

GREEN HOTEL CRITERIA

NO	MAJOR CRITERIA / WEIGHTAGE (%)	REQUIREMENTS - HOTELS	INDICATIONS OF PRACTICES / HOTEL AREAS	MAX POINTS
1.1	Environmental Policy - Actions for Hotel Operation and Human Resource Development – 20 %	1.1.1 Promotion of environmental activities in order to encourage the involvement of hotel staff, clients and suppliers to participate in environmental management practices	List of environment activities / programmes implemented in connection with the staff / clients / suppliers to participate for instance: <ul style="list-style-type: none"> To issue environmental policy / activities to all departments and concerned parties working for or on behalf of the hotel To ensure environmental policy is displayed in Directory of Guests Services and etc. Hotel Area: Human Resource Department	10
		1.1.2 a) Existence of plan for raising staff to be aware of environment i.e training.	Environmental awareness rising plan (s) All staff must be sent for continuous hospitality and environmental awareness management training with certification for instance: <ul style="list-style-type: none"> Awareness Chemical Control EPR Solid Waste Management and etc. Hotel Area: Human Resource Department (Training)	10
		1.1.3 b) Provision of training programs for operation and management staff on environmental management	Environment management training programmes / activities created implemented by hotel for staff in the past years (1-2 years): <ul style="list-style-type: none"> All staff must be sent for continuous hospitality and environmental awareness management training with certification for instance:- <ul style="list-style-type: none"> i) Hotel employees who work for business service and technical departments should professionally qualified (knowledge on environmental-friendly) ii) Encourage job opportunity for local community (Fraction of local and non-local employments in hotel) Hotel Area: Human Resource Department	10

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		1.1.4 Existence of environmental management plan for hotel operation.	Hotel environmental management plan implemented. Environmental Aspect: Element of an organization activities, products or services which can interact with the environment for instance: <ul style="list-style-type: none"> Materials, new or substitute such as chemical/ solvents used for operation Emission or discharge to air, land or water Considerable energy, water or other resources utilised Planned or new developments or new modified activities and services and etc. Hotel Area : Human Resource Department	10
		1.1.5 Existence of monitoring program for environmental mangement of hotels.	Measurement of programmes / activity compliments. Hotel Area: Human Resource Department	10
1.2	Use of Green Products – 10%	1.2.1 Encouragement for the use of local products for hotel operation i.e. food and handicrafts.	Purchasing criteria of local product support and promotion.	10
			The use of local and environmental friendly products for hotel operations Hotel Areas: Qualitative and Aesthetic Requirements / Housekeeping / Laundry / Office Areas / Common Areas	10
			Local brand food and beverages to be provided. Local fruits/organic food to be made available Hotel Area: Food and Beverage Services	10

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		1.2.2 Encouragement for the use of environmentally. Friendly products.	Green procurement criteria in use.	10
			Recyclable material placemat (of suitable quality of material) where possible Hotel Areas: Fine dining, restaurant and breakfast room	10
			Energy-efficient refrigerator with local brand product/food and beverages to be made available Hotel Areas: Bedroom Furniture and fittings	10
			Writing materials to be provided (use of recycled materials) Hotel Areas: Stationery in bedrooms / office sundries	10
1.3	Collaboration with the Community and Local Organizations – 5%	1.3.1 Existence of plans / activities to help improve quality of life of the community.	List of community of life improvement. Educate both guests, staffs and local community about the green actions for instance: <ul style="list-style-type: none"> • Corporate Social Responsibility (CSR) • Gotong - Royong Exercise • Donation of plants to schools, college and etc. • Donation of recycle bins to schools, college and etc. • Donation to charity (sheets, towels, linens, furniture and etc. that are no longer useable or useful to the hotel). • Composting Program to schools, college and etc. • Other activities Hotel Area: Hotel Management	10

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		1.3.2 Existence of awareness raising programs for local Community on environmental protection.	Environmental protection awareness programmes / activities implemented in community by hotel / hotel staff. Encourage to organize monthly campaign on environmental awareness program for instance: <ul style="list-style-type: none"> • Green / Environment Awareness Message to be displayed at hotel common areas • Smoking and non-smoking area (s) to be made available • Adoption of schools to create greater awareness on the need to protect the environment • Other activities/programs Hotel Area: Hotel Management	10
		1.3.3 Creation of activities in promoting culture and traditional performance and local ways of life.	Cultural / local living promotional activities implemented in the past years. Creation of activities in promoting culture, traditional performance and local ways of life are to be encouraged <ul style="list-style-type: none"> • Local artists are to be given priority to perform in the hotel Hotel Area: Hotel Management	10
1.4	Solid Waste Management – 10%	1.4.1 Introduction of waste management techniques e.g. waste reduction, reuse, recycling, waste separation and composting.	Waste handling and mangement training programmes / activities implemented in the past years for staff. All staff must be sent for continuous waste handling and management training for instance: <ul style="list-style-type: none"> • Kitchen waste management • Stewarding waste management • Food and Beverage waste management • Housekeeping waste management • Office waste management • Others (garden, engineering and etc.) 	10

