

Nordic Ecolabelling for
Cleaning Services



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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 Swan Ecolabel. These organisations/companies operate the Nordic Ecolabelling system on behalf of their own 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
Suðurlandsbraut 24
IS-108 Reykjavík
Tel: +354 5 91 20 00
ust@ust.is
www.svanurinn.is

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provided that Nordic
Ecolabelling is stated as
the source

Finland

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

Norway

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

Sweden

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

What is a Nordic Swan Ecolabelled cleaning service?

A Nordic Swan 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 Swan Ecolabel?

- Cleaning services may use the Nordic Swan Ecolabel trademark for marketing. The Nordic Swan Ecolabel is a very well-known and well-reputed trademark in the Nordic region.
- The Nordic Swan Ecolabel is a simple way of communicating environmental work and commitment to customers.
- The Nordic Swan 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 Swan Ecolabelling can be seen as providing a business with guidance on the work of environmental improvements.
- The Nordic Swan 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 Swan Ecolabel licence can also be seen as a mark of quality.

What can carry the Nordic Swan Ecolabel?

Companies which offer ordinary cleaning and/or window cleaning can be Nordic Swan Ecolabelled. Ordinary cleaning concerns regular tasks that are necessary to keep an indoor area clean. Inspection, collection of refuse, general cleaning, floor care (including polish and wax removal) and cleaning of interior glass are considered to be part of this. Inspection is where cleaning staff in principle only go through the room to check the need for cleaning and empty waste containers. 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 window surfaces (interior and exterior).

If the company offers both ordinary cleaning (including floor care) and window cleaning, both of these services can be Nordic Swan Ecolabelled. Ordinary cleaning must always have a licence, while having a licence for window cleaning is optional. Window cleaning must meet

all the obligatory requirements marked as “(W)” (all O requirements except O2, O9 and O13). Marketing of Nordic Swan Ecolabelled window cleaning can only occur if the window cleaning is included in the licence.

Special cleaning is not included in the product group. Nordic Ecolabelling considers the following types of cleaning to be special cleaning: Disinfection, stain removal on carpets, remediation work (for example mould and asbestos removal), clearing up after incidents (such as floods and fires), cleaning of ventilation ducts, cleaning of industrial production facilities (such as clean rooms, production facilities in the food and agriculture industry), façade cleaning and washing of buildings, and operating theatres. Areas that are included in a Nordic Swan Ecolabelled cleaning contract, but which require special cleaning for hygiene reasons, also count as special cleaning (e.g. kitchen areas in grocery stores), following approval by Nordic Ecolabelling.

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

An applicant cannot just Nordic Swan Ecolabel cleaning for a certain number of customers or one cleaning concept. Departments with their own accounts, such as regional departments, or other departments or divisions may, however, apply (on the understanding that these are separate economic profit centres). In such case, the name of the profit centre(s) for which the application is made must be stated on the application form.

An applicant is not prevented from also offering special cleaning or other services that are not covered by these criteria. But in such a case, these may not be marketed as part of the Nordic Swan Ecolabelled cleaning services. Only those that are included in the licence may be marketed as Nordic Swan Ecolabelled.

How to apply

Application and costs

For information about the application process and fees for this product group, please refer to the respective national web site. For addresses see page 3.

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. Window cleaning must meet all the obligatory requirements marked as “(W)” (all O requirements except O2, O9 and O13).

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 Swan 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 3 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 of cleaning services delivered, in accordance with Appendix 1. Also the use of subsuppliers must be described.

With "subsuppliers" means the service provider of cleaning services (external company who deliver services directly to the applicant's customers on behalf of the applicant and the applicant's risk and expense). See also requirement O21 for subsuppliers.

- ☒ Describe the company of cleaning services delivered and required to be Nordic Swan Ecolabelled, in accordance with Appendix 1.

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.

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 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.

For alternative 1:

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

🔍 Contracts stating the number of square metres are checked during inspection visits.

For alternative 2:

- ☒ Overview of employees showing the ratio of an FTE they work.

2 Requirements concerning chemicals

Chemicals are all chemical products for cleaning, floor care and window cleaning, see table in Appendix 3. Textile detergents to wash and treat mops and cloths (both internal laundering and at external laundries) are also included. For chemicals that are not ecolabelled, Nordic Ecolabelling must be provided with information on classification (O7) and constituent substances (O8 and O9). This documentation may be received directly and confidentially from the chemical manufacturer (see Appendix 4). Based on this documentation, Nordic Ecolabelling will be able to notify the licence applicant of whether requirements O7, O8 and O9 are complied with.

Cleaning companies that consume less than 25 microlitres chemicals/m² area cleaned under O5 are exempted from requirements O6 and P2.


Ecolabelled, in this context, means chemical products that carry the Nordic Swan Ecolabel, the EU Ecolabel or the Bra Miljöval (Good Environmental Choice) label.

03 Information about chemicals (W)

Attach an updated list of chemicals that are in current use. State the name, manufacturer and function of the chemicals.

Safety data sheet and user information must be available where the chemicals are used.


