

EN  
ANNEX  
EU ECOLABEL CRITERIA AND ASSESSMENT AND VERIFICATION  
REQUIREMENTS

FRAMEWORK

**CRITERIA**

Criteria for awarding the EU Ecolabel to indoor cleaning services product group:

Mandatory criteria

Criterion M1: Use of cleaning products with lower environmental impact

Criterion M2: Cleaning product ~~dosage~~ dosing

Criterion M3: Use of microfiber products

Criterion M4: ~~Consumable goods~~ Staff training

*Criterion M5: ~~Staff training~~*

*Criterion M6: ~~Wage policy~~*

*Criterion M7: ~~Basics of an~~ Environmental management ~~measures and practices system~~*

Criterion ~~M4~~ M6: Solid waste sorting ~~and disposal~~ at the ~~applicant's~~ applicant's premises

Optional criteria

Criterion O1: ~~Use~~ High use of cleaning products with lower environmental impact (up to 3 points)

Criterion O2: Use of concentrated undiluted cleaning products (up to 3 points)

Criterion ~~O2~~ O3: High use of microfiber products (up to 3 points)

Criterion O4: Use of cleaning accessories with lower environmental impact (up to 4 points)

~~Criterion O3~~: Criterion O5: Consumable goods and electric hand air-driers supplied to the client (up to 4 points)

Criterion O6: Energy efficiency for vacuum cleaners (~~up to 2~~ 3 points)

Criterion ~~O4~~ O7: EMAS registration (~~2 points~~), or ISO 14001 certification (~~2 points~~), EMAS and ISO certification (2 points) of the service provider (up to 5 points)

Criterion ~~O5~~ O8: Solid waste ~~sorting and disposal at the cleaning sites (3 points)~~

~~Criterion O6~~: Quality management (new criterion) at the client's premises (2 points)

### Optional criteria (additional aspects)

Criterion ~~07~~09: Quality of the service (2 points)

Criterion 010: Vehicle fleet owned or leased by the applicant (up to 35 points)

Criterion ~~08~~011: Efficiency of laundry washing machines owned or leased by the applicant (up to 24 points)

Criterion ~~09: Outsourced auxiliary~~012: Ecolabelled services and other ecolabelled products (up to 27 points)

## **ASSESSMENT AND VERIFICATION**

~~The specific assessment and verification requirements are indicated within each criterion set out in Sections A and B.~~

Where the applicant is required to provide declarations, documentation, analyses, test reports, or other evidence to show compliance with the criteria, these may originate from the applicant and/or their supplier(s) and/or their sub-contactor(s), as appropriate.

Competent Bodies shall preferentially recognise attestations which are issued by bodies accredited according to the relevant harmonised standard for testing and calibration laboratories and verifications by bodies that are accredited according to the relevant harmonised standard for bodies certifying products, processes and services. Accreditation must be carried out according to the provisions of Regulation (EC) 765/2008.

~~Information extracted from EMAS environmental statements are considered equivalent means of proof as the attestations mentioned in the previous paragraph.~~

Where appropriate, test methods and standards other than those indicated for each criterion may be used if the Competent Body assessing the application accepts their equivalence.

~~Competent Bodies shall preferentially recognise documentation and certifications which are issued by bodies accredited according to the relevant harmonised standard for bodies certifying products, processes and services.~~

Where appropriate, Competent Bodies may require supporting documentation and may carry out independent verifications.

Competent Bodies shall carry out an on-site inspection visit at the applicant's premises and at least one on-site inspection visit of the cleaning service being provided at a client's premises.

~~The enterprise is operational and registered, as required by national and/or local laws and its staff are legally employed and insured. For this purpose, staff shall have a national legal written contract, shall be paid at a minimum legal wage, and shall have working hours complying with before the national law.~~

~~The award concession. After the awarding of the EU Ecolabel licence, the applicant shall declare and demonstrate the service's compliance with these requirements, using independent verification or documentary evidence without prejudice of data protection national law (e.g. construction license/authorization, declarations provide annually a list of professional technicians explaining how national legislation and local regulations related the cleaning sites where they provide EU Ecolabel cleaning services to the above mentioned aspects of the building are met, copy of a written social policy, copies of contracts, official~~

~~documentation/register recording the names and no. of employees by the local Government's Employment Inspectorate or Agent...) and/or direct random staff interview during Competent Body and the Competent Body may perform follow up on-site visit.~~

~~The applicant shall declare the service's compliance with these requirements, and demonstrate visits at the service's compliance with these requirements, using independent verification or documentary evidence without prejudice of data protection national law (e.g. construction license/authorization, declarations of professional technicians explaining how national legislation and local regulations related to the above mentioned aspects of the building are met, copy of a written social policy, copies of contracts, official documentation/register recording the names and no. of employees by the local Government's Employment Inspectorate or Agent...) and/or direct random staff interview during on-applicant's premises or at a cleaning site visit periodically during the award period.~~

## **SECTION A**

### **MANDATORY CRITERIA REFERRED TO IN ARTICLE 3, PARAGRAPH 2**

#### **Criterion M1 – Use of cleaning products with lower environmental impact**

Only products directly ~~related to~~ used during indoor cleaning service operations are covered by this criterion. Both M1(a) and M1(b) must be fulfilled by the applicant.