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		1.4.2 Encouragement of the involvement of hotel staff in waste reduction, reuse, recycling, waste separation and composting program.	Programmes / activities encouraging involvement of hotel staff in waste handling and management in the past years:	10
			Kitchen Waste Programs/Activities: <ul style="list-style-type: none"> All kitchen to have bins, one for non-recyclable (wet) and for recyclable (dry) rubbish (plastic/glass/aluminium or metallic bottle/containers) Plastic/glass/aluminium or metallic bottle/containers to be segregated in present bin at plate wash area or other designated area Composting program – composed on food waste 	10
			Stewarding Waste Programs/Activities: <ul style="list-style-type: none"> All non-recyclable items and recyclable items to be removed from the kitchen and stewarding area and storing in the garbage room for disposal 	10
			Food and Beverage Waste Programs/Activities: All F&B outlets to have 5 clearing bins near the dish washing area: <ul style="list-style-type: none"> Recycle bin – wet Non-Recycle bin – dry Aluminium or metallic cans/tins Glass bottles Container for broken china/glassware 	10
			Housekeeping Waste Programs/Activities: <ul style="list-style-type: none"> Newspapers, plastic bottles/containers, glass bottles and cans are collected from checkout rooms and segregated in the pantry in the appropriate bins for recycle 	10

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			Office Waste Programs/Activities: <ul style="list-style-type: none"> To have bins labelled clearly for recyclable and non-recyclable item (plastic/glass/aluminium or metallic bottle/containers) Housekeeping to clear bins daily and take recyclable items to recycling sorting area 	10
			Other Waste Programs/Activities: <ul style="list-style-type: none"> Green / Environment on Waste Management Awareness Message to be displayed. Hotel Areas: F&B, Common areas, Housekeeping, Kitchen and etc.	10
1.5	Energy Efficiency – 10%	1.5.1 Introduction of energy saving techniques and / or energy saving technology and equipment for hotel to reduce energy consumption.	Installation and use of energy efficient technologies and techniques in hotel in the past years: Use of energy-saving technology for instance: <ul style="list-style-type: none"> Smart elevators/energy-saving lifts Thermal energy storage Use of energy-saving equipment/practices for instance: <ul style="list-style-type: none"> Automatic air-dryer Energy-saving bulb Energy-efficient lighting LED television Room key-card Multiple-light switches Adjustable curtains And others Hotel Areas: Common Areas & Bedrooms	10

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		1.5.2 Installation of meters / equipment to monitor energy consumption.	Installation of power and energy consumption metering technologies: <ul style="list-style-type: none"> • Installation of meters/equipment to monitor and control energy-consumption • Regular monitoring and maintenance of energy-efficiency system to ensure the environmental protection • Frequency of monitoring and measuring schedule • Reminder/information on sign for energy saving awareness Hotel Areas: F&B, Engineering, Common areas	10
1.6	Water Efficiency – 10%	1.6.1 Introduction of water saving techniques and / or use of water-saving technology and equipment to reduce water consumption.	Installation and use of water efficient technologies and practices in hotel in the past years: Use of water-saving equipment/practices for instance: <ul style="list-style-type: none"> • Glass shower-room • Low flow Dual-flush system • Sensor water tap/press water hose • Beds with clean linen, blankets, clean pillows and mattresses to be changed upon request – guests to decide frequency of towels and linen change • And others Hotel Areas: Bedrooms, Kitchen, Washrooms and etc.	10
		1.6.2 Regular maintenance for water saving equipment.	Maintenance reports of engineering team on water efficient technologies: <ul style="list-style-type: none"> • Installation of meters/equipment to monitor and control water-consumption • Regular monitoring and maintenance of water-efficiency system to ensure the quality of air and environmental protection • Frequency of monitoring and measuring schedule • Reminder/information on sign for water saving awareness Hotel Areas: F&B, Engineering, Common areas	10