- ☒ Procurement list for chemicals that are in current use. State the name, manufacturer and function of the chemicals. Appendix 5 or spreadsheet can be used.

-  The product's safety data sheet in accordance with Appendix II of REACH (Regulation 1907/2006/EC) and supplier's instructions for use shall be available where the chemicals are used. Checked during inspection visits.

04 Correct dosing (W)

To ensure correct dosing, all employees must have dosing devices or measuring cups available, where cleaning takes place. In addition, companies that wash cloths and mops themselves must use dosing cups when laundering these. 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 400 microlitres/m² is not permitted.

*The volume of chemicals for window cleaning is not included in 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. For textile detergent in powder form 1 g must be counted as 5 ml to calculate the consumption of chemicals.

See Appendix 3 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.

- ☒ Purchasing statistics from all chemical suppliers. Enter the name of the chemical and the quantity purchased annually.

- ☒ 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 11 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.
- ☒ Calculation of consumption of chemicals in accordance with the requirement per m². Appendix 6 or spreadsheet can be used.

P1 Consumption of chemicals*

Consumption of less than 150 microlitres of chemicals/m² area cleaned: 5 p

Consumption of between 151-200 microlitres of chemicals/m² area cleaned: 4 p
 Consumption of between 201-250 microlitres of chemicals/m² area cleaned: 3 p
 Consumption of between 251-300 microlitres of chemicals/m² area cleaned: 2 p
 Consumption of between 301-350 microlitres of chemicals/m² area cleaned: 1 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 Proportion of ecolabelled chemicals (W)

Minimum 80 % of the chemical products used for cleaning must be ecolabelled.

Sealers, floor polish, floor wax and removal products for these are exempted from the requirement.

Minimum 80 % of all window-cleaning agents must be ecolabelled.

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

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. For textile detergent in powder form 1 g must be counted as 5 ml to calculate the consumption of chemicals.

The ratio is calculated as % by volume of the total volume of chemicals used per year.

See examples of the products viewed by Nordic Ecolabelling as chemicals in Appendix 3. Chemicals for special cleaning may be excluded from the calculation.

☒ Calculation of the proportion of ecolabelled chemical products in accordance with the requirement. Appendix 6 or spreadsheet can be used.

P2 Ecolabelled chemicals

If the ratio of ecolabelled chemicals is 96-100 % by volume: 3 points

If the ratio of ecolabelled chemicals is 90-95 % by volume: 2 points

If the ratio of ecolabelled chemicals is 84-89 % by volume: 1 point

☒ See O6 Proportion of ecolabelled chemicals.

O7 Non-ecolabelled chemicals, hazard classification (W)

Chemicals that are not ecolabelled must not be subject to classification as stated in the following table. Chemicals 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 included¹.

Table 1 Classification of chemicals

CLP Regulation 1272/2008		
Hazard statement	Hazard category	Hazard code
Hazardous to the aquatic environment	Aquatic Acute 1 Aquatic Chronic 1-4	H400, H410, H411, H412, H413
Acute toxicity	Acute Tox 1-4	H300, H310, H330, H301, H311, H331, H302*, H312*, H332*

Specific target organ toxicity, single or repeated exposure	STOT SE 1-2 STOT SE 3 (solely applies for spray products) STOT RE 1-2	H370, H371 H372, H373 H335 (solely applies for spray products**)
Eye damage	Eye Dam.1 (solely applies for spray products)	H318 (solely applies for spray products**)
Aspiration hazard	Asp. Tox. 1	H304
Respiratory/ skin sensitisation	Resp. Sens. 1, 1A or 1B Skin Sens. 1, 1A or 1B	H334 H317 or EUH208 "Contains 'name of the sensitizing substance'. May cause an allergic reaction". ***
Carcinogenic	Carc. 1A or 1B Carc. 2	H350 H351
Mutagenic	Muta. 1A or 1B Muta. 2	H340 H341
Toxic to reproduction	Repr. 1A or 1B Repr. 2 Lact.	H360 H361 H362

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

¹For washing at Nordic Swan Ecolabelled laundries, documentation of the chemicals used is not necessary.

*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.

**Spray bottles or equivalent equipment with nozzles that do not form a cloud of spray may be labelled H335 and H318.

***Textile detergents that are labelled H334, H317 or labelled with EUH 208 and the clause "Contains (name of the sensitising substance). May cause an allergic reaction" due to enzyme content is exempted. It is assumed, however, that enzymes are encapsulated or in a slurry.

- ☒ Duly completed and signed declaration, Appendix 4.
- ☒ The product's safety data sheet in accordance with Appendix II of REACH (Regulation 1907/2006/EC).
- ☒ If the product is labelled H302, H312 or H332) 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 (see Appendix 5).

08 Non-ecolabelled chemicals, substances that may not be included (W)

For chemicals that are not ecolabelled, the following constituent substances may not be included. Chemicals 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 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.

The requirements in the criteria document and accompanying appendices apply to all ingoing substances in the product. Impurities are not regarded as ingoing substances and are exempt from the requirements.