##### ***M1 (a) EU Ecolabel and other ISO Type I ecolabel products***

At least 50% by volume at purchase of all cleaning products used per year, excluding wet wipes and other pre-moistened products, shall have been awarded with the EU Ecolabel for ~~all-purpose cleaners and sanitary cleaners~~ Hard Surface Cleaning Products or with another ISO Type I Ecolabel.

*Assessment and verification:* the applicant shall provide annual data (commercial name and volume of products) and documentation (including relevant invoices or site inventories) indicating the cleaning products used in the EU Ecolabel cleaning service contracts. Where EU Ecolabel products are used, the applicant shall provide a copy of the EU Ecolabel certificate and/or packaging label showing that it was awarded in accordance with Commission Decision 2011/383/EU of 28 June 2011 on establishing the ecological criteria for the award of the EU Ecolabel to all-purpose cleaners and sanitary cleaners <sup>(1)</sup>. Where other ISO type I label products are used, the applicant shall provide a copy of the type I label certificate and/or packaging label.

##### ***M1(b) ~~Harmful~~ Hazardous Substances***

All products that have not been awarded with the EU Ecolabel for Hard Surface Cleaning Products or with another ISO Type I Ecolabel shall not be classified and/or labelled as being:

<sup>(1)</sup> OJ L 169, 29.6.2011, p.52

acutely toxic, a specific target organ toxicant, a respiratory or skin sensitiser, carcinogenic, mutagenic or toxic for reproduction, or hazardous to the environment, in accordance with CLP Regulation and as interpreted according to the hazard statements listed in Table 1.

Wet wipes and other pre-moistened products shall comply with this requirement.

**Table 1: Restricted hazard classifications and their categorisation**

<b>GHS Hazard Statement</b> <b>Acute toxicity</b>	
<del>H300 Fatal if swallowed</del> <b>Category 1 and 2</b>	<b>Category 3</b>
<del>H300 Fatal if swallowed</del>	H301 Toxic if swallowed
<b>H304 May be fatal if swallowed and enters airways</b>	
<b>H310 Fatal in contact with skin</b>	
<del>H310 Fatal in contact with skin</del>	H311 Toxic in contact with skin
H330 Fatal if inhaled	<del>H331 Toxic if inhaled</del>
<del>H304 May be fatal if swallowed and enters airways</del>	<del>H331 EUH070 Toxic if inhaled by eye contact</del>
<b>Specific target organ toxicity</b>	
<b>Category 1</b>	<b>Category 2</b>
<del>H370 Causes damage to organs</del>	<del>H371 May cause damage to organs</del>
<del>H372 Causes damage to organs through prolonged or repeated exposure</del>	<del>H373 May cause damage to organs through prolonged or repeated exposure</del>
<b>Respiratory and skin sensitisation</b>	
<b>Category 1A</b>	<b>Category 1B</b>
<del>H340 H317: May cause genetic defects allergic skin reaction</del>	<del>H317: May cause allergic skin reaction</del>
<del>H334: May cause allergy or asthma symptoms or breathing difficulties if inhaled</del>	<del>H334: May cause allergy or asthma symptoms or breathing difficulties if inhaled</del>
<b>Carcinogenic, mutagenic or toxic for reproduction</b>	
<b>Category 1A and 1B</b>	<b>Category 2</b>
<del>H340 May cause genetic defects</del>	H341 Suspected of causing genetic defects

H350 May cause cancer	<u>H351 Suspected of causing cancer</u>
H350i May cause cancer by inhalation	
<b>H351 Suspected of causing cancer</b>	
H360F May damage fertility	<u>H361f Suspected of damaging fertility</u>
<b>H360D May damage the unborn child</b>	
<del>H360FD</del> May damage fertility. <u>H360D</u> May damage the unborn child	<u>H361d Suspected of damaging the unborn child</u>
<del>H360FD</del> May damage fertility. May damage the unborn child	<del>H360Fd</del> May damage <del>H361fd</del> Suspected of damaging fertility. Suspected of damaging the unborn child
<del>H360Df</del> <u>H360Fd</u> May damage the unborn child.fertility. Suspected of damaging fertility <u>the unborn child</u>	<u>H362 May cause harm to breast fed children</u>
<b>H361f Suspected of damaging fertility</b>	
<b>H361d Suspected of damaging the unborn child</b>	
<del>H361fd</del> <u>H360Df</u> May damage the unborn child. Suspected of damaging fertility- Suspected of damaging the unborn child.	
<b>H362 May cause harm to breast fed children</b>	
<b>H370 Causes damage to organs</b>	
<b>H371 May cause damage to organs</b>	
<b>H372 Causes damage to organs through prolonged or repeated exposure</b>	
<b>H373 May cause damage to organs through prolonged or repeated exposure</b>	
<del>H400 Very toxic</del> <b>Hazardous to the aquatic life environment</b>	
<b>Category 1 and 2</b>	<b>Category 3 and 4</b>
<u>H400 Very toxic to aquatic life</u>	<del>H410 Very toxic</del> <u>H412 Harmful</u> to aquatic life with long-lasting effects
<del>H411 Toxic</del> <u>H410 Very toxic</u> to aquatic life with long-lasting effects	<u>H413 May cause long-lasting effects to aquatic life</u>
<del>H412 Harmful</del> <u>H411 Toxic</u> to aquatic life with long-lasting effects	

