

National Accommodation Classification Guidelines for STAR Rating Assessments

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GREEN STARS Assessment Criteria

WELCOME TO AAA TOURISM

AAA Tourism is the national tourism body of the Australian Auto Clubs, that have been the recognised voice of Australian motoring since 1924.

AAA Tourism is a leading authority on domestic road travel.

AAA Tourism manages one of Australia's most comprehensive tourism and information databases, which is used to produce the National Accommodation and State Experience guides both in hard copy and on the Auto Club websites. AAA Tourism also manages Australia's official STAR Rating Accommodation Classification Scheme.

For further information contact STAR Ratings Australia on (03) 8601 2200 or email: starratingsaustralia@aaatourism.com.au

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GREEN STARS CLASSIFICATION SCHEME GUIDELINES

The standards for Green STARS were developed in a partnership between AAA Tourism and Green Globe under the guidance of the Australian Government established Sustainable Tourism Cooperative Research Centre.

This partnership ensures that the Green STARS criteria is appropriate and will allow a property joining the program to progress to an internationally recognised Green Globe endorsement if it chooses.

Green Globe provides the travel and tourism industry with a global certification system that promotes responsible tourism and reduces operating costs by conserving energy, fresh water and other natural resources and producing less waste and green house gases.

Green STARS provides accommodation properties with an entry level introduction (Affiliate level) to the internationally recognised Green Globe system.

To be awarded a Green STARS endorsement your property must achieve the designated minimum point score against the set of practical environmental criteria.

Within the AAA Tourism guidelines, points will not be awarded where a property does not provide a facility/item that is in the Green STARS scheme.

CORE GUIDELINES

Bedroom

Key tag switches turn all power off when room unoccupied

Key tag switches and/or time controls are used to automatically turn off lights, electrical appliances and air conditioning when rooms are unoccupied. This may also be achieved through a system such as “key tags”.

TV and other appliances are turned off

TV and other electronic appliances with ‘Stand-by Mode’ are turned off between guest visits (up to 75% energy saving). This may also be achieved through a system such as “key tags”. This applies to all electronic equipment such as TV, video and CD players.

Energy efficient fixtures

Bedroom lighting uses energy efficient fixtures (e.g. compact fluorescent lamps) rather than incandescent (conventional) bulbs.

Note: This is an essential item for the property to be awarded a Green STAR rating.

Conveniently situated or labeled switches

Switches for Lighting/Heating/Cooling/Ventilation items potentially used by guests, should be provided and be conveniently located. These switches should be accessible without moving furniture or other objects. This requirement is to make it easier for guests to control energy usage by having ready access to relevant controls e.g. A/C power and lighting. Switches for these items positioned behind beds or other objects will not be considered convenient.

Signage

Signs are present at doorways and/or switches reminding guests to turn off lights, air conditioning and electrical appliances when leaving the room. This will not be needed if the property has a key-tag or similar system that turns power off automatically – assuming that the key tag turns off lights and air conditioning.

Newspaper optional

A door label or a registration form is provided for guests to complete on check-in to advise if they wish to receive a daily newspaper. This is to reduce unnecessary paper use.

Guest collateral printed on recycled/unbleached paper

Guest information about facilities is printed on recycled/unbleached paper and is provided in re-useable folders in rooms and/or is provided via in-room TV channel.

Ventilation available through windows or balcony doors

Natural ventilation is available as an alternative to air conditioning. Windows open and shut easily. Balconies are easily accessible.

Doors and windows close effectively

Ensure minimal gaps surround doors and windows to minimise draughts and increase energy efficiency.

Desk lights and/or lower background lighting options

Lighting alternatives that don’t require entire room lighting are provided. Down lights, desk lamps, standard lamps and bed lamps all constitute lower background lighting.

Drinking glasses

Drinking glasses are not stored in paper or plastic wrapping. Glasses can be located in cupboards or in reusable containers to protect them from dust and insects.

Linen – No change option

Guests have the option for linen to be kept for up to 3 days without change. Property informs the guest of the standard practice and gives the guest the option via the compendium or a communication kit.

Note: This is an essential item for the property to be awarded a Green STAR rating.

Bathroom

Water saving fittings in place

Water efficient showerheads and taps in place to reduce the amount of water used. This may be achieved through fitting of aerators into taps and showerheads or installation of specifically designed water efficient fittings. For points to be awarded the showerheads must have water saving fittings as a minimum. Water saving taps or showerheads should have a flow-rate of less than 10 litres per minute. (Some old style showerheads have flow-rates around 25 l/min.) To assess the flow-rate use a 2-litre container and measure the volume of water produced in 6 seconds (and multiply this by 10 to give litres per minute).

Note: This is an essential item for the property to be awarded a Green STAR rating.

Recycled or unbleached paper products supplied

A combination of both toilet paper and tissues are required to achieve maximum points.

No leaking taps

Basin and bath taps and showerheads should not leak as this can waste a considerable amount of water over time. Taps should stop dripping when taps are turned off with reasonable pressure. No drips should be observed during the assessment.

Note: This is an essential item for the property to be awarded a Green STAR rating.