Ingoing substances and impurities are defined below, unless stated otherwise in the requirements

Ingoing substances: all substances in the product, including additives (e.g. preservatives and stabilisers) in the raw materials. Substances known to be released from ingoing substances (e.g. formaldehyde, arylamine, in situ-generated preservatives) are also regarded as ingoing substances.

Impurities: residuals, pollutants, contaminants etc. from production, incl. production of raw materials that remain in the raw material/ingredient and/or in the in the product in concentrations less than 100 ppm (0,0100 w-%, 100 mg/kg) in the product.

Impurities in the raw materials exceeding concentrations of 1,0 % are always regarded as ingoing substances, regardless of the concentration in the product.

Examples of impurities are residues of the following: residues or reagents incl. residues of monomers, catalysts, by-products, scavengers, and detergents for production equipment and carry-over from other or previous production lines.

¹*For washing at Nordic Swan Ecolabelled laundries, documentation of the chemicals used is not necessary.*

**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.*

- ☒ Duly completed and signed declaration, Appendix 4.

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

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.

- ☒ Declaration from the producer concerning the amount of fluorosurfactants in the product, showing that the concentration does not exceed 0.025% w/w (see Appendix 4).
- ☒ Declaration from the producer showing that the fluorosurfactants' carbon chain length is less than or equivalent to 5 (see Appendix 4).

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.

- ☒ Declaration from the producer concerning the amount of silicone surfactants in the product, showing that the concentration does not exceed 0.25% w/w (see Appendix 4).

010 Perfume and preservatives in aerosol former spray products (W)

Aerosol former spray products containing perfumes and/or allergenic preservatives classified H317 or H334 is not allowed for manual use. This may include "ready to use" products and products transferred to the spray bottle/trigger spray bottle by the cleaning firm.

- ☒ Description of procedures and equipment to show compliance with the requirement.
- ☒ The list of chemicals that are in current use must mark which products are sprays or are refilled to spray bottles (see Appendix 5).

3 Transport requirements

If the applicant does not have cars which is used for cleaning purposes, the requirement for transport does not apply.

011 Purchase of vehicles (W)

Newly purchased and newly leased vehicles must comply with the latest applicable Euronorm (Euroclass) at the time of purchase. This applies as from the application for the Nordic Swan Ecolabelling licence.

The requirement concerns the applicant's own and leased passenger vehicles, commercial vehicles and other vehicles that are driven in relation to cleaning and window cleaning services. Vehicles used by supervisors, operations managers, cleaning assistants, planners, inspectors, etc. as part of their work are thus subject to the requirement.

New vehicles will always comply with the current applicable Euronorm.

Electric vehicles, bicycles and other types of vehicle for which there is no Euronorm are not subject to the requirement.

- ☒ Procurement procedures to ensure that newly acquired and newly leased vehicles fulfil the current applicable Euronorm (Euroclass).

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/100 km

or

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

The requirement covers all vehicles used by supervisors, operations managers, cleaning assistants, planners and inspectors in conjunction with cleaning. Vehicles with a lift that are used for window cleaning are exempt from the requirement.

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

- number of litres of diesel x 1.1
- number of litres of biodiesel = number of litres of petrol
- number of litres of bioethanol x 0.6
- number of kg of hydrogen x 3.6
- number of kWh electricity x 0.2

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

If private cars are used, and travel expenses are paid at a per kilometre rate, the calculation may be performed as follows: either use a factor of 11 litres petrol per 100 km – or use the car's own stated fuel consumption under EU standard EEC 1999/100 multiplied by 1.5.

- ☒ 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.

- 🔗 Documentation for the consumption of fuel and the number of kilometres driven is checked during inspection visits.

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 (for window cleaning only P3 can be used). The applicant can only use points from one of them for the overall point total.

P3 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

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

P4 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

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

4 Requirement concerning bags**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 40 mg bags/m²: 5 p

Consumption of between 40-79 mg bags/m²: 4 p

Consumption of between 80-119 mg bags/m²: 3 p

Consumption of between 120-159 mg bags/m²: 2 p

Consumption of between 160-200 mg bags/m²: 1 p

Refuse sacks for cleaning trolleys and sanitary bags 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 in milligrammes per square metre cleaned.

5 Use of ecolabelled products and services**P6 Purchase of ecolabelled products and services**

Use of ecolabelled products and services gives points as stated in the table below.

Ecolabelled means products (goods and services) that carry the Nordic Swan 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 6 points can be achieved for this point requirement.

