



Award Certification Criteria

All Hospitality Businesses
(Version 13.6 – August 2022)

Supporting





The **Green Hospitality Awards** are environmental and sustainability certification awards designed to support hospitality and tourism businesses implement an environmental and sustainability management programme and which also enable them to promote these credentials to customers and stakeholders. The programme is designed for larger tourism business, mainly hotels, and those with annual utility expenditure in excess of €75-100,000.

The awards programme supports the **UN Sustainable Development Goals** (UN SDG's), are based on the **Global Sustainable Tourism Council** Criteria (GSTC) and the **EU Eco-Label Award** for Accommodation Providers, supports the **Sustainable Hospitality Alliance (SHA)** Pathway to Net Positive Hospitality and uses **the SHA** international measurement methodologies for Energy, Carbon, Water and Waste

The **Eco-Label Award** is our entry level programme which focuses on implementing an environmental management system within the business and provides a strong platform for adding additional environmental good practices.

The **Silver and Gold Awards** require additional implementation of environmental criteria, both mandatory and optional, which embeds a deeper environmental process within the business.

The **Platinum Award** combines Best Practice Environmental Management along with wider Sustainability Actions, is aligned with the GSTC Criteria, and delivers a broad Sustainability Award.

The **Green Hospitality Awards are Type 1 Eco-Labels**, based on life-cycle analysis that are third-party audited.

Small Hospitality Businesses

Our Eco-Friendly Business GREENMark - smaller hospitality and tourism businesses, who are not part of a recognised certification or sustainability programme, who wish to be recognised for their environmental and sustainable activities but do not wish to go down the certification route, can be listed on the GreenTravel.ie website by achieving the Eco-Friendly Business GREENMark - a light Eco-Label (contact info@greenhospitality.ie for more information or find more details on the GreenHospitality.ie website)

This version has been updated **August 2022**

Global Standards – How we support Them



The Sustainable Development Goals are a universal call to action to end poverty, protect the planet and improve the lives and prospects of everyone, everywhere. The 17 Goals were adopted by all UN Member States in 2015, as part of the 2030 Agenda for Sustainable Development which set out a 15-year plan to achieve the Goals.

We have identified the SDG's our criteria support, where applicable, and encourage members to communicate this to their stakeholders. Tourism businesses generally focus on Goals 6, 7, 11, 12, 13, 14 & 15



The Sustainable Hospitality Alliance brings together engaged hospitality companies and uses the collective power of the industry to deliver impact locally and on a global scale. Our criteria/programme supports the SHA's Pathway to Net Positive Hospitality.

The SHA have also produced 3 tools to deliver a worldwide consistent methodology to measure a hotels environmental impact for Carbon/ Energy, Water and Waste. GHP members receive benchmarking tools that follow these methodologies.



The EU Ecolabel is the official European Union voluntary label for environmental excellence. Established in 1992 and recognised across Europe and worldwide, the EU Ecolabel certifies products with a guaranteed, independently-verified low environmental impact

The Green Hospitality Awards are aligned with the EU Ecolabel criteria, particularly the Eco-Label, Silver and Gold Awards

The **Global Sustainable Tourism Council® (GSTC)** establishes and manages global standards for sustainable travel and tourism, known as the GSTC Criteria.

They are arranged in four pillars: (A) Sustainable management; (B) Socioeconomic impacts; (C) Cultural impacts; and (D) Environmental impacts. Since tourism destinations each have their own culture, environment, customs, and laws, the Criteria are designed to be adapted to local conditions and supplemented by additional criteria for the specific location and activity.

The Green Hospitality Awards are based on the GSTC Criteria with the Eco-Label, Silver & Gold Awards primarily delivering on the Environmental Pillar and the Platinum Award focusing on the other 3 pillars.

Our Awards Process

The certification programme is designed to be completely online. Once a member joins, they will be assigned an online Green Folder where they are required to store all the evidence required to show how they have implemented the criteria relevant for each award level.

GHP also operates an online Members Resource Area which has a certification section that includes programme and criterion guides, tools, templates, good practice application, training videos, etc.

GHP also provides each member with a number of key working documents which are mandatory to be used. These include;

- Green Check – our certification tracker
- Waste Tracker – our SHA compliant waste measurement tool
- Benchmark Data Tracker – Energy & Water measurement tool

Depending on the membership category selected members have additional support from GHP experts to assist in the certification implementation and Online Green Folder management.

Annual Returns

Each certification level is valid for a 3-year period subject to a number of conditions;

- Achieving the required Eco-Label Quality % score
- Member paying the annual fee
- Member maintaining the criteria for the certification level attained
- Member makes an annual return
- Member provides GHP with annual Benchmark Data

Promotion

Achieving certification enables a member to declare publicly that they are 3rd party environmentally/sustainability certified, which brings additional competitive advantage opportunities. This can be done through their own websites and marketing efforts as well as through other agencies. This is particularly important for RFP's and MICE clients.

More and more booking engines and referral websites are highlighting responsible businesses and they generally require the business to be 3rd party certified. These include; Convention Bureaux, Booking.com, Google, Expedia, etc.

Green Hospitality Certification Awards

The **Eco-Label Award** is our entry level programme which focuses on implementing an environmental management system within the business and provides a strong platform for adding additional environmental good practices.

Eco-Label Award members will undergo an online audit.

The **Silver and Gold Awards** require additional implementation of environmental criteria, both mandatory and optional, which embeds a deeper environmental process within the business.

At this point members are also required to implement a number of additional criteria to broaden and expand their environmental approach. We recommend that a strong focus is placed on energy/carbon actions as these come strongly into play for the Platinum Award.

The quality of the Eco-Label must achieve an average score of 60% to achieve the Silver Award and 75% for the Gold Award – this highlights the importance of starting with an excellent Eco-Label.

Silver & Gold Award members will undergo an online audit initially, followed by an on-site verification audit. *(This will be charged for unless it is included in a members annual membership fee)*

The **Platinum Award** combines Best Practice Environmental Management along with wider Sustainability Actions, is based on the GSTC Criteria, and delivers a broad Sustainability Award.

A member cannot achieve the Platinum Award unless they have already secured the Gold Award – and held it for at least 1 year.

