

Hospitality Green

Business

Global Certification





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Programme Purpose

Sustainable development refers to 'development which meets the needs of the present without compromising the ability of future generations to meet their own needs'. Through their activities and business relationships, organizations can have a positive or negative effect on the economy, environment, and people, and in turn contribute to sustainable development.

The objective of The Green Business Certification for Hospitality is to provide transparency on how an organization contributes or aims to contribute to sustainable development, increasing the organization's accountability.

The Standards contain disclosures that allow an organization to report information about its impacts consistently and credibly. This enhances the global comparability and quality of reported information on these impacts.

The certification programme encompasses the following objectives:

- Assess and verify that the products & processes of the organisation meet specific environmental, social, and economic sustainability criteria.
- Ensure that the certified entity minimizes its environmental impact by promoting sustainable practices, reducing resource consumption, and mitigating pollution and waste generation.
- Promote ethical and responsible behavior by analysing the organisation's labor practices, workers' rights, community engagement, and social equity.
- Provide consumers with a reliable way to identify products or organisations that align with their values and preferences related to sustainability.
- Provide trust and transparency in the marketplace.

Certification Process

The Certification Process requires that an organisation demonstrates how they have implemented sustainability standards. It is an exhaustive process and will require that the organisation provides confidential data and information.

All information acquired as part of this process is confidential and will not be disclosed or shared with anybody inside or outside the reporting organisation.

The steps required for certification are:

- After the initial enquiry participants will pay their invoice and receive the certification pack, including the standards and the evidence they need to provide.
- Once the invoice is paid and evidence is provided, the FSG auditor will commence a desk audit.
- During the desk audit the FSG auditor reserves the right to ask for supplementary evidence and information to corroborate the participants claims.
- During the desk audit the FSG auditor reserves the right to organise online interviews with personal from the participant organisation.
- The FSG auditor reserves the right to arrange a physical audit of the premises of the participant to corroborate the evidence provided.
- If all verifications are correct, we add up the number of standards they have achieved, and we give them an award.
- If they have not reached the minimum amount of standards, we write a recommendations report and explain how to apply again with a discounted fee.
- We'll give the certificate, which needs to be re-validated every year, the year will appear on the badge, badge can be hyperlinked to a website page explaining the standards and awards.
- Please note FSG reserves the right to update the certification standards based on new research or developments of the sustainability industry.



The Certification price is based on the size of the organization to ensure equal access to businesses large or small.

Hotel Rooms	Certification annual price	Site Audit (every 2 years)
1 to 15	€450	€300
16 to 100	€900	€500
101 to 249	€1,500	€750
250 +	€2,700	€900

A physical audit is required at a minimum every 2 years, during the desk audit Fifty Shades Greener reserves the right to request a physical audit if the evidence provided is unclear.

The participant will be responsible to cover 1 nights' accommodation for the auditor, meals and the audit fee as per the table above. All fees are excluding VAT but include a Fifty Shades Greener audit, **plus a third party external auditor to validate our findings** in compliance with EmpCo legislation.

Certification Standards

The table below represents the minimum level of standards required to achieve the Green business certification awards by FSG, how each standard aligns to the SDGs and the evidence that is acceptable to provide for the desk audit.

Participants are required to keep all evidence in a folder on site, that will be reviewed if a physical audit is required. Participants also need to have a “sustainability” or “green page” on their website that includes, at a minimum, their sustainability policy.

To achieve an award, you must supply evidence to comply with a minimum of 90% of standards at the specific award level, plus 100% of standards from the lower-level award/s. To achieve the Emerald award, you must comply with 100% of the bronze, silver and gold standards, plus 90% of the Emerald award standards.

