

A
Certification
Guidebook
for

GS-33

Green Seal's
Environmental Standard
for Lodging Properties





Reproduction of material in this guidebook without express written permission from Green Seal is prohibited.

For questions about GS-33 or any Green Seal Standards, call (202) 872-6400, email certification@greenseal.org, or visit www.greenseal.org

To apply for certification, review the steps at <http://greenseal.org/getcertified/index.cfm>

Green Seal, Inc.

1001 Connecticut Ave NW, Suite 827
Washington, DC 20036
P: 202.872.6400
F: 202.872.4324
www.greenseal.org

TABLE OF CONTENTS



Introduction	5
1.0 Organization	
Property-Specific Information	6
2.0 Regulatory Compliance	
2.1 Environmental Regulations Statement	7
2.2 Environmental Compliance Program	8
BRONZE	
3.0 Property-Specific Environmental Requirements	
3.1 Waste Minimization, Reuse and Recycling	
3.1.1(a) Recycling Program	9
3.1.3 Copier Default Settings	10
3.1.4 Purchasing In Bulk	11
3.1.5 Where Applicable, Food Donation	12
3.1.6 Where Applicable, Disposable Food-Service Items	13
3.2 Energy Efficiency, Conservation and Management	
3.2.1 Energy-Efficient Equipment	14
3.2.2 Energy-Efficient Lighting	15
3.2.3 Preventative Maintenance for Equipment	16
3.3 Management of Freshwater Resources	
3.3.1 Water-Conserving Fixtures	17
3.3.2 Landscaping Irrigation	18
3.3.4 Towel and Linen Reuse	19
3.3.5 Where Applicable, Water-Efficient Equipment	20
3.4 Wastewater Management	
3.4.3 Biodegradable Laundry Detergent	21
3.4.4 Biodegradable Cleaning Products	22
3.5 Hazardous Substances	
3.5.2 Chemical Handling	23
3.6 Environmentally and Socially Sensitive Purchasing Policy	
3.6.1 Environmental Purchasing Policy	24
3.6.2 Writing and Printing Paper	25
3.6.3 Consumable Paper Products	26
3.6.4 Durable Goods	27
3.6.6 Supplier Preference, Reusable Packaging	28
SILVER and GOLD	
3.0 Property-Specific Environmental Requirements	
3.1 Waste Minimization, Reuse and Recycling	
3.1.1(b) Composting Food/Yard Waste	29
3.1.2 Amenities	30
3.2 Energy Efficiency, Conservation and Management	
3.2.4 Energy-Efficient Windows	31
3.2.5 Sensor Timers Lighting	32
3.3 Management of Freshwater Resources	
3.3.3 Groundskeeping Procedures	33
3.4 Wastewater Management	
3.4.1 Minimal Chlorinated-Chemical Use	34
3.4.2 Biodegradable Dishwashing Detergent	35
3.4.5 Integrated Pest Management	36

- 3.5 Hazardous Substances
 - 3.5.1 Minimal Use of Hazardous Chemicals37
 - 3.5.3 Drums and Storage Containers38
 - 3.5.4 Prohibited Chemicals - Architectural Paint39
- 3.6 Environmentally and Socially Sensitive Purchasing Policy
 - 3.6.1 Environmental Purchasing Policy40
- 3.6.2 & 3.6.3 Paper Products41
- 3.6.5 Low-VOC Products42
- 3.6.7 Supplier Preference, Environmentally Responsible43

GOLD

- 3.7 Continuous Improvement Plan44
- 3.8 Any Three (3) of the Following
 - 3.8.1 Energy Reduction45
 - 3.8.2 Sustainable Building46
 - 3.8.3 Renewable Energy47
 - 3.8.4 Greenhouse Gas Reduction48
 - 3.8.5 Zero Waste49
 - 3.8.6 Green Cleaning50
 - 3.8.7 Water Conservation51

APPENDIX

- Templates52 - 94
- Pre-Audit Checklist95 - 97
- Green Seal Certification Checklist98 - 113

INTRODUCTION



The purpose of this document is to provide a framework and guidance for lodging properties seeking Green Seal™ certification under the Green Seal Environmental Standard for Lodging Properties (GS-33). This document does not replace the standard as the source of information and requirements for certification; it does not guarantee certification. Please refer to the full Green Seal Environmental Standard for Lodging Properties for the complete certification requirements.

http://www.greenseal.org/certification/standards/lodging_properties_GS_33.pdf

In order to optimize the time needed to conduct the on-site evaluation of the property, Green Seal recommends that properties submit appropriate and complete documentation prior to the on-site visit. Electronic documentation is preferred and may take a range of formats (e.g., PDF, Word, JPEG, Excel, scanned originals, etc.). Emphasis will be on documentation and proof of implementation to ensure compliance with criteria (e.g., purchase orders, documented policies, photographic evidence, etc). The auditor's on-site evaluation will focus on verifying that policies have been effectively communicated to staff and guests and that the policies and procedures outlined are being implemented. Keep in mind that any corrective actions identified during the on-site evaluation must be addressed within 120 days of the post-visit report. In addition, properties initially certified at the BRONZE level must meet all the additional requirements of SILVER within 12 months from date of certification. Remaining corrective actions that are outstanding more than 120 days, or failure to matriculate to the SILVER level from BRONZE within 12 months of certification, may be considered grounds for termination with cause upon notification from Green Seal.

Each of the sections in this document corresponds to the criteria in the Green Seal Environmental Standard for Lodging Properties (GS-33) 4th edition issued Sept. 5, 2008. The criteria from the GS-33 standard are broken down under the following topics:



BACKGROUND OF CRITERIA:

A brief explanation of the purpose for the specific criterion in the GS-33 Standard.



SUGGESTED IMPLEMENTATION:

A suggestion of way(s) to achieve compliance with the criterion. Note: the methodology described in this document is not the BEST or ONLY way(s) to meet the criteria—it is merely presented as an example.



DOCUMENTATION NEEDED:

Any documentation that is required will be listed and should be submitted to the auditor prior to the on-site auditor visit.



ON-SITE AUDITOR VISIT:

If applicable, what the auditor may check during the on-site visit, but keep in mind the auditor may also elect to check additional items to verify compliance with a particular criterion.

Similar to the GS-33 Standard, the document is divided into BRONZE, SILVER and GOLD requirements. BRONZE requirements are listed first, SILVER and GOLD requirements are listed together and additional GOLD requirements are listed at the end. Those properties applying for SILVER or GOLD must meet the requirements outlined in BRONZE, as well as for their respective tier. For further explanation of the tiers, please see the full Green Seal Environmental Standard for Lodging Properties (GS-33).



Optional templates to use for planning and documenting compliance.

1.0 Organization



List details about property, including year of construction, number of floors, number and type of guest rooms, number of staff and property size.



BACKGROUND OF CRITERIA:

To gather basic information about the property



SUGGESTED IMPLEMENTATION:

Obtain the necessary property details.



DOCUMENTATION NEEDED:

Complete Table 1.0 (pg.52) and include photographs or floor plans, if necessary. Specific property details may be confirmed.



ON-SITE AUDITOR VISIT:

On-site auditor visit: none

2.0 Regulatory Compliance



2.1 Have the property provide a statement that it has not violated any applicable environmental regulations in the past 12 months.



BACKGROUND OF CRITERIA:

To ensure that certified properties do not have any current environmental violations of applicable local, state or federal regulations.



SUGGESTED IMPLEMENTATION:

Review property records to see if any applicable local, state or federal environmental violations have occurred in the 12 months prior to applying for Green Seal certification. If no violations have occurred, provide a statement on company letterhead, signed and dated by the general manager, that the property has not violated any applicable environmental regulations in the past 12 months. If a violation has been made, describe the incident and any corrective measures.



DOCUMENTATION NEEDED:

If no violations are found, see Example A (pg. 53) for example letter.



ON-SITE AUDITOR VISIT:

On-site auditor visit: none



2.2 Have the property identify the environmental compliance personnel and/or provide description of environmental compliance program.



BACKGROUND OF CRITERIA:

To ensure that certified properties have an environmental compliance program in place or environmental compliance personnel on staff. Lodging properties should be aware and understand what environmental laws and regulations are applicable.



SUGGESTED IMPLEMENTATION:

Identify environmental compliance personnel in each area of the property or describe the environmental compliance program. Environmental compliance personnel are usually professionals trained in regulatory rules and compliance and have responsibility for compliance at the property. If you do not have dedicated individuals on staff, please adequately describe your compliance program. If there is no existing compliance program, identify the federal, state and local regulatory requirements applicable to the property. Then describe the actions the property has taken to comply with applicable laws.



DOCUMENTATION NEEDED:

List of environmental compliance personnel and their specific duties and responsibilities or description of the environmental compliance program.



ON-SITE AUDITOR VISIT:

On-site auditor visit: none

3.1.1(a) The property shall establish a recycling program, which shall include the following:

a) Recycling for the common areas (e.g., near vending machines, near elevators, in the lobby, inside or outside of conference rooms, etc.) and administrative areas (e.g., front desk, back of house, etc.) of the property for materials that are cost-effective locally. Materials may include, but are not limited to: aluminum; plastic; cardboard; steel; glass; newspaper; mixed paper; batteries; packaging; inkjet and toner cartridges; and fluorescent light bulbs. Program components shall be clearly labeled for both guests and staff. Program must contain metrics to measure effectiveness and evidence of tracking.



