

About Nordic Ecolabelled
Cleaning Services



Version 3

Background to Nordic Ecolabelling
1. March 2016
Draft for consultation

Contents

1	Summary	4
2	Basic facts about the criteria	4
3	The Nordic market	7
4	Other labels	9
5	About the criteria review/revision	10
6	Environmental impact of cleaning services	10
6.1	Life cycle	11
6.2	Consumption of materials	12
6.3	Energy consumption	12
6.4	Health and working environment	13
6.5	Waste	14
6.6	Air environment	14
6.7	Aquatic environment	15
7	Background to the requirements	15
7.1	Functional unit	17
7.2	Product group definition	17
7.3	General requirements of the applicant	19
7.4	Requirements concerning chemicals	22
7.5	Transport requirements	31
7.6	Waste requirement	34
7.7	Use of ecolabelled products and services	36
7.8	Calculation of points	38
7.9	Quality	39
7.10	Ethics/working environment and environmental/quality management	40
8	Explanation of terms	45
9	Changes compared to previous version	47

Bilag 1 Inspection, explanations and guideline, 4 pages

Bilag 2 Chemicals in cleaning services

Bilag 3 Chemicals

Bilag 4 Environmental and quality management, 4 pages

Bilag 5 Documentation for requirement O17 Ethical requirements

Bilag 6 O8 Non-ecolabelled chemical products, substances that may not be included

Bilag 7 Description of the company and service

076 Cleaning Services, version 3, date

Note: In this background document there are large text sections in several different Scandinavian languages. The reason is that the Nordic Ecolabelling's criteria are developed in close Nordic cooperation, whereby all countries take part in the process. Nordic Ecolabelling has assessed that this linguistic variation, for as long as it concerns large text sections, can be considered to be a confirmation of the close Nordic cooperation which is one of the strengths of the development of the Nordic Ecolabelling criteria.

Addresses

In 1989, the Nordic Council of Ministers decided to introduce a voluntary official ecolabel, the Swan. The following organisations/companies hold responsibility for the official Nordic Ecolabelling system, and this responsibility is given to them by their respective country's government. For more information, see the websites:

Denmark

Ecolabelling Denmark
Danish Standards Foundation
Göteborg Plads 1
DK-2150 Nordhavn
Tel: +45 72 300 450
info@ecolabel.dk
www.ecolabel.dk

Iceland

Ecolabelling Iceland
Umhverfisstofnun
Suurlandsbraut 24
IS-108 Reykjavik
Tel: +354 591 20 00
svanurinn@ust.is
www.svanurinn.is

This document may only be copied in its entirety and without any kind of alteration. It may be quoted from provided that Nordic Ecolabelling is stated as the source.

Norway

Ecolabelling Norway
Henrik Ibsens gate 20
NO-0255 Oslo
Tel: +47 24 14 46 00
info@svanemarket.no
www.svanemarket.no

Finland

Ecolabelling Finland
Box 489
FI-00101 Helsinki
Tel: +358 9 61 22 50 00
joutsen@ecolabel.fi
www.ecolabel.fi

Sweden

Ecolabelling Sweden
Box 38114
SE-100 64 Stockholm
Tel: +46 8 55 55 24 00
svanen@svanen.se
www.svanen.se

1 Summary

Cleaning services concern many companies and employees in the Nordic region. Companies which offer ordinary cleaning and/or window cleaning can be Nordic Ecolabelled. Ordinary cleaning concerns regular tasks that are necessary to keep an indoor area clean. Collection of refuse, deep cleaning and floor care (including polish and wax removal) are considered to be part of this. Window cleaning is cleaning of glass and window surfaces (interior and exterior).

Special cleaning is not included.

Requirements are made of such aspects as the constituent substances and properties of chemicals, and consumption of chemicals, bags and fuel. Use of ecolabelled products and services is encouraged. Requirements are also made of orderly operation and the use of sub-suppliers.

Version 1 of the criteria for cleaning services was adopted in December 2002. Version 2 was adopted in March 2009. In 2012, version 2 was evaluated and renewed. In 2015, a new evaluation concluded that a revision was necessary.

In the new version 3 of the criteria the requirements of what can be Nordic Ecolabelled have been changed, so that window cleaning can also be included. As before, ordinary cleaning (with floor care and polish/wax removal) is included - while all types of special cleaning, including disinfection, cannot be included.

The definition of m² cleaned is further specified. It is now also specified which chemicals must be included in the consumption of chemicals. Requirements of both the consumption of chemicals and the proportion of ecolabelled chemicals have been tightened. The requirements of chemicals' properties have been updated and tightened. Separate requirements for spray products have been introduced. Transport requirements provide for several types of fuel and have also been updated. Requirements of the use of sub-suppliers and temp agencies have been tightened.

2 Basic facts about the criteria

Products eligible for Nordic ecolabelling

Companies which offer ordinary cleaning and/or window cleaning can be Nordic Ecolabelled.

Ordinary cleaning concerns regular tasks that are necessary to keep an indoor area clean.

Collection of refuse, deep cleaning and floor care (including polish and wax removal) are considered to be part of this. In this document, ordinary cleaning is called cleaning.

Cleaning may include, but is not limited to, areas such as workplaces, toilets, restaurants, hotels, schools or private homes.

Window cleaning is cleaning of glass and window surfaces (interior and exterior).

If the company offers both ordinary cleaning (including floor care) and window cleaning, both of these services can be included in the licence. Ordinary cleaning must be included, while it is optional to include window cleaning. Window cleaning must fulfil all of the mandatory requirements labelled "(W)" (= all O-requirements except O2, O9 and O13).

Special cleaning (disinfection, etc.) is not included in the product group. See further definitions in "Explanation of terms".

This delineation makes it possible for cleaning targeted at private consumers, companies and the public sector to achieve Nordic Ecolabelling. This applies to cleaning undertaken by the applicant as well as by subsuppliers (but maximum 10% of the revenue from what is included in the licence may be undertaken by suppliers that are not Nordic Ecolabelled).

Only the entire company can be Nordic Ecolabelled, which means that an applicant cannot sell Nordic Ecolabelled cleaning to some customers, with the rest of its sales not being Nordic Ecolabelled. However, the provider can divide the company into separate economic profit centres (if the cleaning company is divided internally into departments with separate accounts, such as regional departments or departments or divisions by customer types). In such case, the name of the profit centre(s) for which the application is made must be stated on the application form.

Cleaning companies which apply for ecolabelling are, however, also able to offer other cleaning services (such as special cleaning) or another service. In such case this may not be marketed as part of the Nordic Ecolabelled cleaning services.

Justification for Nordic Ecolabelling

The environmentally impacted areas within cleaning services are: materials consumption, energy consumption, refuse formation, air and aquatic environment.

With regard to chemical cleaning agents, we know from the ecolabelling criteria for cleaning products that there is great variation in the adverse environmental impacts of the various cleaning agents.

Over-dosing of cleaning agents and unnecessary use of chemicals, where a microfibre cloth or ordinary water would be sufficient to deal with the problem, is also an area with potential for ensuring environmental improvements.

Refuse is an increasing environmental problem throughout the world and the cleaning industry also generates considerable amounts of refuse. In particular, the use of refuse bags has proved to account for 45% of cleaning companies' total refuse production. Consumption of refuse bags can be reduced in several ways.

The criteria document for cleaning services provides good opportunities to ensure that cleaning companies change their use of chemical cleaning agents from more to less environmentally hazardous products. An appropriate environmental level is ensured by increasing the proportion of ecolabelled products and setting requirements for products that are not ecolabelled.

The criteria for cleaning services ensure low consumption of chemicals, by making requirements of the overall consumption of chemicals per square metre of area cleaned. The criteria also ensure low fuel consumption in cleaning companies. They

also ensure low refuse production with regard to bags by setting requirements of the number of bags that may be used per square metre cleaned.

No requirements are set concerning water consumption. First of all, there is very little opportunity to manage requirements concerning water. Cleaning companies tap water at their customers' premises and therefore have no immediate statistics for water consumption. In addition, a requirement concerning water consumption might entail increased use of less concentrated chemical cleaning agents, in order to save the water added. This would lead to unnecessary additional transport of water in non-concentrated chemical cleaning agents, leading to another environmental problem.

The criteria do make indirect requirements of water consumption, however, since we set requirements of the amount of chemicals that may be used per square metre. Since most chemical cleaning agents must be diluted with water, a requirement for low consumption of chemicals per square metre will also entail low consumption of water.

The criteria for cleaning services emphasise that the cleaning company's staff receive training, and that the cleaning service's customers are offered information.

So it is possible to manage cleaning services towards more sustainable development via ecolabelling criteria.

Criteria version and validity

The first version of the criteria for cleaning services was adopted on 17 December 2002.

Version 2 of the criteria was adopted on 17 March 2009 and expires on 31 October 2017.

Nordic Ecolabelling licences

The numbers of licences by country in the Nordic region in 2008 and in December 2015 are shown in the following table. As shown, there has been a large increase in the number of licences. An important reason for this is the increased demand for ecolabelled cleaning in new invitations to tender.

Country	No. of licences in 2008	No. of licences as of 2.12.2015
Denmark	1 (had 2 up to February 2007)	10
Norway	3	17
Sweden	9	25
Finland	1	3
Iceland	1	7
TOTAL	15	62

3 The Nordic market

The Nordic cleaning sector is characterised by a few large operators in each country, and many small companies, right down to 1-3 employees. The large companies dominate the cleaning sector, while many of the several thousand other companies are very small.

The services are often sold via invitations to tender and large contracts, in both the private and public sectors.

Since 2012, there has been a very considerable increase in the sector's use of the Nordic Ecolabel, especially in Sweden, Denmark and Norway.

The sector

Table 1 presents an overview of cleaning companies in the Nordic countries in 2012. As far as Nordic Ecolabelling is aware, there have been no major changes since then and up to 2015.

Table 1 – Overview of cleaning companies in the Nordic region

Country	Number of companies	Large operators
Denmark	8000	149 in SBA (Servicebranchens Arbejdsgiverforening, which is part of the Confederation of Danish Industry) and 160 in RSBA (Rengørings-selskabernes Branche- og Arbejdsgiverforening)**
Finland	4250	6 large operators
Norway	7549*	20-30 large operators
Sweden	1,880 limited liability companies with over 41,000 employees	46 large companies with over 100 employees

*prof.no.

**Feb 2012 according to SBA's and RSBA's websites.

Purchasers

The services are often sold via invitations to tender and large contracts, in both the private and public sectors. Tenders are submitted by the producers of the services, and they purchase the relevant materials (cleaning agents, chemicals, etc.) and consumables.

Market development

There is an increased tendency for larger, broader service contracts to be established. This is due, among other things, to how customers (companies) join forces as larger entities/chains, and are thus interested in a contractor with one operator for the entire chain. This is probably a tendency that will also be seen in

the other countries. This tendency can be expected to lead to increased consolidation in the overall sector.

The trends indicate greater use of microfibre, greater use of machines, more advanced polishing and a cautious approach to use of nanomaterials and agents. There is also a trend for greater use of wet wipes.

A clear majority of the companies have increased their range of services (which means that they offer other services besides cleaning) in recent years, and many of them also plan to increase their range of services in the future. This trend has been ongoing for some time, and this development is set to continue. A number of customers request several services from the same company, and many companies are interested in selling additional services to the customer. This is also one of the reasons for the growth in the sector, since several companies offer other services besides traditional cleaning.

Cleaning on average accounts for 70% of the companies' revenue. The most common services besides ordinary cleaning are floor care, catering and window cleaning. It has become more common to work as a subcontractor, but also to use subcontractors.

Today, almost one half of the companies in the sector use subcontractors so as to be able to offer other types of services, and many of the companies themselves are used as subcontractors. As the companies increase their range of services, so-called service companies are becoming more and more common.

Environment as a parameter of competition

Within the cleaning sector, many companies use environmental arguments in their marketing, but rarely as the only key argument. Quality, and to some extent price, are also important arguments. The environmental argument is nonetheless often used, especially in order to win public tenders. In Finland, on the other hand, the sector has a more hesitant view of Nordic Ecolabelling of cleaning services as a competitive advantage.

Procurement network

In recent years there has been very strong development with regard to the sector's use of the Nordic Ecolabel, in the first instance due to the nationally established procurement networks for private companies which, via membership of the network, undertake to increase the ratio of ecolabelled products and service which they procure. This has increased the motivation for a number of cleaning companies to become Nordic Ecolabelled, including some of the market's largest operators. The fact that an increased number of cleaning companies have achieved Nordic Ecolabelling via procurement networks has subsequently had derived effects in the market, where the competing cleaning companies have also begun to take an interest in Nordic Ecolabelling. There is thus a clear expectation that the number of Nordic Ecolabelled cleaning services in the Nordic region will continue to increase.

The new EU public procurement directive

Another major and potentially important factor for the further future success of the Nordic Ecolabel within the sector is the new EU public procurement directive. This considerably improves opportunities for public procurement officers to stipulate

Nordic Ecolabelling in their invitations to tender for cleaning services. This directive has now been implemented in Denmark is expected to be adopted by Norway during 2016, which will make it possible to require Nordic Ecolabelling for public procurement of services.

Stakeholders

Public procurers such as healthcare facilities, municipalities and ministries, but also large private companies, will be able to require ecolabelled cleaning services, especially via the Nordic Ecolabel's procurement club.

4 Other labels

EU Ecolabel

EU Ecolabel has decided to develop criteria for cleaning services. The criteria are planned to be adopted in March 2016. At the time of writing it is unclear how the criteria will be worded.

The USA's Green Seal environmental label

In 2011, Green Seal published a version 2 of the criteria for Commercial and Institutional Cleaning Services (GS-42). The product group includes indoor cleaning of companies and institutions, and also cleaning and maintenance of outdoor car parks and gardens. To a great extent, Green Seal's requirements concern fixed cleaning methods and routines, with very few actual environmental requirements.

In 2009, New Zealand's Environmental Choice (EC)

ecolabel set out criteria for cleaning services. The product group definition is very similar to the Nordic Ecolabel's. As in the case of Green Seal, the number of actual requirement levels is very low, but the requirements instead concern the company's procurement policies and the routines of the cleaning company to ensure focus on the environment and health.

Sector schemes

In Sweden, SSEF (Sveriges Städentrepenörers Förbund (Swedish Association of Cleaning Contractors)) recommends that the member companies draw up their own environmental programmes. These programmes can typically include:

- Working environment and environmental policy
- Environmentally-sound cleaning agents
- More ecofriendly cleaning methods
- Sorting of waste at source and waste recycling
- Energy issues
- Knowledge of environmental issues and legislation
- Certification

There are also many cleaning companies that claim to be ecofriendly, since they use ecolabelled products.

5 About the criteria review/revision

Goals of the criteria review/revision

Nordic Ecolabelling has evaluated the criteria for cleaning services, version 2, in 2012 and 2015. There was particular focus on our current licence holders' levels in relation to the criteria. The evaluation showed that the requirements made are relevant, while the requirement levels should be tightened.

Key areas of focus of this revision are:

- A clearer definition of "square metres cleaned"
- "What can be Nordic Ecolabelled" - work to include window cleaning
- Upper limit to consumption of chemicals
- Ratio of ecolabelled chemistry (with triviality limit)
- Assess the weighting of the individual point requirements for more optimum environmental impact
- On using subsuppliers/temp agencies – ensure greater manageability

About this criteria review/revision

The revision was performed as an internal Nordic Ecolabelling project, but with ongoing external contact and anchoring.

In particular, the knowledge of our licence holders was used.

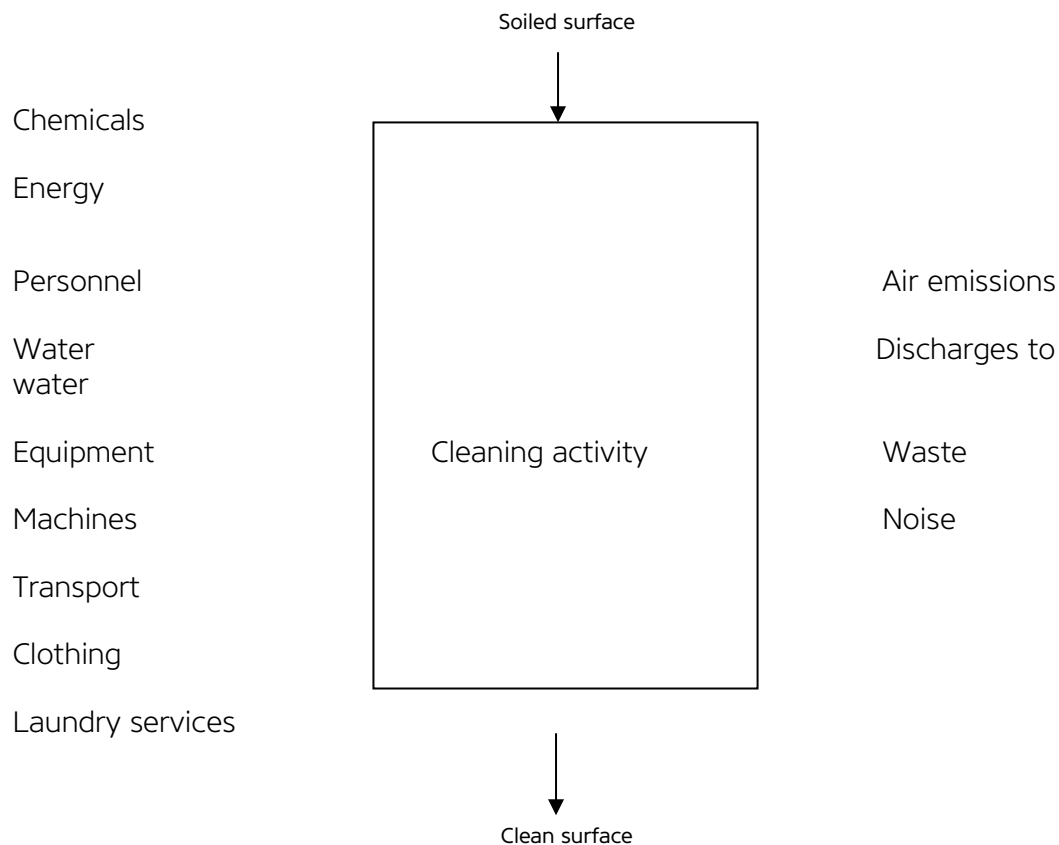
Project participants:

Caroline Karlsson and Arne Godal shared the roles of PA (Nordic product officer) and PR (Nordic product adviser)

In addition, the PS (product specialists) Sami Karelathi (Finland), Elsa Levinson (Sweden), Tove Bræin (Norway) and Jeppe Frydendal (Denmark) contributed important information and input.

6 Environmental impact of cleaning services

In overall terms, mapping of processes and materials in cleaning services would be as follows.



To the left are all the action parameters required to perform the cleaning work. To the right are the environmental impacts due to the cleaning process, such as emissions to air of volatile organic compounds from polishing agents, discharge of chemical cleaning agents to water, waste in the form of the cleaning equipment and machines used, and noise from e.g. high-pressure cleaners.

Besides the impacts from the cleaning process, there are also impacts from all of the action parameters. This concerns the consumption of resources for e.g. staff, water and electricity. These are discharges from such processes as transport and washing. Production of e.g. electricity, equipment, machines, chemicals and clothing also entail environmental impacts.

It is difficult to say whether cleaning rooms for machines and cleaning trolleys are also an action parameter. Cleaning rooms typically contain slop sinks with cold and/or hot water, and shelves for storage of cleaning agents, cloths, mops, etc.

6.1 Life cycle

The cleaning service's life cycle is assessed in order to identify the most significant environmental and health impacts. The starting point was environmental goals and other principles described by Nordic Ecolabelling in the Environmental Philosophy (to minimise climate change, emissions of environmental toxins and hazardous compounds, etc.). Experience from the second generation has shown that this areas are still relevant parameters as the basis for requirements.

Based on this assessment and the mapping in the previous section, the important areas in the cleaning services' life cycle are as follows:

- Consumption of materials
- Energy consumption
- Health and working environment
- Generation of waste
- Air
- Aquatic environment

6.2 Consumption of materials

The principle consumption of materials concerns consumption of water, cleaning agents including packaging, and consumption of cloths and mop yarns and the laundry thereof. Plastic bags for collection of refuse and for wastepaper baskets also constitute significant consumption of materials.

According to calculations based on results from the market survey in conjunction with the development of the criterion for version 1 (figures from 2000), 11,000 tonnes of chemicals, calculated as dry matter, are used. Converted into liquid chemicals, this is in the range of 73,000 tonnes, if the average dry matter is 15%.

In Denmark, the trade organisation for cleaning agents states that in 2000 they sold 52,000 tonnes of cleaning agents to industry and institutions. This includes all chemicals in cleaning services and moreover also industrial degreasing agents, special cleaning agents for the food industry, detergents for industrial laundries, dishwashing detergents, etc.

This means that consumption of chemicals in cleaning services accounts for approximately 30% of all industrial and institutional laundry and cleaning chemicals in the Nordic region, if the Danish consumption is one fifth of the Nordic consumption.

The market survey also showed that 2 million tonnes of water are used for cleaning in the Nordic region. See also under waste concerning consumption of plastic bags and refuse sacks, packaging, cloths and mop yarns.

Relatively few chemicals are used for window cleaning. Deionised water without addition of chemicals is often used, according to contact with the sector in the summer of 2015.

6.3 Energy consumption

The principal energy consumption consists of energy for transport, heating of cleaning water, and energy consumption for cleaning machines and washing machines. Energy consumption to heat water is less significant, however, since typically water with a temperature of approximately 20°C is used.

According to calculations based on the market survey for cleaning services on review of the criteria for version 1 (figures from 2000), approximately 100 million litres of fossil fuels are used in the Nordic region for transport in cleaning

companies. Based on the calculation that fossil fuel has a density of 0.8 tonnes per cubic metre, and a calorific value of 43 GJ per tonne, this gives energy consumption of 1 billion kWh¹.

This accounts for approximately 5% of the energy consumption for all passenger and commercial vehicles in the Nordic region. The figure is based on energy consumption in Denmark of 75 PJ for these vehicles, according to the Danish Energy Agency, and that energy consumption in the Nordic region is five times higher.

According to the survey, the energy consumption for cleaning machines and washing machines is 140 million kWh and is thus only just over 10-15% of the energy consumption for transport.

For window cleaning, the energy consumption is mainly considered to concern transport, and to a smaller extent the use of platforms and ion exchangers.

6.4 Health and working environment

Due to the large number of people engaged in cleaning, working environment conditions are a significant factor with regard to cleaning services. In overall terms, the health impacts of cleaning services can be categorised as the impact on people's health via the indoor climate, and impacts on the working environment.

Indoor climate problems may be due to the following:

- Inadequate cleaning
- Incorrect cleaning with adverse degasification and contamination with soap residues
- Risk of accidents due to slippery floors

The principal working environment impacts from cleaning work are ergonomic, psychosocial and impacts on the skin. It is typical that there is very little variation in the impact pattern.

Ergonomic impacts might be repetitive heavy lifting. Impacts on the skin are typically such substances as organic solvents, tensides (surfactants) and aromatics that can lead to problems. Water in itself also contributes to increasing the problems. Microfibre cloths can also degrease the skin and give "splinters" which affect the skin. These problems can normally be prevented by wearing gloves.

There is an overweight of female employees and the sector is known for short terms of employment.

In Denmark it is not uncommon for cleaning personnel to consist of 40-60% from another ethnic background, of whom one half cannot read Danish. The sector in the Nordic countries is also characterised by towards 90% unskilled workers, and inadequate literacy skills among immigrants.

¹ 1 J = 2.78 10⁻⁷ kWh.

In recent years there has been strong focus on moonlighting and poor working conditions for employees in the cleaning sector. This is not a direct environmental problem, but a working environment problem and social problem that Nordic Ecolabelling wishes to tackle. This can also very well end up as an environmental problem if employees who are employed on illegal terms do not receive sufficient training to be able to perform their work correctly. Nordic Ecolabelling wishes to ensure that the companies which apply for the Nordic ecolabel are serious companies with the right approach that do not just focus on the environment, but also on the employees' working environment.

On washing windows in high buildings, correct use of platforms and safety equipment are very important.

6.5 Waste

The materials which generate the greatest amounts of waste from cleaning are mainly plastic bags, packaging from cleaning agents, and cloths and mop yarns.

According to the market survey for cleaning services in conjunction with the criteria review of version 1 (figures from 2000) plastic bags and refuse sacks account for more than 85% by weight of the volume of waste from cleaning services. Plastic bags alone account for 45%. Cloths account for approximately 5%, chemical packaging for approximately 4%, and mops also for approximately 4%.

In conjunction with the criteria review of version 1 (figures from 2000) the total amount of plastic bags consumed in the Nordic region was calculated at 16,000 tonnes, giving total waste production of approximately 35,000 tonnes per annum.

Window cleaning is expected to account for less waste.

6.6 Air environment

There are no major emissions to air from the actual cleaning process. The most important problems here are health problems due to vapours from cleaning agents. See the section about health.

Otherwise the most significant air pollution is from transport. Internal combustion engines in cars lead to emissions of carbon dioxide (CO₂), carbon monoxide (CO), nitrogen oxides (NO_x), hydrocarbons (HC), sulphur dioxide (SO₂) and particles. Hydrocarbons comprise a large number of substances.

These substances entail global environmental problems in the form of the greenhouse effect, regional problems in the form of deforestation and over-fertilisation from acid rain and nitrogen deposits, and local damage in the form of health damage and damage to buildings. There is more to read about this in the Danish Ministry of Transport's TEMA2000 report.

Carbon dioxide emissions and thereby the greenhouse effect are directly related to fossil fuel consumption.

6.7 Aquatic environment

Virtually all chemicals from the cleaning process will end up in the aquatic environment, sooner or later. However, some chemicals will to a greater extent remain where the cleaning took place – this e.g. applies to floor polish, but can later end up in the aquatic environment due to wear and cleaning.

Soiled cloths and mop yarns that are washed bring cleaning agents, water and dirt to the place where they are washed. Wastewater from the washing machines and laundries that are used thus accounts for part of the wastewater production.

Cleaning agents' and laundry chemicals' content of these substances thus to a greater or lesser extent constitute an ecotoxic impact on the aquatic environment.

In the first instance, Nordic Ecolabelling excludes substances and substance groups based on their classification and characteristics. But since there are substances that are not desirable and which are not clearly excluded by other requirements, they are gathered on a list of substances/raw materials that may not actively be added to the final product or the raw material.

To a great extent the same substances are excluded from Nordic Ecolabelled cleaning agents (see page 25 of the Background to ecolabelling of cleaning agents, version 5, 2013).

7 Background to the requirements

Nordic Ecolabelling sets requirements within several indicators, to cover the following areas. A mandatory requirement level is set for each indicator, and points are awarded for each indicator, with the points being added to a total number of points:

- Chemicals consumption
- Choice of chemicals
- Transport
- Proportion of ecolabelled products and services
- Window cleaning
- Bag consumption

By regulating these indicators, instead of specifying a number of mandatory measures, we to a greater extent allow the cleaning company to select the most suitable solution.

We have made the requirements of the indicators flexible by linking them up in a point system. This e.g. means that if a practitioner has many customers with heavy cleaning and thereby greater amounts of chemicals, this practitioner will receive adverse points for consumption of chemicals. On the other hand, there may be positive points for waste generation (bags), or use of many ecolabelled chemicals, and positive transport points. This means that, overall, the practitioner will not

have problems with complying with the point sum requirement. To ensure that the practitioner can comply with the requirements of indicators and ensure good cleaning quality and reliable cleaning companies, the following qualitative requirements are also made:

- Training
- Follow-up on cleaning quality
- Written work instructions and chemicals information
- Ethical requirements to safeguard employees' conditions
- Subsuppliers and temp agencies

In general terms, the criteria are selected on the basis of assessment of the cleaning service's environmental impact through its life cycle. Other important conditions are that it must be possible to formulate clear criteria that can be documented and which give high credibility. If the Nordic authorities have legislation or specific goals or approaches in this area, this has also been taken into account.

There are also standard requirements to serve as a safety net for ecolabelling. These include the requirement of compliance with the official requirements.

Cleaning companies are often responsible for replenishing e.g. toilet paper, soap and paper towels at the customer's premises. If ecolabelled products are used in these cases, the cleaning company has an influence on further environmental benefits with regard to their services. In addition, the cleaning company will have a number of purchases that are related to the cleaning service and which can be made ecofriendly via ecolabelled products. This might e.g. be washing of mops at laundries, washing cars in ecolabelled car washing halls, and purchasing of ecolabelled workwear for cleaning personnel. If the cleaning company thinks of the environment right down to these details, Nordic Ecolabelling would like to reward this.

In recent years the cleaning sector has seen many examples of moonlighting. This presents competitive challenges for cleaning companies that do not use this illegal practice, and the employees' working conditions are very difficult to manage/control. There have also been examples of how cleaning companies have cheated employees of their salaries and of how cleaning companies make excessive requirements of the number of m² the employees can clean in the course of a working day. This leads to attrition and stress for personnel. The project group has therefore introduced some requirements that will ensure, as far as possible, that Nordic Ecolabelled cleaning complies with a number of ethical guidelines.

Window cleaning

This criteria-version also allows for ecolabelled window cleaning if the applicant wants to. Often subcontractors are used for such tasks. This may be relatively small companies with limited resources. By ecolabelling window cleaning you

ensure focus on the choice of chemicals and serious subcontractors that comply with regulatory requirements regarding workers and tax.

As several of the point requirements are not relevant for window cleaning, combined with the fact that we have no experience from this area, only the mandatory requirements (O1-O23) are required to be fulfilled for window cleaning. The mandatory requirements O2 (square metres cleaned), O9 (floor care agents) and O13 (point calculation) are excluded though, since they are not relevant.

7.1 Functional unit

Important principles in the work of developing the criteria were to have as little administration as possible. We have therefore given weight to requirements that are easy to document in terms of the information already held by the companies. The documentation will, for example, typically be based on financial information, such as the purchased quantities of chemicals, and so on.

Weight is also given to requirements that can be measured, and that ecolabelling of cleaning services is a supplement to environmental management. We have therefore related the requirements to a functional unit, which is the number of square metres cleaned, since the norm in the sector is to calculate contracts in square metres.

Today, cleaning companies have systems that can automatically calculate the number of square metres cleaned by the cleaning company on the basis of the contracts. This must be used to calculate the "unit" applied by the requirements, i.e. "per m² cleaned".

7.2 Product group definition

What can be Nordic Ecolabelled?

Companies which offer ordinary cleaning and/or window cleaning can be Nordic Ecolabelled. Ordinary cleaning concerns regular tasks that are necessary to keep an indoor area clean. Collection of refuse, deep cleaning and floor care (including polish and wax removal) are considered to be part of this. In this document, ordinary cleaning is called cleaning.

Cleaning may include, but is not limited to, areas such as workplaces, toilets, restaurants, hotels, schools or private homes.

Window cleaning is cleaning of glass and window surfaces (interior and exterior).

If the company offers both ordinary cleaning (including floor care) and window cleaning, both of these services can be included in the licence. Ordinary cleaning must be included, while it is optional to include window cleaning. Window cleaning must fulfil all of the mandatory requirements labelled "(W)" (= all O-requirements except O2, O9 and O13).

Special cleaning (disinfection, etc.) is not included in the product group. See further definitions in "Explanation of terms".

This delineation makes it possible for cleaning targeted at private consumers, companies and the public sector to achieve Nordic Ecolabelling. This applies to

cleaning undertaken by the applicant as well as by subsuppliers (but maximum 10% of the revenue from what is included in the licence may be undertaken by suppliers that are not Nordic Ecolabelled).

Only the entire company can be Nordic Ecolabelled, which means that an applicant cannot sell Nordic Ecolabelled cleaning to some customers, with the rest of its sales not being Nordic Ecolabelled. However, the provider can divide the company into separate economic profit centres (if the cleaning company is divided internally into departments with separate accounts, such as regional departments or departments or divisions by customer types). In such case, the name of the profit centre(s) for which the application is made must be stated on the application form.

Cleaning companies which apply for ecolabelling are, however, also able to offer other cleaning services (such as special cleaning) or another service. In such case this may not be marketed as part of the Nordic Ecolabelled cleaning services.

Documentation of "What can be Nordic Ecolabelled" is made in accordance with requirement O1 Description of company and service.

Background to "What can be Nordic Ecolabelled"

The product group comprises cleaning services, floor care (including polish and wax removal). Several relevant requirement parameters are identified for these: chemicals consumption, waste handling, transport, health and safety, and training. The stated environmental and health impacts are all relevant in relation to the environmental goals in Nordic Ecolabelling's Environmental Philosophy.

In conjunction with the development of the criteria for version 3, the product group definition was expanded with **window cleaning**. There is great interest from the sector in Nordic Ecolabelling of window cleaning.

Cleaning versus window cleaning: The smaller companies use very small subsuppliers for window cleaning and it will not be possible for them to force through Nordic Ecolabelling for these small subsuppliers. Their larger competitors will have window cleaning in a separate, financially independent department, so that they would de facto be able to keep this area separate. Some of the large companies also use (large) subsuppliers for window cleaning. There is also a big difference between window cleaning (re environmental issues) and ordinary everyday cleaning. There is thus a need for separation of the two types of service (and for it to be possible to choose freely whether to Nordic Ecolabel one, the other – or both).

Special cleaning such as disinfection (of e.g. swimming baths, saunas and hospitals) and so on is not covered by the requirements. This is among other things because the development of the EU's new biocide directive can be expected to entail that only a few biocides are approved. This is also an expensive process, and many adverse biocides will be stopped on environmental and health-related grounds.

It would be a major task to expand the product group with all types of special cleaning, while the environmental benefit might be relatively small. This is among other things because the range of chemicals used for special cleaning is very broad, and would require considerably expanded knowledge. Most of the cleaning which takes place lies within the "ordinary cleaning" definition, so that the work of

obtaining licences within this cleaning area will yield far higher environmental gains for the resources used.

7.3 General requirements of the applicant

01 Description of the company and service (W)

The applicant must describe its company and subsuppliers* (both Nordic Ecolabelled and non-Nordic Ecolabelled) of cleaning services delivered, in accordance with Appendix 7. Temp agencies used must also be stated.

The proportion of cleaning which is undertaken by subsuppliers that are not Nordic Ecolabelled may not exceed 10% of the revenue from what is covered by the licence (ordinary cleaning and/or window cleaning).

**Subsuppliers of cleaning services: see also requirement O20 Subsuppliers*

- Describe the company and the service delivered and required to be Nordic Ecolabelled, in accordance with Appendix 7.
- Documentation of the proportion of the annual revenue and the tasks delivered by the individual subsuppliers and temp agencies. State licence number for Nordic Ecolabelled subsuppliers.

Background to requirement O1 Description of company and service. The background to this requirement is, from the start, to have an overview of the company's activities and use of subsuppliers and temp agencies. In version 2 of the criteria there was no requirement concerning the proportion of operations required to fulfil the requirement. Certain minimum requirements were only set with regard to collective agreements and taxation for subsuppliers/temps whose work exceeds 30% of the cleaning work. Theoretically, this might entail that a very large proportion of the cleaning work could be undertaken without complying with the Nordic Ecolabelling requirements.

The requirement has therefore now been set that the cleaning which is undertaken by subsuppliers that are not Nordic Ecolabelled may not exceed 10% of the revenue from what is covered by the licence (ordinary cleaning and/or window cleaning). The equivalent requirement for Textile Service is 1%. See also own requirements of subsuppliers that are not Nordic Ecolabelled.

02 Square metres cleaned

The applicant must calculate the number of square metres of floor area cleaned in one year.

Square metres cleaned is the surface which is cleaned in accordance with the product group definition: e.g. ordinary cleaning, deep cleaning, floor care and vacuuming of carpets and carpet cleaning. This also includes inspection whereby cleaning staff in principle only go through the room to check the need for cleaning and empty waste containers.

If the applicant offers special cleaning or other services in addition to cleaning, these must be separated from cleaning on calculating the number of square metres cleaned in the course of the year.

Window cleaning is exempt from requirement O2.

There are two alternative ways of calculating the number of square metres cleaned:

1) Based on details of cleaning frequency and square metres in the contracts. See the calculation example in Appendix 1, section 2.

2) Based on the number of production hours/FTEs:

Number of m² in one year = number of FTEs x 330,000 m²

Number of FTEs is multiplied by a template value for FTEs (a full-time employee is estimated to clean 330,000 m² per year).

- ☒ Report on the calculation of the number of square metres of floor area cleaned in the course of a year, without any services that are not covered by the licence application.

For alternative 1:

a) Overview (spreadsheet) of all customers showing the number of square metres cleaned per week or per month, and multiplied up for one year.

b) Enclose copies of five contracts stating the number of square metres.

For alternative 2:

Overview of employees showing the ratio of an FTE they work

Background to requirement O2 Square metres cleaned

Definition of square metres cleaned

Requirement O2 and the calculation of square metres cleaned are central to the criteria for cleaning services. Viewed from an LCA perspective, it is important to calculate the environmental impact in a functional unit which relates to the service. It is therefore appropriate to use "m² cleaned" as this unit. The other requirements are related to this, which makes it possible to guarantee a low environmental impact per "functional unit".

Nordic Ecolabelling is aware that m²-based cleaning is not optimum as there is a difference between e.g. deep cleaning, ordinary cleaning, floor care or vacuuming of carpets, and inspection, when cleaning staff in principle just go through the room to check that everything is OK, and empty waste containers.

Nordic Ecolabelling has identified two challenges relating to "m² cleaned" as the functional unit:

- The risk that, for the same type of cleaning task, varying numbers of m² cleaned are reported (some may e.g. report both inspection and actual cleaning, and others only actual cleaning).

- The variation in consumption of chemicals between the different cleaning activities.

In order to resolve the first challenge and to ensure the Nordic Ecolabel's credibility, it is important to have a clear definition of "m² cleaned". This has therefore been clarified in this version of the criteria.

In order to handle the second challenge, during the evaluation of version 2 it was discussed how far the requirement should differentiate between the total number of m² (for the bag and fuel requirements) and "actual m² cleaned" (for the chemicals requirement). Ideally, the actual m² cleaned/washed should be applied to the chemical requirement. To arrive at the "actual m² cleaned" the square metres of inspection and vacuuming of mats, which are the main activities for

which chemicals are not used, should be deducted from the total number of square metres.

Setting this differentiated requirement would require a lot of work being applied to the applications, however. Many licence holders find it difficult enough to compile the number of m² cleaned. Companies that use the alternative "number of FTE" to calculate m² will face further difficulties.

To examine what is possible in practice, the sector was contacted during the revision. Based on Nordic Ecolabelling's wish for simple criteria and the licence holders' feedback, there is no wish to differentiate the requirement.

The number of square metres cleaned can never be a completely exact functional unit, and the difficulty in differentiating m² is not proportional to the environmental benefit achieved. A uniform "m² cleaned" is the most appropriate unit we have, and a measurement which most operators in the sector know and measure by.

Calculation of the number of square metres cleaned

All of the environmental requirements for cleaning services (apart from an alternative requirement for fuel) are calculated using the "per m²" unit. It is therefore important that the number of square metres cleaned is calculated on a correct basis.

The primary method for the company to find the number of m² cleaned is set as the calculation of m² cleaned via calculation of areas and cleaning frequency (alternative 1). Many cleaning companies have invested in a planning system to which customers' floorplans can be added, with details of the frequency at which the various areas are cleaned. This programme can, relatively simply, give the cleaning company key figures for the number of m² they clean.

We also have the alternative of finding a representative figure for per m², if we only have statements of the number of FTEs delivered in the cleaning service (alternative 2).

Background to the template value for the calculation of the number of m² cleaned

Experience shows that there have only been a few cases (for individual customers within a licence) with a need to use the conversion factor from working time to m² (alternative 2).

In version 2 of the criteria for Cleaning Services, it was assumed that an FTE represented 1,700 hours and that a cleaner could clean 175m²/hour, so that one FTE was equivalent to 297,500 m². Nordic Ecolabelling has been criticised for this assumption by major private cleaning companies, who believed that this was set too low. They believe that an FTE is more than 1,700 hours (in Norway approximately 1,950 hours per FTE is used) and that a cleaning assistant can manage much more than 175 m²/hour. However, this very much depends on what is being cleaned. For large, open surfaces, far more than 175 m²/hour can be

covered, but for many small rooms, offices with a lot of furniture, or private homes, fewer m2/hour will be covered. A sub-goal of the revision of version 3 of the criteria was to revise the template value.

In total, ten licence holders, from among all Nordic countries, have provided us with data to revise the template value. The result spans between 300,000 and 500,000 m2 per full-time employee and year. The median value is 348,955 m2/FTE. To ensure that the template value continues to be lower than the average, to give a worst case in the absence of more detailed information, Nordic Ecolabelling has updated the template value to 330,000 m2/FTE.

Window cleaning

A conclusion from the evaluation of the criteria for Cleaning Services, version 2, was that it is particularly important to have a clear definition of "m2 cleaned" if the product group is to be expanded with window cleaning. After speaking to several licence holders and window cleaning companies during the revision process for version 3, it emerged that the contract is not based on square metres, but rather on the number of windows or panes. There are thus no details of the number of square metres cleaned. Window cleaning is therefore exempt from requirement O2.

7.4 Requirements concerning chemicals

O3 Information about chemicals (W)

Chemicals are all chemical products for cleaning, floor care, window cleaning and textile detergents to wash cloths and mops (both internally and at external laundries) (see the table in Appendix 2). For several of the chemical requirements it may be relevant for Nordic Ecolabelling to receive documentation directly and confidentially from the chemicals supplier. Based on this documentation, Nordic Ecolabelling will be able to notify the licence applicant of whether the requirement is complied with or not.

- Consumption of chemicals is compiled on an annual basis.
- An updated procurement list is also enclosed.
- For each chemical, as a minimum the following must be enclosed:
- Supplier's instructions for use/safety data sheet*.
- A brief description of the product's function and dosing, including opportunities for dosing devices (pumps, measuring cups, injection systems, dosing systems). This may be described in the supplier's instructions for use.

**A safety data sheet is only required for chemicals that are not ecolabelled.*

- Confirmation from suppliers with product name and volume purchased per product on an annual basis.
- The company's procurement list for chemicals.
- Statement of who is responsible for procurement of chemicals in the cleaning company.
- Supplier's instructions for use/safety data sheet for chemicals that are not ecolabelled, and a brief description of the chemicals' function and dosing (can be stated in the supplier's instructions for use).

Background to requirement O3 Information concerning chemicals

Confirmation from the supplier concerning product and volume, which is necessary to assess compliance with the requirements. Copies of procurement lists have proved to be necessary in order to ensure a quality-assured procurement policy going forward that is in harmony with previous documentation, and to ensure ongoing compliance with the requirements. Safety data sheets ensure that it is known what to do in the event of occupational accidents and show the product's classification. A description of function and dose is necessary to ensure optimum use.

O4 Correct dosing (W)

To ensure correct dosing, all employees must have dosing devices or measuring cups available, where cleaning takes place. This must be part of the company's procedures.

☒ Copies of procedures to show compliance with the requirement.

☞ Checked during inspection visits.

Background to requirement O4 Correct dosing

One of the greatest environmental impacts on using chemical cleaning agents is the over-dosing of chemicals. This is often because the person in question does not have correct measuring/dosing equipment and they wish to be sure that they do not dose too low. By requiring dosing devices/measuring cups to be made available to cleaning staff, Nordic Ecolabelling is preventing over-dosing, as far as possible.

O5 Consumption of chemicals (W*)

Consumption of chemicals* exceeding 300 microlitres**/m² is not permitted.

**The volume of chemicals for window cleaning is not included in other chemicals consumption, but stated separately.*

Consumption is calculated on the basis of the total volume of cleaning agent used (including water in the product). Textile detergent for washing of mops and cloths (both for internal laundering and at external laundries) must also be included. Textile detergent in powder form must be multiplied by four to calculate the consumption of chemicals.

See Appendix 2 for examples of the cleaning agents included. Chemicals for special cleaning purposes can be excluded from the calculation.

Chemicals which are handled by the cleaning company for the customer, without this being directly related to the cleaning service, such as filling of dishwasher detergent in the customer's dishwashers, filling of hand washing-up liquid for the customer's use, or handwash in toilets, is not included.

*** 1 litre = 1,000,000 microlitres. 1 microlitre = 0.000.001 litre.*

☒ Calculation of total consumption of cleaning agents (including textile detergents for own and external washing machines) per m². A completed Appendix 3 can be used (can be requested electronically from Nordic Ecolabelling).

☒ State the volume of chemicals used for window cleaning, separately from other consumption of chemicals.

On using external laundries for washing of cloths and mops, the following must be documented, in order to calculate the total consumption of chemicals:

- ☒ Confirmation from the laundry of the volume of textile detergent used per kg of mops and cloths. Alternatively, the template value of 18 ml/kg can be used.
- ☒ A confirmation or invoice from the laundry showing the number of kg of mops and cloths that are laundered per year.

Background to requirement O5 Consumption of chemicals (W*)

Consumption of chemicals has been selected as one of the indicators included to reduce ecotoxic substances, improve the working environment and set targets to reduce consumption of resources.

Together with transport, consumption of chemicals is perhaps the most significant environmental impact from cleaning services. This concerns cleaning agents, textile detergents and floor polish. Reducing consumption of chemicals, and thereby water, will also reduce the working environment impact of repeated heavy lifting.

There is great variation in the consumption of chemicals, depending on the cleaning tasks involved.

Methods for dry cleaning using microfibre mops or cloths use less chemicals during actual cleaning, but they are not "chemical-free" methods, since chemicals are used to wash mops and cloths after use (10-40% of the total consumption, is the experience from licensing). Use of deionised water (also called "active water") is another way to reduce the use of chemicals.

In isolated terms, the degree of soiling has a great influence on the amount of chemicals used. In overall terms, however, the degree of soiling is less significant, the more different customers the cleaning firms have.

The requirement has not been completely clear with regard to whether external laundries' chemicals consumption should be included. As the environment is affected, whether laundering takes place internally or externally, external consumption of chemicals must also be included. The requirement is therefore clarified.

On using external laundries, the chemicals which they use to wash the applicant's mops and cloths are included. The alternative to using the laundry's data is to use a conservative value (18 ml/kg) based on experience from the licensing of textile detergents for professional use. Textile detergent in powder form must be multiplied by four to calculate the consumption of chemicals. This is to compensate for the water content of liquid products, so that the consumption of chemicals, whether in liquid or powder form, is comparable.

The threshold value for chemicals consumption is tightened from 640 to 300 microlitres/m² after a review of licences given as from 2012. There is great variation in the data, but the new threshold value should definitely be realistic. A few have consumption below 100 microlitres/m².

The volume of chemicals used for cleaning windows is only set as an information requirement. This is because this is the first time window cleaning is included in the

criteria. In addition, it has proved difficult to relate the consumption to a specific unit. "Square metres cleaned" is not suitable in this case, since cleaning companies do not use this unit for their tasks.

Chemicals that are used by subsuppliers:

- If the subsupplier uses the applicant's chemicals (which the applicant has purchased) - the volume of chemicals shall be included
- If the subsupplier is Nordic Ecolabelled and uses its own chemicals - the volume of chemicals shall not be included (as for Textile services and use of subsuppliers)
- If the subsupplier is not Nordic Ecolabelled, the volume of chemicals shall not be included (only 10% of the revenue can be from subsuppliers that are not Nordic Ecolabelled) - but, as in the criteria for Textile services, the chemicals must fulfil the requirements on hazard classification and substances.

In this way, a relatively large "environmental control" is achieved, without being overly bureaucratic.

P1 Consumption of chemicals*

- Consumption of less than 133 microlitres of chemicals/m² area cleaned: 5 p
- Consumption of between 133-166 microlitres of chemicals/m² area cleaned: 4 p
- Consumption of between 167-199 microlitres of chemicals/m² area cleaned: 3 p
- Consumption of between 200-232 microlitres of chemicals/m² area cleaned: 2 p
- Consumption of between 233-266 microlitres of chemicals/m² area cleaned: 1 p
- Consumption of between 267-300 microlitres of chemicals/m² area cleaned: 0 p

For an explanation of the calculation, see O5 Consumption of chemicals.

**The volume of chemicals used for window cleaning is not included among the other chemical consumption, but is reported separately.*

☒ See O5 Consumption of chemicals.

Background to requirement P1 Consumption of chemicals

The point requirement has been tightened in line with the mandatory requirement, O5 Consumption of chemicals.

O6 Other ecolabelled chemicals (W)

Minimum 90% of the chemical products used for ordinary cleaning must be ecolabelled* Up to 25 microlitres** of "non-ecolabelled" chemicals/m² are exempt from the requirement and not included in the calculation.

A volume with "non-ecolabelled" chemicals equivalent to 25 microlitres/m² can thus be deducted from the total volume of chemicals. Of the remaining volume, minimum 90% must be ecolabelled.

Minimum 60% of all window-cleaning agents must be ecolabelled*.

The ratio is calculated as % by volume of the total volume of chemicals used per year. See under Appendix 2 which chemicals are the basis for calculation of the ratio of ecolabelled chemical products.

**An ecolabelled chemical product is licensed under the Nordic Ecolabel, the EU Ecolabel or Good Environmental Choice (the Swedish Society for Nature Conservation's ecolabel).*

*** 1 microlitre = 0.000.001 litre.*

- Report on the ratio of ecolabelled chemical products in accordance with the requirement.

Background to requirement O6 Ratio of ecolabelled chemicals

As previously stated, chemicals are significant to cleaning companies' environmental impact. Ratio of ecolabelled chemicals has been selected as one of the indicators included in the point sum requirement on the basis of Nordic Ecolabelling's aim to reduce ecotoxic substances in the aquatic environment.

A large proportion of the chemicals used in the sector can be ecolabelled under the ecolabelling systems in the Nordic region (such as the Nordic Ecolabel, the EU Ecolabel or Good Environmental Choice). The ratio of ecolabelled cleaning agents provides good opportunities to pick an ecofriendly solution. In addition, the requirements of non-ecolabelled chemicals are relatively limited compared to the requirements made of ecolabelled chemicals, so that it is important to have a certain ratio of ecolabelled products.

The requirement is easy to document, since chemicals suppliers can provide lists of the chemicals that are ecolabelled, and the amounts purchased.

Experience with this requirement shows that companies that apply for Nordic Ecolabelling typically cut down the amounts of the various products they use, and significantly increase the ratio of ecolabelled products. Data collected for the evaluation shows that the mean value for the Nordic Ecolabelled companies is 87% (the evaluation's data collection from 2014). The requirement is therefore tightened from today's 50% to 90%, but only for the ratio of the chemicals consumption which exceeds the triviality limit of 25 microlitres of chemicals/m².

The intention behind this triviality limit is that companies which use very few chemicals should not be "punished" due to the chemical requirement. Without this triviality limit, a company using non-ecolabelled floor care products, but no other chemicals, would not fulfil the requirement. Another company that uses the same amount and type of floor care products, and many ecolabelled chemicals, would fulfil the requirement.

P2 Ecolabelled chemicals

If the ratio of ecolabelled chemicals is 97-100% by volume: 3 points

If the ratio of ecolabelled chemicals is 92-96% by volume: 2 points

The ratio is calculated in the same way as in O6 (where a volume of non-ecolabelled chemicals equivalent to 25 microlitres/m² can be deducted before the calculation is made).

☒ See O6 Ratio of ecolabelled products

Background to requirement P2 Ecolabelled chemicals

In version 2 of the criteria, this requirement gives up to 5 points. As the mandatory threshold value has been raised, there is no scope to differentiate the points in the same way. The requirement still has a high RPS and we wish to stimulate sales of Nordic Ecolabelled cleaning agents. Therefore relatively high points should be given (maximum 3 points)

07 Non-ecolabelled chemical products, hazard classification (W)

Chemical products that are not ecolabelled must not be subject to classification as stated in the following table. Chemical products included in wet-wipes and chemicals added to mops (soap cartridges delivered in wet mops) are also subject to this requirement and requirement O8. Chemicals to wash mops and cloths (both internal laundering and at external laundries**) are also included.

Hazard class and hazard category	H clause
Hazardous to the aquatic environment Acute category 1 Chronic categories 1-4	H400, H410, H411, H412, H413
Acute toxicity Categories 1-4	H300, H310, H330, H301, H311, H331, H302* H312*, H332*
Specific target organ toxicity - single exposure/repeated exposure STOT SE categories 1-2 STOT SE category 3 (solely applies to spray products) STOT RE categories 1-2	H370, H371, H372, H373 H335 (solely applies to spray products)
Serious eye damage Category 1 (solely applies to spray products)	H318 (solely applies to spray products)
Aspiration hazard Category 1	H304:
Sensitisation on inhalation or skin contact Category 1/1A/ 1B	H334, H317 or labelled with the clause "Contains (name of the sensitising substance) May cause an allergic reaction". ***
Carcinogenic Category 1A/1B/2	H350, H351
Germ cell mutagenicity Category 1A/1B/2	H340, H341
Reproductive toxicity Category 1A/1B/2	H360, H361, H362

Please note that the manufacturer of the raw material/product is responsible for the classification.

Exemption:

-*Professional products may be labelled H302, H312 and H332 if the packaging is designed so that the user is not in contact with the product.

- **For washing at Nordic Ecolabelled laundries, documentation of the chemicals used is not necessary.

- ***Textile detergents are exempt from requirements H334 and H317 or labelled with the clause "Contains (name of the sensitising substance). May cause an allergic reaction".

- ☒ The product's safety data sheet in accordance with Appendix II of REACH (Regulation 1907/2006/EC). If the product is labelled H332, H312 or H302) a description of the packaging's design must be enclosed.
- ☒ Declaration from the cleaning company that products classified as H318 and H335 are not to be used in spray bottles in either diluted or undiluted form.

Background to requirement O7 Non-ecolabelled chemical products, hazard classification (W)

Use of chemicals is of great significance to the environmental impact of cleaning services. Requirements of non-ecolabelled chemical products are selected on the basis of Nordic Ecolabelling's objective to reduce ecotoxic substances in the aquatic environment, and in order to safeguard the working environment. The table in requirement O7 (Non-ecolabelled chemical products, hazard classification) is updated in accordance with the CLP regulation and harmonised with the requirements for Nordic Ecolabelling of Cleaning Agents. The requirement has been tightened from version 2.5 by the introduction of a prohibition of substances which are labelled "Contains" (name of the sensitising substance) May cause an allergic reaction". In addition, spray products classified as H335 (STOT SE category 3) or H318 (Serious eye damage, category 1) are excluded. It is specified that the requirement is also to apply to chemicals added to mops at laundries (e.g. as a cartridge which releases soap during use).

In version 2 the requirement has not been completely clear with regard to whether external laundries' chemicals consumption should be included. As the environment is affected whether laundering takes place internally or externally, external consumption of chemicals must also be included. The requirement is therefore clarified.

O8 Non-ecolabelled chemical products, substances that may not be included (W)

For chemical products**** that are not ecolabelled, the following constituent substances may not be included¹:

- Reactive chlorine compounds, such as sodium hypochlorite.
- Chlorinated organic compounds
- Alkylphenol ethoxylates (APEO) and/or alkylphenol derivatives (APD)
- Linear alkylbenzene sulphonates (LAS)
- EDTA* and its salts
- DTPA
- Nanomaterials/particles**
- Poly- and perfluorinated alkylated substances (PFAS)***
- Methylidibromo glutaronitrile (MG)
- Optical brighteners
- Nitromusk and polycyclic musk compounds
- Substances considered to be potential endocrine disruptors in category 1 or 2 on the EU's priority list of substances that are to be investigated further for endocrine disruptive effects. The full list can be found at

http://ec.europa.eu/environment/chemicals/endocrine/pdf/final_report_2007.pdf (Appendix L, page 238 ff.)

- Substances evaluated by the EU to be PBT (Persistent, bioaccumulable and toxic) or vPvB (very persistent and very bioaccumulable), in accordance with the criteria in Appendix XIII in REACH, and substances that have not been assessed yet, but fulfil these criteria.
- Substances on the Candidate List: <http://echa.europa.eu/candidate-list-table>
- Substances classified as CMR (categories 1 and 2) in accordance with CLP.

Chemicals added to mops (e.g. soap cartridges delivered in wet mops) must fulfil the aforementioned requirements. Chemical products included in wet-wipes are also subject to this requirement.

1. Unless otherwise stated, the constituent substances are all substances in the product, including additives (i.e. preservatives or stabilisers) in the ingredients, but not impurities from the ingredient production.

Impurities are defined as residual products from production, including raw material production, that can be found in the final product in concentrations below 100 ppm (0.0100% by weight, 100 mg/kg), but not substances added to a raw material or product deliberately and for a purpose, regardless of amount. However, impurities at the raw material level at concentrations of over 1.0% of the raw material will be regarded as constituent substances. Substances/products known to be liberated by a constituent substance are also themselves considered to be constituent substances.

**Solid soap products (such as e.g. soap flakes) may be included with a maximum overall content of up to 0.06% EDTA and phosphonates.*

***Nanomaterial/particles are defined in accordance with the European Commission's definition of nanomaterial dated 18 October 2011 as "a natural, incidental or purposely manufactured material containing particles, in an unbound state or as an aggregate or as an agglomerate and where, for at least 50% of the particles in the number size distribution, one or more external dimensions is in the size range 1–100 nm." Examples include ZnO, TiO₂, SiO₂, Ag and Iaponite with particles of nanosize in concentrations above 50%. Polymer emulsions are not considered to be a nanomaterial.*

****Sealers, floor polish and floor wax are exempted. See requirement O9 for these product types.*

*****Chemical products included in wet-wipes and chemicals added to mops (soap cartridges delivered in wet mops) are also subject to this requirement. Chemicals to wash mops and cloths (both internal laundering and at external laundries) are also included.*

- Duly completed and signed declaration, Appendix 6. Products used for washing at Nordic Ecolabelled laundries are not required to be documented.

Background to requirement O8 Ratio of non-ecolabelled chemical products; substances that may not be included

The substances that may not be included now generally correspond to equivalent requirements in Nordic Ecolabelling of Cleaning Agents, with the exception of the definitions of constituent substances and nanomaterials, which have been updated. The reasons for the individual substances' exclusion can be seen in the background document to Nordic Ecolabelled Cleaning Agents.

In some situations, the use of particular chemicals is required by customers. This might e.g. concern specific agents to clean specific equipment, whereby special agents may be required in order to maintain the product guarantee. In this situation, the manageability of the cleaning service will be very low, which will fortunately also typically concern volumes. Due to the low manageability, Nordic Ecolabelling has granted an exemption from the requirement, so that in cases where objective grounds exist, it is possible to exempt a product for a specific application from the requirement.

09 Content of fluorosurfactants and silicone surfactants in sealers, floor polish and floor wax

Fluorosurfactants in sealers, floor polish and floor wax are exempt from the PFAS requirements in O8.

Fluorosurfactants in sealers, floor polish and floor wax

Fluorosurfactants may only be included in amounts equivalent to 0.025% w/w in sealers, floor polish and floor wax.

The constituent fluorosurfactants' fluorinated carbon chain length must be less than or equivalent to 5.

Condition: If the product contains silicone surfactants, fluorosurfactants may not be included in the product.

- ☒ For sealers, floor polish and floor wax: Calculation of the amount of fluorosurfactants in the product, showing that the concentration does not exceed 0.025% w/w (see Appendix 6).
- ☒ Documentation from the producer showing that the fluorosurfactants' carbon chain length is less than or equivalent to 5 (see Appendix 6).

Silicone surfactants in sealers, floor polish and floor wax

Silicone surfactants may only be included in amounts equivalent to 0.25% w/w in sealers, floor polish and floor wax.

Condition: If the product contains fluorosurfactants, silicone surfactants may not be included in the product.

- ☒ For sealers, floor polish and floor wax: Calculation of the amount of silicone surfactants in the product, showing that the concentration does not exceed 0.025% w/w (see Appendix 6).

Background to requirement 09 Content of fluorosurfactants and silicone surfactants in sealers, floor polish and floor wax

The criteria for the Nordic Ecolabelling of floor care products have been withdrawn and will lapse as of 31 October 2017. This is because an evaluation of this product group has shown that it is not possible to find environmental good alternatives. The most problematic constituent substances include fluorosurfactants which are environmental toxins. Silicone surfactants also have negative environmental characteristics. Since it appears to be difficult to make sealers and floor polish without using fluorosurfactants, there is a requirement on the maximum permitted amount of fluorosurfactants and silicone surfactants in the criteria for Cleaning services. At the same time, the carbon chain length is also restricted, in order to avoid the fluorosurfactants with the greatest negative environmental impact.

Nordic Ecolabelled floor care agents are deemed to ecolabelled up to and including 31 October 2017. Thereafter they will be included in the category of "non-ecolabelled chemical products",

010 Perfume and preservatives in products using spray bottles (W).

Perfume and/or allergenic preservatives (classified as H317 or H334) may not be included in spray products. This includes "ready to use" products and products transferred to spray bottles/trigger spray bottles by the cleaning firm.

- ☒ Description of procedures to show compliance with the requirement.
- ☒ The procurement list must mark which products are sprays or are refilled to spray bottles.

Background to requirement 010 Perfume and preservatives in products using spray bottles (W).

The background to this requirement comes from the report "Cleaning sprays, chemicals, asthma and COPD" which has shown that persons who have worked with cleaning for more than one year are at significantly greater risk of developing asthma and COPD than the rest of the population.

An overview from 2006 (Steinar K. Nilsen, cand. real (PhD), senior researcher, SINTEF Byggforsk) showed that cleaning work increases the risk of asthma for professional cleaners and other occupations that are involved in cleaning work.

To reduce this risk for the employees of a company offering Nordic Ecolabelled cleaning services, we have prohibited the use of perfumes and sensitising preservatives in products used in spray bottles by the employees.

Perfume and allergenic preservatives may not be included in current requirements of spray products in Nordic Ecolabelled Cleaning Agents (K9 e) for perfume and requirement K5 Sensitising substances (for preservatives). Other cleaning agents are not subject to equivalent limitations.

To ensure that products transferred to spray bottles/trigger spray bottles by the cleaning company itself do not contain perfume or allergenic preservatives either, a procedure to ensure this is required to be drawn up (e.g. by always checking the safety data sheet or product information sheet for the relevant products).

7.5 Transport requirements

If the applicant does not have vehicles that are used in conjunction with cleaning, the transport requirement will lapse.

011 The proportion of EURO 5b vehicles (W)

The proportion of EURO 5b vehicles (commercial vehicles and passenger vehicles) must make up a minimum of 95% of the total fleet of vehicles. Alternatively at least 95% of the companies' total driven kilometers per year shall be driven in vehicles that meet the EURO 5b standard.

The requirement concerns the company's own and leased passenger vehicles and commercial vehicles that are driven in connection with cleaning services. Vehicles used by supervisors, operations managers, cleaning assistants, planners, inspectors, etc. are subject to the requirement.

Electrically powered vehicles are excluded from this calculation. Hybrid vehicles must meet the EURO 5b standard.

- ☒ Enter the total number of vehicles. Document which Euronorm every vehicles meets. Enter the number and percentage of vehicles that are EURO 5b. Alternatively, enter the number of kilometers driven in total, and the number of kilometers driven by EURO 5b vehicles.

Background to requirement O11 The proportion of EURO 5b vehicles (W)

This requirement is similar to the one in version 2, but has been updated to EURO 5b similar to the criteria for Nordic Ecolabelling of Textile services (laundries).

In cases where cleaning takes place on an internal basis, within the public sector or in private companies, there are no vehicles specifically for cleaning. The requirement concerning for transport under own auspices therefore lapses.

O12 Maximum consumption of fuel for transport (W)

The requirement can be fulfilled in two ways (for window cleaning only A can be used):

A) The total consumption of fuel for transport may not exceed 9.0 l petrol/diesel */100 km

or

A) The total consumption of fuel for transport may not exceed 0.75 ml petrol/diesel */m²

Electrically powered vehicles are excluded from the requirement.

The requirement concerns the company's own and leased passenger vehicles and commercial vehicles that are driven in connection with cleaning services. Vehicles used by supervisors, operations managers, cleaning assistants, planners, inspectors, etc. are subject to the requirement.

** If other types of fuel than petrol or diesel are used, their energy content is converted to the equivalent energy content in litres of petrol, as follows:*

- number of litres of biodiesel = number of litres of petrol

- number of litres of bioethanol x 0.61

- number of kg of hydrogen x 3.6

***1 litre of petrol = 1,000 ml*

Nordic Ecolabelling can approve conversion factors based on lower calorific value for other types of fuel (e.g. gas), if these can be documented.

- ☒ A) Consumption in l (petrol/diesel)/100 km: Calculation of the total annual consumption of fuel for transport per 100 km driven. General data from the car manufacturer concerning the vehicle's fuel economy is not sufficient.
- ☒ B) Consumption in ml/m²: Calculation of the total annual consumption of fuel for transport per m² cleaned.

Background to requirement O12 Maximum consumption of fuel for transport (W)

Together with consumption of chemicals, petrol and diesel consumption account for the most significant environmental impacts from cleaning services. Transport

indicators are set up on the basis of Nordic Ecolabelling's aim to reduce energy consumption and reduce airborne environmental pollution.

There is great variation in fuel consumption, depending on whether we drive in urban areas, or over long distances. Therefore two alternatives are given for measurement of consumption: either per 100 km driven, or per m² cleaned.

In a few cases, private vehicles are used for work purposes, where employees are compensated for actual mileage and not fuel consumption. In such cases, there is only little manageability for the company, nor is it possible to compile the actual fuel consumption. In these cases, a value of Xml/km for passenger vehicles and Yml/km for commercial vehicles can be assumed– or alternatively the starting point can be the vehicle's EU-mix fuel consumption x 1.5. The reason for multiplying by a factor is that the fuel consumption measured in EU tests is lower than the actual consumption for normal transport. In a recent statement from ICCT (ICCT, 2015) it was shown that there is 40% higher consumption in reality, and that the difference between tests and reality has increased historically over time, so that a factor of 1.5 is used to ensure that it is at the higher end and that it is not an immediate calculation advantage to drive passenger vehicles.

As the use of electrically powered vehicles contribute to reduced local pollution, these are exempted from the requirement.

Point requirements P3 and P4

The applicant must only use one of the requirements, P3 or P4, depending on whether requirement O12 has been documented via alternative A or B. The applicant can only use points from one of them for the overall point total.

The requirement concerns the company's own and leased passenger vehicles and commercial vehicles that are driven in connection with cleaning services. Vehicles used by supervisors, operations managers, cleaning assistants, planners, inspectors, etc. are subject to the requirement.

P3 Fuel consumption* for transport

Fuel consumption for transport below 0.15 ml/m²: 5 p

Fuel consumption for transport between 0.15-0.29 ml/m²: 4 p

Fuel consumption for transport between 0.30-0.44 ml/m²: 3 p

Fuel consumption for transport between 0.45-0.59 ml/m²: 2 p

Fuel consumption for transport between 0.60-0.70 ml/m²: 1 p

**Fuel consumption calculated in ml of petrol/diesel as in requirement O12
Maximum consumption of fuel for transport.*

Consumption in ml/m²: Calculation of the total annual consumption of fuel for transport per m² cleaned.

Calculation as in requirement O12 Maximum consumption of fuel for transport

P4 Fuel economy*

Fuel consumption for transport below 5.0 l/100 km: 5 p

Fuel consumption for transport between 5.0-5.9 l/100 km: 4 p

Fuel consumption for transport between 6.0-6.9 l/100 km: 3 p

Fuel consumption for transport between 7.0-7.9 l/100 km: 2 p

Fuel consumption for transport between 8.0-8.5 l/100 km: 1 p

**Fuel consumption calculated in litres of petrol/diesel as in requirement O12
Maximum consumption of fuel for transport. Consumption is the total
consumption of fuel for transport per number of km driven. General data from the
car manufacturer concerning the vehicle's fuel economy is not sufficient.*

- ☒ Calculation as in requirement O12 Maximum consumption of fuel for transport

Background to requirements P3 Fuel consumption* for transport, and P4 Fuel economy

See requirement O12 Maximum consumption of fuel for transport.

7.6 Waste requirement

P5 Bags

The applicant must calculate the number of bags used for refuse bins and wastepaper baskets in milligrammes (mg) per number of square metres (m²) cleaned during the year. The point distribution is as follows:

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

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

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

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

Consumption of over 200 mg bags/m²: 0 p

Refuse sacks for cleaning trolleys are not included.

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

*If the applicant has plastic bags and lacks details of the weight of a bag, a weight
of 10 grammes per plastic bag can be used.*

*If the applicant has one or several customers where the responsibility for
emptying refuse bins is not part of the cleaning service, or the cleaning company
does not have a say in which bags the customer uses (they only empty the refuse
bins) the consumption of waste bags for this customer must not be included.
However, the number of m² cleaned at this customer must also be deducted
from the calculation of the consumption of refuse bags.*

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

Background to requirement P5 Bags

The investigation concerning the development of the criteria for version 1 showed that in 85% of cases the waste volume from cleaning services came from refuse bags, and refuse sacks and plastic bags alone accounted for 45%. The other fractions were much smaller. The project group has no reason to believe that this waste distribution has changed in the cleaning sector, so that it is still highly relevant to make this requirement for refuse bags.

The operator can influence the consumption of bags by not emptying wastepaper baskets if there is very little waste, using smaller or thinner bags in waste bins, or not putting waste bags in wastepaper baskets that are solely used for paper. On

the other hand, the consumption of refuse sacks depends on the waste that is produced at the customer.

Nordic Ecolabelling has experienced how the requirement has changed environment. One licence holder has switched to thinner refuse bags and other licence holders have reduced the consumption of bags, merely by announcing that they were now keeping track of consumption of e.g. plastic bags. This avoids waste for the customer and makes cleaning assistants more aware that this environmental parameter is also measured.

Many of our licence holders clean for customers that use a large number of refuse bins for which thin/small bags are used, but which cannot be designated as wastepaper baskets. This might be fixed-mounted waste bins at schools in playrooms, café areas in fitness centres, and so on. These are places where waste bins are not used to dispose of paper (wastepaper baskets). In the investigation for the development of criteria for version 1, the bags were divided into refuse sacks and refuse bags, and not whether the bags were placed in wastepaper baskets or other smaller waste bins. Nordic Ecolabelling believes, however, and therefore clearly writes, that in all cases this concerns thin waste bags. This also applies to bags used in schoolyards, toilets, fitness centres, etc.

The requirement is based on consumption of bags for waste bins and wastepaper baskets, since this is the largest waste fraction, and this fraction can be improved by the operator. The Nordic Ecolabelling Board stipulated that the requirement would apply to all bags and not just plastic bags, since this might be perceived as discrimination against certain materials, and there were actually some parties that used paper bags rather than plastic.

A weak aspect of this requirement is that there is very great variation between the operators. The reason may be that some operators have many customers with offices, and thereby more wastepaper baskets.

Nordic Ecolabelling has also found that some cleaning companies, especially home help services, do not have any control of the refuse bags used by their customers. They solely handle emptying the customer's waste bins, while the customers themselves buy the bags. In these cases, the consumption of refuse bags must not be included in the requirement. This also means, however, that the area cleaned for customers where the cleaning company has no control of the refuse bag type/consumption must not be included in the requirement.

Before the consultation proposal for version 3 was issued, it was investigated within the sector whether refuse sacks could be included. All of the cleaning companies contacted before were against the inclusion of refuse sacks. It was pointed out that there is no controllability here – the customers' refuse has to be disposed of regularly, no matter how full the sacks are. There is no control of the customer's refuse sorting system either.

Requirement level

Based on the licence data from version 2, the requirement appears reasonable and remains unchanged in version 3.

7.7 Use of ecolabelled products and services

P6 Purchase of ecolabelled products and services (maximum 7 points can be achieved for this requirement)

Use of ecolabelled products and services gives points as stated in the table below. Ecolabelled means products (goods and services) that carry the Nordic Ecolabel, the EU Ecolabel or the Good Environmental Choice (the Swedish Society for Nature Conservation's ecolabel). For workwear, GOTS is also included as an ecolabel. A maximum of 7 points can be achieved for this point requirement.

Product (% of purchase volume)	Point conditions	Points	Documentation
At least 90% of absorbent paper (kitchen paper rolls/household paper, paper towels and toilet paper) at the customer is ecolabelled.	Applies when the company is responsible for the purchase and replenishing of absorbent paper at the customer.	1 p	Overview of the cleaning company's purchase of ecolabelled absorbent paper (state supplier and ecolabel). Calculation of ecolabelled absorbent paper as a ratio of the total volume of absorbent paper delivered to customers by the cleaning company.
At least 50% of the cloth hand towel rolls at the customers are ecolabelled.	Applies when the cleaning company is responsible for handling cloth hand towel rolls at the customer.	1 p	Overview of the cleaning company's handling of ecolabelled cloth hand towel rolls (state supplier and ecolabel). Calculation of ecolabelled cloth hand towel rolls as a ratio of the total volume of cloth hand towel rolls delivered to customers by the cleaning company.
90% of the soap at customers' toilets is ecolabelled.	Applies when the company is responsible for the purchase and replenishing of soap at the customer.	1 p	Overview of the cleaning company's purchase of ecolabelled soap (state supplier and ecolabel). Calculation of ecolabelled soap as a ratio of the total volume of soap

			delivered to customers by the cleaning company.
Workwear	At least 50% of the workwear purchased for personnel (who clean) is ecolabelled.	1 p	Invoice or description showing that 50% of purchased workwear (in purchase value) is ecolabelled.
At least 70% of the cloths and mops used at the customer are ecolabelled.		1 p	Invoice or description showing the proportion of ecolabelled cloths and mops.
At least 50% of car washes take place in Nordic Ecolabelled vehicle wash installations.	Applies to washing of the cleaning company's car fleet.	2 p	Invoice or description showing the proportion of the company's total car washes the ecolabelled car wash covers.
100% of the laundry service	External laundry services which are purchased must be ecolabelled.	4 p	Invoice or description showing that the laundry service purchased is ecolabelled.
Minimum 50% ecolabelled products and services within other product groups*		1 p per product group, maximum 2 p	Invoice or description showing the proportion of the company's total purchase of the relevant product group which is ecolabelled.

*It is not possible to get points in P6 for ecolabelled chemical cleaning agents, which receive points in P2.

Background to requirement P6 Purchase of ecolabelled products and services

Cleaning companies are often responsible for replenishing e.g. toilet paper, soap and paper towels at the customer's premises. If ecolabelled products are used in these cases, the cleaning company has an influence on further environmental benefits with regard to their services. It must be noted that the requirement concerning the ratio of ecolabelled products must only be calculated on the basis of purchases for the customers for which they have a real responsibility and opportunity to influence the purchase. If the customer does not wish the cleaning company to have an influence on the procurement of various products, the cleaning company will not be held to account for this customer's purchases.

In addition, the cleaning company will have numerous purchases that are related to the cleaning service and which can be made ecofriendly via ecolabelled products. If the cleaning company thinks of the environment right down to these details, Nordic Ecolabelling would like to reward this.

The point requirement for ecolabelled products and service is reworded in this version. The proportions and opportunities to get points for use of Nordic Ecolabelled products and services in version 2 is assessed to have been a little distorted in terms of the areas that are most relevant for cleaning services in environmental terms. Nordic Ecolabelling therefore assesses there to be a need to adjust the weighting of the various requirements' points, with focus on the requirements considered to be more important than others. For example, Nordic Ecolabelled laundries are weighted higher, since washing mops constitutes a large proportion of the environmental impact of the cleaning services' consumption of chemicals. Car washing should be retained, while printed matter presents a minimum environmental impact in this context and is included in "Minimum 50% ecolabelled products and services within other product groups are ecolabelled."

7.8 Calculation of points

013 Calculation of points

The cleaning company must achieve minimum 14 points with transport and 11 points without. The table below gives a summary of the areas in which points can be scored.

Point score requirements	Number of points scored	Maximum points achievable
Consumption of chemicals		5 points
Ratio of ecolabelled chemicals		3 points
Transport (fuel consumption/ fuel economy)		5 points
Bags		4 points
Use of ecolabelled products and services		7 points
Total		

Calculation of points in accordance with the table.

Background to requirement O13 Point calculation

In version 3, the required minimum number of points is approximately 60% of the maximum achievable points - at the same level as in version 2. Points for ecolabelled chemicals are rather lower than for version 2, because the equivalent mandatory requirement has been tightened considerably. On the other hand, more points are given for the use of ecolabelled goods and services.

7.9 Quality

O14 System to follow up on cleaning quality (W)

The cleaning company must have a system for the monitoring of cleaning quality which gives objective and reproducible results. Objectivity and reproducibility can be achieved, for example, if the customer and cleaning company have agreed on the quality level and how the result is to be assessed. As a minimum, the cleaning company must prepare the following (in writing):

- Quality policy, including how the quality of the work is agreed and how results are followed up
- Management and control procedures
- Procedures for drawing up inspection reports

If the cleaning company has a system for evaluation of cleaning quality in accordance with the Nordic standard INSTA800 "Cleaning quality – Measurement system for evaluation of cleaning quality", this requirement will be fulfilled.

- Written quality policy, procedures and any forms used in conjunction with quality control.

Background to requirement O14 System to follow up on cleaning quality

It is not possible to set absolute requirements for the quality of cleaning, as it must be up to the customer and the cleaning company to agree on the quality, since different customers will have different requirements. Like other products and services for which Nordic Ecolabelling sets requirements, Nordic Ecolabelled cleaning services also depend on the best possible quality assurance. Certain minimum requirements have therefore been drawn up, including for a system to follow up on the agreed quality of cleaning.

There is a Nordic framework standard for quality control systems and a standardised Nordic system for the measurement and inspection of the agreed cleaning quality – INSTA 800. INSTA800 is more detailed and as such complies with the European standard. The latter is EN 13549 (2001) "Cleaning services – Basic requirements and recommendations for quality measuring systems".

Use of INSTA 800 is increasing, especially at hospitals. A guide to the standard can be purchased from e.g. www.ds.dk. Nordic Ecolabelling does not require use of this standard, since it is not yet so widely used. On the other hand, a control system must be established that is equivalent to those used by many of the forward-looking companies in the sector.

O15 Written work instructions (W)

The applicant must prepare written work instructions. These must cover the tasks that are included in the cleaning service.

There must be work instructions, which can e.g. include the information specified below, for the most common cleaning tasks. The instructions must be drawn up so as not to prevent variation in the work:

- Description: brief description of the work task (such as cleaning of corridors, cleaning of toilets, etc.)
- Quality: specification of the agreed quality (if no quality has been agreed, write "no quality agreed")
- Frequency: how often the task is to be performed (e.g. daily, weekly, annually, etc.) or the agreed quality must be achieved
- Object cleaned: which surfaces in the room are to be cleaned (e.g. floor, walls, fixtures, etc.)
- Current methods: description of methods and relevant equipment, machines and chemicals (several alternatives may be relevant and the employee chooses depending on e.g. degree of soiling)

If the applicant has a certified environmental management system (ISO or EMAS) which covers the cleaning that is to be ecolabelled, the requirement may be fulfilled by this system.

- Written work instructions
- If the applicant has a certified environmental management system, a copy of the certificate is submitted, as well as a copy of the sections of the system which concern work instructions.

Background to requirement O15 Written work instructions

In order to perform cleaning of the agreed quality and with the right handling of chemicals and machines, it is important that cleaning personnel have written instructions for the performance of the work and information about chemicals which they can use.

This information and these instructions must contribute as well as possible to the performance of cleaning in compliance with the ecolabelling requirements.

7.10 Ethics/working environment and environmental/quality management

O16 Regulatory requirements (W)

The cleaning company must ensure compliance with statutory requirements, including regulations concerning the working environment, as well as hygiene, health and safety. Failure to comply with this requirement may result in Nordic Ecolabelling revoking the licence.

- Signed application form

O17 Ethical requirements (W)

The applicant must comply with the following:

- Be registered for VAT and employer tax purposes and (in Finland) be "förskottssuppbörsregistrede"
- The cleaning company may not be in arrears with payment of taxes and duties

- Have an agreement and/or signed collective agreement with a trade union for its employees
- The cleaning company's accounts must be approved by an auditor
- Hold liability insurance
- All employees must have visible name tags or company cards/personal cards, so that the customer can see who is performing the service, and so that employees can identify themselves with valid ID documents. In Norway an HMS card is required, and in Sweden, Service ID or ID 06.

If the cleaning company does not follow recommendations and decisions imposed by competent bodies, such as the labour court, industrial arbitration, or consumer complaints body, Nordic Ecolabelling can withdraw the licence.

For requirements of subsuppliers, see requirement O20 Subsuppliers

☒ See Appendix 5 Documentation for requirement O17 Ethical requirements

Background to requirement O16 Official requirements and O17 Ethical requirements

In recent years, there has been frequent media debate in the Nordic countries concerning cleaning companies that use moonlighting and do not comply with working environment regulations. Applicants and potential applicants have also expressed their frustration with the unequal competition with companies that base their services on moonlighting employees, and as a consequence significantly lower prices. Nordic Ecolabelling assesses that it is not sufficient to refer to national legislation in the criteria document, but that the Nordic Ecolabel must set requirements that help to ensure that only cleaning companies with serious, sustainable working conditions achieve Nordic Ecolabelling.

O18 Training of personnel (W)

The cleaning company must have a plan for training its personnel on the basis of the following key topics:

- Information on cleaning agents, methods, equipment and machines.
- Information on waste handling.
- Information on health, safety and the environment.
- Training in ecofriendly driving for relevant personnel, such as inspectors, operations managers and cleaning assistants with a lot of daily driving between customers.

The training plan must state an objective for when the training must be completed, and the personnel groups that are to undergo training. The plan for training of new employees must state how soon after their employment the training is to take place.

There must also be a brief description of the nature of the training.

Planned training can be shorter for persons who have already undergone cleaning training, or have practical cleaning experience.

The recommendations from EFCI and UNI-Europe concerning training topics can be used. See Appendix 1, section 5.

☒ Training plan.

Background to requirement O18 Training of personnel

Nordic Ecolabelling considers training to be very important in order to e.g. handle chemicals on a safe, healthy and environmentally responsible basis.

Education and training are also important to eliminate the general perception that cleaning is unskilled work. Marie Aurell from Linköping University in Sweden has researched into work and identity within the cleaning sector. Important aspects of work and identity are ethical, cultural and service-related. These aspects are discussed in an article by Marja Aulanko, in which she shows how cleaning is far more than technical performance.

The criteria's examples of training have been prepared on the basis of a technical memo from Ecolabelling Denmark, in which a number of existing training programmes were assessed. The memo concerns training under AMU (Arbejdsmarkedsuddannelserne in Denmark), PRYL (Projekt Yrkesbevis Lokalvårdere in Sweden) and EFCL/Uni-Europa (European Federation of Cleaning Industries/EU Trade Union).

Ecodriving is also included in the requirements of the content of training. Ecodriving is training in driving with the best possible fuel economy, and surveys show that this can ensure a reduction of fuel consumption of 5-10%.

It is important to point out that using temps does not prevent licence holders from ensuring that these employees also have a suitable level of training, enabling them to fulfil the ecolabelling requirements, and ensuring them a good working environment.

O19 Quality requirements (W)

The cleaning company must ensure via procedures or instructions in a quality system:

- That the requirements in the ecolabelling criteria are complied with. Especially with regard to changes that are relevant for licensing, complaints and non-conformances.
- That the system for quality control (cleaning quality) for the ecolabelled service also in the future is in accordance with the information provided.

A more detailed description is given in Appendix 4.

It is a good idea for the quality system to be part of an established system at the cleaning company.

- ☒ Duly completed Appendix 4. If the cleaning company has already established a system that covers the aforementioned requirements, this system can be used.

Background to requirement O19 Quality requirements

To ensure that, while it has a licence, the cleaning company complies with the Nordic Ecolabelling requirements, requirements are made of quality management, journalling and annual statements. By ensuring that the cleaning company has a quality management system that can handle complaints, non-conformances and information to Nordic Ecolabelling in conjunction with changes, Nordic Ecolabelling assures that the company always makes sure that their ongoing changes/improvements in the company are in accordance with the Nordic Ecolabelling requirements.

O20 Subsuppliers and temp agencies that are not Nordic Ecolabelled, ethical requirements (W)

Use of subsuppliers and temp agencies that are not Nordic Ecolabelled can amount to maximum 10% of the applicant's turnover (see O1 Description of company and service).

On using subsuppliers* and temp agencies that are not Nordic Ecolabelled, the following applies:

- The subsupplier or temp agency must have an agreement and/or signed collective agreement with a trade union for its employees.
- The subsupplier or temp agency must be registered for VAT and employer tax purposes.
- Cleaning must be performed by the subsupplier's own personnel. The subsupplier may not hire another subsupplier.
- The company may not have outstanding/arrears for taxes or duties.
- Must hold liability insurance.
- Employees must wear visible name tags or company cards, so that the customer knows who is performing the service. In addition the employees must be able to identify themselves with a valid ID document when required.

**"Subsupplier" concerns the relevant service provider of cleaning services (external company delivering services directly to the applicant's customers at the request of the applicant and for the applicant's account and risk).*

***Own part-time temps are not subject to this requirement, but to the same requirements as the company's own employees (see O17 Ethical requirements).*

See also requirement O1 Description of company and service.

Account in accordance with the requirement.

Background to requirement O20 Subsuppliers and temp agencies that are not Nordic Ecolabelled, ethical requirements

According to a survey by Service Entreprenörerna Almega in Sweden, nearly half the companies use subcontractors and more than four out of ten companies themselves work as subcontractors.

A check of seven licence holders showed, however, that they used less than 5% temps, while in one company this was 16%.

There can be a considerable lack of controllability of subsuppliers and temp agencies. To ensure that non-Nordic Ecolabelled subsuppliers are also at the professional end of the market, certain minimum requirements are set.

O21 Subsuppliers and temp agencies that are not Nordic Ecolabelled, requirements of chemicals (W)

All non-Nordic Ecolabelled subsuppliers that use other chemicals than the applicant's chemicals must fulfil the following requirements for the relevant chemicals:

- Must fulfil requirement O7 Non-ecolabelled chemical products, hazard classification.
- Must fulfil O8 Non-ecolabelled chemical products, substances that may not be included.

List of chemicals

- ☒ The product's safety data sheet in accordance with Appendix II of REACH (Regulation 1907/2006/EC). If the product is labelled H332, H312 or H302 a description of the packaging's design must be enclosed.
- ☒ Fulfil requirement O7 Non-ecolabelled chemical products, hazard classification, and O8 Non-ecolabelled chemical products, substances that may not be included.

Background to requirement O21 Subsuppliers and temp agencies that are not Nordic Ecolabelled, requirements of chemicals (W)

To ensure that the chemicals used by non-Nordic-ecolabelled sub-suppliers and temp agencies fulfil certain minimum requirements, requirements have now been introduced for chemicals that are not Nordic Ecolabelled.

O22 Periodical follow-up (W)

There must be procedures for the preparation of an annual report on consumption in cleaning companies. The latest annual report is always the basis for compliance with the criteria. As a minimum, the annual report must include the information required in the documentation of the environmental requirements for Nordic Ecolabelling of cleaning services, see the example in Appendix 4, section 4.

The applicant must submit the completed annual report for the first time in conjunction with the application. After this is must be available at the licence holder during the term of validity of the licence. If the annual report shows that conditions have changed at the cleaning company in terms of compliance with the requirements, Nordic Ecolabelling must be contacted. See "O19 Quality requirements" concerning changes and non-conformances.

Nordic Ecolabelling can subsequently request to see annual reports during inspection visits, or request these in conjunction with supplementary inspection.

- ☒ Procedure for preparation of annual reports
- 🔍 At inspection visits it is checked that the documentation on which annual reports are based is available.

O23 Documentation of Nordic Ecolabelling requirements (W)

All documents concerning the Nordic Ecolabelling licence must be available at the licence holder.

- 🔍 Checked during inspection visits.

8 Explanation of terms

Cleaning	Keeping free of dirt.
Deep cleaning	(S: Storstädning, N: Periodisk rengjøring, FI Perussiivous). Cleaning tasks that are not performed regularly and less often than regular cleaning. Work tasks included in deep cleaning are e.g. cleaning of ceilings and walls, and maintenance of floors.
Indoor areas	Surfaces of fixtures and floor, wall, and ceiling surfaces in buildings and means of transport.
Fixtures and fittings	Furniture and fixtures and other large items that are not part of the building or means of transport, such as tables, chairs, wastepaper baskets, lamps, including suspended ceiling lamps, sanitary fittings, white goods, vertical blinds, Venetian blinds, radiators, boards and chalk holders, movable partition walls, shelves, cupboards, pictures, hanging mirrors and window sills.
Chemicals	Overall term for liquid or solid cleaning agents, chemical products for cleaning and agents used for washing/cleaning and maintenance of consumables and equipment. In the table to Appendix 2, Chemicals used in the service, there are examples of the agents that we consider to be chemicals related to the service.
Customer	The person, company or public entity which receives the service. A contract is often established between the customer and the operator, specifying the tasks and the agreed quality.
Supplier	The company, department of the company or public entity that undertakes cleaning.
Machines	All machines used for cleaning, such as vacuum cleaners, scrubbing and polishing machines, combination machines and carpet-cleaning machines.
Regular cleaning	(N: Regelmessig renhold, S: Regelbunden städning, FI: Ylläpitosiivous). Cleaning that is performed regularly and often (from every day and up to once a month).
Consumables and equipment	All auxiliary materials and equipment, except for machines and chemicals, used for cleaning

and light maintenance, including cloths, mops, brushes, buckets and cleaning trolleys.