Table 2 Points for using ecolabelled products and services

Point score requirements for products and services	Point conditions	Points	Documentation (% share of purchasing volume specified in the relevant unit (cost, quantity, litres, kg))
At least 90% of absorbent paper (kitchen paper rolls/household paper, paper towels and toilet paper) at the customers is ecolabelled.	Applies when the company is responsible for the purchase and replenishing of absorbent paper at the customers.	1 p	Overview of the cleaning company's purchases of ecolabelled absorbent paper (state supplier, and if ecolabelled: what type and licence number). Calculation of the proportion of ecolabelled absorbents in relation to the total amount 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 customers.	1 p	Overview of the cleaning company's handling of ecolabelled cloth hand towel rolls (state supplier, and if ecolabelled: what type and licence number). Calculation of the proportion of ecolabelled cloth hand towel rolls in relation to the total amount 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 customers.	1 p	Overview of the cleaning company's purchases of ecolabelled soap (state supplier, and if ecolabelled: what type and licence number). Calculation of the proportion of ecolabelled soap in relation to the total amount of soap delivered to customers by the cleaning company.
At least 50% of the workwear purchased for personnel who clean is ecolabelled.		1 p	Overview of the cleaning company's purchases of ecolabelled workwear (state supplier, and if ecolabelled: what type and licence number). Calculation of the proportion of ecolabelled workwear in relation to the total amount of workwear purchased.
At least 90% of the cloths and mops used at the customers are ecolabelled. At least 50% of the cloths and mops used at the customers are ecolabelled.		2 p 1 p	Overview of the cleaning company's purchases of ecolabelled cloths and mops (state supplier, and if ecolabelled: what type and licence number). Calculation of the proportion of ecolabelled cloths and mops in relation to the total amount of cloths and mops purchased.

Point score requirements for products and services	Point conditions	Points	Documentation (% share of purchasing volume specified in the relevant unit (cost, quantity, litres, kg))
At least 50% of car washes take place in ecolabelled vehicle wash installations.	Applies to washing of the cleaning company's car fleet.	2 p	Overview of the cleaning company's purchases of ecolabelled vehicle wash installations (state supplier, and if ecolabelled: what type and licence number). Calculation of the proportion of ecolabelled vehicle wash installations in relation to the total amount of vehicle wash installations purchased.
100% of the laundry service Minimum 75% of the laundry service Minimum 50% of the laundry service	External laundry services which are purchased must be ecolabelled.	3 p 2 p 1 p	Overview of the cleaning company's purchases of ecolabelled laundry service (state supplier, and if ecolabelled: what type and licence number). Calculation of the proportion of ecolabelled laundry service in relation to the total amount of laundry service purchased.
Minimum 50% ecolabelled products and services within other product groups*		1 p	Overview of the cleaning company's purchases of another ecolabelled product or service (state supplier, and if ecolabelled: what type and licence number). Calculation of the proportion of ecolabelled products and services in relation to the total amount purchased.

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

6 Calculation of points

O13 Calculation of points

The cleaning company must achieve minimum 14 points with transport and 11 points without.

Cleaning companies that consume less than 25 microlitres chemicals/m² area cleaned under O5 must achieve minimum 13 points with transport and 10 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
Proportion of ecolabelled chemicals		3 points
Transport (fuel consumption/fuel economy)		5 points
Bags		5 points
Use of ecolabelled products and services		6 points
Total		24 points

☒ Calculation of points in accordance with the table.

7 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):

- Management and control procedures. The procedure must contain information confirming: how the quality of the work is agreed, how follow-up of the results is carried out, that quality checks are carried out on all objects, who carries out the controls checks and what reporting system is used.

- 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.



Procedures and any forms used in conjunction with quality control.

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.)
- 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.

O16 Procedures in the event of changes, non-conformities and claims (W)

The cleaning company must ensure via procedures or instructions that:

- In the event of planned changes that affect the requirements of the Nordic Swan Ecolabel, the contact person must notify Nordic Ecolabelling in writing before the changes are implemented. This may relate, for example, to a change of chemicals or cleaning methods.
- In the event of unforeseen non-conformities that affect how the ecolabelling requirements are fulfilled, the contact person must immediately notify Nordic Ecolabelling in writing.

- There is a system for handling claims and complaints.

☒ Copy of procedures in the event of planned changes, unforeseen non-conformities and claims.

017 Maintaining the licence (W)

The cleaning company must ensure continued compliance with the requirements during an annual audit of its business.

Nordic Ecolabelling's checks on a cleaning company may include an examination of all the requirements above or just a selection. This may involve a site visit or a request for documentation to be provided.

☒ Procedure for maintaining the licence.

8 Ethics/working environment

018 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.

019 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 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.
- Information on waste handling.

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 7.

☒ Training plan.

020 Ethical requirements (W)

The applicant must comply with the following:

- Be registered for VAT and employer tax purposes and (in Finland) be "förskottssuppbörsregistrerade".
- The cleaning company may not be in arrears with payment of taxes and duties.
- The company's own employees must be ensured pay (including special services), working hours and other terms of employment that are no less favourable than those

which the social partners have agreed for equivalent work within the service area in question.

Such terms and conditions are often set out in a collective bargaining agreement entered into by the relevant unions and employers in the country in question, and apply across the whole of the country (natural geographic catchment area for employees in the country)*.

- 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.

** Note that in Norway all suppliers and subsuppliers of cleaning services must be entered on a register of approved cleaning businesses.*

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.



See Appendix 8 Documentation for Ethical requirements.

