

The Swan-labelling of Cleaning Services

Draft Document 8 October 2008



Nordic Ecolabelling

In November 1989, the Nordic Council of Ministers adopted a decision to establish an official voluntary ecolabelling scheme, the Swan. The organizations/companies listed below administer the Swan ecolabelling schemes on assignment from their national governments.

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This document is a translation of an original in Danish. In case of dispute, the original document shall be regarded as authoritative.

Swan-labelling of Cleaning Services

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What is a Swan-labelled cleaning service?	1
Why choose the Swan Label?	1
What products are eligible for a Swan Label?	1
How to apply	2
What are the requirements for a Swan Label?	3
1 General requirements for applicants	4
2 Chemical requirements	4
3 Transport requirement	8
4 Waste requirements	11
5 The use of ecolabelled products	12
6 Summary of points	15
7 Quality	15
8 Ethics/working environment and environmental/quality management	17
Marketing	20
The design of the Swan Label	20
Follow-up inspections	21
The duration of the licence	21
Explanation of terms	22

Appendices

1	Control, elaborations and guidance
2	Chemicals used in the service
3	Chemicals
4	Environmental and quality management
5	Documentation of Requirement O14
6	Non-ecolabelled chemicals, substances that must not be present
7	The marketing of Swan-labelled cleaning services

What is a Swan-labelled cleaning service?

A Swan-labelled cleaning service provider offers its customers environmentally-friendly cleaning. The Swan-labelled cleaning service has a low consumption of chemicals and uses a high proportion of environmentally-friendly chemicals. The environmental impacts of greenhouse gases is minimised by means of stringent requirements as to transport and the use of refuse bags. All this is combined with high cleaning quality and well trained staff.

Why choose the Swan Label?

- The service provider is entitled to use the Swan Label trade mark in marketing. The Swan Label enjoys widespread recognition and credibility in the Nordic countries.
- The Swan Label is a cost-effective and simple way of communicating the environmental work and environmental commitment of the service provider to customers.
- A more environmentally friendly business often offers scope for reduced costs in the form of reduced consumption of transport and cleaning products.
- Environmentally friendly operations prepare the service providers for future environmental requirements.
- Environmental issues are complex and it can take time to gain an understanding of specific questions. Swan-labelling can be viewed as an aid in this work.
- Swan-labelling involves not only environmental requirements, but also quality requirements, since environmental awareness and quality often go hand in hand. This means that a Swan licence can also be seen as a mark of quality.

What products are eligible for a Swan Label?

Enterprises offering standard cleaning are eligible for a Swan Label. Standard cleaning means tasks that are necessary in order to keep an indoor space clean: Regular cleaning and periodic cleaning covering maintenance of floors, collection of waste etc. are included in these tasks. In this document "standard cleaning" is referred to simply as cleaning.

The product group does not include specialist cleaning and window cleaning. See "Explanations" for further information.

The product group is defined in such a way that it allows cleaning services directed at private consumers, businesses and the public sector to qualify for a Swan Label. This applies both to cleaning carried out by contractors and to inhouse cleaning.

The ecolabel applies to the service as a whole – in other words a service provider cannot for example restrict the sale of Swan-labelled cleaning to certain customers while selling non-Swan-labelled services to other customers. Nevertheless, service providers may divide the service up into separate financial profit centres (e.g. where a cleaning business is divided up internally into departments, each of which produces its own accounts, such as regional departments or departments based on types of customers). In this case, the name of the profit centre(s) to which the application relates must be stated on the application.

How to apply




The criteria for cleaning services are made up of a combination of mandatory requirements and points requirements. The letter "O" and a number indicate mandatory requirements. These requirements must always be fulfilled.

Points requirements are labelled with P + a number. Applicants must submit a specification and documentation for each points requirements so that a certain number of points is scored for each requirement. The points are added up and, in order to be awarded a licence, a certain minimum number must be scored.

The requirements can also be used as a check list where each requirement is followed by boxes for checking: Yes and No, depending on whether the requirements are fulfilled.

Icons used in the text

Each requirement is accompanied by description of the way in which the requirement must be documented. In addition, various icons are used to facilitate this work. These icons are:

-  Enclose
-  The requirement is checked on site
-  Enclose procedure for environmental and quality management

If an explanation of the requirement is necessary (e.g. in the form of footnotes), this follows directly after the requirement in italicised text (explanatory text).

Application

The application must be submitted to Nordic Ecolabelling in the country in which the service provider performs the cleaning, see the addresses on page 2. An application will consist of an application form and documentation showing that the requirements in Section 1 to 8 of this criteria document have been fulfilled.

Further information on and assistance with application is available on the national websites of the organisation.

A Swan-labelled cleaning service cannot be registered in other countries. Because of the environmental impact involved in performing the service in the individual country, an extension of the service to another country must be documented in the same way as for an entirely new application.

Onsite inspections

Before a licence is granted, Nordic Ecolabelling will conduct an onsite inspection to verify fulfilment of the requirements. Applicants must be able to present the material on which calculations are based, the originals of submitted certificates, measurement protocols, purchasing statistics and the like in support of the requirements. For further information see Appendix 1, Section 1.

Costs

An application charge is levied in connection with applications for a licence. In addition an annual fee is payable based on the turnover of the Swan-labelled service provider.

Queries

In the event of questions please contact Nordic Ecolabelling, see the address list on page 2.

What are the requirements for a Swan Label?

The criteria for cleaning services consist of requirements for chemical consumption, chemical content, transport and waste quantities. These requirements are generally expressed in terms of the number of square metres cleaned per year. In addition there are requirements applicable to the monitoring of cleaning quality, administration, ethics and the training of personnel.

In order to qualify for a Swan licence:

- All mandatory requirements must be fulfilled.
- A minimum of 16 points out of a possible total of 27 points must be scored. If the service provider does not use vehicles in the cleaning service or only uses vehicles for purposes other than cleaning, a minimum of 13 points may be scored out of a possible 22.
- Nordic Ecolabelling must have carried out an inspection visit, see Appendix 1, Section 1.

Calculations in the requirements

In requirements in which the applicant is required to compile figures for annual consumption, the figures for the most recent year or for a period of at least three months must be used.

1 General requirements for applicants

Mandatory requirement

O1 Number of sq.metres cleaned

The applicant must calculate the number of square metres of floor space cleaned in the course of a year.

If, in addition to cleaning the applicant offers specialist cleaning, and/or other services, these must be separated from cleaning for the purpose of calculating the number of square metres cleaned during the course of the year.

The number of square metres of floor space cleaned is calculated on the basis of information about cleaning frequency and square metres in the service provider's contracts. See the calculation example in Appendix 1, Section 2.

- Description of calculation of number of square metres of floor space cleaned during the course of the year, excluding any services that are not included in the licence application.

2 Chemical requirements

Mandatory requirements

O2 Information on chemicals

The following information must as a minimum be provided on each chemical:

Supplier's instructions for use/product safety datasheet.

A brief description of the function and dosage of the product, including any available dosage devices (pump, dosing tap, measuring beaker, injection system, dosing system) (may be shown in the supplier's instructions for use).

- The supplier's instructions for use/product safety datasheets for all chemicals and, if applicable, additional information on the function and dosage of the chemicals.

