GREEN KEY

AN ECO-LABEL FOR TOURISM ESTABLISHMENTS

Green Key

FOR RESTAURANTS/CAFES 2026-2031

1. Introduction

This Green Key self-evaluation form is valid for hotels and hostels in Qatar.

The Green Key hotel and hostel criteria are applicable for hotels and hostels having more than 15 bedrooms.

In order to be eligible for Green Key, the applicant establishment must be officially registered as a hotel/hostel with this function being officially registered as its main activity.

Criteria marked with (I) are imperative criteria, while criteria marked with (G) are guideline criteria. The applicant must comply with **all imperative criteria** at the time of certification plus an increasing number of applicable guideline criteria for re-certification according to the number of years for which the award has been held, as per the following table:

Certification period	Year	Percentage of total imperative criteria	Percentage of total guideline criteria
First	1-2	100%	0%
Second	3-4	100%	10%
Third	5-6	100%	20%
Fourth	7-8	100%	30%
Fifth	9-10	100%	40%
Sixth and thereafter	11-12 and onwards	100%	50%

The current set of criteria/explanatory notes is valid until 31 December 2031. Changes in criteria/explanatory notes will normally be announced with at least six months' notice.

During the application process, all criteria answered with a "Yes" will need to be commented and supporting documents are required for each criterion, as indicated in the criteria/explanatory notes document. The expected supporting documents required during the certification process for each criterion are highlighted in the paragraph "During the audit….".

If the establishment has between 1 to 4 imperative criteria not successfully met during the on-site audits, the establishment will be required to provide evidence of rectification. If more than 5 imperative criteria are not met, another on-site must be conducted at additional cost for the establishment.

For any question about the criteria or the application, audit and award procedure, please do not hesitate to contact Green Key Qatar under:

SUSTAINABILITY HIVE
MAKE A DIFFERENCE

Sustainability Hive
National Green Key Operator Qatar

gk@sustainabilityhive.org
+974 5080 3731
www.sustainabilityhive.org/greenkeyqatar/

2. Application process

- Complete this self-evaluation form with an internal review of the establishments current progress in complying with the Green Key Criteria.
- Once all imperative criteria are in compliance, complete the online application on Jotform and upload the signed standard certification agreement and this self-evaluation form during the application.
- An invitation to the certification copilot by BeCause will be shared by the Green Key Qatar team following successful review of the application.
- Submit supporting documents, indicated in below self-evaluation form with a * and detailed in the explanatory notes as "During the audit …" via the certification copilot by BeCause.
- The Green Key Qatar team will review the criteria comments and supporting documents.
- Once the Green Key Qatar team finds the submissions satisfactory, a third-party audit will be scheduled.

3. Self-Evaluation form

For each criterion, you will need to indicate the status of compliance with the criterion: Yes, No or N/A (non-applicable). Please use the comments field for any additional information to be provided. * Criteria require supporting documents to be uploaded to the certification copilot by BeCause.

1. SUSTAINABLE MANAGEMENT **Environmental Strategy & Management Involvement, Corporate Social Responsibility, Team Engagement**			
Environmental Strategy & Management Involvement			
	Criteria	**Validated**	**Comments**
1.1	The management is involved and appoints a Green Key Establishment Representative from amongst the staff of the establishment. (I)	Yes ☐ No ☐ N/A ☐	
1.2	The establishment formulates strategic sustainability targets. (I)	Yes ☐ No ☐ N/A ☐	
1.3	The establishment formulates an action plan aligned with its strategic sustainability targets. (I)	Yes ☐ No ☐ N/A ☐	
Corporate Social Responsibility			
1.4	The establishment ensures fair labour practices, including written contracts, equal pay for equal work, and remuneration at or above the living wage for all employees and subcontracted workers. (I)	Yes ☐ No ☐ N/A ☐	
1.5	The establishment does not use or accept child labour and ensures the protection of minors in employment. (I)	Yes ☐ No ☐ N/A ☐	