021 Requirements for subsuppliers (W)

A) Subsuppliers who provide a complete service (workforce, chemicals, etc) must meet one of the following requirements:

1. The subsupplier is a Nordic Swan Ecolabelled cleaning service.
2. The subsupplier meet Nordic Swan Ecolabel's ethical requirement O20*. The chemicals used by the subsupplier in delivering the Nordic Swan Ecolabelled service must meet requirements O7, O8 and O9.

This proportion may comprise a maximum of 15% of the applicant's sales.

The licensee must specify in the contract with the customer which objects will be cleaned by non-Nordic Swan Ecolabelled subsuppliers.



If subsupplier is Nordic Swan Ecolabelled, state name and licence number. Otherwise see Appendix 9.



Calculation of the proportion of the applicant's sales that are accounted for by subsuppliers.



Procedure to ensure that the licensee specifies in the contract with the customer which objects will be cleaned by non-Nordic Swan Ecolabelled subsuppliers.

B) Subsuppliers who only provide the workforce must meet one of the following requirements:

1. The subsupplier is a Nordic Swan Ecolabelled cleaning service.
2. The subsupplier is covered by the applicant's training programme (O19). Square metres (O2) that are delivered to the Nordic Swan Ecolabelled service and associated transport (O12), use of chemicals (O5 and O6) and bags (P5) are included in the applicant's own calculations. The subsupplier must comply with the following ethical requirements*:
 - Cleaning must be performed by the subsupplier's own personnel. The subsupplier may not hire another subsupplier.
 - Be registered for VAT and employer tax purposes and (in Finland) be "förskottssuppbördsregistrerade".
 - The cleaning company may not be in arrears with payment of taxes and duties.

- 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.

**Note that in Norway all suppliers and subsuppliers of cleaning services must be entered on a register of approved cleaning businesses.*

- ☒ If subsupplier is Nordic Swan Ecolabelled, state name and licence number. Otherwise see Appendix 10.

022 Documentation of Nordic Swan Ecolabelling requirements (W)

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

- ☒ Checked during inspection visits.

Regulations for the Nordic Ecolabelling of services

To easily identify Nordic Swan Ecolabelled services, the licence number and a descriptive sub text shall always accompany the Nordic Swan Ecolabel.

The described sub text for 076 Cleaning Services is: **Cleaning service/Window cleaning**

More information on graphical guidelines, regulations and fees can be found at www.nordic-ecolabel.org/regulations/

History of the criteria

Nordic Ecolabelling adopted version 3.0 of the criteria for cleaning services on 9 November 2016. The criteria are valid until 31 December 2021.

On 24 May 2017 Nordic Ecolabelling's Criteria Group decided per capsulam to adjust the points for purchase of ecolabelled cloths and mops in requirement P6. The new version is called 3.1.

New criteria

The focus areas for the coming revision will in principle be determined when an evaluation of the requirements is done. It is expected that there will continue to be focus on tightening the requirements for example constituent substances in chemicals, consumption of chemicals, bags and fuel - depending on how the industry as a whole evolves. In addition, it should be examined whether window cleaning can be included in the requirements for cleaned square meters and chemical consumption.

Appendix 1 Description of the company and the supplied services

Service offered that is to be Nordic Swan Ecolabelled (for example ordinary cleaning, window cleaning, floor care): _____

Annual turnover for this service: _____

Service offered not covered by these criteria (special cleaning, facility and other). Regarding special cleaning, describe what kind of cleaning and what sort of customer:

What kind of special cleaning:

What kind of customer:

What kind of facility/other:

What kind of customer:

These kinds of services constitutes of an annual turnover of _____

SUBSUPPLIERS (offering service included in the criteria for Nordic Ecolabelling of cleaning services). Specify for each subsupplier:

Subsupplier (company name): _____

What kind of subsupplier:

A) Subsuppliers who provide a complete service (workforce, chemicals, etc) (= option A in O21 Requirement for subsuppliers) or

B) Company who only provide workforce (= option B): _____ (write "A" or "B").

Is the subsupplier Nordic Swan Ecolabelled? (Yes/No) _____

If yes, specify licence number: _____

For each cleaning company (option A) following information must be given:

- Specify which customers, the subsupplier carries out work for the applicant:

- Specify annual cost the applicant has for each subsupplier:

<hr/>	<hr/>
<hr/>	<hr/>

EMPLOYEES

The total number employees: _____

Approximately number of employees using cars owned by the company or are paid for travel expenses: _____

Approximately number FTEs in the administration: _____ and cleaners: _____

Managing director: _____

Contact person (versus Nordic Ecolabelling): _____

Marketing manager: _____

RECENT ALTERATIONS IN THE COMPANY

Describe alterations in the company during the last 12 months, which could affect the fulfillment of the Nordic Swan Ecolabel– requirements.