The quality of the Eco-Label criteria must achieve an average score of 80% to achieve the Platinum Award.

Platinum Award members will undergo an online audit initially, followed by an intensive on-site verification audit. *(This will be charged for unless it is included in a members annual membership fee)*

All Certification candidates:

Each business should initially focus on the Eco-label Award criteria and implement them within their daily operation to a very high standard.

This element of the programme is vital as a strong initial implementation of mandatory criteria will allow the business to achieve Certification and maintain it into the future and set the framework to achieve higher awards. There is an increasing quality score applied to the Eco-Label annually and as a member progress to higher award levels.

At the same time members should review all criteria – Mandatory and Optional – for all awards and identify where they wish to be and in what timeframe and how they should build additional criterion into their current action plans to achieve higher award status.

Once the Eco-Label has been achieved, we recommend that members work towards Silver and then Gold and ultimately the Platinum Award is the final step.

If the Platinum Award is the target, then every criterion at every award level must achieve a very high standard at implementation stage – and the member must achieve the Gold Award first before Platinum can be applied for.

Mandatory requirements

Eco-Label mandatory requirements are weighted towards the implementation of a strong Environmental Management System within the business.

Silver & Gold build on these whilst Platinum deepens them and adds a set of broad sustainability criteria

Additional Criteria

Additional Criteria are required for all Awards above the Eco-Label and increase in number. Members can choose these from the Optional List provided by GHP or choose their own actions.

Whilst there are a minimum number of additional criteria required from Gold upwards, we encourage members not to see this as the Goal, but as an initial target. All members should focus on implementing as many good practice environmental and sustainability actions they can, as it improves their performance – financially, environmentally and in terms of sustainability.

Quality Assessment

For members wishing to achieve any Green Hospitality Award they must achieve a specified Quality Score. This is a combination of an overall % for the Eco-Label and individual criterion scores.

Audits

GHP members wishing to achieve any Award level must undertake a certification audit. Eco-Label candidates will be audited online through a Desk Audit

Silver/Gold and Platinum awards will receive a desk audit initially followed by an onsite verification audit – an additional fee may be charged.

Desk Audits will cease should GHP note that the Eco-Label criteria have not substantially achieved the required minimum % Quality Score required for each award level. A re-audit fee may be charged in these circumstances.

Verification Process

There is a guide to each criterion within the Online Green Folder as well as various tools/templates, if supplied.

Each criterion has a verification sheet which can be used to describe how each one has been implemented.

All documentation must be saved online in the members Green Folder. Failure to maintain sufficient backup may lead to an Award being withdrawn or not awarded.

It is a requirement that sufficient backup information is provided within each criterion sub-folder sufficient to enable a 3rd party to see online how a criterion has been implemented by way of photograph, invoice, contract, checklist or other documentation and that a written statement will only be accepted when there is no other way to show how a criterion has been achieved. This is designed to ensure the online green folder outlives the properties Green Leader and GHP auditor(s).

Members are encouraged to be comprehensive in their verification information

Required Criteria for Award Certification

To achieve any Green Hospitality Award, a business must implement and be able to demonstrate that it is in compliance with a set of criteria. These criteria are split into Mandatory and Additional;

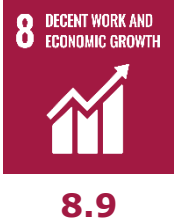
- **Mandatory** – all these criteria must be implemented to achieve each certification level
- **Additional** – a certain number of other actions must also be adopted and implemented
- **For Platinum 50% of the Additional Criteria must be Climate Change related**
- **Quality Score** – A Quality Score is applied to each criterion during the audit process and this increases as the member aims for higher awards. The average quality of the Eco-Label criteria must achieve the targets set – which means members should focus on initially implementing a Best Practice Eco-Label

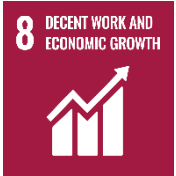



	Total Mandatory Criteria Required	Total Additional Criteria Required	Minimum Eco-Label Quality Score
Award - Eco-Label	24/31	0	40-60%
Award – Silver	45/52	20	60%
Award – Gold	67/74	25	75%
Award – Platinum	96/103	40	80%



The number of mandatory criteria varies depending on the type of business – some criteria are not applicable for some business types, more can be applicable equally.




Please note that as each level of the Award is achieved ALL the mandatory criteria must be achieved within each level below and the Eco-Label must be improved in quality terms.




Eco-label – Mandatory Criteria





No	Environmental Management System (EMS)	GSTC	Ref	SDGs	YES/NO
Commitment & Compliance					
1	Green Hospitality Charter. Member has read and signed the GHP Programme Charter		EMS/1		
2	Regulatory Compliance. Member has signed the environmental legislation declaration and is compliant with the relevant legislation		EMS/2		
3	Local Authority Compliance. Member is compliant with any specific environmental improvement requirement made by their Local Authority and has declared as such		EMS/3		



Leadership, Training & Administration		GSTC	Ref	SDGs	YES/NO
4	Green Team. Appoint a Green Leader, supported as required by a Green Team, and show how the green programme is embedded within the business's personnel/HR structure	A.4	EMS/4	 8.9	
5	Training. Provide sufficient training to ensure all staff have the required knowledge and skills to maintain the programme. Deliver refresher training annually.	A.4	EMS/7	 12.8	
6	Green Folder(s). Maintain verification data and backup in your online folder to demonstrate compliance with the required criteria and review/update at least annually	A.1	EMS/8	 12.6	
Measuring & Monitoring					
7	Data Collation. Collect data on the business's environmental impacts – waste, water, and energy/CO2 – at least annually. Provide annual data to GHP.	D.1.3 – D.1.4 – D.2.1 – D.2.4	EMS/5	 12.6 - 12.b	


Identification, Planning, Policy		GSTC	Ref	SDGs	YES/NO
8	Environmental Policy. Has a written environmental policy for the business which includes quantifiable annual targets and is updated annually		EMS/6	 12.6 (13.2)	
9	Opportunity List/Action Plan. Conduct an overall review of your business and create a list of the environmental actions and improvements you could undertake and then identify which actions you will implement during the next year. (<i>An Opportunity List and Action Plan</i>).		EMS/9	 12.b	