1.6	The establishment provides accessible and non-retaliatory grievance and whistleblower mechanisms for reporting exploitation, discrimination and harassment. (I)	Yes ☐ No ☐ N/A ☐	
1.7	The establishment has procedures in place to ensure a safe and healthy working environment. (I)	Yes ☐ No ☐ N/A ☐	
1.8	The establishment actively cooperates with a defined number of relevant external stakeholders on environmental or social community development initiatives. (I)	Yes ☐ No ☐ N/A ☐	
1.9	The establishment demonstrates respect for Indigenous Peoples in its operations and representations. (I)	Yes ☐ No ☐ N/A ☐	
1.10	The establishment has procedures in place either focusing on equitable recruitment or equitable development regardless of ethnicity, gender identity, disability, age, sexual orientation, religion, or socio-economic background. (G)	Yes ☐ No ☐ N/A ☐	
1.11	The establishment provides access for people with additional accessibility needs by focusing on minimum 1 defined accessibility category and implementing the required minimum measures for that category. (G)	Yes ☐ No ☐ N/A ☐	
1.12	Plants, and animals, as well as historical and archaeological artefacts, are only sold, traded, or displayed in accordance with international law. (I)	Yes ☐ No ☐ N/A ☐	
1.13	The establishment does not offer, promote, or facilitate entertainment, excursions, or activities that involve the exploitation or suffering of animals. (I)	Yes ☐ No ☐ N/A ☐	
1.14	Animal welfare guidelines are followed when the establishment keeps animals on its premises. (I)	Yes ☐ No ☐ N/A ☐	
1.15	The establishment develops and implements a Code of Business Conduct. (G)	Yes ☐ No ☐ N/A ☐	
1.16	The establishment actively promotes the physical and mental wellbeing of employees by implementing at least 1 tangible initiative per year or maintaining permanent, free or subsidised facilities that support staff wellbeing. (G)	Yes ☐ No ☐ N/A ☐	
1.17	The establishment provides traineeships and part-time or flexible employment opportunities for long-term unemployed individuals or people with limited employability. (G)	Yes ☐ No ☐ N/A ☐	
1.18	The establishment provides access for people with additional accessibility needs by focusing on minimum 2 defined accessibility categories and implementing the required minimum measures for those categories. (G)	Yes ☐ No ☐ N/A ☐	
1.19	The establishment offers local micro or small entrepreneurs the possibility to sell sustainable products that are based on the area's nature, history and culture. (G)	Yes ☐ No ☐ N/A ☐	

Team Engagement			
1.20	The management briefs the staff at least 2 times per year on the establishment's sustainability initiatives. (I)	Yes ☐ No ☐ N/A ☐	
1.21	Annual sustainability training is provided to the staff. (I)	Yes ☐ No ☐ N/A ☐	
1.23	Informative and educational material is displayed in staff areas to promote responsible behaviour. (I)	Yes ☐ No ☐ N/A ☐	
1.24	The establishment provides its staff with the opportunity to evaluate its environmental and social performance annually and has a procedure for responding to this feedback. (G)	Yes ☐ No ☐ N/A ☐	
2. GUEST AWARENESS AND INVOLVEMENT **Guest Involvement, Responsible Tourism**			
Guest Involvement			
2.1	The Green Key certificate and information about the programme are displayed in a highly visible and frequently accessed area. (I)	Yes ☐ No ☐ N/A ☐	
2.2	Information about Green Key is available on the establishment's website. (I)	Yes ☐ No ☐ N/A ☐	
2.3	The establishment keeps guests informed about its sustainability initiatives and actively encourages participation. (I)	Yes ☐ No ☐ N/A ☐	
2.4	Guest-facing staff are able to inform guests about Green Key and the current sustainability initiatives of the establishment. (I)	Yes ☐ No ☐ N/A ☐	
2.5	The establishment informs and encourages guests to use sustainable transportation alternatives. (I)	Yes ☐ No ☐ N/A ☐	
2.6	The establishment provides its guests with the opportunity to evaluate its sustainability performance. (G)	Yes ☐ No ☐ N/A ☐	
2.7	The establishment actively communicates its sustainability practices and engages with Green Key activities on digital media. (G)	Yes ☐ No ☐ N/A ☐	
Responsible Tourism			
2.8	Information about nearby parks, beaches and other ecologically sensitive nature areas is available to guests. (G)	Yes ☐ No ☐ N/A ☐	