Towels – No change option

Guests have the option to keep towels without change. A notice in the bathroom advising guests how to utilise this option (e.g. to hang towels up if not wishing to change or leave on floor/in bath if a change is required).

Note: This is an essential item for the property to be awarded a Green STAR rating.

Reduced flush or twin flush cisterns fitted

The toilet has optional buttons for full or half flush. Alternatively toilets are fitted with a reduced flush device.

No leaking toilet cisterns

Cistern water is not leaking into the toilet bowl.

Note: This is an essential item for the property to be awarded a Green STAR rating.

No 'Sanitised' paper seals on toilet

This is an unnecessary use of paper. Some properties fold the leading edge of the toilet tissue to indicate that servicing has occurred.

In-Room Kitchen (Not Applicable to B&B Traditional/Guesthouse /Hotels/ Motel)

Water efficient dishwasher Installed

Dishwasher should have an "economy" setting option. Guests are encouraged to use the economy setting and advised that it is energy efficient and saves water.

Dishwashing detergent is biodegradable

Container is labeled to indicate that the detergent is environmentally friendly (e.g. biodegradable)

In-room recycling

Separate bins provided for recycling (e.g. general rubbish and recyclables - paper, aluminum and glass).

Energy efficient refrigerators

An Energy Rating of at least 2 Stars (maximum is 6 Stars) is required to achieve points. To check the energy rating of a refrigerator/freezer go to: http://search.energyrating.gov.au/refrig_srch.asp (Make number is required to conduct this evaluation.)

Dining Facilities & Commercial Kitchen

Table linen is reusable

Table linen is washed and re-used. Alternatively, recycled paper tablecloths and napkins will also obtain points.

Table menus are printed on recycled paper

Menus are printed on recycled/unbleached paper.

Individual packets of food substituted by bulk buying

Bulk buying generates less packaging and waste.

Room service menu (breakfast) – nominate condiments

Points are awarded where the room service breakfast menu nominates individual condiments for selection rather than serving the whole selection for choice (i.e. vegemite, strawberry jam etc.)

Water efficient dishwasher(s) installed in commercial kitchen

Includes communal dishwasher used by operators/kitchen hands – not the guest.

To check the energy rating of a dishwasher go to: http://search.energyrating.gov.au/refrig_srch.asp
(Make number is required to conduct this evaluation.)

Dishwashing detergent is biodegradable

Container is labeled to indicate that the detergent is environmentally friendly (e.g. biodegradable)

General

Reception

Guests are informed of environmental incentives implemented at the property

Guests are advised how they can contribute to energy and water conservation and recycling activities. This may be done via in-room collateral or a sign/message in room.

Exit surveys (printed on recycled paper)

Guests complete "Exit surveys" about their experience at the property. This includes temperature comfort, ease of use of settings, lighting settings etc.

Paper products made from recycled/unbleached paper

Paper products including menus, letterhead, brochures, invoices etc are printed on recycled paper. Minimum requirement is for menus, letterhead and photocopy paper to have a recycled content.

Paper recycling program in place

Paper recycling program is in place or paper is shredded for mulching, worm farms etc. Guests are given an option to recycle.

Note: This is an essential item for the property to be awarded a Green STAR rating.

Printer cartridge recycling

Used printer cartridges sent for recycling. Evidence of recycling program would include dispatch boxes or receipts for used cartridges.

Public transport options available

Public transport options available on request (e.g. pick up/delivery service or public transport arranged from local airport, train station or port). In country areas, the provision of bicycles or other ways of minimising car usage for guests is adequate. Consideration will be given to properties located in towns or regions where public transport is not available.

Public Toilets (N/A: B&B)

Manual control or infra-red flush control systems installed in public urinals

Either manually operated or motion sensing device (usually installed in the ceiling or on wall above urinal) used for flushing urinal. This uses less water than urinals with fixed-cycle flushing.

Public toilets fitted with reduced flush/twin flush cisterns

The toilet has optional buttons for full or half flush or is fitted with a reduced flush device.

Note: This is an essential item for the property to be awarded a Green STAR rating.

Energy (Internal) Lighting/Heating/Cooling/VentilationEnergy efficient lighting

Compact fluorescent lamps or tri-phosphorous tubes in offices, kitchens etc. used rather than incandescent (conventional) bulbs. The lighting in at least 50% of regularly used offices and common areas is to have energy efficient fittings – exceptions include storage or other areas where there is low usage. In these low use areas, the lights are to be turned on or activated only when needed and appropriate signs indicating this practice need to be displayed.

Energy management program in place

The Energy Management Program needs to cover the main energy consuming areas (e.g. lighting, air conditioning and water heating). It is preferred that an electronic system is used but can also be paper-based. The purpose of the system is to enable monitoring of energy usage to an extent that it guides adjustments to improve efficiency. Operators should have documents in place to show how the program is being implemented.

Windows insulated against sun and heat

Sun protecting film or double-glazing on windows exposed to direct sun, especially exposed windows facing north and west. Alternatively awnings or other shade fixtures are provided.

Demand controlled lighting in conference/function rooms

Controlled lighting in place in the conference and function rooms; a minimum of 50% coverage is required. Timers or sensors are used to automatically switch off lighting when conference and function rooms are not in use.

Demand controlled heating / cooling in conference/function rooms

Controlled heating / cooling is in place in the conference and function rooms. Timers, sensors or manual switching may be used to automatically switch off heating/cooling when conference and function rooms are not in use.

Exterior lighting

Exterior flood lighting uses energy efficient lighting for at least 50% of illuminated areas – e.g. high-pressure sodium lights instead of tungsten halogen (5 times more efficient).

Maintenance and CleaningRegular maintenance conducted on all major items

Major items include air-conditioning, refrigerators, water heating, pool etc. A maintenance schedule or log can be provided as supporting documentation.

Hoses in wash down areas to have “dead-man” trigger fitted

These hoses require someone to grip a trigger for them to be activated - as soon as the operator lets go, the water is switched off. This means that hoses cannot be left on and water wasted.

All light fittings, sky lights etc are maintained and clean

Free of cobwebs and dust.

Environmentally friendly cleaning products

Cleaning products should be labelled as “environmentally friendly” or “biodegradable”. Suitable cleaning chemicals have a pH in the range pH 5.5 to pH 7. There is currently no Australian standard for environmentally friendly cleaning products.

WasteWaste separation/recycling areas well maintained

The ‘back of house’ recycling bins are clearly labelled, accessible and the area is clean and well maintained.

Glass/paper/aluminum recycling program in place

Glass, paper and/or aluminium recycling program is in place. Paper may be shredded for mulching, worm farms etc. Guest are given an option to recycle and advised of the recycling locations. This item excludes cardboard packaging waste – see next item.

Packaging wastes are recovered and recycled

This item deals exclusively with cardboard packaging waste. These are often bulky and relatively easily separated from the waste stream.

Gardens and LandscapingLandscaping design

Landscaping design to minimise water requirements (e.g. native plant or heat/drought tolerant plant species, xeriscape gardens (designed for dry areas) used and/or minimal areas set-aside for lawns that require watering).

Separating/treating and reuse of grey water

The use of bore or recycled grey water from laundry or bathroom for landscaping requirements will achieve points. Significant water savings can be achieved by reusing shower and basin water for garden watering. Grey water will need to be treated prior to being discharged.

Garden watering

Garden watering completed in either the mornings or afternoons using a timer to reduce evaporation. Alternately a drip irrigation system should be installed. This is determined through discussions with the operator.

Swimming PoolsRegular maintenance of pool treatment chemicals

Pools need to be regularly treated with chemicals for hygiene purposes. Treatment should be conducted daily in combination with testing of the water so that excess chemical is not applied. A logbook or electronic log indicating the testing regime should be kept, ideally in the treatment area.

Pool treatment - backwash water to sewer

Many swimming pools have a filtering system that includes a process for back-washing the filter. As pool water contains chemically treated water, it is important that this backwash water goes to sewer and not to the storm water system.

Pool lighting turned off when pool not in use

Main pool lighting is turned off when lighting is not needed or pool is not in use (e.g. timer or daylight switch). Use of low-level lighting for safety or similar purposes is acceptable during non-daylight hours.

Air QualityGuest facilities are odour free

No odours from the use of unnecessary chemicals and/or deodorisers.

Facility is totally smoke free

No smoking occurs anywhere on the premises.

Majority of rooms are non-smoking

Adequate signage is required to achieve points; this should include permanent signs on the doors and walls of rooms and/or signs at communal areas. A minimum of 75% rooms against the total number of rooms available for tourists need to be smoke-free. Signage should be both internal and external. Smoking is permitted externally.

Additional Facilities/Services OptionalGreen waste composted

Food wastes composted, mulched, sent to worm farm or used as animal feed (collection and storage facilities need to be covered, clean and well kept).

Alternative energy technology utilised

Use of renewable energy sources (e.g. photo voltaics that capture the sun's energy or wind turbines for electricity generation).

Solar pre-heating of hot water

Solar hot water systems pre-heat water so that less gas or electric energy is needed.

Solar heating of swimming pool

Solar heating panels or black tubing on roofs will indicate whether a pool has solar heating.

Environmental initiatives – optional

Up to 3 environmental initiatives can be recognised for inclusion in the assessment. These are awarded 5 points each and are to be evaluated by the Assessor. Initiatives can cover a broad range of activities additional to those listed above under "Additional Facilities/Services". Items that could fall into this category are tree planting, composting, rotational toilets, bulk buying of shampoos & conditioners etc.

Essential Items

The following items must be met to meet the minimum requirements for Green STARS.

- Energy efficient lighting (bedrooms)
- Water saving showerheads in place
- Towels - no change option
Applies to motels, hotels, B&B's, Apartment Hotels & Guesthouse
- Linen - no change option
Applies to motels, hotels, B&B's, Apartment Hotels & Guesthouse
- No leaking taps
- Reduced flush or twin flush cisterns fitted
- No leaking toilet cisterns
Flush mechanism stops properly.
- Paper recycling program in place

Where a property scores zero on any essential item, the Green STAR Rating will be suspended until rectified.