H413 May cause long-lasting harmful effects to aquatic life <b>Hazardous to the ozone layer</b>	
H59 <b>H420</b> Hazardous to the ozone layer	

**~~EUH029 Contact with water liberates toxic gas~~**

**~~EUH031 Contact with acids liberates toxic gas~~**

**~~EUH032 Contact with acids liberates very toxic gas~~**

**~~EUH070 Toxic by eye contact~~**

**~~H334 May cause allergy or asthma symptoms or breathing difficulties if inhaled~~**

**~~H317 May cause allergic skin reaction~~**

*Assessment and verification:* the applicant shall provide a declaration of compliance with this criterion supported by the safety data sheets for all products that have not been awarded with the EU Ecolabel for Hard Surface Cleaning Products or with another ISO Type I Ecolabel.

### **Criterion M2 – Cleaning product ~~dosage~~dosing**

Cleaning staff shall have access to dosing and diluting apparatus appropriate for the cleaning products used on each site (e.g. automatic dispensers, measuring beakers, hand pumps, sprays) and the corresponding ~~user~~ instructions: for correct dosing and diluting.

*Assessment and verification:* the applicant shall provide a declaration of compliance with this criterion supported by a list of the apparatus provided and the appropriate documentation showing the ~~user~~ instructions for correct dosing and diluting, as provided to the cleaning staff.

### **Criterion M3 – Use of microfiber products**

Only textile cleaning accessories ~~that are directly related to~~ used during indoor cleaning services operations are covered by this criterion.

At least 50% of the textile cleaning accessories (e.g. cloths, ~~head mops and rags~~ mop heads) used per year shall be made of microfiber.

*Assessment and verification:* the applicant shall provide annual data (type and quantities of products) and documentation (including relevant invoices or site inventories) indicating the textile cleaning accessories used and marking which textile cleaning accessories are made of microfiber ~~used~~.

### **~~Criterion M4 – Consumable goods~~**

~~This criterion is only applicable if the applicant is responsible for supplying consumable goods to be used at the clients' sites in at least one contract:~~

**~~M4 (a) Hand Soaps~~**

~~At least 30% by volume of hand soaps supplied per year shall have been awarded with an EU Ecolabel for Rinse-off Cosmetics or another ISO type I Ecolabel.~~

#### ***M4(b) Paper towels and tissues***

~~At least 50% by number of articles or pieces of paper towels and tissues supplied per year shall have been awarded with an EU Ecolabel for Tissue Paper or another ISO type I Ecolabel.~~

#### ***M4(c) Toilet paper***

~~At least 50% by number of articles or pieces of toilet paper supplied per year shall have been awarded with an EU Ecolabel for Tissue Paper or another ISO type I Ecolabel.~~

~~Assessment and verification: the applicant shall provide annual data (commercial name and volume or number of pieces) and documentation (including relevant invoices or site inventories) indicating the consumable goods supplied. Where EU Ecolabel products are used, the applicant shall provide a copy of the EU Ecolabel certificate showing that it was awarded in accordance with Commission Decision 2014/893/EU of 11 December 2014 on establishing the ecological criteria for the award of the EU Ecolabel to Rinse-off Cosmetics products<sup>(2)</sup> and /or Commission Decision 2009/568/EC of 9 July 2009 on establishing the ecological criteria for the award of the EU Ecolabel to Tissue Paper<sup>(3)</sup>. Where other ISO type I label are used, the applicant shall provide a copy of the type I label certificate.~~

#### ***Criterion M5 – Staff training***

The cleaning service provider shall make available information, including written procedures or manuals, and training to the cleaning staff performing EU Ecolabel cleaning tasks and to the managers overseeing those cleaning operations. In particular, staff~~the~~ training shall cover the following areas:

— Staff shall be made aware of what the EU Ecolabel is and what are the implications for the provision of the cleaning services.

##### Cleaning products:

— Staff shall be trained to use the correct product dosage for each cleaning task.

— Staff shall be trained to use the correct dilution rate for undiluted cleaning products and how to use the appropriate dosing apparatus.

~~— Minimisation — Staff shall be trained on the appropriate storage of cleaning products.~~

~~— The training shall cover the minimisation~~ of the range of cleaning products used as a mean to minimise the risk of overuse and misuse of cleaning products ~~shall be covered~~.