2.9	Information promoting responsible tourist behaviour in the destination is provided to guests. (G)	Yes ☐ No ☐ N/A ☐	
2.10	The establishment provides and actively promotes at least 4 awareness-raising activities for guests focused on sustainable development, the environment and the local community. (G)	Yes ☐ No ☐ N/A ☐	
	3. WATER **Water Management, Water Pollution**		
	Water Management		
3.1	The total water consumption is recorded at least once a month. (I)	Yes ☐ No ☐ N/A ☐	
3.2	Water outlets are actively monitored and leaks promptly repaired. (I)	Yes ☐ No ☐ N/A ☐	
3.4	Water flow in at least 80% of the handwashing taps does not exceed 8 litres per minute. (I)	Yes ☐ No ☐ N/A ☐	
3.5	Urinals have sensors, water saving devices, or are water-free. (I)	Yes ☐ No ☐ N/A ☐	
3.6	Newly purchased toilets have a dual flush system with maximum 3/6 litres per flush or maximum 4.5 litres for sensor-based flushing systems. (I)	Yes ☐ No ☐ N/A ☐	
3.7	Newly purchased dishwashers and laundry machines are water efficient. (I)	Yes ☐ No ☐ N/A ☐	
3.8	Separate water metres are installed in areas with a high-water consumption. (G)	Yes ☐ No ☐ N/A ☐	
3.10	Rainwater and/or AC condensate is collected and used for suitable purposes. (G)	Yes ☐ No ☐ N/A ☐	
3.11	Water flow in all handwashing taps is maximum 5 litres per minute. (G)	Yes ☐ No ☐ N/A ☐	
3.12	All public handwashing taps are equipped with automatic water cut-off systems. (G)	Yes ☐ No ☐ N/A ☐	
	Water Pollution		
3.15	All wastewater is treated. (I)	Yes ☐ No ☐ N/A ☐	

3.16	At least 1 grease trap is installed in professional or commercial kitchens. (I)	Yes ☐ No ☐ N/A ☐	
3.17	The establishment reuses treated wastewater from on-site or authorised external systems and may supply treated wastewater externally. (G)	Yes ☐ No ☐ N/A ☐	
4. ENERGY AND CARBON **Energy Management, HVAC, Equipment and Lights, GHG**			
Energy Management			
4.1	Energy use by source is recorded at least once a month. (I)	Yes ☐ No ☐ N/A ☐	
4.2	The establishment sets a standard temperature for cooling and heating. (I)	Yes ☐ No ☐ N/A ☐	
4.4	The establishment produces or purchases 50% of the energy used for heating and cooling from renewable sources. (G)	Yes ☐ No ☐ N/A ☐	
4.5	The establishment produces or purchases all energy used for heating and cooling from renewable sources. (G)	Yes ☐ No ☐ N/A ☐	
4.6	The establishment produces or purchases at least 50% renewable and/or eco-labelled electricity. (G)	Yes ☐ No ☐ N/A ☐	
4.7	The establishment produces or purchases only renewable and/or eco-labelled electricity. (G)	Yes ☐ No ☐ N/A ☐	
4.8	75% of the windows are energy efficient at a higher standard than the national/local regulation. (G)	Yes ☐ No ☐ N/A ☐	
4.9	An external energy audit is conducted at least once every 6 years. (G)	Yes ☐ No ☐ N/A ☐	
4.10	At least 1 sustainable insulation measure is implemented. (G)	Yes ☐ No ☐ N/A ☐	
4.11	Separate metres are installed at strategically important places for energy monitoring. (G)	Yes ☐ No ☐ N/A ☐	
HVAC, Equipment and Lights			
4.12	Control systems are in place for ventilation, comfort heating, and comfort cooling. (I)	Yes ☐ No ☐ N/A ☐	

4.13	Ventilation, comfort heating, and cooling systems are checked at least once a year and adequately maintained. (I)	Yes ☐ No ☐ N/A ☐	
4.14	At least 80% of all light bulbs in the establishment are LED or demonstrate equal or superior performance in terms of energy efficiency, luminous efficacy, and lifespan. (I)	Yes ☐ No ☐ N/A ☐	
4.15	Outdoor lighting is minimised and/or has automatic turn-off sensors installed. (I)	Yes ☐ No ☐ N/A ☐	
4.16	Newly purchased electronic devices in the establishment are rated as energy efficient according to a recognised national or regional energy label system. (G)	Yes ☐ No ☐ N/A ☐	
4.18	Refrigeration and thermal equipment are regularly maintained following national legislation and manufacturer recommendations. (I)	Yes ☐ No ☐ N/A ☐	
4.19	Newly purchased refrigeration, ventilation, heating, and cooling, equipment use refrigerants that are free from HCFCs or CFCs. (I)	Yes ☐ No ☐ N/A ☐	
4.20	An annual leak check is carried out for systems containing refrigerants, and refrigerant refills from the last full calendar year are recorded. (I)	Yes ☐ No ☐ N/A ☐	
4.21	A heat or cooling recovery system is installed. (G)	Yes ☐ No ☐ N/A ☐	
4.22	Ventilation, heating, and/or cooling is demand controlled. (G)	Yes ☐ No ☐ N/A ☐	
4.23	Heating, cooling, and ventilation systems automatically switch off in all the rooms when windows and/or doors are open. (G)	Yes ☐ No ☐ N/A ☐	
4.24	All the lighting fixtures in public and staff areas have motion detectors, timers, or are reduced when spaces are unoccupied. (G)	Yes ☐ No ☐ N/A ☐	
4.26	The establishment offers access to charge electric vehicles. (G)	Yes ☐ No ☐ N/A ☐	
Greenhouse Gas			
4.27	The establishment calculates its Scope 1 and 2 greenhouse gas (GHG) emissions using a carbon measurement system that aligns with the internationally recognised GHG Protocol. (G)	Yes ☐ No ☐ N/A ☐	
4.29	The establishment sets and annually reviews a concrete target to reduce its carbon footprint and identifies actions to achieve it.(G)	Yes ☐ No ☐ N/A ☐	