Communication and Marketing		GSTC	Ref	SDGs	YES/NO
10	Marketing Data. Provide property marketing data for inclusion within GHP websites using the GHP Template		EMS/28		
11	Internal Communication. Review your internal communication and marketing and incorporate your Green message into your literature and communication channels – for all stakeholders.	A.6	EMS/38		
12	Public Transport. Provide information in advance on how to access the business using public transport and alternative transport and EV charging - for all stakeholders.	D.2.2	SR/3	 <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p> <p>11.2 - 11.6</p>	
13	Member website. Create a “Green” page(s) on the business website where the member’s environmental information can be communicated in advance to all stakeholders.	A.6	EMS/39	 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> <p>12.8 - 12.b</p>	
14	Customer Information. Provide easily accessible information to your guests on the following (<i>where applicable</i>) - Where they can buy locally produced goods - What they can visit locally – Historical, cultural, biodiversity, attractions, activities	A.9 – D.3.1 – D.3.3 – D.3.4	EMS/40	 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> <p>12.8 (13.3, 14.1 15.5- 15.9 - 15.c)</p>	

No	WASTE MANAGEMENT	GSTC	Ref	SDGs	YES/NO
15	Waste Separation. Has implemented a waste separation programme.	D.2.4	WST/2	 <p>11.6 (12.4, 12.5)</p>	
16	Waste Collection. Only uses waste collectors with valid permits		WST/3	 <p>11.6 (12.4, 12.5)</p>	
17	Litter Management. Keeps the public pathways outside the premises free of litter	D.2.6	WST/29	 <p>14.1 (6.3, 11.6, 12.4, 2.5)</p>	

No	WATER MANAGEMENT	GSTC	Ref	SDGs	YES/NO
18	Leak Detection. Has an active process in place to identify water leaks.	D.1.4	WTR/1	 6.4	
19	Flow Measurement. Has measured the flows of water from Showers, Toilets, Urinals, Wash Basins		WTR/2	 6.4	
20	Waste Water Treatment. Is managing a waste water treatment plant to the required standard (<i>where applicable</i>)	D.2.3 – D.2.6	WTR/3	 6.4	
21	Grease Trap. Is maintaining a grease trap to collect FOG to the required standard (<i>where applicable</i>)		WTR/31	 6.4	



No	ENERGY MANAGEMENT	GSTC	Ref	SDGs	YES/NO
22	Equipment List. Member has a list of the major energy using equipment within the business which consumes 80% of the energy delivered.		E/1		
23	Lighting. Where more than 10% of lighting is not LED, these lights are listed including their type, class, wattage and measured/estimated length of time in use annually		E/2		




No	GREEN PURCHASING	GSTC	Ref	SDGs	YES/NO
24	Purchasing Policy. A Green Purchasing Policy is in place that shows a commitment to responsible purchasing and supporting local suppliers. <i>(Supports Local Suppliers (Goods & Services), Locally produced goods, Green businesses and Responsibly produced goods)</i>	B.3 – B.4 – D.1.1 – D.2.2	GP/1	 8.9 (2.3)	




Sub-Sector Additional Mandatory Criteria

The following additional mandatory criteria must be implemented if you are one of the following types of business or are a larger operation that includes one/more of these activities within your property.


- **Restaurant, Pub, Food Service Operator**
- **Stand Alone Meetings & Events Centre – PCO’s & DMC’s**
- **Leisure & Spa facility**
- **Resort & Golf Club**




	Restaurant/Pub/Food Service Operator	GSTC	Ref	SDGs	YES/NO
25	Food Provenance. Advises customers of the Country of Origin (Provenance) of all Meats and Poultry and how seafood is Responsibly sourced - for all menus		GP/20	 2.3 - 2.4 (8.9)	
26	Beverage Provenance. Actively promotes Irish Provenance beverages – including locally produced products, where these are available	B.3	GP/21	 2.3 - 2.4 (8.9)	



	Stand Alone Meeting & Events Centre – PCO/DMC’s	GSTC	Ref	SDGs	YES/NO
27	Programme. Has a formal Green Meeting Programme in place and this is communicated to all potential and current clients – <i>only mandatory where the business is a stand-alone conference/meeting centre or is a PCO/DMC.</i>		OTH/ 2	 12.8 - 12.b	
	Food Provenance. Advises customers of the Country of Origin (Provenance) of all Meats and Poultry and how your seafood is Responsibly sourced - for all menus		GP/20	 14.4 - 14.7 (2.3 -2.4)	
Leisure & Spa Facilities					
28	Chemicals. Makes easily available to customers information about the chemical composition and country of origin of Spa Products in use.	D.2.5	GP/22	 6.3	




	Resorts including Golf Clubs	GSTC	Ref	SDGs	YES/NO
29	Biodiversity. Where the property has extensive grounds there must be a Biodiversity Plan in place and an easily accessible Biodiversity Map available for visitors use.	D.3.1	B/5	 15.1 - 15.5 - 15.9 (6.6, 14.2)	
30	Action Plans. All areas of the Resort/Club must have the GHP Criteria implemented and have action plans for each defined area		EMS/9	 12.b	
31	Golf Clubs. Golf Clubs must have an implementation plan in place to enable the club to achieve the GEO Certified Eco label within a defined timescale. <i>(Or comparable standard - To be agreed with GHP.ie)</i>		OTH/4	 15.1 - 15.5 - 15.9	





Silver Award – Mandatory Criteria





EMS/BIODIVERSITY/SOCIAL RESPONSIBILITY/GREEN PURCHASING					
No	Mandatory Requirements for Silver Award	GSTC	Ref	SDGs	YES/NO
1	Continual Improvement: Demonstrate how the business adopts and achieves continual improvement		EMS/13		
2	Food Sourcing: At least 4 food products will be produced locally, within 100km radius, and customers advised of this policy	B.3	GP/4	 2.3 - 2.4 (8.9)	
3	Chemical Training: Staff shall be trained not to exceed the recommended amount of detergent and disinfectant indicated on the package	D.2.5	EMS/15		
4	Promotion: Display Green Hospitality Certification certificate in a public area of the business	A.6	EMS/30		
5	Quality - Environmental Management System documentation is complete and well-presented and achieves a 60% Eco-Label Quality Score and a minimum score of 3 for each criterion		EMS/31		