##### Energy saving:

— Staff shall be trained to use room temperature water for diluting products, unless otherwise specified by the product manufacturer.

~~— Staff —~~ If and when appropriate, staff shall be trained to use the appropriate cycle and temperature for both industrial and household washing machines.

---

<sup>2</sup>-OJ L 354, 09.12.2014, p.47

<sup>3</sup>-OJ L 197, 09.07.2009, p.87

#### Water saving:

— Staff shall be trained to use microfiber ~~cloths~~products, where appropriate, to minimise the use of water and cleaning products.

#### Waste:

— Staff shall be trained to ~~select appropriate~~use durable and reusable cleaning accessories ~~to and~~ minimise the use of single use cleaning supplies (e.g. gloves)), where this does not compromise staff safety and hygiene requirements.

— Staff shall be trained to correctly discard waste water.

— Staff shall be trained to collect, separate and dispose of solid waste (including hazardous waste as e.g. batteries) into the categories that can be handled separately by the local or national waste management facilities as defined by ~~Criterion O5: Solid waste sorting and disposal~~Criterion M6 and Criterion O8, when applicable. Training should include solid waste management both at the company's premises and at the cleaning sites.

~~— Staff shall be trained to collect and separate hazardous waste as listed in Decision 2000/532/EC and dispose appropriately as required by the local waste management authority and defined by Criterion O5: Solid waste sorting and disposal. Training should include hazardous waste management both at the company's premises and at the cleaning sites.~~

#### Health and safety:

— Staff shall be informed on health, safety and environmental issues related to cleaning tasks and encouraged to adopt best practices ~~for cleaning tasks~~. This ~~must~~shall include information on:

- Safety Data Sheets and handling of chemicals

- ~~— National working environment legislation~~

- ~~— Ergonomics and working environment~~

~~How to remove, clean~~applicable national occupational health and ~~store~~safety legislation

- Removal, cleaning and storage of reusable gloves - (if applicable)

- Road safety and eco-driving, if applicable (applicable to applicants having their own personnel responsible for driving within the cleaning service provision)

Adequate training shall be provided to all new staff (~~either~~ permanent ~~or~~and temporary staff) within four weeks of starting employment.

~~At least once a year, staff~~Staff shall be given an update on all the aspects outlined in the criterion at least once a year. Although this update does not have to be a repeat of the initial training session given to all staff, it should cover all of the environmental issues listed and ensure that relevant staff are fully aware of their responsibilities.

*Assessment and verification:* the applicant shall provide a declaration of compliance with this criterion supported by annual details of the training programme (date and type – initial training or update), its contents and the number of staff ~~that~~who have undertaken the training. The applicant shall also provide copies of procedures and staff communication concerning all training-related issues. The date and type of the staff training should be recorded as evidence that training updates have taken place.



Where training courses are provided as part of ~~national or an~~ external training ~~schemes, certification scheme, documentation~~ showing participation (e.g. training certificate) and the content of ~~such courses~~ the training can be provided as proof of compliance as long as the topics listed in this criterion are covered.

In the case of a company taking over staff (either on a permanent or temporary basis) from another cleaning service provider and if the staff have followed training in such training the previous year, no retraining is required as long as documentation showing participation in a training programme (e.g. training certificate) and the training topics covered can be provided.

#### **Criterion ~~M6—Wage policy~~ M5 – Basics of Environmental Management System**

The applicant shall ~~meet national or regional~~ have in place the basic minimum sectorial wage standards (~~obtained by collective agreements~~). If no minimum sectorial wage agreements exist, ~~national minimum or local minimum wage standards shall be met.~~

~~Assessment and verification: the applicant shall provide a declaration of compliance with this criterion supported by documents demonstrating compliance with relevant and recognised social responsibility standards (e.g. SA8000 and/or ISO26000)~~

#### **Criterion M7—Environmental management measures and practices**

~~The applicant shall set the basis for~~ requirements of an Environmental Management System by implementing the following ~~processes~~:

- An *environmental policy* identifying the most relevant direct and indirect environmental impacts and the organisation's policy toward these impacts.
- A precise *action program* ensuring that the company's environmental policy is applied to the services provided. The action program shall also establish, ~~every two years,~~ targets ~~on~~ for the environmental performance regarding the use of resources (e.g. reduction in cleaning products used) and actions to reduce the environmental impact. The establishment of targets and actions shall be supported by the collection of data on the use of resources and other environmental aspects (e.g. waste generation).
- An *internal audit process* ~~allowing, every two years, the~~ shall take place annually to allow verification of the organisation's performances with regard to the targets defined in the action program.— Results from the audit shall be used by the organisation's management board to achieve continuous improvement through updates to the environmental policy and action program.

The environmental policy and the performance of the organisation with regard to the targets set shall be available for consultation by the public at the applicant's premises.

Comments and feedback from clients collected by means of a questionnaire or checklist shall be taken into account.