If the service provider has a certified environmental management or quality system (ISO/EMAS or similar) covering the cleaning service for which an ecolabel is sought, it will not be necessary to submit the supplier's instructions for use or chemical information. In this case it will be sufficient to submit a copy of the certificate and a copy of the applicable point in the quality system in which the above requirements are covered

O3 Correct dosage

In order to ensure correct dosage, all personnel must have access to dosage devices or measuring beakers in the area in which cleaning is performed. This must be a part of the procedures of the business.

- ☒ Submit the section in the procedures showing compliance with the requirement.
- ☺ Checked in on-site inspections.

O4 Chemical consumption over 640 ml/m²

Chemical consumption in excess of 640 ml/m² is not permitted.

Consumption is calculated on the basis of the total quantity of cleaning product used (including water in the product). Detergent for the service provider's own washing machines must also be included. If detergents or cleaning products are stated in kilograms, the figures must be converted to ml with the aid of information on the density provided on product safety datasheets or packaging.

See examples of cleaning products for inclusion in Appendix 2. Chemicals for specialist cleaning may be omitted from the calculation.

Chemicals that are handled by the service provider on behalf of the customer but that are not used in the cleaning service as such, e.g. refilling dishwasher detergent in the customer's dishwashing machines, refilling washing up detergent for use by the customer, hand soap in toilets or de-icing products for clearing snow, is not included in the calculation.

- ☒ Specification of total consumption of cleaning products (including washing powder for own washing machines) per m². A duly completed Appendix 3 may be used. (Available electronically from Nordic Ecolabelling).

Points requirement

P1 Chemical consumption

Consumption of less than 140 ml of chemicals/m² of space cleaned per year: 5 p

Consumption of between 140-239 ml chemicals/m² space cleaned per year: 4 p

Consumption of between 240-339 ml chemicals/m² space cleaned per year: 3 p

Consumption of between 340-439 ml chemicals/m² space cleaned per year: 2 p

Consumption of between 440-539 ml chemicals/m² space cleaned per year: 1 p

Consumption of between 540-640 ml chemicals/m² space cleaned per year: 0 p

For an explanation of the calculations, see O4

☒ See O4

Mandatory requirements

O5 Proportion of ecolabelled chemicals

The proportion of ecolabelled chemicals used must be higher than 50%.

The proportion is calculated as volume % of the total quantity of chemical used per year. O4 provides details of the chemicals that the calculation of the proportion of ecolabelled chemicals is based on.

An ecolabelled chemical has a licence or equivalent under a Type 1 labelling system (according to the ISO-14024 standards). (See Appendix 1, Section 3 for examples).

☒ A specification of the proportion of ecolabelled chemicals used. Appendix 3 may be used. (Available electronically from Nordic Ecolabelling).

O6 Non-ecolabelled chemicals, hazard classification

Non-ecolabelled products must not be subject to a classification requirement as specified in the following table.

Classification	Associated hazard symbol and R-phrases
Environmental hazard	N with R50, R50/53 or R51/53. R52, R53 or R52/53 without N.
Highly toxic	Tx (T+ in Norway)
Toxic	T
Harmful to health	Xn (Exception: professional products may be labelled R20, R21 and/or R22 – if the packaging is designed in such a way that the user does not come into contact with the product)
Allergenic	Xn with R42 or Xi with R43
Carcinogenic	Carc with R40, R45 and/or R49
Mutagenic	Mut with R46 and/or R68
Toxic for reproduction	Rep with R60, R61, R62, R63 and/or R64

R50: Very toxic to aquatic organisms; R50/53: Very toxic to aquatic organisms, may cause long-term adverse effects in the aquatic environment; R51/53: Toxic to aquatic organisms, may cause long-term adverse effects in the aquatic environment; R52: Harmful to aquatic organisms, R53: May cause long-term adverse effects in the aquatic environment; R52/53: Harmful to aquatic organisms, may cause long-term adverse effects in the aquatic environment, R20: Harmful if inhaled; Harmful to skin, R22: Harmful if swallowed, R42: May cause sensitisation by inhalation; R43: May cause sensitisation by skincontact; R40: Limited evidence of a carcinogenic effect; R45: May cause cancer; R49: May cause cancer by inhalation; R46: May cause heritable genetic damage; R60: May impair fertility; R61: May cause harm to the unborn child; R62: Possible risk of impaired fertility; R63: Possible risk of harm to the unborn child; R64: May cause harm

*to breast-fed babies; R68: Possible risk of irreversible effects.
The classification is as provided for in Directive 67/548/EEC and 1999/45/EC with
subsequent amendments and adaptations.
Please note that manufacturers of raw materials/products are responsible for classification.*

- Product safety datasheet for the product in accordance with the legislation applicable in the country of application, e.g. in Appendix II to REACH (EC Regulation 1907/2006/EC).
If the product is labelled R20, R21 and/or R22 a description of the design of the packaging must be attached.

O7 Non-ecolabelled chemicals, substances that must not be present

The following constituent substances must not be present in the chemicals:

- Reactive chloro-compounds, for example sodium hypochlorite
 - Organochlorine compounds, although benzalkonium chloride may be used on surfaces where necessary in order to prevent microbiological growth (e.g. in saunas). Justification for use of benzalkonium chloride on the surfaces in question must be submitted.
 - Alkylphenol ethoxylates (APEOs) and derivatives of APEO
 - Linear alkyl benzene sulfonates (LAS)
 - EDTA, DTPA and NTA
 - Silver-nanoparticles
 - Perfluorinated and polyfluorinated alkylated substances (PFAS)
 - Methyl dibromo Glutaronitrile (MG)
 - Optical brighteners
- A duly filled out appendix 6 for each non-ecolabelled chemical.

Points requirements

P2 Ecolabelled chemicals

The proportion of ecolabelled chemicals exceeds 95 volume %: 5 points

The proportion of ecolabelled chemicals is between 86-95 volume %: 4 points

The proportion of ecolabelled chemicals is between 76-85 volume %: 3 points

The proportion of ecolabelled chemicals is between 66-75 volume %: 2 points

The proportion of ecolabelled chemicals is between 55-65 volume %: 1 point

The proportion of ecolabelled chemicals is less than 55 volume %: 0 points

- See O5

P3 Concentrated products

If >30 volume % of the cleaning chemicals are concentrated products, then 1 point is awarded.

If >50 volume % of the cleaning chemicals are concentrated products, then 2 points are awarded.

Concentrated cleaning chemicals contain a maximum of 40% water.

The percentage is counted as the weight percentage of active substance in the chemical. The calculation is performed on the basis of information in the product safety data sheets for the cleaning chemicals. If the product safety data sheet specifies constituent substances in ranges, the active content will be counted as the lowest concentration in the range in question.

The chemicals included for the purpose of determining the volume percentage of cleaning chemicals can be found in O4.

- Specification of the proportion of concentrated products used by the service provider.

3 Transport requirement

If the service provider has no vehicles that are used in the cleaning service, the transport requirement will not apply.

Mandatory requirements

O8 The proportion of Euronorm IV vehicles

The proportion of Euronorm IV vehicles must make up a minimum of 95% of the total fleet of vehicles.

The requirement applies to the service provider's own and leased cars and goods vehicles, used for driving in connection with the cleaning service. Thus vehicles used by supervisors, managers, cleaning assistants, planners, inspectors etc. are encompassed by the requirement.

Euronorm IV cars meet the emission requirements that became mandatory in the EU on 1 January 2006. For goods vehicles Euronorm IV came into force on 1 January 2007.

A vehicle labelled as Euronorm V or VI will also fulfill the requirements of Euronorm IV.

Electrically powered vehicles are excluded from this calculation. Hybrid vehicles must meet the Euronorm IV requirement.

Information on cars labelled as Euronorm IV can be found at

Denmark: <http://www.fstyr.dk/sw22275.asp>.

Sweden: www.konsumentverket.se under "Bilar" [Cars] and under: "Bilar, bränsleförbrukning och vår miljö" [Cars, fuel consumption and our environment]. In Sweden these vehicles are referred to as "Miljøklasse 2005" [Environmental class 2005] or Miljøklasse hybridbiler [Environmental class hybrid cars].

- Documentation of vehicles that meet the Euronorm IV, either in the form of a declaration from the manufacturer or in the form of information from the official Euronorm specification on the vehicle.

- Calculation of the proportion that Euronorm IV vehicles make up of the overall number of vehicles used in the cleaning service. Electric cars are not to be included.

09 Maximum consumption of fuel for transport purposes

The total consumption of fuel for transport purposes must not exceed 9.0 l/100 km or 0.75 ml/m². Nevertheless, if 80% of a service provider's customers have a cleaning area of less than 200 m² the total consumption of fuel for transport purposes may be up to 1.00 ml/m².

The requirement applies to the service provider's own and leased cars and goods vehicles used for driving in connection with the cleaning service. Thus vehicles used by supervisors, managers, cleaning assistants, planners, inspectors etc. are encompassed by the requirement.

Consumption in ml/m²: Total annual consumption of fuel for transport per m² cleaned.

Consumption in l/100 km is the combined consumption of fuel for transport per estimated number of kilometres driven. General data on the fuel efficiency of the car provided by the car manufacturer is not sufficient.

- Calculation as in the points requirements for transport. See below.

Points requirement:

The applicant must choose one of the requirements P4 or P5 and may use the points contribution from one of them only to determine the total points score.

The requirement applies to the service provider's own and leased cars and goods vehicles used for driving in connection with the cleaning service. Thus vehicles used by supervisors, managers, cleaning assistants, planners, inspectors etc. are encompassed by the requirement.

P4 Fuel efficiency for transport purposes

A: If the area cleaned by the service provider for 80% of the customers is less than 200m² the following will apply:

Fuel consumption for transport (ml/m²) is less than 0.20: 5 P

Fuel consumption for transport (ml/m²) is between 0.20 – 0.39: 4 P

Fuel consumption for transport (ml/m²) is between 0.40 – 0.59: 3 P

Fuel consumption for transport (ml/m²) is between 0.60 - 0.79: 2 P

Fuel consumption for transport (ml/m²) is between 0.80 – 0.90: 1 P

B: The following requirements apply to all other service providers:

Fuel consumption for transport (ml/m²) is less than 0.15: 5 P

Fuel consumption for transport (ml/m²) is between 0.15 - 0.29: 4 P

Fuel consumption for transport (ml/m²) is between 0.30 - 0.44: 3 P

Fuel consumption for transport (ml/m²) is between 0.45 - 0.59: 2 P

Fuel consumption for transport (ml/m²) is between 0.60 - 0.70: 1 P

Fuel consumption in the form of Swan-labelled fuel is counted as 0 ml fuel per m².

For documenting purchases of fuel with a bioethanol content of more than 80%, the purchased bioethanol fuel may be converted to ml of fuel per m² in accordance with the requirement levels using the following conversion:

$$X * 0.7 = Y$$

Where X = litre of purchased fuel with a bioethanol content of over 80% and Y = litre of converted fuel, related to the requirement.

Nordic Ecolabelling may approve other conversion factors for other fuels not based on fossil fuels if these can be documented.

Consumption in ml/m²: Total annual consumption of fuel for transport per m² cleaned.

- For A: Calculation showing that the proportion of customers where the surface cleaned is less than 200 m² exceeds 80%.
- For both A and B: Calculation of total annual consumption of fuel for transport per m² cleaned.
- Where alternative fuels are used, documentation must be submitted of the quantity purchased and the concentration of these alternative fuels. Consumption of Swan-labelled fuels must be documented.

P5 Fuel efficiency

Fuel efficiency for transport (l/100 km) is less than 5.0: 5 P

Fuel efficiency for transport (l/100 km) is between 5.0 – 5.9: 4 P

Fuel efficiency for transport (l/100 km) is between 6.0 – 6.9: 3 P

Fuel efficiency for transport (l/100 km) is between 7.0 – 7.9: 2 P

Fuel efficiency for transport (l/100 km) is between 8.0 – 8.5: 1 P

Fuel consumption in the form of Swan-labelled fuels counts as 0 l fuel per 100 km.

For documenting purchases of fuel with a bioethanol content of more than 80%, the purchased bioethanol fuel may be converted to ml of fuel per m² in accordance with the requirement levels using the following conversion:

$$X * 0.7 = Y$$

Where X = litre of purchased fuel with a bioethanol content of over 80% and Y = litre of converted fuel, related to the requirement.

Nordic Ecolabelling may approve other conversion factors for other alternative fuels not based on fossil fuels if these can be documented.

Consumption is the total consumption of fuel for transport purposes per calculated number of kilometres driven. General data on the fuel efficiency of the car provided by the car manufacturer will not be sufficient.

- Calculation of total annual consumption of fuel per 100 km driven.
- Where alternative fuels are used, documentation of the quantity purchased and the concentration of these alternative fuels must be submitted. Consumption of Swan-labelled fuels must be documented.

4 Waste requirements

Points requirements

P6 Bags

The applicant must calculate the quantity of bags used for refuse-bins and wastepaper baskets in milligrams (mg) per square metre (m²) cleaned during the course of the year, and this quantity must be allocated points in accordance with the values below:

Consumption of less than 50 mg bags per m²: 4 p

Consumption of between 50 - 99 mg bags per m²: 3 p

Consumption of between 100 -149 mg bags per m²: 2 p

Consumption of between 150 - 200 mg bags per m²: 1 p

Consumption of over 200 mg bags per m²: 0 p

Refuse bags for cleaning-trolleys are not included.

If the applicant only has information on the number of rolls used, the weight can be calculated on the basis of the average number of bags per roll.

If the applicant has plastic bags and lacks information on the weight of a bag, a weight of 10 grams per plastic bag must be applied.

If in the case of one or more of the applicant's customers responsibility for emptying rubbish bins does not form part of the cleaning service or if the service provider does not have any input in deciding which bags the customer uses (the service provider simply empties the rubbish bin), the consumption of rubbish bags by this customer must not be included in the calculation. Nevertheless the number of square metres cleaned for this customer must also be taken out of the calculation of the consumption of refuse bags.

- Calculation of annual consumption of bags per square metre cleaned.

P7 Sorting of waste

If the service provider sorts waste into at least five fractions inhouse, 1 point will be awarded.

"Inhouse" means the waste formed by the service provider itself, e.g. at the service provider's own offices or waste formed at the cleaning site, e.g. in the form of empty packaging and worn cloths.

- Waste plan for the service provider showing sorting and subsequent handling of waste.
- Checked in onsite inspection.

5 The use of ecolabelled products

P 9 Purchases of ecolabelled products (a maximum of 3 points may be scored for this requirement)

Product (% of volume purchased)	Preconditions for points	Points	Documentation
At least 90% of drying-paper (kitchen rolls, paper towels and toilet paper) at the customer is ecolabelled.	Applies if the service provider is responsible for purchasing and filling up drying-paper for the customer.	0.5 p	Overview of the service provider's purchases of ecolabelled drying-paper (state supplier and ecolabel). Calculation of the proportion of ecolabelled drying-paper used in relation to the total quantity of drying-paper supplied by the service provider to customers.
At least 50% of the hand towel rolls at the customer are ecolabelled	Applies where the service provider is responsible for handling towel rolls for the customer	0.5 p	Overview of the service provider's handling of ecolabelled hand towel rolls (state supplier and ecolabel). Calculation of the proportion of ecolabelled hand towel rolls relative to the overall quantity of hand towel rolls that the service provider handles on behalf of

			customers.
100% of the soap in the customer's toilet is ecolabelled	Applies where the service provider is responsible for purchasing and filling soap for the customer	0.5 p	Overview of the service provider's purchases of ecolabelled soap (state supplier and ecolabel). Calculation of the proportion of ecolabelled soap relative to the total quantity of soap supplied by the service provider to customers
At least 90% of the photocopying paper is ecolabelled	The photocopying paper is purchased for the office operations of the service provider	0.5 p	Invoice or description showing the proportion of purchased photocopying paper that is ecolabelled
At least 50% of the service provider's own washing machines are ecolabelled	The service provider washes its own cleaning equipment such as cloths and mops in its own washing machines	1 p	Checked in inspection visits
Work clothes	At least one set of the work clothes purchased for personnel is ecolabelled	0.5 p	Invoice or description showing that at least one set of the clothing purchased is ecolabelled.
A minimum of 50% of the ecolabelled products within other product groups are ecolabelled *		0.5 p per product group, max 1 point	

**It is not possible to score points in P8 for products that have already benefited in other points requirements. This refers to ecolabelled cleaning chemicals that score points in P2 and the use of Swan-labelled fuel which score points in P4 or P5.*

"Ecolabelled" means products (goods and services) that are labelled with the Swan, EU Flower and Bra Miljöval labels. An ecolabel follows the international standard for ecolabelling systems, ISO 14024, and is referred to as Type 1 labelling.

P10 Purchase of ecolabelled services (a maximum of 2 points may be scored under this requirement)

Service (% of volume purchased)	Preconditions for points	Points	Documentation
100% of laundry service	External laundry services must be ecolabelled	1 p	Invoice or description showing that the purchased laundry service is ecolabelled
At least 50% of car washes	Concerns the maintenance of the service provider's fleet of vehicles	1 p	Invoice or description showing the proportion of the service provider's total car washes covered by the ecolabelled car washes
100% of printed matter ordered from printer	Applies to all printed matter ordered by the service provider from external printers	0.5 p	Invoice or description showing the proportion of the service provider's overall printed matter that is ecolabelled
Other		0.5 p per service max. 1 point	

"Ecolabelled" means products (goods and services) that are labelled with the Swan, EU Flower and Bra Miljöval labels. An ecolabel follows the international standard for ecolabelling systems, ISO 14024, and is referred to as Type 1 labelling.

6 Summary of points

Points requirements	Number of points scored	Maximum points possible
Chemical consumption		Max 5 points
Proportion of ecolabelled chemicals		Max 5 points
Concentrated products		Max 2 points
Transport (fuel consumption/fuel efficiency)		Max 5 points
Waste, bags		Max 4 points
Sorting of waste		Max 1 point
Use of ecolabelled products		Max 5 points
Total		To fulfil the requirements: With transport: 16 points Without transport: 13 points

7 Quality

O10 System for monitoring cleaning quality

The service provider must have a system in place for monitoring cleaning quality that offers objective and reproduceable results. Objectivity and reproduceability can for example be achieved if the customer and service provider agree on the applicable quality level and assess the result.

The service provider must as a minimum draft the following (in writing):

A quality policy that includes details of the way in which the quality of the work is agreed and how the result is monitored.

Procedures for management and control

Procedures for drafting inspection reports

If the service provider has a system in place for assessing cleaning quality in accordance with the Nordic standard INSTA800 "Cleaning quality – Measuring system for assessment and rating of cleaning quality" this requirement will be fulfilled.



Written quality policy, procedures and if applicable forms, used in quality control.

O11 Written work instructions

The service provider must draft written work instructions. These instructions must cover the tasks encompassed by the service.

In the case of the most usual cleaning tasks a work instruction must be compiled containing for example information as specified below. The purpose of this work instruction is to prevent variations in the work:

Description: A brief description of the task (e.g. cleaning of corridors, cleaning of toilets etc.)

Quality: Specification of the agreed quality (if no quality has been agreed, specify "No quality agreed")

Frequency: How often the task must be performed (e.g. every day, every week, every year etc.) or that the agreed quality must be achieved

Object to be cleaned: The surface in rooms that must be cleaned (e.g. floors, walls, furnishings etc.)

Applicable methods: Descriptions of the applicable methods and equipment, machinery and chemicals (several alternatives may be applicable and the employee will choose the most appropriate based on for example the degree of soiling)

New and amended written information must be filed by the service provider and presented to Nordic Ecolabelling upon request.

If the service provider has a certified environmental management system in place (ISO or EMAS) covering the cleaning to which the ecolabelling application applies, the requirement will be fulfilled by this system.

- Written work instructions and chemical information.
- If the service provider has a certified environmental management system, a copy of the certificate and a copy of the sections of the system covering the work instructions must be submitted.

O12 Customer information

If a customer requests information on how the environmental impact associated with cleaning can be reduced, the service provider must furnish this information. The information may take the form of written material, information on the service provider's website, courses for the customer's personnel or other forms of information. For details of what this information might include, see Appendix 1 section 4.

The service provider must offer to arrange refuse sorting for the customers and propose relevant waste fractions into which refuse is sorted.



Description of how the information is communicated and an outline of the most important elements of the customer information.

8 Ethics/working environment and environmental/quality management

O13 The requirements of the authorities

The service provider must ensure that the applicable statutes are observed, including provisions governing the working environment and safety at work, hygiene and health. Nordic Ecolabelling may revoke the licence if this requirement is not fulfilled.

☒ A duly signed application form.

O14 Ethical requirements

The applicant must fulfil the following points:

1. Be registered for VAT and employer's National Insurance contribution and (in Finland) be förskottsuppbördsregistrede
2. The business must not be in arrears on its taxes
3. Have an agreement and/or be party to a tariff agreement with a trade union for its staff
4. The accounts of the business must be certified by an auditor
5. The business must follow recommendations and decisions by competent bodies such as a labour court, industrial arbitration or the consumer complaints board
6. All employees must be issued with visible name tags or business cards so that the customer will know the identity of the person performing the service

The following applies in cases in which the applicant uses subcontractors for parts of the cleaning service or uses temporary workers to perform more than 30% of the cleaning work:

1. The subcontractor or the temporary staffing agency must have an agreement with a trade union for its employees.
2. The subcontractor or the temporary staffing agency must be registered for VAT and employer's National Insurance contributions
3. The cleaning must be performed by the subcontractor's own personnel. The subcontractor must not hire in a second subcontractor.

☒ See Appendix 5 documentation of Requirement O14.

O15 Personnel training

The service provider must have a plan in place for training personnel based on the following fundamental topics:

Introduction to products, methods, equipment and machinery.

Information on handling waste.

Introduction to health, safety and environmental issues.

Training in eco-friendly driving for relevant personnel, such as inspectors, supervisors and cleaning operators with a daily mileage between customers.

The training plan must specify targets for when the training has to be completed and the personnel groups that must undergo training. The plan for training new recruits must specify how soon after joining the service provider the employee must complete the training.

A brief description must also be provided on the contents of the training programme(s).

Planned training may be shorter in the case of personnel who have already undergone training in cleaning or have practical experience within the cleaning industry.

If the service provider uses temporary personnel for more than 30% of the Swan-labelled cleaning service, the service provider must ensure that the temporary personnel also have the relevant training.

Recommendations by EFCI and UNI-Europa as regards subjects for training may be used. See Appendix 1, section 5.



Training plan.



Specification of use of temporary personnel for Swan-labelled cleaning services. If this level exceeds 30%, the training plan must contain a description of the measures used to ensure that temporary personnel also have satisfactory levels of training.

O16 Quality management requirement for the service provider

A. The licenceholder must prepare a description of the organisational structure of the service provider. This must include the identity of a contact person with responsibility for maintaining contact with Nordic Ecolabelling.

B. The service provider must ensure the following by means of procedures or instructions forming part of a quality system:

- that the requirements of the ecolabelling criteria are fulfilled, particularly in the case of changes relevant to the licence, complaints and deviations.
- that the system for controlling the quality (cleaning quality) of the ecolabelled service continues to comply with the submitted information.

Further descriptions may be found in Appendix 4.

If preferred, the quality system may form part of an existing system at the service provider. This must specify the contents of this requirement and must be specified in Appendix 4.



Description of the organisational structure of the business/organogramme.



Completed Appendix 4. If the business already has a system in place that covers the above requirements, then this may be used.

O17 Annual report

Procedures must be in place at the service provider for drawing up an annual consumption report. The most recent annual report will always provide the basis for determining whether or not the provider is in compliance with the criteria.

The annual report must as a minimum contain information required as documentation of the environmental requirements for the Swan-labelling of cleaning services, see the example in Appendix 4, section 4.

The applicant must submit the duly completed annual report for the first time at the time of application and subsequently the report must be available on the licenceholder's premises during the period of validity of the licence.

If the annual report reveals changes in circumstances at the service provider in relation to compliance with the criteria, Nordic Ecolabelling must be contacted. See O16 as regards changes and deviations.

Nordic Ecolabelling may subsequently ask to inspect the annual reports during inspection visits or order them in connection with follow-up inspections.

The documentation must be retained throughout the period of validity of the licence.

If the service provider has a certified environmental management system (ISO or EMAS) which covers the cleaning to which the ecolabelling application applies, information from an environmental review or an environmental report may be used as a journal. This will apply if the method of compiling data is the same as in the criteria for Swan-labelled cleaning services.

The same will apply if the business records green accounts or the like. In Sweden and Finland these green accounts are known as "environmental reports". In Norway, environmental information is contained in the annual accounts of companies.



Procedure for preparing the annual report.

If the service provider has a certified environmental management system, a copy of the certificate must be submitted.



During inspection visits checks will be conducted to verify that documentation underlying the information in the annual report is recorded in journals.

O18 Documentation of the Swan requirements

All documents concerning the Swan licence must be available on the licenceholder's premises.



Checked during inspection visits.

O19 Marketing

Marketing must be conducted in accordance with the sections on "Marketing" and "The design of the Swan Label". "The Rules on Nordic Ecolabelling" must also be observed.

Marketing personnel must be briefed on these rules and on the ecolabelling criteria.

It is essential that in their marketing service providers distinguish between specialist cleaning and other services and the ecolabelled cleaning. For this reason applicants must submit a brief description of the services offered, including specialist cleaning and services that are not encompassed by the Swan licence.

- Duly signed declaration of familiarity with the criteria and with the Rules on Nordic Ecolabelling of Products etc. Use Appendix 5.
- If applicable, drafts of existing marketing material for the service.
- A brief description of other services than cleaning services provided by the service provider.

Marketing

The Swan ecolabel is a trademark that enjoys widespread respect and credibility in the Nordic countries. While the licence remains in force, the Swan-labelled product/service may be marketed using the Swan Label.

The label must be displayed in such a way that there will be no doubt about what the labelling refers to and so that it is clear that the cleaning service is ecolabelled.

Further information on marketing can be found in Rules on Nordic Ecolabelling of 12 December 2001 or later versions.

The design of the Swan Label

The design of the Swan Label is as follows:



Licence number

XY

Each licence is allotted a unique licence number which must be displayed together with the label. Further information on the design of the label can be found in Rules on Nordic Ecolabelling.

Explanatory text (specified in the figure as XY) may be one or more of the following:

Danish: Rengøring
Swedish: Städjtjänst
Finnish: Siivouspalvelu
Norwegian: Renhold
Islandic: Ræstingarþjónusta
English: Cleaning Service

Nordic Ecolabelling may approve more specific texts (e.g. if the service provider has a licence only for a specific profit centre).

Follow-up inspections

Nordic Ecolabelling may check that the cleaning service continues to fulfil the Swan requirements after a licence has been granted. This may take the form of a site visit or by requiring the service provider to submit the most recent annual report.

The follow-up inspection may encompass all requirements of the criteria documents and may be performed on all or parts of the service.

The licence may be revoked if it is apparent that the cleaning service fails to fulfil the requirements.

The duration of the licence

Nordic Ecolabelling adopted the criteria for cleaning services on DAY MONTH YEAR and they will remain in force until and including DAY MONTH YEAR.

The ecolabelling licence will remain in force for as long as the criteria continue to be fulfilled and until these criteria cease to apply. The criteria may be extended or adjusted. If so the licence will be extended automatically and the licenceholder will be notified.

The licenceholder will be notified of the revised criteria that will apply after the final date of validity of the current criteria no later than one year before the current criteria cease to apply. The licenceholder will be offered the opportunity of renewing the licence.

Explanation of terms

Cleaning	Keeping free of dirt.
Periodic cleaning	Cleaning tasks that are not performed regularly and less frequently than standard cleaning. Tasks involved in periodic cleaning include cleaning ceilings and walls and maintaining floors.
Indoor spaces	Surfaces of fixtures and fittings and floors, walls and ceilings in buildings and vehicles.
Furniture	Furniture and equipment and other large items that are not part of the building or the means of transport, for example tables, chairs, wastepaper baskets, lamps including ceiling lamps, sanitary equipment, white goods, laminated curtains, Venetian blinds, radiators, boards and chalkholders, movable partition walls, shelves, cupboards, pictures, loose mirrors, and window sills.
Chemicals	A collective term for liquid and solid cleaning agents, chemical products for cleaning and products used for washing/cleaning and maintaining accessories and equipment. The table in Appendix 2, Chemicals used in the service, includes examples of products used in the service that we regard as chemicals.
The customer	The person, enterprise or public sector unit receiving the service. A contract will often be concluded between the customer and the service provider specifying the tasks involved and the level of quality.
The supplier	The enterprise, division of enterprise or public sector unit that performs the cleaning.
Machines	All machines used for cleaning including for example vacuum cleaners, scrubbing and polishing machines, combination machines, carpet cleaning machines.
Standard cleaning	Cleaning that is performed regularly and frequently (on a day-to-day basis and up to once per month).
Accessories and equipment	All aids except machines and chemicals used for cleaning and light maintenance, including for example cloths, mops, brushes, buckets and cleaning trolleys.
Number of m ² cleaned during the course of the year	The basis for a number of indicators in this document. For example: Nordic Ecolabelling expresses chemical consumption and waste generation in terms of this unit. It is used because the industry uses the number of square metres cleaned in its contracts. The number of square metres cleaned per year is calculated as described in Appendix 1, section 2.

Service staff member	The person performing the specific cleaning task.
Specialist cleaning	Nordic Ecolabelling classifies the following types of cleaning as specialist cleaning: Refurbishment work (e.g. removal of asbestos and mould), cleaning after accidents (including flooding and fire), cleaning ventilation ducts, cleaning industrial production premises (including premises used as clean rooms, production premises used in the food and agricultural industries), cleaning of buildings (including cleaning before and after building work, cleaning in clean rooms or operating theatres, particularly where specialist cleaning products are required.
Dirt	Impurities that reduce the value in use of the aforementioned surfaces.
Service provider	The business, division of a business or public sector unit that performs the cleaning.
Maintenance	Service involving caring for the surface of floors (for example in the form of polishing) with a view to safeguarding the dirt-repelling properties, shine, anti-slip properties and/or antistatic properties of the surface. Surface treatment that provides a more permanent coating such as paint and varnish is not counted as maintenance.

Appendix 1 Control, elaborations and guidance, 4 pages

1 Control

The ecolabelling organisation carries out control in accordance with the “Regulations for Nordic Ecolabelling”. This means that the application material is checked in accordance with the instructions given for documenting the individual requirement.

Control visits are also made to the service provider and/or the place of work, and the application documentation is compared with observed practice. Post-examination is also carried out in varying degrees (see below).

A control visit will typically involve checks on the following:

- documentation for the annual report (see e.g. requirement O17 and Appendix 4 General requirements) at the service provider’s premises
- procedures and instructions in place at the service provider’s premises to ensure compliance with the ecolabelling requirements
- the chemicals being used at selected workplaces are those specified in the application
- presence of information on chemicals, dosage devices and work instructions on visits to selected workplaces

The following documentation must be filed at the licenceholder’s premises during the licence period and must be presented on request to Nordic Ecolabelling in connection with post-examination at the licenceholder’s premises and in connection with the processing of the application:

- copy of the full application
- facts/calculation basis for the documentation submitted in connection with processing of the application
- records of scheduled changes and unforeseen deviations
- all notifications of complaints and claims concerning the ecolabelled service
- Annual report verifying compliance with the requirements.

2 Sample calculation: m2 cleaned per year

Standard cleaning

In the case of a contract, number of square metres cleaned in the course of the year can be obtained from information on the floor area and number of cleaning days per year covered by the contract. For example:

Number of square metres cleaned in the course of the year for a contract = $n \times d$

where n is the average number of square metres per day and d is the number of cleaning occasions/cleaning days per year.

If different premises covered by one and the same contract have different cleaning frequencies, the applicant may use a weighted average number of square metres per day.

Example: An office of 1000 square metres is covered by a contract, with the sanitary areas being cleaned 5 times per week and the offices 2 times per week. If the sanitary areas make up 4% (i.e. 40 square metres) of the area, the average number of square metres per day (n) is:

$$n = (40 \times 5 + 960 \times 2) / 5 = 424 \text{ square metres per day}$$

If the contract covers 235 cleaning days per year (d), the number of square metres cleaned in the course of the year is equal to $235 \times 424 = 99,640$ square metres for the contract in question.

Periodic cleaning and maintenance of floors

For each individual contract the applicant totals the number of square metres of floor area which undergoes period cleaning and/or maintenance, and the number of times this is carried out in the course of the year. The number of square metres cleaned in the course of the year for periodic cleaning and maintenance of floors is the total number of square metres from all these contracts. If periodic cleaning takes place every other year, for example, the annual number of square metres is half the square metres covered by the contract.

Total number of square metres cleaned in the course of the year

The applicant adds together the number of square metres cleaned in the course of the year for all contracts to give the total number.

3 Examples of ecolabelled chemicals

An ecolabelled chemical has a licence or equivalent for a so-called type 1 ecolabelling system (pursuant to the ISO 14000 standards), i.e. lifecycle-based, independent and officially recognised. See examples in the table below:

Product group	The Swan	The Flower	Bra Miljöval (Good Environmental Choice)
Cleaning products (allpurpose/sanitary)	X	X	X
Hand dishwashing-detergents	X	X	X
Floor care products	X		
Industrial cleaners and degreasing agents	X		
Textile detergents	X	X	X

4 Examples of customer information

The information may concern:

- how the customer, with the assistance of the cleaning personnel, can reduce the need for bags for waste-paper baskets
- how the customer can monitor the need for utility items for which the service provider is responsible, e.g. washing roller towels, paper towels, dosing devices for soap dispensers, etc.
- how physical aspects of the customer's premises and behaviour influence the need for and effectiveness of cleaning, e.g. mats at the entrance, functioning of ventilation system, etc.
- opportunities for introducing needs-based cleaning instead of routine cleaning
- local-government requirements concerning collection and sorting of waste, including sorting at source and recovery.

5 Examples of training

The following list comprises examples of topics which may be included in training and examples of elaborations. The following modules/topics largely correspond to the recommendations from EFCI and UNI-Europa.

1. Cleaning of various items of furniture.
2. Cleaning of floor surfaces.

3. Cleaning of washrooms and sanitary installations.
4. Recognition and sorting of waste into relevant fractions, e.g. plastic, glass, metal, organic, inorganic waste, etc.
5. Causal relations that may exist between choice of cleaning agent, dosage, incorrect work routines, and effects on resource consumption and emissions to the environment.
6. Personal health and safety in terms of choice and application of cleaning agents, planning and execution of cleaning tasks. Safety provisions. Work stress as a result of incorrect work routines and incorrect handling of cleaning agents.
7. Effectiveness in terms of relations with people at the workplace.
8. Promotion of own organisation.
9. Development through work.

The following table provides elaborations of selected topics. Many but not all of the topics are relevant to both managers and assistants.

Topic areas	Topics	Explanation
Technology	Specialist knowledge of cleaning equipment and application technologies	Adequate insight into personal planning of relevant work areas in relation to desired quality (customer requirements) and the cleaning plan. Use of relevant and standard cleaning technologies and machines.
	Specialist knowledge of chemical products (cleaning agents and chemical substances), and concepts such as pH and water hardness	Choice of cleaning agents on the basis of dirt, surfaces, environment and hygiene requirements. Where the environment is concerned, training should be provided in causal connections between choice of cleaning agent, dosage, incorrect work routines, and effects on resource consumption and emissions to the environment. Training must be provided in content and application of cleaning agents.
	Materials for floors/walls and furniture	Ability to identify surface material (e.g. linoleum, plastic, concrete, terrazzo, etc.) and choose correct cleaning agent or treatment method and carry out correct cleaning technique.
	Damage and wear	Ability to report damage, damp, etc. in order to be able to report to persons responsible for maintenance of the building.
	Quality assurance	Ability to assess the quality of the work carried out and to draw up measures for corrective cleaning in accordance with the cleaning plan and customer requirements.
		Familiarity with quality control system.
External environment	Environment	Training in relevant environmental legislation and in national lists of undesirable substances in cleaning agents. Training is provided in causal connections between choice of cleaning agent, dosage, incorrect work routines, and effects on resource consumption and emissions to the environment.
	Nordic Ecolabelling	Training in Nordic Ecolabelling and Swan label criteria for cleaning services.
	Environmentally friendly driving	Training in fuel-efficient driving. Journey planning.
Working environment	Working environment, safety and protection	Training in safety provisions, relevant working environment legislation, hazard classification, and supplier and workplace instructions and so on, to ensure adequate personal safety when carrying out cleaning.

Nordic Ecolabelling
Cleaning Services 076/proposal
8 October 2008

	Ergonomics and working environment	Link between incorrect work routines, working postures and occupational injuries. Training in correct work routines for the work carried out.
	Work planning	Drawing up and structuring cleaning plans, packing cleaning trolleys, planning the work in relation to cleaning plan, quality, rota, load, etc.
Service		Customer service and dialogue.
Management		Instruction techniques for cleaning managers, finance and cost calculations, occupational psychology, staff administration

Appendix 2 Chemicals used in the service

The table below provides examples of the products viewed by Nordic Ecolabelling as chemicals that form part of the cleaning service. The words are taken from Städeknisk Ordlista, published by the Swedish Cleaning Federation in 2002.

Dansk	Svensk	Norsk	Finsk	English
Neutralt universal-rengørings-middel og håndopvaskemiddel	Allrengöringsmedel och handdiskmedel	Nøytralt universal-rengjøringsmiddel og håndopvaskemiddel	Yleispuhdistusaineet ja käsiastianpesuaineet	Neutral all purpose cleaners and washing up liquids
Grundrens	Grovrengöringsmedel	Alkalisk grovrengjøringsmiddel	Emäksiset ja vahvasti emäksiset puhdistusaineet pH 9 – 14	Heavy-duty cleaners pH 9 – 14
Neutralt/alkalisk sanitets-rengøringsmiddel	Neutralt/alkalisk sanitetsrengöringsmedel	Nøytralt/alkalisk sanitærrengjøringsmiddel	Saniteettitilojen puhdistus-aineet, joiden pH on 6,5-11	Cleaners for sanitary facilities (pH 6,5 – 11)
Surt sanitetsrengøringsmiddel	Surt sanitetsrengöringsmedel	Surt sanitærrengjøringsmiddel	Happamat saniteettitilojen puhdistusaineet ja kalkinpoistoaineet	Acid cleaner for sanitary facilities
Vaskeplejemiddel uden voks	Tvättpolish	Vaskepolish	Lattianhoitoaine A, polymeeripitoinen pesuveteen lisättävä lattianhoitoaine	Wash-and-shine floor cleaners
Vaskeplejemiddel med voks	Tvättvax	Vaskevoks	Lattianhoitoaine B, vahapitoinen pesuveteen lisättävä lattianhoitoaine	Wash-and-wax floor cleaners
Brun sæbe	Grön såpa	Grønnsåpe	Saippuapohjaiset puhdistusaineet	Brown soap, soap based floor cleaners
Spraypoleringmiddel	Spraypoleringsmedel	Spraypolish	Sumupuhdistusaineet	Cleaners for spray buffing
Imprægneringsmiddel for mopper	Impregneringsmedel för moppar	Moppeimpregneringsmiddel	Moppien kyllästysaineet	Impregnates for mop cloth
Vaskemiddel	Tvättmedel	Vaskemiddel	Pyykinpesuaineet	Detergents
Pletfjerningsmiddel	Fläckborttagningsmedel	?	Tahrnpoisoaine	Stain removers
Skurecreme	Skurkräm	Skurecreme	Hankausaineet	Scouring creams
Tæpperensemiddel	Tvättmedel för mattor	Tepperensemiddel	Mattojen pesuaineet	Detergents for carpets
Grundpolish	Grundpolish	Grunnpolish	Pohjustusvahat	Sealers, primers
Gulvpolish	Golvpolish	Gulvpolish	Lattiavahat	Floor finish
Polishfjerner	Polishborttagningsmedel	Polishfjerningsmiddel	Vahanpoistoaineet	Strippers
Overfladedesinfektionsmiddel	Ytdesinfektionsmedel	Desinfeksjonsmiddel	Pintojen desinfiointiaineet	Hard surface disinfectants

Appendix 3 Chemicals

This form should be used for providing information on chemicals. The form is available from Nordic Ecolabelling as an electronic spreadsheet. If the applicant has printouts from subcontractors, these may be enclosed and the summarised data can simply be transferred from these transcripts to this form.

Supplier of chemicals	Trade name, chemicals	Function/ area of use of chemical	Quantity purchased for year (litres) <small>Use e.g. annual printouts from supplier</small>	Concentrated products <small>Water content max 40%</small>	Licence number or equivalent if chemical is ecolabelled
Total					

Total chemicals (litres)
Total ecolabelled chemicals (litres)
Proportion of ecolabelled chemicals
Proportion of concentrated products

Appendix 4 Environmental and quality management

4 pages

The procedures cover all cleaning carried out by the service provider, with the exception of specialist cleaning.

Physical location of copy of original application and any other factual information underlying the application:

Physical location of records for annual reports (see point O17):

1 Organisation and Personnel with responsibility in relation to ecolabelling (O16)

Contact person for Nordic Ecolabelling:

Environmental manager:

Quality manager:

Marketing manager:

Staff manager:

The quality manager is responsible for the quality system.

2 Organisation (O16)

Write a brief note on whether the people specified in point 1 are located in different departments/organisation units and, if so, how these departments are organised in relation to each other. Alternatively, an organogram containing equivalent information may be attached.

3 Procedure for documenting, processing and reporting unforeseen deviations, claims/complaints and planned changes

The purpose of this procedure is to ensure that the Swan requirements continue to be fulfilled in the event of deviations, complaints and changes.

The contact person is responsible for documenting and processing unforeseen deviations and planned changes, and for all reporting to Nordic Ecolabelling. This responsibility may be delegated to others.

Changes

In the event of planned changes to the information that provided the basis for the award of the Swan Label in the original application, the contact person must notify Nordic Ecolabelling in writing before the change is implemented. Examples include changes in chemicals or changes in cleaning methods.

The contact person must determine whether or not a change has any impact on compliance with the criteria. The letter to Nordic Ecolabelling must state the nature of the change and the way in which the change affects the ecolabelling criteria. In addition, the contact person must enclose a completed and signed application form for amendment/extension of the licence.

The change may be implemented only after a response has been received from Nordic Ecolabelling. The contact person must ensure that all correspondence with Nordic Ecolabelling is documented and filed together with the original application.

Deviations

In the event of unforeseen deviations that impact on the company's compliance with the ecolabelling criteria, the contact person must notify Nordic Ecolabelling in writing immediately after the deviation occurs. The contact person must determine in the first instance whether a deviation will affect compliance with the criteria or not. One example of a deviation would be where the annual report shows that the requirements are no longer fulfilled. The contact person must always submit a deviation report if requested to do so by Nordic Ecolabelling.

The deviation report must contain a description of the nature of the deviation:

- an account of the scope of the deviation,
- a description of how the deviation occurred,

- details of measures that have been implemented in order to remedy the deviation and
- a plan for avoiding similar deviations in the future.

If the plan includes changes in relation to the original application, the contact person must proceed as for a planned change.

The contact person must ensure that all correspondence with Nordic Ecolabelling is documented and filed together with the original application.

Complaints

The quality manager must ensure that a system is in place for processing complaints and claims. The system must be such that if a complaint or claim occasions changes, the contact person will be contacted so that he/she can to process the change as described above.

4 Procedure for record-keeping (O17)

The purpose of this procedure is to ensure correct record-keeping and the correct compilation of the annual report.

The contact person for Nordic Ecolabelling is responsible for keeping records and compiling the annual report. This responsibility may be delegated to others. While the ecolabelling licence remains valid, the contact person must compile the annual report (the criteria document for cleaning services) once each year. This responsibility may be delegated to others.

The contact person must investigate whether changes have occurred in relation to the application and whether the enterprise remains in compliance with the ecolabelling criteria. If not, the change will be processed as a deviation (see procedure 3). The contact person must ensure that the annual reports are filed together with the original application for as long as the ecolabelling licence remains valid.

The contact person must ensure that documentation, such as annual printouts from suppliers, invoices and printouts from the accounting system, is filed together with the application for the term of the ecolabelling licence, for checking by Nordic Ecolabelling where applicable.

The annual report must as a minimum contain information on the following areas, as evidence of continuing compliance with the Swan requirements:

1. Report on the number of square metres of floor space cleaned during the course of the year (unit: m²)
2. Total consumption of chemicals during the course of the year. (Unit: ml chemicals/m²)

Specification of points for total consumption of chemicals
(Requirement P1)

3. Proportion of ecolabelled chemicals used during the course of the year. (Unit: % of total chemical consumption)

Specification of points for proportion of ecolabelled products (Req. P2)

4. Proportion of concentrated products used during the course of the year (max 40% water content). (Unit: % of total chemical consumption)

Specification of points for proportion of concentrated products (Req. P3)

5. Fuel consumption in transport or fuel efficiency during the course of the year. (Unit: either ml fuel/m² or litres of fuel/100 km)

Specification of points for transport (Req. P4 or P5)

6. Consumption of refuse bags during the course of the year. (Unit: mg bags/m²)

Specification of points for bags (Req. P6)

7. Use of ecolabelled products during the course of the year in accordance with requirements P9 and P10

5 Procedure for managing cleaning quality

The purpose of this procedure is to ensure that cleaning is carried out in accordance with the system for quality control.

The quality manager is responsible for quality policy and procedures for management and control. This responsibility may be delegated to others.

The quality manager must ensure that any changes to policy and procedures are treated as a planned change in accordance with procedure 3 of this Appendix.

Date:

Name of company:

Authorised signature:

Repeat in block capitals:

Appendix 5 Documentation of Requirement O14

Documentation of Requirement 014 in the individual Nordic countries.

- In Denmark:** Copy of registration confirming registration for VAT and Employer's National Insurance contributions with CVR number (company registration number).

In Sweden: Copy of duly completed form from the tax authorities (SKV 4820).

In Norway: Tax Certificate.

 - From the Tax Agency (Form 1244): VAT documentation
 - From the Municipal Tax Office/Tax Collector/Tax Authority: documentation of Employer's National Insurance contribution. Example for Oslo Municipality: <https://lextra.oslo.kommune.no/app/snok/kem/kem001/>

In Finland: Overview from the FODS (Tax Administration) information service (www.ytj.fi)

In Iceland:
- In Denmark:** Certificate from SKAT that no amounts are owed to the Danish tax authorities.

In Sweden: Copy of the enterprise's most recent tax statement from the tax authorities.

In Norway: Any default will be shown on the tax certificate, see Item 1 above.

In Finland: Declaration that no amounts are owed to the tax authorities. (This declaration is available in a web form at www.skatt.fi/skatteskulder or during opening hours from the tax administration's service telephone 020 697 033)

In Iceland:
- In Denmark:** Either documentation of membership of an employers' association or a copy of an assignment agreement with a trade union.

In Sweden: Documentation of membership of a relevant employers' association, such as Almega Tjänsteförbunden.

In Norway: Either documentation of membership of an employers' association or a copy of an assignment agreement with a trade union.

In Finland: Statement from trade union.

In Iceland:

4. Copy of the audited accounts for the last year.
5. No documentation at the time of application. Nordic Ecolabelling may require the necessary documentation to be submitted if relevant.
6. Checked in on-site inspection.

Subcontractors:

1. **In Denmark:** Either documentation of membership of an employers' association or a copy of an assignment agreement with a trade union.
In Sweden: Documentation of membership of a relevant employers' association, such as Almega Tjänsteförbunden.
In Norway: Either documentation of membership of an employers' association or a copy of an assignment agreement with a trade union.
In Finland: Statement from trade union.
In Iceland:
2. **In Denmark:** Copy of registration confirming registration for VAT and Employer's National Insurance contributions with CVR number (company registration number)
In Sweden: Copy of duly completed form from tax authorities (SKV 4820)
In Norway: Tax Certificate.
 - From the Tax Agency (Form 1244): VAT documentation
 - From the Municipal Tax Office/Tax Collector/Tax Authority: documentation of Employer's National Insurance contribution.
Example for Oslo Municipality:
<https://lextra.oslo.kommune.no/app/snok/kem/kem001/>**In Finland:** Overview from the (FODS Tax Administration) information service (www.ytj.fi)
In Iceland:
3. Declaration from the subcontractor that the work conducted for the applicant is performed by the subcontractor's own personnel. Moreover, that the subcontractor does not hire in other subcontractors to perform the applicant's work.

Appendix 6 Non-ecolabelled chemicals, substances that must not be present

Declaration filled out by the producer of the chemical:

Product name: _____

Does the chemical contain:

Reactive chloro-compounds, for example sodium hypochlorite?
Yes No

Organochlorine compounds other than benzalkonium chloride?
Yes No

Benzalkonium chloride? Yes No

Alkylphenol ethoxylates (APEOs) and derivatives of APEO? Yes No

Linear alkyl benzene sulfonates (LAS)? Yes No

EDTA, DTPA og NTA? Yes No

Silver-nanoparticles? Yes No

Perfluorinated and polyfluorinated alkylated substances (PFAS)?
Yes No

Metyl dibromo Glutaronitrile (MG)? Yes No

Optical brighteners? Yes No

Date:

Name of company:

Authorised signature:

Repeat in block capitals:

Appendix 7 The marketing of Swan-labelled cleaning services

We hereby confirm that we are familiar with the rules governing the use of the Nordic ecolabel, the Swan, as described in the “Regulations for Nordic Ecolabelling”, and we hereby undertake to ensure that marketing of the Swan-labelled cleaning service is carried out in accordance with these rules.

We also confirm that we are familiar with the criteria for Swan-labelling of cleaning services.

We undertake to ensure that the persons marketing the Swan-labelled cleaning services within our company are given information on the criteria for Swan-labelling of cleaning services and the “Regulations for Nordic Ecolabelling” of 12 December or subsequent versions.

Place and date:

Name of company:

Contact person:

Telephone:

Marketing manager:

Telephone:

A new confirmation must be submitted to Nordic Ecolabelling in the event of changes to the above personnel.