BACKGROUND OF CRITERIA:

To ensure that facilities have a functional recycling system in place for many common materials and that it is effectively communicated to guests and staff.



SUGGESTED IMPLEMENTATION:

1. Determine what materials are collected locally by waste hauler, including co-mingled materials and office/backroom materials such as cardboard; batteries; packaging; inkjet and toner cartridges and fluorescent light bulbs. If there is no existing recycling system, begin by analyzing what materials are being generated at the property (e.g. mixed office paper, aluminum cans, batteries) and review the local ordinances to determine what is required to be recycled.
2. Document what specific materials are being (will be) recycled and the procedures for collecting and recycling the materials. Create a procedure if one does not exist. (Procedures should describe how the material is collected, stored, kept separate from waste and hauled away.)
3. Recycling bins should be appropriately placed for materials collected, such as in common areas, guest rooms and administrative/backroom areas. Communicate to staff where recycling bins are located and train staff and housekeeping on how to handle recyclables. Clearly communicate to guests and staff what materials are accepted through posted signs or other communication methods.
4. Ensure there is a metric to measure the effectiveness of the system, such as volume of recyclable materials collected by weight each month, reduction in weight of trash collected, etc., depending on how the property tracks and monitors waste materials. Normalize this data per number of guests/month or sales volume (as appropriate). This allows for tracking of trends in recycling despite up or downturns in business.
5. If the property elects not to recycle certain materials based on the cost of recycling, please conduct a cost justification, which should include the waste-hauler fee for landfill waste and the waste-hauler fee for collection of recyclables. Green Seal will be looking for exact, specific cost-effective calculations as acceptable justification for why a property elects not to recycle certain materials.



DOCUMENTATION NEEDED:

A list of materials that are being recycled, including but not limited to: aluminum; plastic; cardboard; steel; glass; newspaper; mixed paper; batteries; packaging; inkjet and toner cartridges; and fluorescent light bulbs, for guest and administrative/backroom areas, as well as a documented procedure for each of the materials (e.g. a detailed method of how the material is collected, stored, and hauled away).



ON-SITE AUDITOR VISIT:

The auditor will check to see there are appropriate recycling bins available at the property and that the recycling program is clearly communicated. The auditor will also check the waste stream to see if recyclable materials are being improperly disposed and may speak with staff about the procedures for recycling to ensure they have been properly trained.

3.1.3 Default setting for copying shall be double-sided; paper printed on one side shall be used for internal copies/printouts/notepads.



BACKGROUND OF CRITERIA:

To reduce the consumption and waste of paper.



SUGGESTED IMPLEMENTATION:

“Double-sided” must be the default setting for all printers and copiers with double-sided capability. An exception may be made for the front office equipment that cannot print double-sided materials for security reasons (e.g., guest folios). If printers and copiers do not have the capability to print double-sided, the procurement policy should state that the next printers and/or copiers purchased will have this capability. Waste paper printed on one side should be used for internal scratch paper/notepads, in order to further reduce the consumption of paper. Double-sided printing and re-use of paper printed on one-side should be communicated to staff as part of training or in the form of clearly posted signs.



DOCUMENTATION NEEDED:

Attestation that copiers and printers are on their double-sided setting and that paper printed on one side is used for internal scratch paper/notepads.



ON-SITE AUDITOR VISIT:

The auditor will spot-check the copiers and printers and surrounding areas to check that the default setting is double-sided and will verify that one-sided printed paper is being used by staff as scratch paper/notepads and that appropriate signage is posted near photocopy/fax machines.



**Sample
Template**

3.1.4 The property shall make efforts to purchase products in bulk and avoid single-use type products. In particular, efforts should be made to use highly concentrated cleaning products dispensed through portion-control equipment, and to substitute reusable pump sprays for aerosol cans. Aerosol cans, where still in use on the property, should be recycled if the community accepts aerosol cans for recycling.



BACKGROUND OF CRITERIA:

To reduce the amount of packaging and energy for transport by encouraging bulk purchasing, particularly for highly concentrated cleaning products. Portion-control equipment will help to ensure products are diluted properly and reusable pump sprays will help reduce additional packaging waste. Purchase of aerosol cans should be minimized and existing aerosol cans on-site should be recycled properly when possible.



SUGGESTED IMPLEMENTATION:

Purchasing policies shall stipulate a preference to purchase products in bulk, particularly concentrated cleaning products that utilize portion control equipment. See if trigger pump sprays are available as a replacement for any existing aerosol can products. For the aerosol cans that are already in use or for which there is no alternative, check with local haulers for recycling options.



DOCUMENTATION NEEDED:

Copy of procurement policy to show that bulk purchases are being made and that reusable pump sprays are being sought as replacement for aerosol cans. If there are aerosol cans to be recycled, include on the recycling list in 3.1.1.a.



ON-SITE AUDITOR VISIT:

The auditor will check the procurement policy and verify on-site that products are purchased in bulk, that aerosol can use is minimized and existing aerosol cans are recycled if possible.



WHERE APPLICABLE

3.1.5 Property shall donate leftover food to a local shelter or food bank where programs are available and where permitted by local regulatory agencies.



BACKGROUND OF CRITERIA:

To minimize the amount of food waste sent to the landfill and help serve the public good.



SUGGESTED IMPLEMENTATION:

The property should seek out area shelters or food banks to see if they accept food donations and see if local regulations allow for food donation. The Federal Bill Emerson Good Samaritan Food Donation Act encourages food donations and offers protection from potential liability except in the case of gross negligence. (Pub.L. 104-210, 110 Stat. 3011, enacted October 1, 1996). The property may make some leftover food available for staff and donate some leftover food to food banks and shelters.



DOCUMENTATION NEEDED:

If food donation is possible, describe the food donation program, including what food is accepted, what local food bank or shelter will accept the food, and how the food will be delivered. Keep records on file documenting how much food was donated on what day and from what event. This file may be generated by the property or the food bank in form of a receipt. If food donation is not possible, list reasons why food donation is not possible, including specific local regulation (if applicable). If donation may be an option in the future, please document and include as a future item for consideration. If a property makes leftover food available to staff, the property should describe the policy for doing so.



ON-SITE AUDITOR VISIT:

If there is a food donation program, the auditor will check the records on file for food donation, including records or receipts from the charity.

WHERE APPLICABLE

3.1.6 Property shall minimize the use of disposable food service items (e.g., hot/cold cups, glasses, cutlery, and plates) in food and beverage operations and in guest rooms. Plastic or paper cups are permitted in guest room bathrooms due to the risk of breakage.

**BACKGROUND OF CRITERIA:**

To reduce the waste generated by disposable food service items and to encourage the use of reusable cups, glasses, cutlery and plates, particularly in guest rooms and common areas. Disposable items are allowed in bathrooms if breakage is a concern or by request, or in to-go or takeaway instances.

**SUGGESTED IMPLEMENTATION:**

Assess where disposable food service items are available (guest rooms, lobby, conference center, meeting rooms, etc.) and identify food service items that are currently reusable or that can be replaced with a reusable option. For example, in guest rooms that are equipped with a coffee maker, a reusable coffee mug should be available. For to-go needs, a disposable cup with lid may also be included, but cannot be the only option available. For operations that include food service items for staff, reusable options must be considered and used where feasible.

**DOCUMENTATION NEEDED:**

Attestation that reusable food service items are provided where possible, including guest rooms, meeting rooms, conference centers, lobby, etc. and that disposable food service items are only used by request, or for to-go or takeaway instances. If disposable items are available, the property should include a description of disposable food service items, including the material with which they are made. If any items are required to be purchased, a purchase order should be included. Reusable options should be included in the procurement policy when more items are ordered in the future.

**ON-SITE AUDITOR VISIT:**

The auditor will spot-check to see if reusable options are available in the guest rooms and common areas, and will review the procurement policy.

3.2.1 *If the following equipment currently in use is not energy-efficient, when the equipment is replaced, energy-efficient equipment (as defined in the Definitions) shall be specified and purchased.*

Room Equipment: *televisions, videocassette players/recorders, DVD players, alarm clocks, hair dryers, irons, coffee/tea makers.*

Office: *fax machines, copiers, printers, computers, monitors.*

HVAC Equipment: *chillers, packaged terminal air conditioners, central air conditioners, central heat pumps, split ductless heat pumps, geothermal heat pumps, water heaters.*

WHERE APPLICABLE:

Kitchen Equipment: *freezers, refrigerators, cooktops, ovens, dishwashers.*

Laundry Equipment: *boilers, washers, dryers, extractors.*



BACKGROUND OF CRITERIA:

To reduce the amount of energy consumed through the use of energy-efficient equipment and appliances.



SUGGESTED IMPLEMENTATION:

The property should assess all the equipment at the property to see if existing appliances and equipment are energy-efficient and institute a procurement policy that specifies that future purchases will be energy-efficient (Energy Star rated or equivalent).



DOCUMENTATION NEEDED:

Description of how the property will implement the procurement policy and train procurement staff. A copy of the procurement policy that specifies that new equipment and appliance purchases will be energy-efficient models. Purchase orders and receipts should also be included.



ON-SITE AUDITOR VISIT:

The auditor will review the procurement policy and spot-check some appliances and equipment on the property.