No	Mandatory Requirements for Silver Award	GSTC	Ref	SDGs	YES/NO
6	Data Collation. Collect detailed data on the business's environmental impacts – waste, water, and energy/CO2 and provide this annually to GHP – using GHP or similar workbooks (Carbon Smart GREENMark members will automatically satisfy this Criteria)	D.1.3 – D.1.4 – D.2.1 – D.2.4	EMS/5	 12.6 - 12.b (13.2)	
7	Chemicals. Record and monitor volumes and costs of all chemicals in use within the business		GP/3	 12.4	
8	Suppliers. Encourage suppliers to Go Green by adopting improved environmental practices	D.2.1	GP/19	 12.6	


WASTE MANAGEMENT					
No	Mandatory Requirements for Silver Award	GSTC	Ref	SDGs	YES/NO
9	Waste Separation by Guests: Adequate provision shall be provided to allow guests to separate waste. Clearly available information in the rooms/other areas shall invite the guests to engage in this process.		WST/5	 11.6 (12.4, 12.5)	
10	Minimise waste: The business will show what steps it has taken to minimise waste throughout the property, including reducing Single Use Plastics, Single use items, Food Waste & Packaging Waste. (<i>Membership of Plastic Smart GREENMark will satisfy this criterion</i>)	D.2.4	WST/6	 11.6 (12.4,12.5, 14.1)	





WATER MANAGEMENT					
No	Mandatory Requirements for Silver Award	GSTC	Ref	SDGs	YES/NO
11	Water saving in bathrooms and toilets. There shall be adequate information to the guest on how to help the business save water	D.1.4	WTR/4	 6.4	
12	Watering External plants and gardens. Mains potable water should not be used for this purpose	D.1.4	WTR/5	 6.4 (15.1)	
13	Urinal flushing. Urinals need to be managed – turned off at night, reduced flows, etc.	D.1.4	WTR/6	 6.4	



ENERGY MANAGEMENT					
No	Mandatory Requirements for Silver Award	GSTC	Ref	SDGs	YES/NO
14	Air Conditioning maintenance. Any air-conditioning systems with an effective rated output of greater than 12kW requires regular inspection and assessment as specified in the relevant legislation.		E/5		
15	Window Insulation. All windows in rooms shall have an appropriate high degree of thermal insulation. <i>(Excepting where planning restrictions apply)</i>		E/6	 9.4	
16	Control A/C & Heating. If the heating or the air conditioning does not switch off automatically when windows are open, there shall be easily available information reminding the guest to close the window(s) if the heating or the air conditioning is on		E/7	 (9.4)	
17	Switching off lights. If there is no automatic off switch (or electronic key card) for lights in the room, there shall be easily available information to the guests asking them to turn off the light when leaving the room.		E/8	 (9.4)	




	Mandatory Requirements for Silver Award	GSTC	Ref	SDGs	YES/NO
18	Light Bulbs. 60% of all light bulbs within the property shall be rated A or B		E/9		
19	Equipment Maintenance & Servicing. All main equipment (<i>That uses 80% of the energy</i>) used to provide the business services shall be serviced and maintained in compliance with the law and when otherwise necessary and the work shall be carried out by qualified personnel only. (<i>A detailed list is required</i>)		E/10		
20	Boiler Maintenance & Servicing. Maintenance and servicing of boilers should be carried out at least yearly and Management must know the % efficiency of each main hot water or heating boiler in use. (<i>List required</i>)		E/11		
21	Hot Water Supply. Member understands and can demonstrate how domestic hot water is produced and distributed throughout the building (<i>A simple schematic will suffice</i>)		E/3		





Gold Award - Mandatory Criteria






EMS/BIODIVERSITY/SOCIAL RESPONSIBILITY/GREEN PURCHASING.					
No	Mandatory Requirements for Gold Award	GSTC	Ref	SDGs	YES/NO
1	Presentation of EMS. During the verification visit the business will make a formal presentation which will show how the business has integrated the programme into their day-to-day operation and present a sample case study on an environmental improvement they have achieved. <i>(This presentation is recommended for the Silver Award verification visit also)</i> A copy can be saved in this criterions verification folder)		EMS/12		
2	Promotion: Use Green Hospitality Logos on marketing literature and/or on website with a hot link to www.greenhospitality.ie	A.6	EMS/14		
3	Food Sourcing: At least 8 food products will be produced locally, within 100km radius, and customers advised of this policy.	B.3	GP/5	 2.3 - 2.4 (8.9)	
4	Quality - Environmental Management System documentation is complete, comprehensive, well presented with excellent back-up and detailed benchmarking information - achieving a Quality Score of at least 4 for all criteria and an overall 75% Eco-Label Quality Score		EMS/32		

No	Mandatory Requirements for Gold Award	GSTC	Ref	SDGs	YES/NO
5	An Annual Report on the environmental activities of the business has been produced and is available to GHP and all stakeholders.		EMS/34	 12.6	
6	Biodiversity. Properties that have substantial grounds shall have a biodiversity map and management programme in place.	D.3.1	B/5	 15.1 - 15.5 - 15.9 (6.6, 4.2)	
7	Development: New development adopts sustainable building principles and abides by the NZEB 2020 regulations from 2020 onwards	A.7.3	EMS/20	 9.4	
8	Utility Metering: Shall have direct access to the main utility meters (Electricity, Thermal, Water) and shall monitor and record consumption data on a monthly basis. <i>(Recommended: To install sub-metering in high-use areas such as – Swimming Pools, Spas, Laundry, Kitchen, Plant Room, and that all meters are remotely monitored)</i>	A.9 – D.1.3 – D.1.4 – D.3.1 – D.3.3 – D.3.4	EMS/35	 12.b	