*Assessment and verification:* the applicant shall provide a declaration of compliance with this criterion supported by a copy of the environmental policy, action program, audit report and procedures ~~for taking into account client comments and feedback. put in place for taking into account client comments and feedback.~~ The audit report, which shall include, among others, a list of corrective actions to be undertaken, shall be made available to the Competent Body as

soon as possible after the date of application for the EU Ecolabel. Updated documentation shall be provided upon request by the Competent Body in order to demonstrate compliance during the award period.

Applicants registered with EMAS and/or certified according to ISO 14001, and applicants that are part of an organisation registered with EMAS and/or certified according to ISO 14001, are considered as having fulfilled this criterion if they provide the EMAS registration and/or the ISO 14001 certificate and/or the EMAS registration to the Competent Body as proof of compliance ~~with this criterion~~.

#### **Criterion ~~M8~~M6 – Solid waste sorting ~~and disposal~~ at the applicant's premises**

Only waste generated at the premises of the applicant is covered by this criterion.

~~Solid~~The applicant shall provide the means for staff to sort solid waste generated at the applicant's premises ~~shall be sorted into relevant~~the appropriate waste stream categories, ~~to be sent for treatment (e.g. recycling, incineration) or sent~~ to be disposed of in accordance with local or national waste management practices and facilities.

*Assessment and verification:* the applicant shall provide a declaration of compliance supported by ~~documents indicating~~a description of the different categories of solid waste collected and sorted at the applicant's premises. An indication of the different solid waste streams ~~that can be~~ accepted for further treatment or disposal by the local authorities, and/or by private agencies (under relevant contracts) shall also be provided.

### **SECTION B**

#### **OPTIONAL CRITERIA ~~REFERRED TO IN ARTICLE 3, PARAGRAPH 3~~**

#### **Criterion O1 – ~~Use~~High use of ~~concentrated undiluted~~ cleaning products with lower environmental impact (up to 3 points)**

Only products directly ~~related to~~used during indoor cleaning service operations are covered by this criterion.

At least ~~30%~~75% (2 points) or 95% (3 points) by volume at purchase of all cleaning products used per year, excluding wet wipes and other pre-moistened products, shall have been awarded with the EU Ecolabel for Hard Surface Cleaning Products or with another ISO Type I Ecolabel.

*Assessment and verification:* the applicant shall provide annual data (commercial name and volume of products) and documentation (including relevant invoices or site inventories) indicating the cleaning products used in the EU Ecolabel cleaning service contracts. Where EU Ecolabel products are used, the applicant shall provide a copy of the EU Ecolabel certificate and/or packaging label showing that it was awarded in accordance with Commission Decision 2011/383/EU of 28 June 2011 on establishing the ecological criteria for the award of the EU Ecolabel to all-purpose cleaners and sanitary cleaners. Where other ISO type I label products are used, the applicant shall provide a copy of the type I label certificate and/or packaging label.

## **Criterion O2 – Use of concentrated undiluted cleaning products (up to 3 points)**

Only products directly used during indoor cleaning service operations are covered by this criterion.

At least 30% (2 points) or 50% (3 points) by volume at purchase of all cleaning products used per year, excluding wet wipes and other pre-moistened products, shall have a minimum dilution rate of 1:80.

*Assessment and verification:* the applicant shall provide annual data (commercial name and volume of products) and documentation (including relevant invoices or site inventories) indicating the cleaning products used. For each product, documentation on the dilution rate used shall be provided (~~through~~ Safety Data Sheets, user instructions or other relevant means). If a product can be used at multiple dilution rates, the most commonly used dilution rate, as justified by internal staff instructions, shall be provided. For ready-to-use products the dilution rate ~~is to~~shall be marked as 1.

## **Criterion ~~O2~~O3 – High use of microfiber products (up to 3 points)**

Only textile cleaning accessories that are directly used during indoor cleaning services operations are covered by this criterion.

At least 75% (2 points) or 95% (3 points) of the textile cleaning accessories (e.g. cloths, head mops) used per year shall be made of microfiber.

*Assessment and verification:* the applicant shall provide annual data (type and quantities of products) and documentation (including relevant invoices or site inventories) indicating the textile cleaning accessories used and marking which textile cleaning accessories are made of microfiber.

## **Criterion O4 – Use of cleaning accessories with lower environmental impact (up to 4 points)**

Only cleaning accessories directly ~~related to~~used during indoor cleaning services operations are covered by this criterion.

### ***O2 (a) Mops***

At least 50% of mops used per year shall have been awarded with the EU Ecolabel for Textiles or with another ISO Type I Ecolabel.

### ***O2 (b) Cloths***

At least 50% of cloths used per year shall have been awarded with the EU Ecolabel for Textiles or with another ISO Type I Ecolabel.