BRONZE AWARD			
No	Criteria	Evidence	Yes/No
1	The business is compliant with all relevant environmental legislation from their local and national authorities (minimum of wastewater treatment and waste management compliance)	Links to relevant legislation in the business’s country and certificates of compliance	
2	The business has appointed a sustainability manager and green team to support the programme implementation and continuation	List of green team members with role descriptions	
3	Management holds periodic green meetings with the staff to brief them on the sustainability ethos	Meeting sign in records, meeting minutes	

4	The business has compiled environmental data from energy, waste, water and CO2 emissions for the reporting year as well as establishing their Green KPIs (resource/per visitor/per square m)	GHG emissions workbook.	
5	The business has provided health and safety training to employees handling cleaning products	Signed training records	
6	The business has published a sustainability policy on their website with quantifiable goals for the future.	Link to policy on the website	
7	The business has informed all stakeholders (employees, board members and suppliers) of the sustainability policy.	Meeting minutes, internal communication SOP, staff canteen notice board image	
8	The business provides customers with information about their sustainability strategy/policy while visiting their premises	Photo evidence of info displayed at the premises	
9	The business has provided training to their employees to raise sustainability awareness and develop a culture from the top down and the bottom up	Signed training records, or certificates of completion or email confirmation from the training company.	
10	The business displays their sustainability certification in a public space within	Images	

	their premises as well as their certification sustainability badge on their website (maximum 1 month after receiving their certificate and badge)		
SILVER AWARD			
11	An exhaustive energy audit has been completed to include lighting audits (minimum 70% of the property), equipment audits (Minimum requirement kitchen and office equipment), heating/cooling audits, insulation audits	Energy audit workbook	
12	The business purchases 100% renewable electricity	Supplier invoice	
13	The business has developed an energy management plan to reduce energy at least by 10% from the reporting year	Energy action plan and environmental policy	
14	An exhaustive water audit has been completed to include water flow rates & leak detection	Water workbook	
15	The business actively monitors water use to identify possible water leaks	Leak detection system SOP and/or images of water meter checks	
16	A towel and linen reuse programme is available to guests	Website link or images of in room information	
17	The business has developed a water management plan to reduce water use at least by 10% from the reporting year	Water action plan	

18 Only applies to premises with commercial kitchens only	A grease trap is installed in the kitchen	Images, proof of installation in the form of an invoice	
19	An exhaustive waste audit has been completed to include waste segregation, waste collection, food waste audit, single-use items audit	Waste workbook	
20	The business has developed a waste management plan to reduce landfill and food waste by 10% from the reporting year	Waste action plan	
21	The business provides waste segregation bins in all departments including customers for at least 3 waste streams: food (where necessary), general and recycling.	Images of bins per department and guest rooms	
22	The business only uses waste collectors with valid permits	Waste collector contract and/or permit	
23	The business keeps public pathways outside its premises free of litter	Images, SOP or inclusion on a job description	
24	The business has a green purchasing policy in place demonstrating their commitment to sustainable sourcing.	Policy document and if available published page on website	
25 Only applies to businesses serving food	Vegetarian and vegan options are available to guests	Images of menus, invoices from food suppliers, order receipts	

GOLD AWARD

26	LED lighting makes up for at least 80% of the property's guest and public room lighting	Lighting audit, invoices of LED purchases	
27	All windows are double-glazed	Invoice from installer and/or images of windows	
28	Guest rooms have energy-saving switches (e.g. keycard-controlled electricity)	Invoice from installer and/or images	
29	The business offers electric car charging stations	Invoice from installer and/or images	
30	There is a written procedure regarding energy in empty guest rooms, meeting rooms and less used areas	Procedure or SOP	
31	Outside lighting is minimised and/or has automatic turn-off sensors installed	Invoices from installation and/or images	
32	The business has installed insulation in its outer wall and roof structure	Invoice from installer and/or images	
33 Only applicable to premises with a pool	The business has installed a pool cover to reduce evaporation and condensation, reducing the energy required to heat the swimming pool	Invoice from installer and/or images	
34 Only application to premises with in-house laundry	The business has reduced the laundry temperature to 60°C for its towel & linen laundry	Laundry equipment SOP and/or Images, records of temperature checks	
35	The business hot water is set to not more than 63°C	Water boiler images, records of temperature checks	