PLANNED ALTERATIONS:

Describe any planned alterations and when it is thought they will be implemented:

OTHER INFORMATION:

Appendix 2 Example calculation: m² cleaned per year

Standard cleaning

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

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

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

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

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

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

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

Periodic cleaning and maintenance of floors

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

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

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

Appendix 3 Chemicals used in the service

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

Danish	Swedish	Norwegian	Finnish	English
Neutralt universal-rengørings-middel og håndopvaskemiddel	Allrengöringsmedel och handdiskmedel	Nøytralt universal-rengjøringsmiddel og håndoppvaskmiddel	Yleispuhdistusaineet ja käsiastianpesuaineet	Neutral all purpose cleaners and washing up liquids
Grundrens	Grovrengöringsmedel	Alkalisk grovrengjøringsmiddel	Emäksiset ja vahvasti emäksiset puhdistusaineet pH 9 – 14	Heavy-duty cleaners pH 9 – 14
Neutralt/alkalisk sanitets-rengøringsmiddel	Neutralt/alkalisk sanitetsrengöringsmedel	Nøytralt/alkalisk sanitær-rengjøringsmiddel	Saniteettitilojen puhdistusaineet, joiden pH on 6,5-11	Cleaners for sanitary facilities (pH 6,5 – 11)
Surt sanitetsrengøringsmiddel / Kalkbortagningsmiddel	Surt sanitetsrengöringsmedel / Avkalkningsmedel	Surt sanitær-rengjøringsmiddel / Kalkfjerningsmiddel	Happamat saniteettitilojen puhdistusaineet ja kalkinpoistoaineet	Acid cleaner for sanitary facilities / Descaling product
Vaskeplejemiddel uden voks	Tvättpolish	Vaskepolish	Lattianhoitoaine A, polymeeripitoinen pesuveteen lisättävä lattianhoitoaine	Wash-and-shine floor cleaners
Vaskeplejemiddel med voks	Tvättvax	Vaskevoks	Lattianhoitoaine B, vahapitoinen pesuveteen lisättävä lattianhoitoaine	Wash-and-wax floor cleaners
Brun sæbe	Grön såpa	Grønnsåpe	Saippuapohjaiset puhdistusaineet	Brown soap, soap based floor cleaners
Spraypoleringmiddel	Spraypoleringsmedel	Spraypolish	Sumupuhdistusaineet	Cleaners for spray buffing
Imprægneringsmiddel for mopper	Impregneringsmedel för moppar	Moppeimpregnerings-middel	Moppien kyllästysaineet	Impregnates for mop cloth
Vaskemiddel*	Tvättmedel*	Tekstilvaskemiddel*	Pyykinpesuaineet*	Detergents*
Plettfjerningsmiddel	Fläckbortagningsmedel	Flekkfjerningsmiddel	Tahranpoistoaine	Stain removers
Skurecreme	Skurkräm	Skurekrem	Hankausaineet	Scouring creams
Grundpolish**	Grundpolish**	Grunnpolish**	Pohjustusvahat**	Sealers, primers**
Gulvpolish**	Golvpolish**	Gulvpolish**	Lattiavahat**	Floor finish**
Gulvvoks**	Gulvvoks**	Gulvvoks**		Floor wax**
Polish-/voks-fjerner**	Polish-/voks-bortagnings-medel**	Polish-/voks-fjerningmiddel**	Vahanpoistoaineet**	Strippers**
Skumdemper	Skumdämpare	Skumdempingsmidler	Vaahdonrajoitin	Defoamers

*Please note that all the chemical requirements also apply to chemicals when washing at external laundries, except O6 Proportion of ecolabelled chemicals.

**Please note also sealers, floor polish, floor wax and strippers must fulfil requirements concerning chemicals except requirement O6.

Appendix 4 Appendix for producers of non-ecolabelled chemicals

Name of the product/products: _____

Name of the producer: _____

Statements are given to the best of our knowledge and information we have at this time, based on tests and/or declarations from the producer of the raw material. The statement is subjected to development and new information. Should such information be available, the undersigned is obligated to submit an updated statement to Nordic Ecolabelling.

**Is the chemical classified in accordance with the following hazard classes/risk phrases?
(requirement O7)**

CLP Regulation 1272/2008				
Hazard statement	Hazard category	Hazard code	Yes	No
Hazardous to the aquatic environment	Aquatic Acute 1 Aquatic Chronic 1-4	H400, H410, H411, H412, H413	<input type="checkbox"/>	<input type="checkbox"/>
Acute toxicity	Acute Tox 1-4	H300, H310, H330, H301, H311, H331, H302*, H312*, H332*	<input type="checkbox"/>	<input type="checkbox"/>
Specific target organ toxicity, single or repeated exposure	STOT SE 1-2 STOT SE 3 (solely applies to spray products) STOT RE 1-2	H370, H371 H372, H373 H335 (solely applies to spray products**)	<input type="checkbox"/>	<input type="checkbox"/>
Eye damage	Eye Dam.1	H318 (solely applies to spray products**)	<input type="checkbox"/>	<input type="checkbox"/>
Aspiration hazard	Asp. Tox. 1	H304	<input type="checkbox"/>	<input type="checkbox"/>