5. WASTE

Waste Management, Waste Reduction

Waste Management			
5.1	The establishment separates waste as required by national legislation and in all cases into at least 3 recyclable categories; staff receive clear instructions on waste handling. (I)	Yes ☐ No ☐ N/A ☐	
5.2	All separated waste categories are handled individually by the local or national waste management facilities, by a private entity or by the establishment's own facilities. (I)	Yes ☐ No ☐ N/A ☐	
5.4	Hazardous chemicals and waste are managed, stored and transported safely to an approved reception facility. (I)	Yes ☐ No ☐ N/A ☐	
5.5	A waste bin is available close to every toilet. (I)	Yes ☐ No ☐ N/A ☐	
5.6	The establishment records the total amount of waste, residual/mixed waste, and food waste. (I)	Yes ☐ No ☐ N/A ☐	
5.7	Organic waste is composted or used for other purposes. (G)	Yes ☐ No ☐ N/A ☐	
Waste Reduction			
5.8	No single-use food-service items are used for in-house F&B services. (I)	Yes ☐ No ☐ N/A ☐	
5.9	No more than 5 types of F&B products per catering offer are in individually packaged single servings. (I)	Yes ☐ No ☐ N/A ☐	
5.10	Soap, shampoo, conditioner and shower gel are provided in dispensers. (I)	Yes ☐ No ☐ N/A ☐	
5.12	For take away F&Bs, the establishment offers the possibility for the guests to bring their own containers or to use returnable containers. (G)	Yes ☐ No ☐ N/A ☐	

6. PROCUREMENT

Administration/Other Procurement, Food & Beverage, Washing & Cleaning

Administration/Other Procurement

6.1	The establishment implements and follows a Sustainable Procurement Policy that guides the selection of goods, services and suppliers based on environmental, social and cultural sustainability. (I)	Yes ☐ No ☐ N/A ☐	
6.2	The establishment informs all third-party operated shops and businesses located on its premises about its sustainability initiatives and Green Key and encourages them to manage their activities in the same spirit. (I)	Yes ☐ No ☐ N/A ☐	
6.3	At least 75% of newly purchased printing paper, envelopes and printed paper-based materials produced or ordered by the establishment are eco-labelled. (I)	Yes ☐ No ☐ N/A ☐	
6.5	At least 1 product categories of newly purchased or rented textiles are socially or environmentally certified. (G)	Yes ☐ No ☐ N/A ☐	
6.6	At least 50% of the establishment's suppliers are eco-certified. (G)	Yes ☐ No ☐ N/A ☐	
6.7	If the laundry service is outsourced, the provider is either located within 100 km from the establishment or eco-certified. (G)	Yes ☐ No ☐ N/A ☐	
6.8	At least 75% of the vehicles and transport means owned or rented by the establishment are electric or cargo-bikes. (G)	Yes ☐ No ☐ N/A ☐	
6.9	The establishment actively promotes and supports sustainable and health-conscious commuting options for staff. (G)	Yes ☐ No ☐ N/A ☐	
6.10	The establishment takes initiatives to reduce the environmental impact of IT systems. (G)	Yes ☐ No ☐ N/A ☐	
6.11	Furniture, fixtures and supplies are refurbished, upcycled, or donated to extend their lifecycle. (G)	Yes ☐ No ☐ N/A ☐	

Food & Beverage

6.12	The establishment purchases and promotes different categories of F&B products that are either organic, and/or eco-labelled and/or fair-trade labelled and/or locally produced. (I)	Yes ☐ No ☐ N/A ☐	
6.13	The establishment does not purchase fish, seafood and meat from threatened or protected species. (I)	Yes ☐ No ☐ N/A ☐	

