	

VII.11 <u>Televisions are turned off when holiday flats and holiday houses are not let.</u>	
VII.12 <u>At least 20% of the light bulbs are Class-A. The hotel should replace the other light bulbs at a maximum rate, everywhere it is technically possible. Reasons for not having energy efficient light bulbs must be clearly explained.</u>	
VII.13 The firm must show efforts concerning savings of water or energy at every unit that use a lot of water or energy i.e sauna, hammam, swimming-pool; spa, solarium...	
VII.8 Newly purchased pumps and refrigeration plants must not use CFC refrigerants. However, all equipment must always comply with national legislation on phasing out of refrigerants.	
VII.5 Fat filters in the exhaust must be cleaned.	
VII.4 The surfaces of the heat / cooling exchanger of the ventilation plant must be cleaned.	
An energy consultant must visit the firm.	
Heating from electric panels or other forms of direct functioning electric heating must not be allowed.	
The firm must use renewable energy.	
Ventilation plants must be equipped with an energy-optimum ventilator and an energy-saving engine.	
Automatic systems that turn the lights off when guests leave their room must be installed.	
Unnecessary outside lights must be turned off automatically.	
Separate electricity meters must be installed at strategically important places for energy monitoring.	
Air-conditioning must automatically switch off when windows are open.	
A heat recovery system for refrigeration systems, ventilators, swimming pools or sanitary wastewater must be installed.	
The building must be insulated above the minimal national requirements to ensure a significant reduction of energy consumption.	
Food and beverage	
VIII.1 The business must register its purchase of locally produced foodstuffs. After 12 months, the share of locally produced products must be at least 5 % of the entire food stuff purchase measured by money.	
VIII.2 The share of locally produced foodstuffs must be maintained or rise each year. If not, the reasons must be communicated to the Green Key operator.	
Indoor environment	
IX.4 If the firm makes larger interior changes the indoor climate must be considered as much as possible	
IX.1 <u>The firm must respect legislation regarding polluting elements in the firm's premises.</u>	

IX.2 <u>A no smoking section in the restaurant must be available.</u>	
IX.3 <u>No smoking rooms must be available.</u>	
<i>The firm must have a personnel policy concerning smoking in working hours.</i>	
<i>The firm must not suffer from noise pollution indoor between 30 and 40 Db.</i>	
Parks and parking areas	
X.1 <u>Chemical fertilizers can be used not more than once a year, in the case that there is no organic or natural equivalent.</u>	
X.2 <u>Chemical pesticides can be used not more than once a year, in the case that there is no organic or natural equivalent.</u>	
X.3 <u>Newly purchased lawnmowers must either be electrically driven, use unleaded petrol, be equipped with a catalyst, be awarded with an eco-label, or be driven manually.</u>	
X.4 <u>Flowers and gardens must be watered before high sun or after sunset.</u>	
<i>Garden waste must be composted</i>	
<i>Rainwater must be collected and used for watering flowers and gardens.</i>	
Green activities	
XI.1 <u>Information material about nearby parks, landscape and nature conservation measures must be easily available for the guest.</u>	
XI.2 <u>The firm must give information about the nearest point to rent/borrow a bicycle</u>	
<i>The guests must have the opportunity to borrow or rent bicycles.</i>	
<i>The firm must sponsor green activities in the local area.</i>	
Administration	
XII.1 <u>All staff areas must fulfill the same criteria as guest areas</u>	
XII.2 <u>Newly purchased computers and copying machines must have a stand-by function</u>	
XII.3 <u>The firm's stationery, brochures, etc. must be awarded with an eco-label or be produced at a company with an environmental management system.</u>	
XII.4 <u>Hairdresser saloon, spa facilities, or the like which are on the firm's premises must be informed about environmental management of the firm.</u>	
<i>Newly purchased durable goods must have an eco-label or must be produced at a company with an environmental management system.</i>	

APPLICANT'S DETAILS:

Business name:

Address:

Postalcode/region:

Phone:

Fax:

E-mail:

URL:

Building(year):

Number of rooms:

Number of m2:

Number of heated m2:

Season:

Number of employees:

Ownership:

Manager:

Environmental manager:

This form has been filled by:

Date

Participation Fee:

200€	300€	400€	500€
Hotels 1* & 2*	Hotels 3*	Hotels 4*	Hotels 5*
Tourism Enterprises Class B & C	Tourism Enterprises Class A	Tourism Enterprises Class Deluxe	
Agrotourism			

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