Hazard statement	Hazard category	Hazard code	Yes	No
Respiratory/ skin sensitisation	Resp. Sens. 1, 1A or 1B Skin Sens. 1, 1A or 1B	H334 H317 or EUH208 "Contains 'name of the sensitizing substance'. May cause an allergic reaction." ***	<input type="checkbox"/>	<input type="checkbox"/>
Carcinogenic	Carc. 1A or 1B Carc. 2	H350 H351	<input type="checkbox"/>	<input type="checkbox"/>
Mutagenic	Muta. 1A or 1B Muta. 2	H340 H341	<input type="checkbox"/>	<input type="checkbox"/>
Toxic to reproduction	Repr. 1A or 1B Repr. 2 Lact.	H360 H361 H362	<input type="checkbox"/>	<input type="checkbox"/>

**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.*

***Spray bottles or equivalent equipment with nozzles that do not form a cloud of spray may be labelled H335 and H318.*

****Textile detergents that are labelled H334, H317 or labelled with EUH 208 and the clause "Contains (name of the sensitising substance). May cause an allergic reaction" due to enzyme content is exempted. It is assumed, however, that enzymes are encapsulated or in a slurry.*

Does the chemical contain the following substances? (requirement O8):

	Yes	No
Reactive chlorine compounds, such as sodium hypochlorite	<input type="checkbox"/>	<input type="checkbox"/>
Chlorinated organic compounds	<input type="checkbox"/>	<input type="checkbox"/>
Alkylphenol ethoxylates (APEO) and/or alkylphenol derivatives (APD)	<input type="checkbox"/>	<input type="checkbox"/>
Linear alkylbenzene sulphonates (LAS)	<input type="checkbox"/>	<input type="checkbox"/>
EDTA* and its salts	<input type="checkbox"/>	<input type="checkbox"/>
DTPA	<input type="checkbox"/>	<input type="checkbox"/>
Nanomaterials/particles**	<input type="checkbox"/>	<input type="checkbox"/>
Poly- and perfluorinated alkylated substances (PFAS)***	<input type="checkbox"/>	<input type="checkbox"/>
Methyldibromo glutaronitrile (MG)	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
Optical brighteners	<input type="checkbox"/>	<input type="checkbox"/>
Nitromusk and polycyclic musk compounds	<input type="checkbox"/>	<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. The full list can be found at http://ec.europa.eu/environment/chemicals/endocrine/pdf/final_report_2007.pdf (Appendix L, page 238 ff.)	<input type="checkbox"/>	<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.	<input type="checkbox"/>	<input type="checkbox"/>
Substances on the Candidate List: http://echa.europa.eu/candidate-list-table	<input type="checkbox"/>	<input type="checkbox"/>
Substances classified as CMR (categories 1 and 2) in accordance with CLP.	<input type="checkbox"/>	<input type="checkbox"/>

The requirements in the criteria document and accompanying appendices apply to all ingoing substances in the product. Impurities are not regarded as ingoing substances and are exempt from the requirements.

Ingoing substances and impurities are defined below, unless stated otherwise in the requirements

Ingoing substances: all substances in the product, including additives (e.g. preservatives and stabilisers) in the raw materials. Substances known to be released from ingoing substances (e.g. formaldehyde, arylamine, in situ-generated preservatives) are also regarded as ingoing substances.

Impurities: residuals, pollutants, contaminants etc. from production, incl. production of raw materials that remain in the raw material/ingredient and/or in the in the product in concentrations less than 100 ppm (0,0100 w-%, 100 mg/kg) in the product.

Impurities in the raw materials exceeding concentrations of 1,0 % are always regarded as ingoing substances, regardless of the concentration in the product.

Examples of impurities are residues of the following: residues or reagents incl. residues of monomers, catalysts, by-products, scavengers, and detergents for production equipment and carry-over from other or previous production lines.

**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.*

Is the product a spray product for manual use?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Does the product contain perfume or preservatives classified as H317 and/or H334?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Additional declaration for sealers, floor polish and floor wax, (requirement O9):

Does the product contain fluorsurfactants*?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

If yes, in which concentration? _____ weight percent (maximum allowed: 0,025 %).

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

If yes, is the constituent fluorosurfactants' fluorinated carbon chain length less than or equivalent to 5?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Does the product contain silicon surfactants*?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

If yes, in which concentration? _____ weight percent (maximum allowed: 0,25 %).

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

Date	Signature contact person
Name of company	Repeat in block capitals

Appendix 5 Chemicals in current use (procurement list)

Chemical supplier	Product name	Function / area of use	If ecolabelled, indicate type (Nordic Swan Ecolabel, EU Ecolabel or Bra Miljöval) and licence number	Specify if the product is a spray product (= "Is spray") for manual use or if product is transferred to spray bottles (= "Transferred to spray bottles")

Appendix 6 Purchased chemicals – overview consumption

Chemical supplier	Product name	Function / area of use	If ecolabelled, set type (Nordic Swan Ecolabel, EU Ecolabel or Bra Miljöval) and licence number	Purchased volume annually (litre)
Sum designated procurement				

If using external laundries, enter annual laundry volume:	kg
Number kg laundry _____ x _____ (doze or use 0,011) litre/kg =	litre chemicals

O5 Consumption of chemicals

Total litres (ecolabelled + non ecolabelled + external laundry)	litre
---	-------

O6 Proportion of ecolabelled chemicals (floor care products is not included in this calculation)