*Assessment and verification:* ~~The~~the applicant shall provide annual data (type and quantities of products) and documentation (including relevant invoices or site inventories) indicating the cleaning supplies and accessories used ~~and marking which cleaning supplies have been awarded with the EU Ecolabel for Textiles or with an ISO Type I Ecolabel and the corresponding license numbers~~the EU Ecolabel cleaning service contracts. Where EU Ecolabel products are used, the applicant shall provide a copy of the EU Ecolabel certificate

and/or packaging label showing that it was awarded in accordance with Commission Decision 2014/350/EU of 5 June 2014 on establishing the ecological criteria for the award of the EU Ecolabel for textile products<sup>4</sup>. Where other ISO type I label products are used, the applicant shall provide a copy of the type I label certificate and/or packaging label.

**Criterion 0305 – Consumable goods and electric hand air-driers supplied to the client**  
**(up to 4 points)**

This criterion is only applicable if the applicant is responsible for supplying consumable goods to be used at the clients' sites in at least one contract and only consumable goods and electric hand driers supplied by the applicant to the site where the service is provided are covered by this criterion:

**O5 (a) Hand Soaps (2 points)**

At least 70% of hand soaps, by volume of hand soaps supplied per year, shall have been awarded with the EU Ecolabel for Rinse-off Cosmetics or another ISO Type I Ecolabel.

**O5 (b) Paper towels and tissues (2 points)**

At least 90% of paper towels and tissues, by number of paper towels or tissues supplied per year, shall have been awarded with the EU Ecolabel for Tissue Paper or another ISO Type I Ecolabel.

**O5 (c) Toilet paper (2 points)**

At least 90% of toilet paper, by number of sheets of toilet paper supplied per year, shall have been awarded with the EU Ecolabel for Tissue Paper or another ISO type I Ecolabel.

**O5 (d) Textile towel rolls (2 points)**

At least 50% of textile towel rolls, by number of rolls supplied per year, shall have been awarded with the EU Ecolabel for textile products or another ISO Type I Ecolabel for Textile Products or Fabric Towels supplied in Towel Dispensers.

**O5 (e) Electric hand driers (2 points)**

All electric hand driers supplied and maintained by the applicant shall have proximity sensors or have been awarded an ISO Type I Ecolabel.

**Assessment and verification:**

(Sub-criteria O5(a) to (d)) The applicant shall provide annual data (commercial name and volume or number of pieces) and documentation (including relevant invoices or site inventories) indicating the consumable goods supplied. Where EU Ecolabel products are used, the applicant shall provide a copy of the EU Ecolabel certificate and/or packaging label showing that it was awarded in accordance with:

- Commission Decision 2014/350/EU of 5 June 2014 on establishing the ecological criteria for the award of the EU Ecolabel for textile products<sup>5</sup> or,

---

<sup>4</sup> OJ L 174, 13.6.2014, p. 45

<sup>5</sup> OJ L 169, 29.6.2011, p.52

- Commission Decision 2009/568/EC of 9 July 2009 on establishing the ecological criteria for the award of the Community Eco-label for tissue paper<sup>6</sup> or,
- Commission Decision 2014/893/EU of 9 December 2014 establishing the ecological criteria for the award of the EU Ecolabel for rinse-off cosmetic products<sup>7</sup>.

Where other ISO type I label products are used, the applicant shall provide a copy of the type I label certificate and/or packaging label.

(Sub-criterion O5(e)) The applicant shall provide documentation demonstrating how this criterion is fulfilled (e.g. packaging label or technical information showing the presence of an ISO Type I Ecolabel certificate or proximity sensors).

#### **Criterion O6 – Energy efficiency for vacuum cleaners (3 points)**

Only vacuum cleaners covered by the scope of the Commission Delegated Regulation (EU) No 665/2013 of 3 May 2013 supplementing Directive 2010/30/EU of the European Parliament and of the Council with regard to energy labelling of vacuum cleaners<sup>8</sup> (domestic and commercial cleaning) are covered by this criterion. Exempted from the scope of this Regulation are wet, wet and dry, robots, industrial, central and battery operated vacuum cleaners and floor polishers and outdoor vacuums.

At least ~~one~~30% of the vacuum ~~cleaner~~cleaners (rounded to the nearest integer) owned or leased by the applicant and used in the provision of the cleaning service operation shall meet class A on energy efficiency as defined in Commission Delegated Regulation (EU) No 665/2013.

*Assessment and verification:* the applicant shall provide ~~relevant~~demonstrating documentation ~~to show~~requirements (e.g. invoice of vacuum purchase and product fiche according to Commission Delegated Regulation (EU) No 665/2013 (Annex III~~)) along with a full list of vacuum cleaners used in the provision of EU Ecolabel services.~~

#### **Criterion ~~O4~~O7 – EMAS registration or ISO 14001 certification of service provider (up to 5 points)**

##### **~~O4(a)~~ EMAS**

The applicant shall be registered under the Community eco-management and audit scheme (EMAS).

~~OR~~

##### **~~O4(b)~~ ISO 14001**

~~The applicant shall be~~ (5 points) or certified according to the ISO 14001 standard. (4 points).