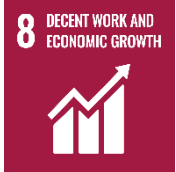


Waste Management					
No	Mandatory Requirements for Gold Award	GSTC	Ref	SDGs	YES/NO
9	Breakfast – Food Packaging: Property will minimise the use of “one-use” or “single-portion” packaging for food items – with no more than 1 item in use. <i>(Subject to HACCP/Gluten requirements)</i>	D.1.2	WST/7	 11.6 <i>(12.4, 12.5)</i>	
10	Disposable Toiletries: None of the following disposable products shall be provided as standard within guest bedrooms: - “one-portion” or “one-use” toiletries or amenities or (For Toiletries) the Hotel is engaged in a dedicated toiletry recycling scheme such as the Clean the World Programme or other.	D.1.2	WST/8	 11.6 <i>(12.4, 12.5)</i>	




Water Management					
No	Mandatory Requirements for Gold Award	GSTC	Ref	SDGs	YES/NO
11	Urinals are fitted with an automatic (timed), sensor or manual flushing system so that flushing is related to use.		WTR/7	 6.4	
12	Water Flows. The average water flow of the taps and shower heads, excluding kitchen and bath taps, shall not exceed 10 Litres per minute	D.1.4	WTR/9	 6.4	
13	Towel and Linen Reuse Programme is in place		WTR/10	 6.4	



ENERGY MANAGEMENT					
No	Mandatory Requirements for Gold Award	GSTC	Ref	SDGs	YES/NO
14	Energy Management Plan. There will be an energy management plan in place. This should show operating procedures that cover at least 80% of the total energy consumption (<i>Carbon Smart GREENMark members will satisfy this criteria</i>)	D.1.3	E/17	 (13.2)	
15	Heating/Cooling System. Member understands and can demonstrate how heating/cooling operates and is distributed throughout the building		E/4		
16	External heating appliances operate on a zero-carbon output basis	D.2.1	E/12	 (9.4, 13.2)	
17	Boiler Efficiency. The efficiency of any new boiler (heat generator) purchased within the business's membership of the GreenHospitality.ie Programme shall be at 4 Stars (92% @ 50°C and 95%@70°C).		E/13	 9.4	

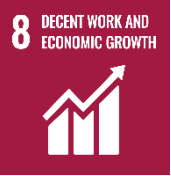

No	Mandatory Requirements for Gold Award	GSTC	Ref	SDGs	YES/NO
18	Boiler Efficiency. The efficiency of existing boiler(s) (heat generator) shall comply with efficiency standards as laid down by EU Directive 92/42/EEC and/or other regulatory requirements – Boilers with efficiencies lower than 85% shall have a replacement plan.		E/14	 9.4	
19	Leisure Centre - Timers. Timers and controls must be in place to avoid continuous operation of pool water features.		E/18		
20	Leisure Centre - Covers. Hot Tubs & Jacuzzis etc. shall have thermal covers and be in use. Where there is no pool cover the business will have a plan to mitigate this.	D.1.3	E/19		
21	Light Bulbs. 75% of all light bulbs within the property shall be rated A or B		E/61		
22	Light Bulbs. 100% of all light bulbs in the business that are situated where they are likely to be turned on for more than 5 hours a day shall have an energy efficiency of Class A or B	D.2.1	E/21		



Platinum Award - Mandatory Criteria

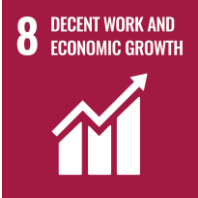


Management					
No	Mandatory Requirements for Platinum Award	GSTC	Ref	SDGs	YES/NO
1	Sustainability Team: This must be of sufficient size to support the sustainability programme, must meet regularly and must be able to show progress against targets set.	A4	EMS/4.1	 8.9	
2	Action Plans: Business must have specific Action Plans for each sustainability area – Energy, Carbon, Waste, Water, Biodiversity, Green Procurement, CSR – These should support the targets set.	A3	EMS/9.1	 12.b	
3	Monitoring & Metering: Business must have online real time consumption monitoring for Electricity, Gas/Oil/Thermal & Water and departmental energy monitoring for large energy using areas – such as Leisure centres, Kitchens, Commercial laundry's, including heat, where relevant.	D1.3 - D1.4	EMS/5.1	 12.b	

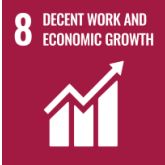


Waste Management					
No	Mandatory Requirements for Platinum Award	GSTC	Ref	SDGs	YES/NO
4	Waste Management: Business must track all waste streams using the GHP Waste Tracker and have a comprehensive plan to minimise Landfill, Food Waste and Packaging Waste – KPI’s must be below the national sectoral average.	D2.4	WST/1	 11.6 (12.4 - 12.5)	
5	Food Waste: There must be a detailed plan in place to reduce Food Waste, in volume and benchmark, by 50% by 2030 from a 2019 baseline and an ongoing plan post 2030 to continue reductions and the business must have a KPI below the national sectoral average.	D1.2 - D2.4	WST/11.1	 12.3	
6	Single Use Plastics: There will be no SUP’s in use in public areas of the business and a detailed plan in place to eliminate all SUP’s in use in Back of House and business has achieved the Plastic Smart GREENMark.	D1.2	WST/6.1	 11.6	




Water Management					
No	Mandatory Requirements for Platinum Award	GSTC	Ref	SDGs	YES/NO
7	Water Management: Business must be able to show how they have reduced Mains Water consumption and KPI's must be below the national sectoral average.	D1.4	WTR/1.1	 6.4 <i>(12.2- 12.6, 13.2, 15.1)</i>	
8	Rain/Grey Water: Business must be able to show how they have introduced rainwater and/or grey water harvesting for public toilet use.	D2.3	WTR/14.1	 6.4 <i>(12.2, 15.1)</i>	


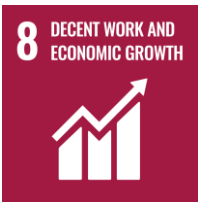

Green Procurement					
No	Mandatory Requirements for Platinum Award	GSTC	Ref	SDGs	YES/NO
9	Circular Economy: Business must have a Green Procurement Policy that covers every aspect of their business, including refurbishment and development. The member must show how the Policy supports Circular Economy principles, identify how local responsible suppliers are supported, identify how goods imported are responsibly sourced and eliminate air-freighted goods.	A7.3 - B3 - B4 - D1.1 - D.2.1 - D2.2 - D.2.4	GP/1.1	 <p>8.9 (2.3, 12.6-12.b, 14.4 - 14.7)</p>	
10	Chemical Use: Business must be able to show how they have eliminated the use of toxic chemicals throughout their operation as defined by the World Travel & Tourism Council.	D2.5	GP/3.1	 <p>6.3 (3.9)</p>	