Total in house procurement of chemicals (litre)	
Total in house procurement of ecolabelled chemicals (litre)	
Proportion of ecolabelled chemicals (%)	

Appendix 7 Examples of training

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

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

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

Topic areas	Topics	Explanation
Technology	Specialist knowledge of cleaning equipment and application technologies	Adequate insight into personal planning of relevant work areas in relation to desired quality (customer requirements) and the cleaning plan. Use of relevant and standard cleaning technologies and machines.
	Specialist knowledge of chemical products (cleaning agents and chemical substances), and concepts such as pH and water hardness	Choice of cleaning agents on the basis of dirt, surfaces, environment and hygiene requirements. Where the environment is concerned, training should be provided in causal connections between choice of cleaning agent, dosage, incorrect work routines, and effects on resource consumption and emissions to the environment. Training must be provided in content and application of cleaning agents.
	Materials for floors/walls and furniture	Ability to identify surface material (e.g. linoleum, plastic, concrete, terrazzo, etc.) and choose correct cleaning agent or treatment method and

		carry out correct cleaning technique.
	Damage and wear	Ability to report damage, damp, etc. in order to be able to report to persons responsible for maintenance of the building.
	Quality assurance	Ability to assess the quality of the work carried out and to draw up measures for corrective cleaning in accordance with the cleaning plan and customer requirements.
		Familiarity with quality control system.
External environment	Environment	Training in relevant environmental legislation and in national lists of undesirable substances in cleaning agents. Training is provided in causal connections between choice of cleaning agent, dosage, incorrect work routines, and effects on resource consumption and emissions to the environment.
	Nordic Ecolabelling	Training in Nordic Ecolabelling and Nordic Swan Ecolabelling criteria for cleaning services.
	Environmentally friendly driving	Training in fuel-efficient driving. Journey planning.
Working environment	Working environment, safety and protection	Training in safety provisions, relevant working environment legislation, hazard classification, and supplier and workplace instructions and so on, to ensure adequate personal safety when carrying out cleaning.
	Ergonomics and working environment	Link between incorrect work routines, working postures and occupational injuries. Training in correct work routines for the work carried out.
	Work planning	Drawing up and structuring cleaning plans, packing cleaning trolleys, planning the work in relation to cleaning plan, quality, rota, load, etc.
Service		Customer service and dialogue.
Management		Instruction techniques for cleaning managers, finance and cost calculations, occupational psychology, staff administration

Appendix 8 Ethical requirements

Documentation of requirement 020 in the individual Nordic countries.

Registration confirming registration for VAT and Employer's National Insurance contributions:

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

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

In Norway:

- Tax Certificate.

- From the Tax Agency (Form 1244): VAT documentation

- From the Municipal Tax Office/Tax Collector/Tax Authority: documentation of Employer's National Insurance contribution.

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

In Iceland:

Taxes and fees

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

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

In Norway: Any default will be shown on the tax certificate, see item "Registration confirming registration for VAT and Employer's National Insurance contributions".

In Finland: Declaration that no amounts are owed to the tax authorities.

In Iceland:

Wages and terms of employment

In Norway: Confirmation of being listed in the register of approved cleaning businesses.

<http://www.arbeidstilsynet.no/renholdsregisteret/index.html?tid=234788>.

In Denmark, Sweden, Finland and Iceland: Either copy of an agreement with the applicant and the employees, or:

In Denmark: Either documentation of membership of a relevant employers' association or copy of "tiltrædelsesaftale" with trade union.

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

In Finland: Statement from trade union.

In Iceland:

Accounting

Copy of the audited accounts for the last year.

Liability insurance

Copy of liability insurance.

Name tags/company cards

Checked in on-site inspection

Appendix 9 Subsuppliers who provide a complete service (workforce, chemicals, etc) - option A in O21 Requirements for subsuppliers

Ethical requirements:

Attach documentation according to Appendix 8 Ethical requirements.

Requirements for chemicals used when delivering Nordic Swan Ecolabelled services – following must be attached:

Appendix 5 Chemicals in current use (procurements list).

Nordic Ecolabelling will check whether the chemicals in the procurement list fulfil the requirements O7, O8 and O9.

We hereby confirm:

Our firm perform cleaning services for cleaning company:

Date	Signature contact person
Name of company	Repeat in block capitals

Appendix 10 Subsuppliers who only provide workforce - option B in O21 Requirements for subsuppliers

Registration confirming registration for VAT and Employer's National Insurance contributions:

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

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

In Norway:

- Tax Certificate.
- From the Tax Agency (Form 1244): VAT documentation
- From the Municipal Tax Office/Tax Collector/Tax Authority: documentation of Employer's National Insurance contribution.

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

In Iceland:

Taxes and fees

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

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

In Norway: Any default will be shown on the tax certificate, see item "Registration confirming registration for VAT and Employer's National Insurance contributions".

In Finland: Declaration that no amounts are owed to the tax authorities.

In Iceland:

We hereby confirm:

- 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.

Date	Signature contact person
Name of company	Repeat in block capitals