~~OR~~

<sup>6</sup> OJ L 197, 29.7.2009, p. 87

<sup>7</sup> OJ L 354, 11.12.2014, p. 47

<sup>8</sup> OJ L 192, 13.7.2013, p. 1

#### **~~O4(e) EMAS and certification according to ISO 14001~~**

~~The applicant shall be registered under the Community eco-management and audit scheme (EMAS) and also certified according to the ISO 14001 standard~~

~~Assessment and verification: the applicant shall provide the EMAS registration or ISO 14001 certificate as a proof of compliance with, respectively, Criterion O4(a) and O4(b). Both the EMAS registration and ISO 14001 certificate shall be provided to show compliance with criterion O4(e); this criterion.~~

#### **Criterion ~~O5O8~~ – Solid waste ~~sorting and disposal management~~ at the ~~cleaning sites~~client's premises (2 points)**

~~Only waste generated at the cleaning sites, whenever~~This criterion is only applicable if the client provides the means for cleaning staff to sort waste into relevant solid waste streams, is covered by this criterion, and only to the solid waste generated during the cleaning service provision (e.g. non-reusable packaging of cleaning products, packaging of consumable goods) and the solid waste pre-sorted (e.g. by the staff of the client) at the client's premises.

~~Solid waste generated at the cleaning sites shall be sorted into relevant waste stream categories. Cleaning staff shall sort the solid waste generated during the service provision and dispose of the sorted and pre-sorted waste in the appropriate containers inside or in the vicinity of the client's premises. This shall be done wherever the client provides the means (e.g. waste containers for distinct solid waste streams) for the sorting of different solid waste. When waste disposal is the responsibility of the applicant, this shall be done sorted waste streams to be sent for treatment (e.g. recycling, incineration) or sent to be disposed of in accordance with local or national waste management practices and facilities and/or relevant contracts with recycling services.~~

~~Assessment and verification: the applicant shall provide a declaration of compliance supported by documents indicating the different categories of solid waste collected and sorted at the cleaning sites. An indication along with a description of the different solid waste streams that can be accepted for further treatment or disposal by the local authorities, and/or by private agencies (under relevant contracts) shall also be provided with recycling services for each of the client premises concerned.~~

#### **Criterion ~~O6O9~~ – Quality ~~management of the service~~ (2 points)**

~~This criterion is not applicable to applicants who are registered under EMAS or certified according to ISO 14001 (i.e. this criterion cannot be combined with Criterion O7).~~

~~The applicant shall have appointed a service manager and put in place a management plan for a quality management system that includes procedures for monitoring, assessing and improving cleaning quality, as further described below. Additionally, written instructions for cleaning staff shall be made available.~~ The manager can be the facility manager, a foreman/woman, or a co-ordinator nominated to organise and supervise the cleaning.

~~The applicant shall have implemented a quality management system that shall at minimum include the following components; put in place:~~

- ~~• An agreement between the service provider and the client describing the way the quality of the work is to be assessed~~



- Procedures for monitoring, assessing and improving the cleaning tasks carried out by the ~~service provider~~applicant (detailed below)
- ~~Internal audits~~
- ~~Follow up improvement~~Improvement actions for cleaning quality
- Survey based on, among other, surveys of client satisfaction ~~-with the quality of the service provided~~

~~The service provider~~Additionally, the applicant shall draft written work instructions, signed off on by the applicant's management team, that cover the work tasks encompassed by the service. ~~This requirement and these written instructions shall be provided to the cleaning staff and made available for consultation at the applicant's premises and/or cleaning sites.~~

These written work instructions shall at minimum consist of the following components:

- Description of the task (e.g. office, sanitary, windows cleaning)
- Quality (e.g. expected cleanliness, standardised checklist)
- Frequency (e.g. once per week)
- Objects to be cleaned (e.g. table, chair, sink)
- Methods applicable (e.g. equipment and method used for cleaning different areas or objects)

~~The company shall maintain records demonstrating the compliance with this requirement.~~

*Assessment and verification:* the applicant shall provide a declaration of compliance ~~with this criterion~~ supported by:

- A document identifying the manager responsible for the compliance with this criterion (an organogram may be used to describe the organisational structure of the ~~service provider~~applicant and identify the manager).

~~—Copies of documents showing the company's quality management plans (e.g. quality policy, procedures and quality check forms).~~

- The company documents showing the procedures linked to cleaning quality. Note: In case these procedures are compliant with the requirements from EN 13549:— (Cleaning services. Basic requirements and recommendations for quality measuring systems) and/or a regional standard for quality management (e.g. INSTA800: Cleaning quality - Measuring system for assessment and rating of cleaning quality), the applicant ~~shall~~may provide the certificate of compliance.

~~- The written work instructions, signed off on by the applicant's management team covering the work tasks that form part of the service provision.~~

Applicants certified according to ISO 9001 are considered as having fulfilled this criterion if they provide the ISO 9001 certificate to the Competent Body as proof of compliance ~~with this criterion~~.