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1.7	Air Quality Management (Indoor And Outdoor) – 10%	1.7.1 Designation of smoking and non-smoking area.	Photo of smoking and non-smoking areas designated in hotel: <ul style="list-style-type: none"> Smoking and non-smoking area (s) to be made available Reminder/information on sign for air-quality awareness Hotel Areas: Common Areas, F&B, Kitchen and etc.	10
		1.7.2 Regular monitoring and maintenance for equipment and hotel facilities to ensure the air quality i.e. air conditioning.	Maintenance report of air conditioning / ventilating technologies to ensure good air quality in hotel: <ul style="list-style-type: none"> Regular monitoring and maintenance of thermal/ventilation conditions to ensure the flow of quality fresh air Regular monitoring and maintenance of air-conditioning system to ensure the quality of air and environmental protection Frequency of monitoring and measuring schedule Hotel Areas: Common Areas, Bedrooms, Kitchen, F&B and etc.	10
1.8	Noise Pollution Control – 5%	1.8.1 Existence of noise control program from hotel operation.	Programme activities implemented in hotel to ensure noise control in hotel: <ul style="list-style-type: none"> Implementation of noise control (monitoring and measuring) program Corridors or other spaces outside guest room should be covered with noise-absorbing material and material-used should be of fire-proof or a fire retardant treatment Hotel Areas : Common Areas, Bedrooms, F&B, office and etc.	10

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1.9	Waste Water Treatment And Management – 10%	1.9.1 The used of mechanisms to prevent water contamination and reduce waste water generation.	Programme implementation on minimization of water contamination and pollution prevention in hotel in the past years: <ul style="list-style-type: none"> Regular monitoring and maintenance of water waste system to ensure the quality of water and environmental protection Frequency of monitoring and measuring schedule Hotel Areas: Engineering, garden and etc.	10
		1.9.2 Promotion of the use of recyclable / grey water in operation i.e. watering trees.	Proves of hotel's promotion to reuse water and use of treated water in hotel: <ul style="list-style-type: none"> Reminder/information on sign for reuse of treated water saving awareness Briefing/Workshop on water waste management to hotel guests, staffs and etc. Hotel Areas : Common Areas	10
		1.9.3 Encouragement for an appropriate use of waste water treatment.	Implementation of waste water treatment in hotel: Implementation of Grey water-policy <ul style="list-style-type: none"> Recycling waste water from kitchen, bathroom sinks and showers/tubs, and washing machines (clothes and dishes) where only non-polluting, biodegradable soaps are used. To water garden and landscaping Re-use of swimming pool water for sprinkler-system Hotel Areas : Engineering, garden, swimming pool and etc.	10
1.10	Toxic and Chemical Substance Disposal Management – 10%	1.10.1 Provision of clear signs for toxic substance.	Clear and understandable indications of storage and use of chemicals in hotel: <ul style="list-style-type: none"> Reminder/information on sign for toxic substance awareness Hotel Areas: Common Areas, Housekeeping, Bedrooms, Kitchen, F&B and etc.	10

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		1.10.2 Appropriate hazardous waste disposal management.	Hazardous waste handling and disposal practices in hotel: <ul style="list-style-type: none"> Discourage use of harsh or harmful-to-people chemicals or cleaning styles Discourage use of perfumed or scented laundry supplies, carpet cleaners, cleaning supplies or air fresheners Use of Eco-certified cleaning products Use of bio-degradable liquid dispenser shampoo Hotel Areas: Common Areas, Housekeeping, Bedrooms, Kitchen, F&B and etc.	10
		1.10.3 Regular inspection, cleaning and maintenance for storage in order to avoid leakage of gas or toxic chemical substance.	Maintenance and inspection reports on chemical, fuel, gas and hazardous agents in hotel: <ul style="list-style-type: none"> Regular monitoring and maintenance of toxic and chemical agents system to ensure the and environmental protection Frequency of monitoring and measuring schedule Hotel Areas: Common Areas, Bedrooms, Kitchen, F&B and etc. Areas : Common Areas, Refuse Area, Bedrooms, Kitchen, F&B and etc.	10

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NO	CRITERIA	NO OF QUESTIONS	MAX POINTS	WEIGHTAGE (%)	CALCULATING FORMULA
1.1	Environmental Policy - Actions for Hotel Operation and Human Resource Development	5	50	20	$(l \times 20) = a$ 50
1.2	Use of Green Products	7	70	10	$(m \times 10) = b$ 70
1.3	Collaboration with the Community and Local Organizations	3	30	5	$(n \times 5) = c$ 30
1.4	Solid Waste Management	8	80	10	$(p \times 10) = d$ 80
1.5	Energy Efficiency	2	20	10	$(q \times 10) = e$ 20
1.6	Water Efficiency	2	20	10	$(r \times 10) = f$ 20
1.7	Air Quality Management (Indoor And Outdoor)	2	20	10	$(s \times 10) = g$ 20
1.8	Noise Pollution Control	1	10	5	$(t \times 5) = h$ 10
1.9	Waste Water Treatment And Management	3	30	10	$(u \times 10) = i$ 30
1.10	Toxic And Chemical Substance Disposal Management	3	30	10	$(v \times 10) = j$ 30
	TOTAL	36	360	100	a+b+c+d+e+f+g+h+i+j per 100