Carbon Management					
No	Mandatory Requirements for Platinum Award	GSTC	Ref	SDGs	YES/NO
11	Heating/Hot Water: Business must have a plan showing how they will replace existing fossil fuel plant with renewable energy plant to deliver on the 2030 national carbon reduction targets of 51% and how they will achieve 100% Carbon Neutral plant by 2040.	D1.3 - D2.1	E/24.1	 13.2	
12	Kitchens/Commercial Laundry: Business must have a plan showing how they will replace existing fossil fuel plant with renewable energy plant to deliver on the 2030 national carbon reduction targets of 51% and how they will achieve 100% Carbon Neutral plant by 2040.	D1.3 - D2.1	E/24.2	 13.2	

Sustainability and Corporate Social Responsibility					
No	Mandatory Requirements for Platinum Award	GSTC	Ref	SDGs	YES/NO
13	Sustainability Policy: Member has a written sustainability policy addressing environmental, social, cultural, economic, quality, human rights, health, safety, risk and crisis management issues, includes quantifiable targets set for each sustainability area – Energy, Carbon, Waste, Water, Biodiversity, Green Procurement, CSR - and promotes and communicates its commitment through a comprehensive sustainability section on their website.	A1 - A3 – D.1.4	CSR 1	 <p>8.9 (12.8-12.b, 13.2)</p>	
14	Management System: Member has enhanced their documentation and recording systems to reflect the increased complexity of the Platinum Criteria so that it clearly shows how the criteria have been implemented. An audit Quality Score of 4 must be achieved for each criteria.	A1	CSR 2	 <p>12.6 (13.2)</p>	
15	Regulatory Compliance: Members sign the Sustainability Declaration of Compliance and are compliant with all relevant local, national and international legislation and any Improvement/Compliance notices.	A2 - A7.1-4 - A8 – D.1.4 – D.3.2 – D.3.5 – D.3.6	CSR 3	 <p>10.3 - 10.4 (15.7, 16.b)</p>	

No	Mandatory Requirements for Platinum Award	GSTC	Ref	SDGs	YES/NO
16	Staff Training: Provide additional training to ensure staff have the required knowledge and skills to implement and maintain the Platinum Criteria, including refresher training annually. (See EMS 7)	A4	CSR 4	 <p>8.6 (12.8, 13.3)</p>	
17	Customer Feedback: Member shall measure customer awareness and satisfaction levels of the sustainability performance of the business and document corrective actions taken.	A5	CSR 5		
18	Accurate Promotion: The member must provide accurate, clear and easily understandable information regarding its sustainable practices and claims.	A6	CSR 6	 <p>12.b</p>	
19	Access for all: Where feasible, access should be provided for guests, staff members and other users of the establishment with special needs and be accurately promoted.	A7.4	CSR 7	 <p>10.2 (11.7)</p>	

No	Mandatory Requirements for Platinum Award	GSTC	Ref	SDGs	YES/NO
20	Destination Engagement: Members engage with their local community and destination in sustainable tourism planning.	A10	CSR 8	 <p>12.8 (6.b, 8.9, 11.a, 17.17)</p>	
21	Community support: Members support local communities and monitor actions taken and contributions made.	B1	CSR 9	 <p>8.3 - 8.9 (4.4-4.7, 6.b, 17.17)</p>	
22	Equal Opportunity Employment: Members shall give equality of opportunity to be employed to local residents and local minorities, in all positions including in management positions, and shall not practice any discrimination.	B2, B6	CSR 10	 <p>8.5 (5.5)</p>	

No	Mandatory Requirements for Platinum Award	GSTC	Ref	SDGs	YES/NO
23	Exploitation and Harassment: The organization has implemented a policy against commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups.	B5	CSR 11	 <p>5 GENDER EQUALITY</p> <p>5.1 - 5.c (16.2)</p>	
24	Employee Welfare: Members shall pay employees at least the living wage, provide a safe place to work, apply all statutory employee regulations, provide training and development opportunities.	B.1 – B.7	CSR 12	 <p>8 DECENT WORK AND ECONOMIC GROWTH</p> <p>8.8 - 8.9 (1.1, 1.2, 1.3)</p>	
25	Community Protection: The business activities do not adversely impact on the local community(ies) environmental, health or welfare.	B.8 – B.9 – C.2 – C.3.2 – D.2.3 – D.2.4	CSR 13	 <p>1 NO POVERTY</p> <p>1.4</p>	

No	Mandatory Requirements for Platinum Award	GSTC	Ref	SDGs	YES/NO
26	Protecting Cultural Heritage: Members must document local cultural heritage assets and identify how they can support their preservation. Local cultural assets should be incorporated into the business operations, where feasible. Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and international law. Members must responsibly promote cultural heritage to visitors.	A.9 – C.1 – C.2 – C.3 – C.4	CSR 14	 <p>11.4 (8.9, 14.1 - 14.5, 15.1 - 15.4, 15.5)</p>	
27	Local Biodiversity Conservation: Members must document major and notable local biodiversity assets and identify how they can support their protection and preservation. The organization follows appropriate guidelines for the management and promotion of visits to natural sites and interactions with wildlife in order to minimize adverse impacts and maximize visitor fulfillment.	A.7.1 – A.7.2 - A.9 - D3.1, D3.3, D3.4, D3.6	CSR 15	 <p>15.1 - 15.5 - 15.7 - 15.8 - 15.9 - 15.c (2.5, 6.6, 14.1 - 14.2)</p>	
28	Minimise pollution: The organization implements practices to minimize pollution from noise, light, runoff, erosion, ozone-depleting substances, and air, water and soil contaminants.	D.2.6	CSR 16	 <p>6.3 (3.9, 14.1)</p>	

Additional/Optional Criteria

There are 3 ways to achieve additional criteria

1. **By implementing any of the GHP Optional Criteria** noted in the following pages
2. **By identifying other actions** not noted within these criteria that the business is implementing (In-House Optional Criteria).