3.2.2 Indoor lighting shall be energy-efficient OR on a schedule for replacement with energy-efficient lighting. The first lights replaced shall include lights typically on for 24 hours (e.g., hallways, exit signs, lobby lights, etc.), followed by lights typically on for 8+ hours (e.g., restrooms, staff offices, meeting rooms, etc.). All indoor lights not currently energy-efficient shall be part of a 5-year replacement schedule. Lighting fixtures that are clearly historic in nature or specialty light fixtures (e.g., display or accent lighting) may be exempt from this requirement if compatible options are not available.



BACKGROUND OF CRITERIA:

To reduce the amount of energy consumed by indoor lighting and to create a prioritized 5-year replacement schedule if existing lights are not energy-efficient.



SUGGESTED IMPLEMENTATION:

Assess lights in all areas of the property to see if the existing fixtures are energy-efficient. If the lights are not energy-efficient, develop a lighting replacement schedule to be completed within 5 years. The lighting replacement schedule should prioritize lighting in the following order: lights on 24 hours per day, lights on for 8+ hours per day, followed by the lights that are used less often (such as guest rooms). Historic or specialty light fixtures where there is no acceptable energy-efficient option may be exempted from the requirement. Include requirements for future purchases of energy-efficient lighting in procurement policy and communicate this requirement to procurement staff. List the lighting options and the lighting replacement schedule, describing when the lighting in specific areas will be replaced during the 5-year (or shorter) replacement schedule. Lighting replacement schedules should be specific to a certain property; corporate lighting policies will not be sufficient documentation. It is not necessary to submit a list of all the light fixtures on the property, but it is required to have a list of which areas already have energy-efficient lighting, if any, and which areas will need to have lighting replaced as part of the 5-year replacement schedule.



DOCUMENTATION NEEDED:

Procurement policy documenting that future lighting purchases will be energy-efficient and description of 5-year lighting replacement schedule specific to the property if energy-efficient lighting is not already being used.



ON-SITE AUDITOR VISIT:

The auditor will spot-check the energy-efficient lighting that is installed in the property, and will review the procurement policy and 5-year lighting replacement schedule specific to the property.

3.2.3 Property shall have the building HVAC systems, in-room units, and kitchen and laundry appliances (facility and guest room) on a regular preventative maintenance schedule, including filter cleaning/changing, leak checks, clearing air vent and intake obstructions, etc.

**BACKGROUND OF CRITERIA:**

To maximize energy efficiency and extend equipment life.

**SUGGESTED IMPLEMENTATION:**

Determine if there is a regular scheduled maintenance of HVAC systems, in-room units and kitchen and laundry appliances. Document the policy for regular maintenance, including the frequency of the maintenance, the action item that will be completed (e.g., check for leaks, clean the lint trap, change filter) and any accompanying checklists. The maintenance schedule may be modified from corporate policy to be specific to the property (e.g., modified for occupied guest rooms), but policies must be implemented. Train and communicate the procedures and policy to staff.

**DOCUMENTATION NEEDED:**

Documented schedule including frequency of maintenance, action item to be completed and any accompanying checklists. Training and communication materials developed for staff.

**ON-SITE AUDITOR VISIT:**

Review cleaning schedule and checklists and check existing records and possible conversations with staff to ensure preventative maintenance is being implemented.

3.3.1 At a minimum, properties shall use the following water conserving fixtures or retrofits: 2.2 gpm faucets and aerators; 1.6 gpf toilets; 2.5 gpm showerheads. Any existing showerheads, faucets, and aerators that exceed these flow rates shall be on a schedule for replacement within 2 years. Toilets shall be replaced in conjunction with major room renovations (documenting when next “major” renovation is scheduled). Higher flow toilets may be exempt from the flow rate requirement if the plumbing infrastructure will not adequately function with lower flow rates.



BACKGROUND OF CRITERIA:

To encourage water conservation by complying with, or exceeding, the flow rates mandated by the Energy Policy Act of 1992 (EPAAct).



SUGGESTED IMPLEMENTATION:

Check the water fixtures to determine the flow rates. Determine if fixtures need to be replaced. If so, create a replacement schedule not to exceed 2-years to completion for showerheads, faucets and aerators that meet the flow rates specified. Toilets that do not meet the requirements should be replaced during the next major renovation. Document the timeline for the next property renovation and include toilet replacement with models that meet the flow rate specified at that time. An exception may be made if the property documents that the plumbing infrastructure does not adequately function with a lower flow rate. Attestation by the plumbing contractor or other authority must be submitted.



DOCUMENTATION NEEDED:

Listing of flow rates of fixtures in guest rooms, common areas and general restroom facilities. If flow rates of fixtures do not meet the flow rates above, a documented 2-year replacement schedule should be provided, including dates of implementation, type of replacement fixture, model and type of fixture that will be replaced. If fixtures are purchased, a purchase order or receipt must be submitted. Procurement policy that documents the future purchase of water-efficient fixtures and timeline of next major renovation and procedure for toilet replacement, if necessary.



ON-SITE AUDITOR VISIT:

The auditor will spot-check to see if water-efficient appliances are installed in guest rooms and general restrooms, or will review the 2-year replacement schedule and procurement policy.

3.3.2 For exterior plantings, property shall use plants and trees tolerant of climate, soils and natural water availability. Landscape shall be watered where necessary in the early morning or at night to minimize evaporation, soaker hoses used for plant beds, and plant beds mulched to retain water. Grasses that require irrigation shall be limited to areas where guest activities take place.



BACKGROUND OF CRITERIA:

To reduce the amount of water used for landscaping.



SUGGESTED IMPLEMENTATION:

Determine watering schedule for exterior areas or consult with external landscaping company, if applicable, for watering schedule. Develop a policy to conduct watering only during evening or early morning hours and incorporate the use of soaker hoses or other water-efficient methods. Properties with an existing water-efficient plant bed watering system may not be required to install soaker hoses in plant beds. Grasses that require irrigation should only be used in areas for guest activities. Hotels in urban settings with no exterior plants that require irrigation may be exempted from this requirement.



DOCUMENTATION NEEDED:

Documentation will be required to describe the exterior landscaping of the property (general plant information, including grasses) and the watering schedule, as well as use of mulch and soaker hoses in plant beds.



ON-SITE AUDITOR VISIT:

The auditor will verify exterior landscaping does not require additional watering due to non-native plants or grasses in areas where no guest activities take place. The auditor will review the watering schedule as well as the watering method employed (such as soaker hoses), use of mulch, and whether exterior plants and grasses are indigenous and tolerant of the local climate, soils and natural water availability.

3.3.4 Where cost-effective, property shall offer towel and/or linen reuse option to multiple night guests.



BACKGROUND OF CRITERIA:

To minimize the use of detergents, energy and water from laundering towels and linens. To ensure that the towel and linen reuse program is being properly implemented and is effectively communicated to guests.



SUGGESTED IMPLEMENTATION:

For multiple-night guests (2 or more consecutive nights), create a procedure for a towel and/or linen reuse program. Determine how housekeeping staff will implement the program and how the property will communicate the program to guests. Train the staff on how to implement the program and create signs or communication materials to educate guests. Internally document the details of the reuse program. Consider including a quality-control aspect, such as a spot check by hotel staff to ensure that guests that request "no change" have not had their towels or linens changed. If implementing an internal spot-check procedure, document the spot-check results as part of the monitoring of the program.



DOCUMENTATION NEEDED:

Documentation of the details of the program; how it is implemented, the procedures for housekeeping staff when the guest requests "no change" or when guests requests linens to be changed and any quality-control measures, such as spot-checks by hotel staff. Photographs of signs and communication to guests may be included in submission materials.



ON-SITE AUDITOR VISIT:

The auditor will spot-check guest rooms for signs or other methods to explain the program and may have conversations with housekeeping staff to ensure that the staff has been trained for the towel and/or linen reuse program.



WHERE APPLICABLE

3.3.5 Property shall ensure that clothes washers, dryers, and dishwashers are filled to recommended capacity for each cycle and that the coolest effective water temperature is used.

**BACKGROUND OF CRITERIA:**

To maximize water savings and energy-efficiency from appliance use.

**SUGGESTED IMPLEMENTATION:**

Assess the current procedure for loading clothes washers, clothes dryers and dishwashers and determine the best measurement for ensuring machines are run at full capacity. Some properties use a scale to measure clothing loads by weight; some machines are designed not to run until a certain capacity is met, and the low temperature setting should be the default. Train staff to fill machines to full capacity and to use the lowest temperature setting. Document the policies and procedures for clothes washers, dryers and dishwashers. Utilize posted signs if necessary.

**DOCUMENTATION NEEDED:**

Documentation of policy and procedures that machines are filled to capacity and the lowest temperature setting is used. Training records of staff trained in proper equipment operation, or posted signage on equipment.

**ON-SITE AUDITOR VISIT:**

The auditor will check policies and procedures as well as observe machines in use or staff that may be loading machines. The auditor may have conversations with staff to determine if staff has been properly trained.

3.4.3 Property shall use non-phosphate, nontoxic, biodegradable, concentrated liquid or powder laundry detergents.



BACKGROUND OF CRITERIA:

To reduce the environmental impact of detergents.