36	The business has reduced energy consumption this year by at least 10% compared to the previous year	Energy KPI from last year and current year. Invoices to proof data	
37 Only applies to businesses with food services	The business has a food waste policy that includes education, food waste prevention, reduction, recycling, and disposal	Policy and/or web link to policy	
38	Single-use plastic amenities are replaced by a bulk dispenser	Invoice from installer and/or images	
39	The business offers guest facilities to refill reusable water bottles	Invoice from installer and/or images	
40	The business has eliminated single-use utensils across all services	Images	
41	The business offers reusable coffee cups to customers	Images	
42	Single-use plastic straws and drink stirrers have been eliminated	Images	
43	The business safely handles and disposes of its hazardous waste	Hazardous waste SOP	
44	The business has paperless procedures in place both at the front desk and in the back office	SOP, images, policy, training records	
45	The business safely disposes of its lightbulbs after these end up as waste	Images or proof of correct disposal from the recovery centre	
46	The business only uses water-efficient toilets (e.g. 6 litres per flush)	Water workbook	

47	The business only uses water-efficient showers (e.g. 12 litres per minute)	Water workbook	
48	The business only uses water-efficient taps (e.g. 10 litres per minute)	Water workbook	
49 Only applies to businesses with food services	The business has organic and fair-trade food products on their menus	Supplier invoices, menu images, products' images	
50	The business offers bicycle rental (and parking on site) or information about local rental options	Images, guest info booklets, web links to info on website	
51	The business uses only eco-cleaning products	Supplier invoices	
52	The business has energy efficient heat pumps for heating/cooling systems	Invoice from installation, images of the heat pumps	
53 Only applies to businesses with green spaces	The business takes measures to avoid the introduction of invasive species and prioritises the use of native species for landscaping.	Garden/green spaces maintenance plan including species planted	
54	Local artists are offered a platform to display their talents or are supported through other initiatives	Images	
55	Guests are offered tours and activities organised by local guides and businesses	Images, web links	
56	The business has a policy to invest a % of its revenue back into the community or in	Policy, donation receipts, confirmation email from community projects	

	local sustainability projects	stating level of investment	
57	The business provides guests with information regarding local ecosystems, heritage and culture, as well as visitor etiquette	Images, web links, brochures	
58	The business provides its employees with health & safety training and keeps a record of this	Signed training records for the reporting year	
59	Property monitors and reviews its employees' wages and implements them against national living wage norms	Social sustainability policy, minimum wage policy, or sample wage payments from the lowest paid employees - employee interviews might be required to confirm this.	
60	Employees are given equal opportunities for career advancement, including in management positions	EDI policy, employee handbook	
61	The business uses local, small and medium-sized enterprises to meet 80% of its maintenance, service, marketing & non-Food and Beverage supply needs	Invoices, purchasing policy	
62	Records of employee ages are kept and show an absence of any form of child labour	HR employee files showing ages of employees	
63	The business informs its suppliers about its sustainability	Proof of communication	

	commitments and strongly encourages the suppliers to follow the same sustainability commitments.		
64	The business includes sustainability awareness in their induction process for new employees	Induction manual and/or proof of training conducted	
65	The business has an employee wellbeing programme including career progression opportunities	SOP of wellbeing programme, images, training records.	
EMERALD AWARD			
66 Only applies to businesses with food services	At least 80% of food is sourced from the property's local region (e.g. within 50km from the property location)	Invoices, purchasing policy	
67 (only for premises with lifts)	The business has installed smart lift software that introduces a 'stand-by' mode which automatically turns off lighting and fan consumption in lifts	Invoice from installer and/or images	
68	The business generates its own energy from renewable sources	Invoice from installer and/or images	
69	The business collects rainwater to use for non-drinking activities (irrigation, toilets...)	Invoice from installer and/or images	
70	Urinals have sensors, water-saving devices, or are water-free	Installer certificates, images	
71	The business has installed cooling systems that do not use hydrofluorocarbons (HFCs) but rely on	Invoice from installer and/or images	