*Other actions can be implemented that relate to any type of criteria -
- EMS/ Waste/Water/Energy/Carbon/Biodiversity/Sustainability/CSR,
etc.*

*(Please note that the auditor can disallow optional criteria claimed if it
is felt that the actions are of a minor impact, are not being
implemented to an acceptable manner or are already covered under
another criteria.)*



3. **By implementing any** of the Mandatory Criteria that are associated with higher award levels than the one you are aiming to achieve.




*For example – if you are going for the Silver Award all the Gold or
Mandatory Criteria are available as "Optional"*


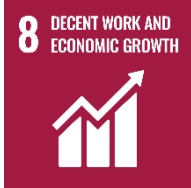

**Platinum Award: 40 Additional Criteria are required
of which at least 20 must be related to Carbon
Reduction**




**N.B: Please note that a sufficient backup is required within the
available online optional folders that will allow a 3rd party
online audit clearly see what the criteria is, a detailed
description, and comprehensive details as to how it has been
implemented – it is not sufficient to describe what has been
done, you must show what has been done – use photographs,
checklists, SOP's, copies of documentation – etc. along with a
description within a verification sheet.**




GHP Optional Criteria




No	EMS/BIODIVERSITY/SOCIAL RESPONSIBILITY/GREEN PURCHASING	GSTC	Ref	SDGs	YES/NO
1	Chemicals. At least 80% of all chemicals, detergents, soaps, toiletries etc. shall be certified environmentally friendly and shall be fully biodegradable.	D.2.5	EMS/17	 6.3 <i>(3.9, 12.4)</i>	
2	GREENClean. The business uses GREENClean to replace the majority of cleaning chemicals.		EMS / 41	 6.3 <i>(3.9, 12.4)</i>	
3	Ask environmental questions on guest comment cards		EMS/18		
4	Disinfectants: Disinfectants shall be used only where necessary in order to comply with hygiene requirements	D.2.5	EMS/19		



No	EMS/BIODIVERSITY/SOCIAL RESPONSIBILITY/GREEN PURCHASING	GSTC	Ref	SDGs	YES/NO
5	Provide opportunity for visitors to "Carbon Neutral" their visit		EMS/21	 <p>13 CLIMATE ACTION</p> <p>13.2 (8.9, 11.6)</p>	
6	Business supports a Green Festival Programme in your area	A.10	EMS/36	 <p>17 PARTNERSHIPS FOR THE GOALS</p> <p>17.17 (8.9)</p>	
7	Property actively supports Local Sustainability Community initiatives such as Tidy Towns Competition	A.10	EMS/37	 <p>17 PARTNERSHIPS FOR THE GOALS</p> <p>17.17 (8.9)</p>	




No	EMS/BIODIVERSITY/SOCIAL RESPONSIBILITY/GREEN PURCHASING	GSTC	Ref	SDGs	YES/NO
9	Business supports Green Destination Programme in your area	A.6 - A.10	EMS/42	 <p>17 PARTNERSHIPS FOR THE GOALS</p> <p>17.17 (8.9)</p>	
10	Just Ask Campaign: Premises is a current member of Bord Bia's 'Just Ask' source of food campaign		GP/7	 <p>8 DECENT WORK AND ECONOMIC GROWTH</p> <p>8.9 (14.4 - 14.7)</p>	
11	Organic Food: The main ingredients of at least two dishes shall have been produced by organic farming methods		GP/8	 <p>2 ZERO HUNGER</p> <p>2.3 -2.4 (14.4 - 14.7)</p>	




No	EMS/BIODIVERSITY/SOCIAL RESPONSIBILITY/GREEN PURCHASING cont..	GSTC	Ref	SDGs	YES/NO
12	Responsible Purchasing: The business supports Responsible Purchasing by buying Fairtrade/ Rainforest Alliance tea/coffee, sugar etc. (or similarly internationally affiliated organisation)	B.3	GP/9	 2 ZERO HUNGER 2.3 - 2.4 (15.2)	
13	All toiletries in use are certified as "Animal testing free"		GP/18		
14	Local School Engagement. Invite local schools to visit your business and support them in their efforts to achieve Green Schools status	B.1	SR/4	 4 QUALITY EDUCATION 4.7	
15	Provide bicycles for customer to use		SR/6		
16	Healthy Eating: The Business promotes a Healthy Eating Initiative on its menus		SR/7	 2 ZERO HUNGER 2.1 - 2.2	


No	WASTE MANAGEMENT	GSTC	Ref	SDGs	YES/NO
1	Operate an Onsite Composting System for all waste foods	D.2.4	WST/11	 11.6 (12.2 - 12.4 - 12.5)	
2	Minimise the use of bought in bottled water		WST/12	 11.6	
3	Single Use Plastic Bottles. Except where required by law, these shall not be offered in the areas under the ownership and direct management of the business.	D.1.2	WST/13	 11.6	





No	WASTE MANAGEMENT	GSTC	Ref	SDGs	YES/NO
4	Donate goods to local charities or re-use centres/companies – linen, old equipment, furniture, office equipment, etc.		WST/14	 11.6	
5	Paper products. At least 50% of toilet/tissue paper/office paper used shall have been awarded the Community eco-label or another national or regional EN ISO Type I eco-labels		WST/15	 11.6	
6	Reused/Refilled Office Products: The business uses reused/refilled printer cartridges and toners for more than 50% of annual consumption		WST/16	 11.6	






No	WASTE MANAGEMENT	GSTC	Ref	SDGs	YES/NO
7	Buy cooking oil in bulk		WST/18	 11.6	
8	Provide a battery collection point for visitors and staff		WST/19	 11.6 (6.3)	






No	WATER MANAGEMENT	GSTC	Ref	SDGs	YES/NO
1	Rain water is saved and used for non-drinking purposes	D.2.3	WTR/14	 <p>6 CLEAN WATER AND SANITATION</p> <p>6.4 <i>(12.2, 15.1)</i></p>	
2	Use of Recycled Water. Water is collected and used for non-sanitary and non-drinking purposes		WTR/15	 <p>6 CLEAN WATER AND SANITATION</p> <p>6.4 <i>(12.2, 15.1)</i></p>	
3	Showers. Water flows shall not exceed 8 Litres per minute.	D.1.4	WTR/16	 <p>6 CLEAN WATER AND SANITATION</p> <p>6.4</p>	