SUGGESTED IMPLEMENTATION:

Identify the laundry detergent(s) that is currently being used at the property. Consult the Material Safety Data Sheet (MSDS) and/or contact the supplier to determine whether or not the laundry detergent meets all of the following requirements:

- Does not contain phosphates
- Is considered nontoxic
- Is biodegradable
- Is at least 2X concentrated (for liquid detergents)

It may be helpful to create a list of the detergents that are used, the supplier/manufacturer, and where the detergent is used on the property. If the laundry detergent(s) does not meet the above requirements, switch to an acceptable alternative product that does meet the above requirements. Demonstrate compliance with a purchase order. Procurement documents should communicate intent to continue purchasing compliant laundry detergent(s) and procurement staff should be informed of the requirements.



DOCUMENTATION NEEDED:

Documentation of what laundry detergent(s) are being used, data/documentation from manufacturer or supplier that product(s) are compliant with the requirements. Purchase orders of laundry detergent, if required, and procurement policy.



ON-SITE AUDITOR VISIT:

The auditor will verify the laundry detergent(s) on-site are compliant and will review associated MSDS, purchase orders, if applicable, and procurement policies. The auditor may have conversations with staff to ensure they are properly trained.



**Sample
Template**

3.4.4 Property shall use non-phosphate, nontoxic, biodegradable, concentrated liquid or powder cleaning products.



BACKGROUND OF CRITERIA:

To reduce the environmental impacts of commonly used cleaning products.



SUGGESTED IMPLEMENTATION:

Identify the cleaning products that are currently being used in the following categories:

- Carpet cleaners
- Floor cleaners
- General-purpose cleaners
- Glass cleaners
- Restroom cleaners

Consult the Material Safety Data Sheet (MSDS) and/or contact the supplier to determine whether or not the cleaning products meet all of the following requirements:

- Does not contain phosphates
- Is considered nontoxic
- Is biodegradable
- Is concentrated (at least 1:16 dilution ratio with water)

It may be helpful to create a list of the cleaning products that are used, the supplier/manufacturer, and where they are used on the property. If the cleaning products have been certified by a legitimate, recognized third-party as environmentally preferable, no further documentation may be required. If any cleaning product does not meet the above requirements, switch to an acceptable alternative product that does meet the above requirements. Demonstrate compliance with a purchase order and data for the new product. Procurement documents should communicate intent to continue purchasing compliant cleaning products and procurement staff should be informed of the requirements.



DOCUMENTATION NEEDED:

Documentation of what cleaning products are being used, specifying which, if any, products are third-party certified and/or data/documentation from manufacturer or supplier that product(s) are compliant with the requirements. Purchase orders of compliant products, if required, and a procurement policy that states compliant products will continue to be purchased in the future. Policy and procedures should be communicated to procurement staff.



ON-SITE AUDITOR VISIT:

The auditor will verify if the cleaning products on-site are compliant and will review associated MSDS, purchase orders, if applicable, and procurement policies. The auditor may have conversations with staff to ensure they are properly trained.

3.5.2 All chemical storage and mixing areas for housekeeping products shall allow for adequate and secure product storage with water in the space for mixing concentrated chemicals, have drains plumbed for the appropriate disposal of liquid waste products, and be equipped with access to fresh air (e.g., outside venting or air-filtration unit).



BACKGROUND OF CRITERIA:

To minimize staff and guest exposure to hazardous substances.



SUGGESTED IMPLEMENTATION:

Assess chemical and mixing areas to ensure they have:

- Adequate and secure product storage
- Accessible water for mixing concentrates
- Drains plumbed for disposal of liquid waste
- Access to proper ventilation (fresh air or air filtration)

If the chemical storage and mixing areas are not compliant, determine procedures for creating areas that are compliant with all requirements. Document and describe chemical and mixing areas and list how the areas are compliant with the requirements.



DOCUMENTATION NEEDED:

Description of how the chemical storage and mixing areas are compliant with the requirements. Attach photographic evidence, if necessary.



ON-SITE AUDITOR VISIT:

The auditor will verify on-site the chemical storage and mixing areas to ensure there is proper product storage, accessible water for mixing concentrated products, drains that are adequately plumbed for liquid waste and that there is either access to fresh air or air-filtration units in place to provide adequate ventilation in those areas. The auditor may have conversations with staff to ensure that the designated areas are in compliance.

3.6.1 The property shall establish an environmental purchasing policy, which shall include the following elements (or equivalent):

- a) Appointment of a steering committee, which includes staff responsible for overseeing the program.**
- c) Incorporation of environmental preferences into purchasing documents and discussions with suppliers and vendors.**
- d) Consider the life-cycle costs of buying environmentally responsible products and services. Information from all available sources shall be used, including manufacturer information and third-party certifications.**
- e) The purchase and testing of potential environmentally responsible products and services.**
- g) Environmental policy is available to the public upon request.**



BACKGROUND OF CRITERIA:

To ensure that the property has an environmental and socially sensitive purchasing policy in place, including a steering committee who will ensure that environmental considerations are included in procurement documents and can communicate preferences to suppliers, that will consider life-cycle costing for purchases and follow-up to ensure these products are being purchased, and make sure the environmental policy of the property is available to the public upon request.



SUGGESTED IMPLEMENTATION:

Establish members of a steering committee. Determine duties and responsibilities of members, mission of the steering committee (e.g., to ensure the purchase of environmentally responsible products and services), vision of the committee and tangible purchasing targets. Purchasing targets should be as specific as possible. Communicate environmental preference to suppliers and vendors. Establish green purchasing policy that outlines how life-cycle costing is taken into consideration. Steering committee or other authority should review the green purchasing policy annually (at minimum) to ensure the mission and vision are being addressed and to account for changes and availability of environmentally preferred products and services.



DOCUMENTATION NEEDED:

Documentation of members of the steering committee; mission and vision of the committee; specific purchasing targets; description of the procurement procedure; and policy and description of how life-cycle costing is considered. Any information from suppliers and vendors that has been documented, and monitoring schedule for steering committee to review the existing procurement policy documents. Documentation that the environmental policy is available to the public.



ON-SITE AUDITOR VISIT:

The auditor will review the documentation of the steering committee, including missions, goals and purchasing targets. The auditor may review the life-cycle costing procedure and may spot check products or services in practice to see if the procurement policy is effective. The auditor may have conversations with members of the steering committee or procurement staff to ensure goals and mission have been properly communicated.

3.6.2 Implement either 3.6.2 or 3.6.3 for Bronze certification (both must be met for Silver certification):

Property shall use printing and writing papers (e.g., letterhead, stationary, copy paper, envelopes, invoices, business forms, etc.) that contain a minimum of 30% post-consumer (PC) material content OR tree-free fiber content; coated paper shall contain a minimum of 10% post-consumer material content OR tree-free fiber content. Corporate and franchise papers may be exempted from these minimum PC material content requirements if there is evidence that they are not offered by the preferred vendor(s).



BACKGROUND OF CRITERIA:

To ensure that environmentally preferred printing products are purchased with a minimum amount of post-consumer waste to reduce the amount of virgin material used in paper products and to encourage the use of post-consumer materials.



SUGGESTED IMPLEMENTATION:

Assess all printed materials used on the property. Create a list of the products, and determine the post-consumer content of the products through existing brochures or catalogs or have the supplier provide a written, signed attestation of the post-consumer content of the materials. If the property is using paper products that have been certified by a legitimate, recognized third-party as environmentally preferable, no further documentation may be required.

Note: "Recycled content" or "recovered material content" typically includes both pre-consumer and post-consumer paper. If existing information, or information provided by the supplier, addresses only "recycled content" or "recovered material content," the property must inquire specifically about post-consumer content. Documentation of only the "recycled content" or "recovered material content" is not considered sufficient. If products are non-compliant, inquire about potential alternatives from suppliers or vendors and switch to compliant products. Educate procurement staff on policies.

Requirements are as follows:

- Letterhead, stationary, copy paper, envelopes, invoices, business forms, etc. must contain a minimum 30% post-consumer material or tree-free fiber content
- Any materials printed on coated paper must contain a minimum 10% post-consumer paper or tree-free fiber content
- Non-compliant corporate or franchise papers may be exempted if due to the preferred corporate vendor



DOCUMENTATION NEEDED:

List and description of printing and writing papers and consumable paper products that are used on the property and demonstrated compliance, including data/documentation from manufacturer or supplier of post-consumer content. Purchase orders, if necessary, or list of third-party certified products used. Procurement documents should include procedures and policies for future purchases.



ON-SITE AUDITOR VISIT:

The auditor may spot-check to ensure compliant products are being used on the property and may have conversations with staff to ensure they are properly trained.

3.6.3 Implement either 3.6.2 or 3.6.3 for Bronze certification (both must be met for Silver certification):

Consumable paper products shall be made from recycled fibers, with the following minimum postconsumer material content: Toilet Tissue - 20%; Facial Tissue - 10%; Napkins and Paper Towels - 40%.



BACKGROUND OF CRITERIA:

To ensure that environmentally preferred printing and consumable paper products are purchased with a minimum amount of post-consumer waste to reduce the amount of virgin material used in paper products and to encourage the use of post-consumer materials.



SUGGESTED IMPLEMENTATION:

Assess all consumable paper products, including toilet tissue, facial tissue, napkins and paper towels used on the property. Create a list of the products, and determine the post-consumer content of the products through existing brochures or catalogs or have the supplier provide a written, signed attestation of the post-consumer content of the materials. If the property is using paper products that have been certified by a legitimate, recognized third-party as environmentally preferable, no further documentation may be required.

Note: "Recycled content" or "recovered material content" typically includes both pre-consumer and post-consumer paper. If existing information, or information provided by the supplier, addresses only "recycled content" or "recovered material content," the property must inquire specifically about post-consumer content. Documentation of only the "recycled content" or "recovered material content" is not considered sufficient. If products are non-compliant, inquire about potential alternatives from suppliers or vendors and switch to compliant products. Educate procurement staff on policies.

Requirements are as follows:

- Toilet tissue must contain a minimum 20% post-consumer content
- Facial tissue must contain a minimum 10% post-consumer content
- Napkins and paper towels must contain a minimum 40% post-consumer content



DOCUMENTATION NEEDED:

List and description of printing and writing papers and consumable paper products that are used on the property and demonstrated compliance, including data/documentation from manufacturer or supplier of post-consumer content. Purchase orders, if necessary, or list of third-party certified products used. Procurement documents should include procedures and policies for future purchases.



ON-SITE AUDITOR VISIT:

The auditor may spot-check to ensure compliant products are being used on the property and may have conversations with staff to ensure they are properly trained.

3.6.4 Durable goods shall be of sufficient quality to allow reuse, refinishing and/or reupholstering in conjunction with remodeling/upgrading or refurbishing.

**BACKGROUND OF CRITERIA:**

To encourage the use of durable products.

**SUGGESTED IMPLEMENTATION:**

Assess furniture and other items in the property. Determine if the existing items can be reused, refinished or re-upholstered. Identify and document the products and describe the procedure for reusing products, including the services utilized by the hotel for refurbishing/re-upholstering the furniture. Include procurement language to purchase durable products, such as furniture, when items are purchased in the future and communicate policy to staff.

**DOCUMENTATION NEEDED:**

Procedures and policy that describes how the property will ensure that furniture and other items are reused, refinished or re-upholstered, and the procurement policy for purchasing durable furniture and other items in the future.

**ON-SITE AUDITOR VISIT:**

The auditor will spot-check furniture on-site to check if furniture is being reused rather than replaced. The auditor may have conversations with staff to ensure policies are properly communicated.



**Sample
Template**

3.6.6 Preference shall be given to product suppliers who provide and take back reusable packaging and shipping pallets. Packaging that is not reusable shall be minimal and recyclable.



BACKGROUND OF CRITERIA:

To ensure the product suppliers cut down on the amount of waste generated due to packaging and shipping.



SUGGESTED IMPLEMENTATION:

Determine if suppliers currently take back, or have the capability to take back, reusable packaging (such as corrugated boxes) and shipping pallets. If current suppliers do not offer this service, communicate with the supplier or vendor that the preference is for suppliers that take back packaging and shipping pallets and, if necessary, switch to alternative suppliers and vendors who offer this service. Establish policies that state the preference for suppliers that take back reusable packaging and shipping pallets and include language in procurement documents. If vendor does not take back reusable packaging, the property should make efforts to reuse and recycle as much packaging materials as possible. Communicate with staff the preferred supplier or vendor the reasons for selecting the vendor, and train procurement staff for future decisions.



DOCUMENTATION NEEDED:

Identification of supplier or vendor and reasons for selecting the vendor, as well as a description of the procedures used by the supplier or vendor to take back reusable packaging and shipping pallets. Documentation is required in procurement policy for preference of suppliers that offer this service and, if property changes vendors, description of new vendor (including company name and contact information), reasons for the change and their proposed procedures for take-back services.



ON-SITE AUDITOR VISIT:

The auditor will look for documentation of the preferred vendors (name of company and contact information), reasons for selecting the particular vendor and description of procedure to take back packaging and pallet. The auditor may observe the packaging and shipping pallets present at the property to ensure they are in accordance with the documented procedure.

3.1.1(b) All elements from Bronze from Section 3.1.1(a) must be met, plus the following: The property shall establish a recycling program, which includes the following: Recycling and/or composting programs for food waste and yard waste where cost-effective locally. Program components shall be clearly labeled for both guests and staff.



BACKGROUND OF CRITERIA:

To reduce the amount of material entering the waste stream by encouraging composting for food and yard waste.



SUGGESTED IMPLEMENTATION:

1. Verify whether a municipal composting facility exists in your area.
2. Determine how much food waste is generated at the property. If there is no existing system, begin by analyzing what food waste materials are being generated at the property.
3. Create a procedure for composting materials if one does not exist. Procedures should describe how the material is collected, stored, kept separate from waste and hauled away.
4. Place compost bins in kitchen and other areas where food waste is generated. Communicate to staff where compost bins are located and train staff and housekeeping how to handle compost materials and how to store them. Clearly communicate to guests and staff what materials are accepted (through posted signs or other communication method).
5. Ensure there is a metric to measure success, depending on how the property tracks and monitors waste materials.
6. If the property elects not to compost materials based on the cost or availability of composting, please conduct a cost justification, which includes the waste-hauler fee for landfill waste as compared to the waste-hauler fee for collecting the compostables. Green Seal will be looking for exact, specific cost-effective calculations as acceptable justification for why a property is electing not to compost materials. Other methods for reducing food waste, including food compactors/food pulpers or food digesters, will be considered based on documentation of the policy of how the equipment will be used and if accompanied by detailed policy and procedure for using the equipment. In addition, a metric must be developed to measure the effectiveness of a food compactor or food digester in relation to landfill and composting.



DOCUMENTATION NEEDED:

A list of materials that are being composted, as well as a documented procedure for each of the materials (e.g. a detailed method of how the material is collected, stored, and hauled away).



ON-SITE AUDITOR VISIT:

The auditor will check to see there are compost bins available in kitchen areas and other areas where food waste is generated and that the compost program is clearly communicated. The auditor will also check the waste stream to see if compost materials are being disposed of, and may speak with staff about the procedure for composting to ensure they have been properly trained.

3.1.2 Property shall use refillable amenity dispensers rather than individual containers for shampoo, conditioner, soap, lotion, etc. where possible OR demonstrate that chosen individual products are the smallest practical size for guest length of stay and minimally packaged in recycled and/or recyclable materials. Used amenities are collected for donation to charity or recycling where practicable.



BACKGROUND OF CRITERIA:

To minimize the impact of packaging in relation to amenities.



SUGGESTED IMPLEMENTATION:

Properties need to meet one of the following:

1. Have refillable amenities in guest rooms and other common areas.
2. Calculate the average guest length of stay. Determine if the amenity bottle is the smallest practical size for the average guest length of stay. The amenity bottles must be recyclable (either #1 PET or #2 HDPE, or if another plastic type, must be accepted by local facility—written attestation that they accept that type of plastic.) If amenity bottle is not recyclable and is not accepted by local recycling facility, then it should be made of recycled (recovered, pre-consumer or post-consumer) materials. Written attestation from supplier on their letterhead will be accepted as documentation. Unused amenities should also be donated to charity where available, with written attestation that the charity accepts used amenities or the address and contact information for the charity for donation.



DOCUMENTATION NEEDED:

List of amenities that are offered by the property (e.g. shampoo/conditioner, body lotion, hand soaps, etc.), whether they are offered in refillable dispensers and if they are offered in refillable dispensers, the policy for checking and refilling the dispensers. If amenities are packaged in individual containers, the documentation should include a list of amenities, the size of the amenities and type of packaging material. Individual amenities also need to be accompanied by documentation (studies/calculations/results) of the average guest night stay to ensure that the individual container is appropriately sized. Provide written statements from charities (on their letterhead) that the organization has provided amenities to the charity or other documentation such as in the form of a receipt that the organization has provided, or will provide, amenities to the charity.



ON-SITE AUDITOR VISIT:

The auditor will be looking for procedures (e.g.. steps the hotel will take to ascertain whether or not it will switch to or add refillable amenities to its services) and policies (e.g.. a statement that the hotel's new policy is that it will use amenities packaged in recyclable plastic and donate the partially used amenities) for the three items above. The auditor will also examine the policies for refilling the amenities, if refillable containers are used, or how amenities are collected for donated to charity. The auditor will also spot check to see if there are refillable amenities that are installed or, if there are individual amenities available, that they are appropriately sized.



3.2.4 Property shall purchase energy-efficient windows as windows are replaced. Existing windows shall have window films, where climate and orientation indicate that significant energy savings will result.



BACKGROUND OF CRITERIA:

To reduce the amount of energy lost through non-efficient windows.



SUGGESTED IMPLEMENTATION:

Install energy-efficient windows as window replacement is needed. Until replacement with energy-efficient windows, put window films on existing windows where climate and orientation indicate that significant energy savings will result. Use of heavy curtains is also encouraged.



DOCUMENTATION NEEDED:

List of windows and whether they are energy efficient or not. Include spec sheets that confirm a window is energy efficient. Purchasing policy that states energy-efficient windows will be purchased as windows are replaced.



ON-SITE AUDITOR VISIT:

The auditor will be looking for energy-efficient windows. If energy-efficient windows are not in place yet, the auditor will look for other measures that reduce energy loss (e.g. window films, heavy curtains, etc.).

3.2.5 Programmable on/off timers and/or sensors shall be used for lighting and HVAC in low-traffic and low-occupancy areas (e.g., back of the house, corridors, meeting rooms, storage rooms, equipment rooms).

**BACKGROUND OF CRITERIA:**

To reduce the amount of energy used for lighting and HVAC in low-occupancy areas, using programmable timers or sensors.

**SUGGESTED IMPLEMENTATION:**

Install programmable on/off timers and/or sensors for lighting and HVAC in low-traffic and low-occupancy areas such as back of the house, corridors, meeting rooms, storage rooms, equipment rooms, and exercise room. Communicate to staff how to use the devices.

**DOCUMENTATION NEEDED:**

List of low-traffic areas and whether or not programmable on/off timers or light sensors have been installed. If programmable on/off timers or sensors need to be installed, purchase orders from suppliers can be submitted as evidence of future installations.

**ON-SITE AUDITOR VISIT:**

The auditor will look for programmable on/off timers and sensors in the applicable locations.

3.3.3 Property shall demonstrate that groundskeeping procedures specify that sidewalks, drives, parking lots, etc. are to be swept instead of washed down with potable water, or washed down with graywater.

**BACKGROUND OF CRITERIA:**

To reduce the amount of water used for groundskeeping by sweeping or use of graywater to clean hard surfaces.

**SUGGESTED IMPLEMENTATION:**

Establish a policy and procedure that states the hotel will keep sidewalks, drives, parking lots, etc. clean by sweeping and not by using potable water. Rainwater can be used if water is needed. Staff should be trained on the policy and proper procedures. Periodic use of pressure washers, auto-scrubbers or steam-cleaning devices is permitted to remove gum, oil and grease or biological material; however, the daily/routine cleaning procedures must comply with this criterion.

**DOCUMENTATION NEEDED:**

Evidence of written groundskeeping policies and procedures to sweep or use of graywater instead of washing down sidewalks, drives and parking lots with potable water.

**ON-SITE AUDITOR VISIT:**

The auditor will look for a written policy and procedure and may observe practices in place.

**Sample
Template**

3.4.1 Property shall demonstrate that chlorinated chemicals are used only where there is no less-toxic alternative, and only in minimal amounts.



BACKGROUND OF CRITERIA:

To reduce the amount of chlorine used and where chlorine is used, demonstrate that there are no less-toxic alternatives.



SUGGESTED IMPLEMENTATION:

1. Identify the products that use chlorinated chemicals, and create a list that identifies each product, its code, its manufacturer, where it is used, and for what purpose.
2. Identify and purchase alternative products that do not contain chlorinated chemicals where there is no alternative, and create a list of approved alternatives.
3. Establish a policy and procedure that states that chlorinated chemicals will be used only when there is no less-toxic alternative and only in minimal amounts.
4. Train staff on policy and procedures. The auditor will be looking through the products and verify the lists of chlorinated products and alternative products in use. If chlorinated products are still being used, the property must show to the auditor that a non-chlorinated replacement has been ordered (through a purchase order or receipt) or document the need for a specific chlorinated product.



DOCUMENTATION NEEDED:

List of any products that contain chlorine and description of the purpose of those products within the facility. Policies and procedures that describe future purchases of chlorine-free alternatives, where feasible.



ON-SITE AUDITOR VISIT:

Will look to see if chlorinated chemicals are being used in the facility, review the list of chlorinate chemicals used, if any, and will review purchasing policy and procedures for future purchases of chlorinated chemicals.



3.4.2 Property shall use automatic dishwashing detergent that is biodegradable, does not contain NTA, and does not contain chlorine bleach.



BACKGROUND OF CRITERIA:

To encourage environmentally-preferable dishwashing detergents.



SUGGESTED IMPLEMENTATION:

Create a list of all automatic dishwashing detergents used (product name, code, manufacturer, location, reason for use). Identify detergents that contain NTA and chlorine bleach and discontinue use.

Establish a purchasing policy that states that the property will purchase only biodegradable automatic dishwashing detergents that do not contain NTA or chlorine bleach. The property may need to obtain data/documentation from manufacturer or supplier that product(s) are compliant with the requirements.

If new purchases of compliant products are made, a record (purchase order or receipt) is required and purchasers should be trained on the policy and new products.



DOCUMENTATION NEEDED:

List of automatic dishwashing detergent in use in the facility. Include MSDS for submission and either evidence that the product meets the requirements (biodegradable, does not contain NTA or chlorine bleach) from third-party certification, brochures or sales literature describing the product, or data/documentation from the manufacturer or supplier that the product meets the requirements



ON-SITE AUDITOR VISIT:

The auditor will check to see what detergents are being used for dishwashing and may speak with staff to ensure that information has been communicated effectively.



**Sample
Template**

3.4.5 Property shall seek out and explore the use of organic insecticides, fertilizers and biocides and/or Integrated Pest Management (IPM) techniques.



BACKGROUND OF CRITERIA:

To encourage the use of organic insecticides, fertilizers and biocides or integrated pest management (IPM) techniques to reduce environmental impacts.



SUGGESTED IMPLEMENTATION:

Seek out organic insecticides, fertilizers, biocides and/or integrated pest management techniques.

- Contact landscaping and in-house plant service to investigate organic approaches.
- Contact pest management to investigate using an Integrated Pest Management Program.

If effective alternatives are identified, purchase these services. If decision was to not purchase these services, keep record of the investigation (who was contacted, quote of new services, reason for not purchasing, etc).



DOCUMENTATION NEEDED:

Description of landscaping policies and description of organic or IPM techniques that are used. The description can be from the property, if this is conducted by in-house staff, or by contractor organization.



ON-SITE AUDITOR VISIT:

Auditor will check policies and procedures from property or the contractor and evidence of the program being utilized.



**Sample
Template**

3.5.1 Property shall seek to replace hazardous substances (e.g., cleaning supplies, detergents, adhesives, paints, pesticides, etc.) with less-hazardous alternatives. Purchases of hazardous materials will be based on accurate records of the current product inventory to avoid over-purchases and unnecessary storage.



BACKGROUND OF CRITERIA:

To minimize the use of substances considered hazardous with less-hazardous alternatives and keeping purchasing of hazardous substances at a minimum. For the purposes of this requirement, hazardous substances are considered those that are classified as hazardous (flammable, corrosive, or ignitable) by OSHA, DOT or other authoritative body.



SUGGESTED IMPLEMENTATION:

1. Identify hazardous substances (e.g., NFPA rating of greater than 2 in health, products bearing signal words such as "Danger," "Caution," "Warning") and create a list of these substances. Include the chemical name, code, manufacturer, where used, and reason for use.
2. Find alternatives that are less hazardous and replace.
3. Dispose of hazardous substances properly.
4. Establish a policy and procedure that states the hotel will replace hazardous substances with less-hazardous alternatives.
5. Implement procedures where the hotel purchases hazardous chemicals based on current inventory level and actual usage.
6. Keep records of the ongoing inventory.



DOCUMENTATION NEEDED:

Inventory of hazardous substances that are used on the property and description of purpose. Provide any studies or research on less-hazardous alternatives for current or future purchases.



ON-SITE AUDITOR VISIT:

Auditor will check property storage areas to ensure that hazardous materials are stored correctly and that all hazardous materials are listed.

3.5.3 Drums and storage containers/areas located on the property shall be clearly marked, use spill containment measures to collect spills/drips/leaching of chemicals, and shall be checked regularly for leaks and replaced as necessary.



BACKGROUND OF CRITERIA:

To ensure that hazardous substances are stored and marked correctly to minimize accidental spillage or drips/leakage of hazardous chemicals.



SUGGESTED IMPLEMENTATION:

1. Establish a policy and procedure that meets the following clause requirement:
 - a) Drums and storage containers/areas are clearly marked.
 - b) Spill containment measures will be used to collect spills/drips/leaching of chemicals.
 - c) Drums shall be checked regularly for leaks and replaced as necessary. Create procedure that ensures that the storage of the drums and containers are stored in this area, and that they are periodically checked.
2. Train staff.



DOCUMENTATION NEEDED:

Description of hazardous chemicals that are stored on the property; the location of these chemicals; the purpose of these chemicals on the property; spill containment measures; and the policy and procedures to periodically check for spills/drips/leaching of chemicals and replacement policy as necessary.



ON-SITE AUDITOR VISIT:

Auditor will check storage of chemicals; whether or not they are clearly marked; the purpose of the hazardous chemicals on the property; that there are not any obvious spills/leaks/leaching; and the policies and procedures for checking and maintaining the safety of the drums and storage containers.

3.5.4 Architectural paint purchased for use on the property shall not contain the following heavy metals or toxic organic substances:

Heavy Metals	Toxic Organic Substances	
<i>antimony</i>	<i>acrolein</i>	<i>methyl ethyl ketone</i>
<i>cadmium</i>	<i>acrylonitrile</i>	<i>methyl isobutyl ketone</i>
<i>hexavalent chromium</i>	<i>benzene</i>	<i>naphthalene</i>
<i>lead</i>	<i>1,2-dichlorobenzene</i>	<i>phthalate esters</i>
<i>mercury</i>	<i>ethylbenzene</i>	<i>toluene (methylbenzene)</i>
	<i>formaldehyde</i>	<i>1,1,1-trichloroethane</i>
	<i>isophorone</i>	<i>vinyl chloride</i>
	<i>methylene chloride</i>	



An exception may be made for limited-use architectural paints used in historic areas or high-abuse areas if compliant options are not available.



BACKGROUND OF CRITERIA:

To ensure that paint used on the property is free from hazardous chemical components.



SUGGESTED IMPLEMENTATION:

1. Create a list of paints. Include the paint name, their VOCs, if it contains any prohibited materials, the type of paint, (flat or semi-gloss; exterior or interior), and where it is used.
 2. Find alternatives to the non-compliant paints that have low VOC, no heavy metals, and no toxic organic substances.*
 3. Properly dispose of non-compliant paint with heavy metals or toxic organic substances (as listed).
 4. Establish a policy that states the property will purchase compliant paint, determine compliant paint options from vendors and stipulate these for future purchasing.
- *Exceptions may be made for limited-use architectural paints in historic areas or high-traffic areas. If a non-compliant paint is used, the property must show the auditor that efforts were made to find and test alternatives. Keep a record of paints tested and the results.



DOCUMENTATION NEEDED:

Inventory of all paint used and kept on the property and description of each product. Each product needs to have documentation that demonstrates that the product does not contain the prohibited ingredients. Acceptable documentation includes third-party certification, data/documentation from the manufacturer or supplier or other documentation that specifically addresses the chemicals listed.



ON-SITE AUDITOR VISIT:

Auditor will check the inventory of paint and will observe the paint cans stored on the facility to ensure that all products are listed on the inventory. Auditor will also review that all products meet the requirements of the criteria based on certification, data/documentation from the manufacturer or supplier or other product information about the prohibited chemicals.

3.6.1 The property shall establish an environmental purchasing policy, which shall include the following elements (or equivalent): All elements from Bronze section 3.6.1 must be met, plus the following:

b) Development of an environmental mission and distinct purchasing targets

f) Regular evaluation and modification, if necessary, of the environmental purchasing policy to help ensure maximum benefit.



BACKGROUND OF CRITERIA:

To ensure that the property has an environmentally and socially sensitive purchasing policy in place, including a steering committee to ensure that environmental considerations are included in procurement documents and can communicate preferences to suppliers, to consider life-cycle costing for purchases and follow-up to ensure these products are being purchased, to modify the purchasing policy to ensure maximum benefit, and to make sure the environmental policy of the property is available to the public



SUGGESTED IMPLEMENTATION:

Establish members of a steering committee. Determine duties and responsibilities of members, mission of the steering committee (e.g., to ensure the purchase of environmentally responsible products and services), vision of the committee and tangible purchasing targets. Purchasing targets should be as specific as possible. Communicate environmental preference to suppliers and vendors. Establish green purchasing policy that outlines how life-cycle costing is taken into consideration. Steering committee or other authority should review the green purchasing policy annually (at minimum) to ensure the mission and vision are being addressed and to account for changes and availability of environmentally preferred products and services.



DOCUMENTATION NEEDED:

Documentation of members of the steering committee; mission and vision of the committee; specific purchasing targets; description of the procurement procedure and policy; and description of how life-cycle costing is considered. Any information from suppliers and vendors that has been documented, and monitoring schedule for steering committee to review the existing procurement policy documents. Documentation that the environmental policy that is available to the public.



ON-SITE AUDITOR VISIT:

The auditor will review the documentation of the steering committee, including missions, goals and purchasing targets. The auditor may review the life-cycle costing procedure and may spot-check products or services in practice to see if the procurement policy is effective. The auditor may have conversations with members of the steering committee or procurement staff to ensure goals and mission have been properly communicated.

3.6.2 & 3.6.3 Implement both criteria for Silver certification:

3.6.2 Property shall use printing and writing papers (e.g., letterhead, stationary, copy paper, envelopes, invoices, business forms, etc.) that contain a minimum of 30% post-consumer (PC) material content OR tree-free fiber content; coated paper shall contain a minimum of 10% post-consumer material content OR tree-free fiber content. Corporate and franchise papers may be exempted from these minimum PC material content requirements if there is evidence that they are not offered by the preferred vendor(s).

3.6.3 Consumable paper products shall be made from recycled fibers, with the following minimum postconsumer material content: Toilet Tissue - 20%; Facial Tissue - 10%; Napkins and Paper Towels - 40%.



BACKGROUND OF CRITERIA:

To ensure that environmentally preferred printing and consumable paper products are purchased with a minimum amount of post-consumer waste to reduce the amount of virgin material used in paper products and to encourage the use of post-consumer materials.



SUGGESTED IMPLEMENTATION:

Assess all printed materials and consumable paper products, including toilet tissue, facial tissue, napkins and paper towels used on the property. Create a list of the products, and determine the post-consumer content of the products through existing brochures or catalogs or have the supplier provide a written, signed attestation of the post-consumer content of the materials. If the property is using paper products that have been certified by a legitimate, recognized third-party as environmentally preferable, no further documentation may be required.

Note: "Recycled content" or "recovered material content" typically includes both pre-consumer and post-consumer paper. If existing information, or information provided by the supplier, addresses only "recycled content" or "recovered material content," the property must inquire specifically about post-consumer content. Documentation of only the "recycled content" or "recovered material content" is not considered sufficient. If products are non-compliant, inquire about potential alternatives from suppliers or vendors and switch to compliant products. Educate procurement staff on policies.

Requirements are as follows:

- Letterhead, stationary, copy paper, envelopes, invoices, business forms, etc. must contain a minimum 30% post-consumer material or tree-free fiber content
- Any materials printed on coated paper must contain a minimum 10% post-consumer paper or tree-free fiber content
- Non-compliant corporate or franchise papers may be exempted if due to the preferred corporate vendor
- Toilet tissue must contain a minimum 20% post-consumer content
- Facial tissue must contain a minimum 10% post-consumer content
- Napkins and paper towels must contain a minimum 40% post-consumer content



DOCUMENTATION NEEDED:

List and description of printing and writing papers and consumable paper products that are used on the property and demonstrated compliance, including data/documentation from manufacturer or supplier of post-consumer content. Purchase orders, if necessary, or list of third-party certified products used. Procurement documents should include procedures and policies for future purchases.



ON-SITE AUDITOR VISIT:

The auditor may spot-check to ensure compliant products are being used on the property and may have conversations with staff to ensure they are properly trained.

3.6.5 Purchases of products with VOC off-gassing potential shall be evaluated and lower-VOC products purchased where available. The VOC content shall not exceed:

Paints:

- Interior Flat 50 g/l; Interior Non-Flat 150 g/l; Exterior Flat 100 g/l;
- Exterior Non-Flat 200 g/l; Anti-Corrosive All Finishes 250 g/l.

An exception may be made for limited-use architectural paints used in historic areas or high-abuse areas if compliant options are not available.

General Purpose Cleaning Products: less than 10% VOCs by weight.

Additional products that shall be considered include other building materials; rugs and carpets; furniture and furnishings; laminated products; adhesives; sealants; caulking compounds; and office supplies.



BACKGROUND OF CRITERIA:

To minimize the amount of volatile organic compounds (VOCs) being released into the atmosphere from products purchased by the property.



SUGGESTED IMPLEMENTATION:

1. Create a list of paints and cleaning products. Include the product name, their VOCs, the type of paint, (flat or semi-gloss; exterior or interior), and where it is used.
2. Find alternatives to the non-compliant paints and cleaning products that have low VOCs.
3. Properly dispose of non-compliant paint with VOC levels higher than acceptable amounts.
4. Create a list of additional products that contain lower VOC content than traditional products that have been purchased or considered.
5. Establish a policy that states the property will purchase compliant paint and cleaning products, as well as seek out and purchase additional products with lower VOC content. Determine compliant paint, cleaning product, and additional product options from vendors and stipulate these for future purchasing.



DOCUMENTATION NEEDED:

Inventory of all paint and cleaning products used and kept on the property and description of each product. Inventory of additional products used that contain a lower VOC content than traditional products. Each product needs to have documentation that evidences that the product meets the VOC limit. Acceptable documentation includes third-party certification, data/documentation from manufacturer or supplier or other documentation that specifically addresses the VOC content.



ON-SITE AUDITOR VISIT:

Auditor will check the inventory of paint, cleaning products, and additional products. The auditor will observe the products stored in the facility to ensure that all products are listed on the inventory. Auditor will also review that all products meet the requirements of the criteria based on certification, data/documentation from manufacturer or supplier or other product information about the prohibited chemicals.

3.6.7 Preference shall be given to environmentally responsible service suppliers (e.g., alternative fuel taxis, bicycle rentals, landscaping service, etc.).

**BACKGROUND OF CRITERIA:**

To ensure preference is given to environmentally responsible service suppliers used by the property.

**SUGGESTED IMPLEMENTATION:**

1. Develop a policy that gives preference to environmentally responsible service suppliers.
2. Identify a list of environmentally responsible service suppliers for a variety of services offered and used by the hotel.

**DOCUMENTATION NEEDED:**

List of environmentally responsible suppliers, what service they offer and description of why they are considered environmentally responsible. If policies are in place for future suppliers, what the requirements are for setting up future relationships.

**ON-SITE AUDITOR VISIT:**

Auditor will review policies and procedures in place and will observe signage or information regarding environmentally responsible services available to guests.



The property has a substantive plan for achieving meaningful continual improvement in its environmental performance. The plan should include goals with short- and long-term benchmarks (e.g., reduce waste generation by 10% during the next year) and use quantifiable metrics wherever possible.



BACKGROUND OF CRITERIA:

To establish continuous improvement for the property for environmental performance.



SUGGESTED IMPLEMENTATION:

The property should establish a policy and procedures that outline short-term and long-term goals, including specific metrics and benchmarks for measuring improvement in terms of environmental performance.



DOCUMENTATION NEEDED:

Policies or procedures that outline the short-term and long-term goals for the property that list the metrics (or how achievement will be measured) and resultant action.



ON-SITE AUDITOR VISIT:

The auditor will review the policies and procedures of the property for continual environmental improvement.

Choose Any Three (3) of the Following:

3.8.1 Energy Reduction

3.8.2 Sustainable Building

3.8.3 Renewable Energy

3.8.4 Greenhouse Gas Reduction

3.8.5 Zero Waste

3.8.6 Green Cleaning

3.8.7 Water Conservation

3.8.1 Energy Reduction:

The property has set substantive, meaningful goals for energy reduction; alternatively, the property is an ENERGY STAR Leader.



BACKGROUND OF CRITERIA:

To ensure energy-efficiency at the property level.



SUGGESTED IMPLEMENTATION:

The property should establish a policy and procedures that outline the energy reduction goals including specific measurements and monitoring of energy use over time. Alternatively, the property can provide evidence of participation in the ENERGY STAR Leader program.



DOCUMENTATION NEEDED:

Policy and procedures that state the overall energy reduction goals, as well as how energy will be monitored over time and how specific measurements will be assessed. Policies should also outline results of achieving goals and results if the goals are not met. Alternatively, the property can provide evidence of participation in the ENERGY STAR Leader program.



ON-SITE AUDITOR VISIT:

The auditor will review the policies and procedures of the property for energy reduction goals.

Choose Any Three (3) of the Following:



3.8.1 Energy Reduction

3.8.2 Sustainable Building

3.8.3 Renewable Energy

3.8.4 Greenhouse Gas Reduction

3.8.5 Zero Waste

3.8.6 Green Cleaning

3.8.7 Water Conservation

3.8.2 Sustainable Building:

The property has registered for and is actively achieving the LEED certification; alternatively, the property is an ENERGY STAR Building.



BACKGROUND OF CRITERIA:

To promote sustainable building practices and operations.



SUGGESTED IMPLEMENTATION:

The property has registered for or achieved LEED certification or received the ENERGY STAR for Buildings.



DOCUMENTATION NEEDED:

Documentation that property is either LEED certified or ENERGY STAR qualified; or that the property is in the process of achieving LEED certification.



ON-SITE AUDITOR VISIT:

The auditor will review the policies and procedures of the property and official documentation for LEED certification or ENERGY STAR qualification.

Choose Any Three (3) of the Following:



3.8.1 Energy Reduction

3.8.2 Sustainable Building

3.8.3 Renewable Energy

3.8.4 Greenhouse Gas Reduction

3.8.5 Zero Waste

3.8.6 Green Cleaning

3.8.7 Water Conservation

3.8.3 Renewable Energy:

The property uses renewable energy for at least 25% of its needs, not including any renewable energy certificates; alternatively, the property is a member of the Center for Resource Solutions' Green-e Marketplace.



BACKGROUND OF CRITERIA:

To promote use of renewable energy.



SUGGESTED IMPLEMENTATION:

The property should utilize renewable energy for at least 25% of its energy needs and does not include renewable energy certificates. The property can also be a member of the Center of Resource Solutions Green-e Marketplace, but renewable energy certificates do not count towards the 25% total needs.



DOCUMENTATION NEEDED:

Documentation from renewable energy supplier and the measured amount of electricity needed by the property to establish that 25% is being generated or purchased from a renewable energy supplier. Purchase of renewable energy certificates does not count towards the 25% total.



ON-SITE AUDITOR VISIT:

The auditor will review documentation of renewable energy, including information about renewable energy sources locally and if applicable, membership and purchase information for the Center for Resource Solutions Green-e Marketplace.



- 3.8.1 Energy Reduction
- 3.8.2 Sustainable Building
- 3.8.3 Renewable Energy
- 3.8.4 Greenhouse Gas Reduction**
- 3.8.5 Zero Waste
- 3.8.6 Green Cleaning
- 3.8.7 Water Conservation

3.8.4 Greenhouse Gas Reduction:

The property achieves zero greenhouse gas emissions within the property, with proven partnerships and/or through carbon offsets (e.g., Certified Carbon Fund Carbon-Free Partner) and has an active program to reduce its carbon footprint through emissions reductions, not including carbon offsets.



BACKGROUND OF CRITERIA:

To reduce greenhouse gas emissions.



SUGGESTED IMPLEMENTATION:

The property should research and implement proven partnerships and in combination with carbon offsets in order to demonstrate net zero total greenhouse gas emissions.



DOCUMENTATION NEEDED:

Documentation from partnerships as to how greenhouse gases are treated and evidence of carbon offsets (note: zero carbon emissions cannot be achieved entirely by carbon offsets), and policies and procedures that detail the carbon footprint and measurable ways to reduce the carbon impact of the facility.



ON-SITE AUDITOR VISIT:

The auditor will review documentation and observe partnerships that reduce the greenhouse gas emissions and will review carbon offset documentation. The auditor will also check the policies and procedures that detail the program for reducing the carbon footprint (that cannot be entirely comprised of carbon offsets).

Choose Any Three (3) of the Following:



3.8.1 Energy Reduction

3.8.2 Sustainable Building

3.8.3 Renewable Energy

3.8.4 Greenhouse Gas Reduction

3.8.5 Zero Waste

3.8.6 Green Cleaning

3.8.7 Water Conservation

3.8.5 Zero Waste:

The property does not dispose of or incinerate 90% of its solid or water by-products from reduction, reuse, recycling, and composting activities.



BACKGROUND OF CRITERIA:

To reduce waste generated by the property.



SUGGESTED IMPLEMENTATION:

The property should research and implement ways to reduce waste generated by the property through methods of reduction, reuse, recycling and composting activities.



DOCUMENTATION NEEDED:

Documentation of policy and procedures of the specific type of waste generated by the property and the end result of how those materials are reduced, reused, recycled or composted, accounting for all waste generated at the property.



ON-SITE AUDITOR VISIT:

The auditor will review policies and procedures that outline how to deal with waste, and will observe on-site the generation and reduction of waste at the property. The auditor will also observe and review the reduction, reuse, recycling and composting activities on-site.

Choose Any Three (3) of the Following:



- 3.8.1 Energy Reduction
- 3.8.2 Sustainable Building
- 3.8.3 Renewable Energy
- 3.8.4 Greenhouse Gas Reduction
- 3.8.5 Zero Waste
- 3.8.6 Green Cleaning**
- 3.8.7 Water Conservation

3.8.6 Green Cleaning:
The property meets the requirements, or is certified, for the Green Seal Environmental Standard for Cleaning Services (GS-42).



BACKGROUND OF CRITERIA:

To encourage the use of green cleaning services.



SUGGESTED IMPLEMENTATION:

The property should demonstrate that the property's cleaning service meets the requirements of the GS-42 standard or is certified.



DOCUMENTATION NEEDED:

Evidence of the policies and procedures of the green cleaning services, including equipment used, training of staff and use of green cleaning products. Comprehensive documentation of policy and procedures of the cleaning service will be required if the cleaning service is not GS-42 certified.



ON-SITE AUDITOR VISIT:

The auditor will review policies and procedures that demonstrate the cleaning service meets the requirements of GS-42 or GS-42 certification documentation, and will observe on-site that the property is being cleaned accordingly.

Choose Any Three (3) of the Following:

- 3.8.1 Energy Reduction
- 3.8.2 Sustainable Building
- 3.8.3 Renewable Energy
- 3.8.4 Greenhouse Gas Reduction
- 3.8.5 Zero Waste
- 3.8.6 Green Cleaning
- 3.8.7 Water Conservation**

3.8.7 Water Conservation:
The property meters and monitors its water usage and has only EPA WaterSense toilets, bathroom faucets, shower heads, and landscape irrigation.



BACKGROUND OF CRITERIA:

To encourage water conservation for the property.



SUGGESTED IMPLEMENTATION:

The property should determine and monitor the water usage and outline the activities that utilize water, and implement the use of EPA WaterSense toilets, bathroom faucets, shower heads and landscape irrigation services or equipment.



DOCUMENTATION NEEDED:

Listing of equipment and documentation showing that they meet the requirements of the EPA WaterSense program; evidence and documentation of water usage and monitoring of water usage.



ON-SITE AUDITOR VISIT:

The auditor will review the fixtures, meters and monitoring of water usage and will review the policies and procedures for water conservation.



Table 1.0	
Property-Specific Information	
Year Of Property Construction	
Year Of Most Recent Renovation	
Property Size (e.g., square feet or square meters)	
Number Of Floors	
Number Of Guest Rooms	
Type(s) Of Guest Rooms/Number Of Each	
Number Of Staff	
Other Property-Specific Information	



To: Green Seal
1001 Connecticut Ave NW Ste 827
Washington DC 20036

[Date]

Dear Project Manager:

This is a letter to verify and inform you that XYZ Hotel has not violated any applicable environmental regulations in the past 12 months.

Very Truly,

[Signed]
General Manager