6.14	At least 1 vegetarian starter; 1 vegetarian main course and either 1 vegan starter or main course are offered, and these options are clearly indicated on the menu/buffet. (I)	Yes ☐ No ☐ N/A ☐	
6.15	The establishment takes initiatives to reduce the level of food waste. (I)	Yes ☐ No ☐ N/A ☐	
6.16	Where the water quality is of an adequate standard, tap water is offered to guests. (I)	Yes ☐ No ☐ N/A ☐	
6.17	At least 10% of all F&B products used in the establishment are either organic, and/or eco-labelled and/or fair-trade labelled and/or locally produced. (G)	Yes ☐ No ☐ N/A ☐	
6.18	At least 25% of all F&B products used in the establishment are either organic and/or eco-labelled and/or fair-trade labelled and/or locally produced. (G)	Yes ☐ No ☐ N/A ☐	
6.19	At least 30% of all offered starters and main dishes in the establishment are vegetarian, or, alternatively, at least 1 day per week only vegetarian or vegan meals are offered to both guests and staff. (G)	Yes ☐ No ☐ N/A ☐	
6.20	The establishment offers at least 1 vegan starter, 1 vegan main dish and 1 vegan desert. (G)	Yes ☐ No ☐ N/A ☐	
Washing and Cleaning			
6.23	At least 75% of the chemical cleaning products used for routine cleaning have a recognised eco-label.	Yes ☐ No ☐ N/A ☐	
6.24	Use of disinfection substances is restricted to cases of clear hygiene or health-critical risk. (I)	Yes ☐ No ☐ N/A ☐	
6.25	All tissue paper products are certified with an eco-label. (I)	Yes ☐ No ☐ N/A ☐	
6.26	All the dishwashing detergents and rinsing agents have a recognised eco-label. (G)	Yes ☐ No ☐ N/A ☐	
6.27	All the laundry detergents have a recognised eco-label. (G)	Yes ☐ No ☐ N/A ☐	
6.28	Concentrated chemical cleaning products and safe dilution system are used for routine cleaning. (G)	Yes ☐ No ☐ N/A ☐	
6.29	All cosmetic products have a nationally or internationally recognised eco-label. (G)	Yes ☐ No ☐ N/A ☐	
6.30	Reduced-chemical or chemical-free cleaning methods are used. (G)	Yes ☐ No ☐ N/A ☐	

6.31	Only fragrance- and perfume-free products are used in washing, cleaning, or room care. (G)	Yes ☐ No ☐ N/A ☐	

7. LIVING ENVIRONMENT

Indoor Environment, Biodiversity Preservation

Indoor Environment

7.1	Indoor restaurant areas are non-smoking, and all other public areas are either non-smoking or have clearly separated smoking areas. (I)	Yes ☐ No ☐ N/A ☐	
7.3	The establishment has a personnel policy concerning smoking during working hours. (I)	Yes ☐ No ☐ N/A ☐	
7.4	Indoor air quality in at least 2 parts of the establishment is monitored at least once a year. (G)	Yes ☐ No ☐ N/A ☐	
7.5	Authentic elements of the local culture are incorporated in the operation or in connection with refurbishments or construction works. (G)	Yes ☐ No ☐ N/A ☐	
7.6	Environmental and biodiversity impacts are assessed and addressed prior to any new development, expansion, or major construction/renovation work. (G)	Yes ☐ No ☐ N/A ☐	
7.7	Sustainable materials are used for refurbishments or construction works that started and/or were completed in the past 24 months. (G)	Yes ☐ No ☐ N/A ☐	

Biodiversity Protection

7.8	The use of agrochemical products is minimised and strictly controlled. (I)	Yes ☐ No ☐ N/A ☐	
7.9	Newly purchased garden maintenance equipment is electrically or manually driven. (I)	Yes ☐ No ☐ N/A ☐	
7.10	The establishment takes maintenance initiatives in its green areas according to the principles of ecological management. (I)	Yes ☐ No ☐ N/A ☐	
7.11	The establishment takes initiatives to protect and support the local biodiversity on (or around) its premises. (I)	Yes ☐ No ☐ N/A ☐	
7.13	The establishment monitors biodiversity supporting habitats and species present on or around its premises. (G)	Yes ☐ No ☐ N/A ☐	
7.14	The establishment takes at least 1 initiative in its green areas to promote sustainable food practices. (G)	Yes ☐ No ☐ N/A ☐	

Name and position of the person who completed the self-evaluation: