

Nordic Ecolabelling of
Cleaning Services



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076 Cleaning Services, version 3, date

This document is a translation of an original in Norwegian. In case of dispute, the original document should be taken as authoritative.

Addresses

In 1989, the Nordic Council of Ministers decided to introduce a voluntary official ecolabel, the Nordic Ecolabel. These organisations/companies operate the Nordic ecolabelling system on behalf of their own country's government. For more information, see the websites:

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What is a Nordic Ecolabelled cleaning service?

A Nordic Ecolabelled cleaning service:

- uses a large proportion of ecolabelled cleaning products
- minimizes the use of unnecessary chemicals
- minimizes environmental impact from transport
- has staff trained in both the environment and cleaning methods
- has quality system to ensure high quality cleaning

Why choose the Nordic Ecolabel?

- Cleaning services may use the Nordic Ecolabel trademark for marketing. The Nordic Ecolabel is a very well-known and well-reputed trademark in the Nordic region.
- The Nordic Ecolabel is a simple way of communicating environmental work and commitment to customers.
- The Nordic Ecolabel clarifies the most important environmental impacts and thus shows how a company can cut emissions, resource consumption and waste management.
- Environmentally suitable operations prepare cleaning services for future environmental legislation.
- Nordic Ecolabelling can be seen as providing a business with guidance on the work of environmental improvements.
- The Nordic Ecolabel not only covers environmental issues but also quality requirements, since the environment and quality often go hand in hand. This means that a Nordic Ecolabel licence can also be seen as a mark of quality.

What can carry the Nordic Ecolabel?

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" in the background document.

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.

How to apply

Application and costs

For information about the application process and fees for this productgroup, please refer to the respective national web site. For addresses see page 2.

What is required?

The application must consist of an application form/web form and documentation showing that the requirements are fulfilled.

The criteria for cleaning services comprise a combination of obligatory requirements and point score requirements. The letter "O" and a number indicate obligatory requirements. These requirements must always be fulfilled. The letter "P" and a number distinguish point score requirements. Each requirement of this type gives a point score. These scores are then totalled. A minimum total score must be achieved to fulfil the licence constraints.

The text describes how the applicant shall demonstrate fulfilment of each requirement. There are also icons in the text to make this clearer. These icons are:

☒ Enclose

Ⓟ The requirement checked on site.

To be awarded a Nordic Ecolabel licence:

- All obligatory requirements must be fulfilled.
- A minimum of 58% of the total points score must be achieved, see requirement O13.
- Nordic Ecolabelling must inspect the site.

All information submitted to Nordic Ecolabelling is treated confidentially. Suppliers can send documentation directly to Nordic Ecolabelling, and this will also be treated confidentially.

Licence validity

The ecolabel licence is valid providing the criteria are fulfilled and until the criteria expire. The validity period of the criteria may be extended or adjusted, in which case the licence is automatically extended and the licensee informed.

Revised criteria shall be published at least one year prior to the expiry of the present criteria. The licensee is then offered the opportunity to renew their licence.

On-site inspection

In connection with handling of the application, Nordic Ecolabelling normally performs an on-site inspection to ensure adherence to the requirements. For such an inspection, data used for calculations, original copies of submitted certificates, test records, purchase statistics, and similar documents that support the application must be available for examination.

Queries

Please contact Nordic Ecolabelling if you have any queries or require further information. See page 2 for addresses. Further information and assistance (such as calculation sheets or electronic application help) may be available. Visit the relevant national website for further information.

1 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.

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.

2 Requirements concerning chemicals

03 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).

04 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.

05 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.

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.

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.

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

O7 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.

Table 1 Classification of chemical products

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.

08 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)***
- Methylidibromoglutaronitrile (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.

O9 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).

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.

3 Transport requirements

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.

012 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

B) 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 $\times 0.61$

- number of kg of hydrogen $\times 3.6$

**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.

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

4 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.

5 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 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.

Table 2 Points using ecolabelled products and services

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.

6 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.

Table 3 Calculation of points

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.

7 Quality

014 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.

015 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.

8 Ethics/working environment and environmental/quality management

016 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

017 Ethical requirements (W)

The applicant must comply with the following:

- Be registered for VAT and employer tax purposes and (in Finland) be "förskottsuppbördsregistre"
- 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

018 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.

019 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.

020 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.

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.

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.

023 Documentation of Nordic Ecolabelling requirements (W)

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

🔗 Checked during inspection visits.

Marketing

The Nordic Ecolabel is a very well-known and well-reputed trademark in the Nordic region. The Nordic Ecolabelled cleaning service can be marketed with the Nordic Ecolabel for as long as the licence is valid. Marketing of window cleaning can only be done if window cleaning is included in the licence.

The label must be positioned so that there is no doubt as to what the label refers to and so that it is clear that the cleaning service is ecolabelled.

More information on marketing can be found in "Regulations for the Nordic Ecolabelling of Products" dated 22 June 2011, or later versions.

Design of the Nordic Ecolabel

Design of the Nordic Ecolabel:



Each licence has a unique eight-figured licence number that must be displayed along with the label.

More information on the design of the label can be found in "Regulations for the Nordic Ecolabelling of products" 22 June 2011 or later versions.

Follow-up inspections

Nordic Ecolabelling may decide to check whether the cleaning service fulfils Nordic Ecolabel requirements during the licence period. This may involve a site visit or by requesting the submission of the latest annual report.

The licence may be revoked if it is evident that the cleaning service does not meet the requirements.

Appendix 1 Inspection, explanations and guideline, 4 pages

Appendixes are prepared after consultation.

Appendix 2 Chemicals in cleaning services

Appendixes are prepared after consultation.

Appendix 3 Chemicals

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

Appendix 4 Environmental and quality management, 4 pages

Appendixes are prepared after consultation.

Appendix 5 Documentation for requirement O17 Ethical requirements

Appendixes are prepared after consultation.

Appendix 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 laponite 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
f (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: _____

Appendix 7 Description of the company and service

Appendixes are prepared after consultation.