	hydrocarbons or natural refrigerants such as ammonium or CO2		
72	The business has only energy-efficient appliances in its guest rooms, kitchen, laundry room and reception/offices	Full equipment audit with energy consumption rating, invoice from new purchased equipment and/or images	
73	Single-use plastic water bottles, or soda, are not offered (aluminium is acceptable but no tetra packs)	Invoices and/or images	
74	The business has eliminated Styrofoam food containers from its operations	Images of alternative containers from business operations and deliveries	
75 For premises with green spaces only	The business has drought-tolerant landscaping	Green spaces/landscaping maintenance plan	
76 Only applies to businesses with food services	80% of the food products offered by the property are organic	Suppliers' invoices	
77	The business offers only eco-friendly toiletries in guest rooms	Supplier invoices with eco-friendly certification	
78	The business provides training to employees to identify, report and stop child sex tourism and sex trafficking	Signed training records	
79 Only applies to premises with a pool	The business has installed a variable speed heat pump for its pool that allows the property to select a lower speed setting, saving energy in the process	Installer invoice or/and images	
80	Paper towels, facial tissues and toilet	Supplier invoices and certificates	

	paper must be made of non-chlorine bleached paper or awarded with an eco-label		
81	Environmentally friendly materials are used for refurbishments or construction works that started and/or were completed in the past 12 months	Invoices, images, certificates	
82	The business provides equal and universal access to all customers and visitors	Images of access ramps, lifts, disabled toilets & rooms.	

Duration

The certification process can vary in length depending on the size of your business.

Step 1: Complete the Certification tools and evidence templates, depending on the size of your organisation, you will have 1 week to 8 weeks to complete them.

Step 2: A desk audit will commence once all evidence has been provided to your assigned auditor. Your FSG Auditor may ask you for further evidence to support your sustainability claims, it is important that you are available on the established timeline for the desk audit, and that you respond with the correct evidence no later than 72 hours after it has been requested.

Step 3: Once the FSG Auditor is satisfied that all evidence has been submitted, a physical audit might be organised to interview personnel within the organisation and/or evaluate other claims of the sustainability of your products and services. Please note, that it is FSG standard of procedure to perform a physical audit of at least 60% of participants seeking certification.

Step 4: You will receive a comprehensive report and a certification award if all evidence is verified correctly.

Site Visits

It is an FSG standard of procedure to perform a physical audit of at least 60% of participants seeking certification. If your organisation is chosen for a site visit, the purpose of that visit is to corroborate all the information you have provided as evidence. If a site visit is scheduled, your auditor will be in touch ahead of the deadline to ensure you have documentation and personal ready on the day.

On the day of the site visit the auditor will:

- Meet you, as the applicant, for a short interview.
- Conduct an audit of the building and facilities.
- Conduct interviews with staff, supervisors and managers
- Audit services & products.
- Review standards of procedures and company policies.

Depending on the size of your organisation a site visit will last half a day to 2 days. Please note for large businesses, the physical audit may require the auditor to spend two days at your property, it is required that you provide the auditor with overnight accommodation and meals during this time.

Site Visits Code of Ethics

Please remember that the primary objective of our Code of Ethics is to ensure the health & safety of all stakeholders during this programme.

FSG expects that all participants and auditors will treat each other with kindness, respect and equality.

The severity of a breach of conduct will determine the level of action required up to and including termination from the programme.

Our disciplinary procedure may involve:

High Severity – Immediate disqualification of the participant/auditor from the programme.

Low severity – The programme will pause until the EQA has assessed the level of severity of the action in question and will decide if the participant/auditor can remain on the programme or not.

Examples of action that may result in disciplinary action being taken include (non-exhaustive list):

- Making offensive comments (including swearing).
- Undermining the auditor's authority within the auditing process.
- Attending certification meetings under the influence of alcohol or drugs.
- Harassment or bullying of auditors or other programme participants

To comply with Fifty Shades Greener's Health and Safety Policy

Auditors are responsible for :

- Ensuring their own personal health and safety, and that of others in the workplace
- Complying with any reasonable directions (such as safe work procedures, and wearing personal protective equipment) given by management for health and safety

Participants are responsible for:

- Ensuring their own personal health and safety, and that of others in the workplace
- Complying with any reasonable directions (such as safe work procedures, and wearing personal protective equipment) given by management for health and safety.

We seek the cooperation of all workers, customers and other persons. We encourage suggestions for realising our health and safety objectives to create a safe working environment with a zero-accident rate.

This policy applies to all business operations and functions, including those situations where auditors are conducting site visits.