Cleaned m2 per year

The basis for several indicators in this document. This means that Nordic Ecolabelling expresses e.g. chemicals consumption and waste generation in relation to this unit. It is based on how the sector compiles cleaning in square metres in the contracts. The number of square metres cleaned during the year is calculated as described in Appendix 1, section 2.

Service employee

The person who performs the actual cleaning task.

Special cleaning

Nordic Ecolabelling views the following types of cleaning as special cleaning: Refurbishment work (e.g. mould and asbestos), cleaning-up after accidents (including flooding and fires), cleaning of ventilation ducts, cleaning of industrial production premises (including premises used as cleanrooms, production premises in the food and agricultural industry), cleaning of buildings (including final building cleaning and cleaning buildings to make them ready for use), and cleaning of cleanrooms or operating theatres, if special cleaning products are required. Cleaning of saunas and swimming baths also count as special cleaning.

Dirt

Soiling that reduces the value of the use of the aforementioned surfaces.

Operator

The company, department of the company or public entity that undertakes cleaning.

Maintenance

Service for which the task is to care for the surface of floors (such as polishing) in order to maintain the surface's anti-soiling finish, shine, non-slip finish and/or anti-static properties. Surface treatment that gives a more permanent surface such as painting and varnishing is not considered to be maintenance.

9 Changes compared to previous version

Here is a list of the key changes from version 2 to version 3:

Table Translation key between versions 2 and 3

Requirement in v2	Requirement title	What has happened?	Reason for change	Requirement in v3
What can be Nordic Ecolabelled		Window cleaning included Disinfection excluded	Interest from the sector in window cleaning Disinfection: several exceptions, part of the total volume, new biocide directive	=
	Description of company	New requirement (partly included in O16 in v2)	Important to have an early overview of companies and subsuppliers	O1
O1	Square metres cleaned	Reworked	More clear, ensure equal treatment, template value adjusted.	O2
O2	Information about chemicals	Amended	Ensure that further purchasing continues to adhere to the requirements	O3
O3	Correct dosing	Unchanged		O4
O4	Consumption of chemicals	Tightened	Requirement too weak versus licence data. Chemicals for external cleaning of mops clearly included	O5
P1	Consumption of chemicals	Tightened	Based on change in O requirement	P1
O5	Other ecolabelled chemicals	Tightened	Requirement too weak versus licence data.	O6

Requirement in v2	Requirement title	What has happened?	Reason for change	Requirement in v3
O6	Non-ecolabelled chemical products, hazard classification	Updated	Equivalent to requirement for Cleaning Agents Possible to add exceptions	O7
O7	Non-ecolabelled chemical products, substances that may not be included	Updated	Equivalent to requirement for Cleaning Agents Possible to add exceptions	O8
	Sealant, floor polish, floor wax – content of fluorosurfactants and silicone surfactants	New	Need after removal of criteria for floorcare products	O9
P2	Ecological chemicals	Tightened	Adjusted for new O requirements	P2
P3	Concentrated products	Deleted	Difficult to document Same effect achieved via requirements of chemicals consumption	
	Perfume and preservatives in products using spray bottles	New req.	Known working environment problem	O10
O8	Ratio of EURO 5b vehicles	New name and tightened	Tightened to EURO 5b	O11
O9	Maximum consumption of fuel for transport	Updated	Possibility for applicants to document use of various types of fuel	O12
P4	Fuel consumption for transport	Amended	"80% customers < 200 m2" removed – not used in licence	P3
P5	Fuel economy	Unchanged		P4
P6	Bags	Unchanged		P5

Requirement in v2	Requirement title	What has happened?	Reason for change	Requirement in v3
P7	Waste sorting	Deleted	Internal sorting at company – low RPS	
P8	Purchase of ecolabelled products	Combined Amended	Some removed, some added after RPS assessment.	P6
P9	Purchase of ecolabelled services			
	Window cleaning	New req.	Introduction of window cleaning after interest from the sector in window cleaning	Must fulfil all O-requirements except O2, O9 and O13)
Chapter 6	Calculation of points	Updated, now O requirements	Minimum score same % share as before	O13
O10	System to follow up on cleaning quality	Unchanged		O14
O11	Written work instructions	Unchanged		O15
O12	Customer information	Deleted	No RPS. All easily fulfil the requirement.	
O13	Official requirements	Unchanged		O16
O14	Ethical requirements	Reworked	Subsuppliers moved to separate requirement	O17
O15	Training of personnel	Amended	As before – but requirement of "more than 30% temps removed" - now max. 10% non-Nordic Ecolabelled removed	O18

Requirement in v2	Requirement title	What has happened?	Reason for change	Requirement in v3
O16	Quality requirements of the operator	Amended	As before – but description of the organisation moved to O1	O19
	Subsuppliers and temp agencies that are not Nordic Ecolabelled - ethical requirements	New - partly	Combined requirements included in other requirements + some new. All of them must fulfil the requirement.	O20
	Subsuppliers and temp agencies that are not Nordic Ecolabelled - requirements of chemicals	New	All subsuppliers must fulfil the requirement.	O21
O17	Periodical follow-up	Adjusted slightly	Text about ISO/EMAS removed – as the requirement must be fulfilled in all circumstances	O22
O18	Documentation of Nordic Ecolabelling requirements	Unchanged		O23
O19	Marketing	Removed 17.11.14		

10 References

Cleaning sprays, chemicals, asthma and COPD
(<http://www.naaf.no/Documents/1.%20Allergi%20i%20Praksis/3%20-%202014/AA%203%2014%20Renholdssprayer,%20kemikalier,%20astma%20og%20kols.pdf>) recent Nordic research (Jan Vilhelm Bakke, PhD, consultant at the Norwegian Labour Inspection Authority/First amanuensis at NTNU)

Arbete och identitet – om hur städare blir städare (Work and identity - On how cleaners become cleaners), Marie Aurell, Tema Teknik och social förändring, Linköpings University in Sweden, 2001.

Background document to Miljøvejledning for rengøringservice (Environmental guide for cleaning service), Environmental Protection Agency in Denmark, August 1999.

Cleaning Industry – European social dialogue, EFCI (European Federation of Cleaning Industries) and UNI-Europa (European regional organisation of Union Network International), 2001.

Cleaning Manual, SSTL the Finnish Association of Cleaning Technology, Publication 1:8, 1998.

COPERT III Computer program to calculate emissions from road transport – Methodology and emission factors (Version 2.1), European Environment Agency, November 2000.

Proposal for training plan for Nordic Ecolabelled cleaning services, Jakob Zeuthen, Nordic Ecolabelling Secretariat in Denmark, 10 October 2001.

Preliminary study – Ecolabelling of cleaning services, Nordic Ecolabelling, 2 February 2000.

Market survey – Assistance for preparing ecolabelling criteria for cleaning services, Norges Byggforskningsinstitutt Byggforsk (SINTEF Building and Infrastructure), 20-12-2001.

Environmental philosophy, 16 June 2000, Nordic Ecolabelling.

Renhold – høgre utdanning (Cleaning - higher training), Christopher Magnus, Yrkeslitteratur as, Oslo 1996.

Service is more than a technical performance, Marja Aulanko, Hauswirtschaft und Wissenschaft, 49th edition, volume 1, 1st quarter 2001, pp. 18-23

Städteknisk Ordlista (technical cleaning glossary), TNC (Terminologicentrum) and SRTF (Sveriges Rengöringstekniska Förbund), SRTF, Box 2133, S-176 02 Järfälla, Sweden (kansli@srft.se).

TEMA2000 – Et værktøj til at beregne transporters energiforbrug og emissioner i Danmark (A tool to calculate transporters' energy consumption and emissions in Denmark), Ministry of Transport in Denmark, May 2000.

The Swedish National Road and Transport Research Institute, Magnus Lenner, SAE 980682.

Tool for working environment assessment of cleaning services, AMI report 52, National Research Centre for the Working Environment in Denmark, April 2000.

Information from Statistics Denmark

www.sba.dk

www.rsba.dk

www.ssef.se

www.bilviden.dk

www.fstyr.dk/

www.hvorlangtpaaliteren.dk

www.ecodrive.org

www.horesta.dk

www.almega.se/serviceentreprenörerna

Ulrich Lopdrup, Danish Road Safety and Transport Agency, technical vehicle department

Kent D Sørensen and Lone Lundholm, Skat Indsats

The 3F trade union, department for private service companies

Matilde Unge, project manager for cleaning services, Svenska Miljöstyrningsrådet

Bilag 1 Inspection, explanations and guideline, 4 pages

Appendices are prepared after consultation.

Bilag 2 Chemicals in cleaning services

Appendices are prepared after consultation.

Bilag 3 Chemicals

Appendices are prepared after consultation (O5 Chemicals consumption and O6 Ratio of ecolabelled chemicals).

Bilag 4 Environmental and quality management, 4 pages

Appendices are prepared after consultation.

Bilag 5 Documentation for requirement O17 Ethical requirements

Appendices are prepared after consultation.

Bilag 6 O8 Non-ecolabelled chemical products, substances that may not be included

Product name: _____

Unless otherwise stated, the constituent substances are all substances in the product, including additives (e.g. preservatives or stabilisers) in the ingredients, but not impurities from the ingredient production.

Impurities are defined as residual products from the production, including raw material production, that can be found in the final product in concentrations below 100 ppm (0.0100% by weight, 100 mg/kg), but not substances added to a raw material or product deliberately and for a purpose, regardless of amount. However, impurities at the raw material level at concentrations of over 1.0% in the raw material will be regarded as a constituent substance. Substances/products known to be liberated by a constituent substance are also themselves considered to be constituent substances.

This declaration is based on the knowledge we have as of today's date, based on tests and/or declarations from raw materials producers, with reservation for any new knowledge. Should new knowledge emerge, the undersigned is obliged to submit an updated declaration to Nordic Ecolabelling.

Does the product contain any of the following substances?

- | | | |
|--|------------------------------|-----------------------------|
| Reactive chlorine compounds, such as sodium hypochlorite | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Chlorine organic compounds | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Alkylphenol ethoxylates (APEOs) and/or alkylphenol derivatives (APD) | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Linear alkylbenzenesulfonates (LAS) | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| EDTA* and its salts | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| DTPA | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Nano material/particles** | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Poly- and perfluorinated alkylated substances (PFAS)*** | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Methyldibromoglutaronitrile (MG) | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Optical brighteners | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Nitro musks and polycyclic musk compounds | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Substances considered to be potential endocrine disruptors in category 1 or 2 on the EU's priority list of substances that are to be investigated further for endocrine disruptive effects**** | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Substances evaluated by the EU to be PBT (Persistent, bioaccumulable and toxic) or vPvB (very persistent and very bioaccumulable), in accordance with the criteria in Appendix XIII in REACH, and substances that have not been assessed yet, but fulfil these criteria. Yes No

Substances on the Candidate List:
<http://echa.europa.eu/candidate-list-table> Yes No

Substances classified as CMR (categories 1 and 2) in accordance with CLP Yes No

**Solid soap products (such as e.g. soap flakes) may be included with a maximum overall content of up to 0.06% EDTA and phosphonates.*

***Nanomaterial/particles are defined in accordance with the European Commission's definition of nanomaterial dated 18 October 2011 as "a natural, incidental or purposely manufactured material containing particles, in an unbound state or as an aggregate or as an agglomerate and where, for at least 50% of the particles in the number size distribution, one or more external dimensions is in the size range 1–100 nm." Examples include ZnO, TiO₂, SiO₂, Ag and Iaponite with particles of nanosize in concentrations above 50%. Polymer emulsions are not considered to be a nanomaterial.*

****Sealers, floor polish and floor wax are exempted. See the separate declaration below for fluorosurfactants and silicone surfactants for these product types.*

*****The full list can be found at
http://ec.europa.eu/environment/chemicals/endocrine/pdf/final_report_2007.pdf
(Appendix L, page 238 ff)*

For sealant, floor polish and floor wax

Does the product contain fluorosurfactants or silicone surfactants? Yes No

If yes, state the chemical name, CAS no. and volume in ppm, % w/w or mg/kg:

If fluorosurfactants, state the carbon chain length: _____

Date: _____ Name: _____

Company name: _____ Signature: _____

Bilag 7 Description of the company and service

Appendices are prepared after consultation.