



## Green Key's policy clarifying scope, non-discrimination, impartiality, confidentiality and objectivity

### A. SCOPE OF THE PROGRAMME

Green Key is a voluntary eco-label awarded to current six categories of establishments notes: hotels & hostels, campsites & holiday parks, small accommodations, conference centres, restaurants and tourist attractions.

Each category has its own definition of scope of the category and its separate set of criteria and explanatory notes. The application and award procedure is the same for all applicant establishments in the different categories. All establishments must be renewed every 12 months in order to maintain the Green Key award status.

Green Key is eligible for applications from establishments within any of the six categories irrespective of the location of the establishment.

The establishments awarded with the Green Key are displayed on the map on the Green Key website: <http://www.greenkey.global/green-key-sites/>.

The awarded establishments must keep compliance with the Green Key criteria and explanatory notes during the period of award. The awarded establishments must also follow the Green Key Branding Guidelines document explaining the correct use of the Green Key logo, the correct use of Green Key material (plaque, certificate, flag and brochure) and there is also a description of the recommended text about Green Key on the website. In case of termination of award, all references to Green Key must be removed.

### B. GREEN KEY IS A NON-DISCRIMINATORY PROGRAMME

Green Key is eligible for applications from establishments within the definition of any of the six categories. Green Key does not discriminate any interested, applicant or participating establishments regardless of the location of the establishment, the size or type of establishment, the customers attracted by the applicant establishment, or the contact persons and employees (their origin, religion, age, sex, etc.) from the applicant establishment working with Green Key.





### C. GREEN KEY'S COMMITMENT TO IMPARTIALITY, CONFIDENTIALITY, AND THE OBJECTIVITY OF GREEN KEY'S ACTIVITIES

All Green Key staff, volunteers, auditors, jury/steering committee members, representatives of partners or any other persons connected with Green Key internally or externally at the national and international levels act impartially in relation to the activities on Green Key (including the influence on the certification decision). Green Key does not allow these persons any personal, commercial, financial or other pressures to compromise this impartiality.

The persons mentioned above have declared that they will work with Green Key objectively and under confidentiality in respect for Green Key and the applicant establishments.

Green Key is able to provide general information that enables applicant establishments to strengthen their sustainability actions and to understand and comply with the Green Key standards, but Green Key cannot not give prescriptive advice to applicant establishments that could compromise the ability from Green Key's side to undertake an impartial certification.

In the agreement between Green Key and the applicant establishment as part of the application form, Green Key informs the applicant/awarded establishments about its commitment to confidentiality towards the applicant establishment and stating the information about the establishments that will be made public. The agreement will also state the obligations of the establishment in case of a complaint.