No	WATER MANAGEMENT	GSTC	Ref	SDGs	YES/NO
4	Toilet Flushing. At least 95% of WCs shall consume 6 litres per flush or less	D.1.4	WTR/17		
5	Laundry Washing. The commercial washing machines used in the accommodation shall use 12 litres of water or less per kg of wash load		WTR/18		
6	Mixer Taps. At least 95% of the taps shall allow a precise and prompt regulation of the water temperature and of the water flow		WTR/19		



No	WATER MANAGEMENT	GSTC	Ref	SDGs	YES/NO
7	Shower Timers. Showers in Leisure Centres, staff facilities etc. shall be controlled by push button timer or by infra-red		WTR/20	 6.4	
8	Sub Meter Departmentally. Sub metering shall be extended to all departments within the property		WTR/21		

No	ENERGY MANAGEMENT	GSTC	Ref	SDGs	YES/NO
1	Generation of electricity through Renewable Energy Sources (RES). The business shall have a system that supplies or will supply at least 20% of the overall electricity consumption per year.	D.1.3	E/23		
2	Heating from renewable energy sources (RES). At least 70% of the total energy used for heating/hot water shall come from renewable energy sources.		E/24	 12.2	
3	Electricity Consumption: At least 80% of the electricity used within the building shall be sourced from a renewable energy source.	D.1.3	E/25	 12.2	
4	Insulation of existing buildings. The building shall have insulation above the minimal national requirements, so as to ensure a significant reduction of energy consumption.	D.1.3	E/26	 9.4	

No	ENERGY MANAGEMENT	GSTC	Ref	SDGs	YES/NO
5	Air Conditioning- A rated. The air conditioning system shall have a Class A+ or A++ energy efficiency rating		E/27	7 AFFORDABLE AND CLEAN ENERGY 	
6	Air Conditioning and Heating - Automatic turn off. There shall be an automatic system that turns off the air conditioning and heating when windows are open		E/28	7 AFFORDABLE AND CLEAN ENERGY 	
7	Class A Energy Efficient Equipment: Business chooses Class A Energy efficient refrigerators dishwashers, washing machines and office equipment		E/29	7 AFFORDABLE AND CLEAN ENERGY 	
8	Automatic lights off in rooms/bedrooms. Automatic systems which turn the lights off when guests leave their rooms shall be installed in 80% of the guest rooms/bedrooms.		E/30	7 AFFORDABLE AND CLEAN ENERGY 	
9	Automatic lights off outdoors. Unnecessary outside lights shall be turned off automatically		E/31	7 AFFORDABLE AND CLEAN ENERGY 	

No	ENERGY MANAGEMENT	GSTC	Ref	SDGs	YES/NO
10	Building Management System. The building shall have an Electronic Building Management System which regulates heating/cooling throughout the building.		E/32	7 AFFORDABLE AND CLEAN ENERGY 	
11	Weather Compensator. The Heating/Cooling systems shall be linked to an automatic Weather Compensator system to allow for the automatic management for air temperatures.		E/33	7 AFFORDABLE AND CLEAN ENERGY 	
12	Heating/Cooling is zoned		E/34	7 AFFORDABLE AND CLEAN ENERGY 	
13	Refrigeration Positioning. The refrigerator(s) shall be positioned and regulated according to energy saving principles. <i>This criterion applies to the kitchen refrigerators</i>		E/35	7 AFFORDABLE AND CLEAN ENERGY 	
14	Boiler Energy Efficiency. The Heating and Hot Water boilers shall be classified as 4 star (92% @ 50°C and 95%@70°C).		E/36	7 AFFORDABLE AND CLEAN ENERGY 	

No	ENERGY MANAGEMENT	GSTC	Ref	SDGs	YES/NO
15	Combined Heat & Power Plant. The business has installed and uses a Combined Heat & Power system.	D.1.3	E/37		
16	Heat recovery. The business shall have a heat recovery system for any of the following categories: refrigeration systems, general ventilation/air handling, washing machines, dishwashers, sanitary waste water, etc.	D.1.3	E/38		
17	Thermoregulation. The temperature in every room can be individually regulated.		E/39		
18	Sub Meter Departmentally. Sub metering shall be extended to all departments within the property		E/40		

No	ENERGY MANAGEMENT	GSTC	Ref	SDGs	YES/NO
19	Light Sensors/Timers in Back of House areas. The business has installed sensors/timers in all back of house areas to control lighting		E/41	 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	
20	Carbon Smart. The business is part of the Carbon Smart GREENMark programme	D.2.1	E/43	 <p>13 CLIMATE ACTION</p> <p>13.2</p>	



Eco-Labels

The Green Hospitality Awards are Type 1 Eco-Labels

"Eco-labelling" is a voluntary method of environmental performance certification and labelling that is practiced around the world. An "Eco-label" is a label which identifies overall environmental preference of a product or service within a specific product/service category based on life cycle considerations. In contrast to "green" symbols or claim statements developed by manufacturers and service providers, an Eco-label is awarded by an impartial third-party in relation to certain products or services that are independently determined to meet environmental leadership criteria.

There are many different voluntary (and mandatory) environmental performance labels and declarations. The International Organization for Standardization (ISO) has identified three broad types of voluntary labels, with Eco-labelling fitting under the Type I designation."

Voluntary Environmental Performance Labelling -- ISO Definitions

Type I -- a voluntary, multiple-criteria based, third party program, that awards a license that authorizes the use of environmental labels on products indicating overall environmental preferability of a product within a particular product category based on life cycle considerations

Type II -- informative environmental self-declaration claims

Type III -- voluntary programs that provide quantified environmental data of a product, under pre-set categories of parameters set by a qualified third party and based on life cycle assessment, and verified by that or another qualified third party

Further, the ISO has identified that these labels share a common goal, which is:

"...through communication of verifiable and accurate information, that is not misleading, on environmental aspects of products and services, to encourage the demand for and supply of those products and services that cause less stress on the environment, thereby stimulating the potential for market-driven continuous environmental improvement."



Criteria/Programme Reviews

Version 13.6	August 2022	No criterion adjusted – changes made to the introduction script