#### **~~OPTIONAL CRITERIA REFERRED TO IN ARTICLE 3, PARAGRAPH 4~~**

**Criterion ~~07~~O10 – Vehicle fleet owned or leased by the applicant ~~(up to 5 points)~~**

Only the vehicle fleet owned and/or leased by the applicant and used in the provision of the EU Ecolabel cleaning service operations is covered by this criterion. The vehicles can include light passenger or commercial vehicles used by managers, supervisors, cleaning staff, inspectors and any other person taking part in some aspect of the provision of the cleaning service. ~~Sub-criteria 07~~Sub-criterion O10(a) and 07(b) also cover hybrid vehicles but not ~~electrically powered~~electric vehicles. Sub-criterion O10(b) covers electric vehicles.

Privately owned vehicles that are used in the provision of the service are not covered by this criterion.

**07O10 (a) Vehicles meeting European emission standard Euro ~~5~~6 (1 point)**

~~At least one vehicle owned or leased by the applicant and used in the provision of the cleaning service operations shall meet the European emission standard Euro 5 for light passenger and commercial vehicles (0.1 points per vehicle, maximum 1 point)~~

~~Assessment and verification: the applicant shall provide the relevant documentation showing which vehicles are used in the provision of the cleaning services, that they are owned/leased by the applicant and that they meet standard Euro 5. At least 50% of the vehicles (rounded to the next integer) The vehicles' public registration can be used as proof of compliance.~~

**~~07~~ (b) Vehicles meeting European emission standard Euro 6**

~~At least one vehicle~~ owned or leased by the applicant and used in the provision of the cleaning service operations shall meet the European emission standard Euro 6 for light passenger and commercial vehicles ~~(0.2 points per vehicle, maximum 1 point).~~

Assessment and verification: the applicant shall provide the relevant documentation showing which vehicles are used in the provision of the cleaning services, that they are owned or leased by the applicant and indicate which meet the standard Euro 6. The vehicles' public registration can be used as proof of compliance.

**O10 (b) Zero emission vehicles (2 points)**

At least 10% of the vehicles (rounded to the next integer) owned or leased by the applicant and used in the provision of the cleaning service operations shall be zero emission vehicles as determined by New European Driving Cycle (NEDC) tests.

Assessment and verification: the applicant shall provide the relevant documentation showing which vehicles are used in the provision of the cleaning services, that they are owned or leased by the applicant and ~~that they meet standard Euro 6.~~indicate which are zero-emission vehicles. The vehicles' public registration can be used as proof of compliance, along with manufacturer documentation showing NEDC test results.

**07O10 (c) Company transport plan (2 points)**

The provider shall ~~have~~establish a company transport plan to minimise fuel consumption and have annual maintenance records for the vehicle fleet. ~~(1 point)~~

Assessment and verification: the applicant shall provide a copy of the company transport plan, including annual fuel consumption evolution based on number of cleaning sites. The applicant



shall provide a copy of the maintenance plan for the vehicle fleet (vehicle service records can be used as proof of compliance).

**Criterion ~~08~~O11 – Efficiency of laundry washing machines owned or leased by the applicant (up to 4 points)**

~~Only household~~This criterion only applies to washing machines owned or leased by the applicant, either located at the applicant or client premises, to launder cloths, mops and staff uniforms used as part of the cleaning service provision~~and. Sub-Criterion O11(a) is only applicable if household washing machines are used that are~~ covered by the Commission Delegated Regulation (EU) No 1061/2010 of 28 September 2010 ~~supplementing with regard to energy labelling of household washing machines and covered by the Commission Regulation (EU) No 1015/2010 of 10 November 2010 implementing Directive 2010/30/EU 2009/125/EC of the European Parliament and of the Council with regard to energy labelling of household washing machines<sup>9</sup> are covered by this criterion.~~

**~~O8 (a): A+++ washing machines (maximum 2 points)~~**

~~At least 50% of the existing in-house ecodesign requirements for~~ household washing machines<sup>10</sup>.

**O11 (a): Energy label (up to 2 points)**

At least 50% (1 points) or 90% (2 points) of household washing machines (rounded to the nearest integer) shall comply with at least EU Energy Label rated class ‘A++++’ or better for energy efficiency under Commission Delegated Regulation (EU) No 1061/2010.

**~~O8 (b): A++ washing machines (maximum 2 points)~~**

~~At least 90% of the existing in-house~~the energy labelling regulation for household washing machines ~~shall comply with at least EU Energy Label class ‘A++’ for energy ((EU) No 1061/2010).~~

**O11 (b): Water efficiency ( 2 points)**

Household machines: the water consumption of the household laundry washing machines, owned or leased by the applicant, shall be lower or equal to the benchmarks for water consumption under the Commission Delegated Regulation (EU) No 1061/2010, 1015/2010 of 10 November 2010 (Annex IV). The benchmarks are measured according to EN 60456, using the standard washing cycle (60 °C cotton program).

<u>Product sub-group</u>	<u>Water consumption: [litres/cycle]</u>
<u>Household washing machines with a rated capacity of 3 kg</u>	<u>39</u>
<u>Household washing machines with a rated capacity of 3,5 kg</u>	<u>39</u>
<u>Household washing machines with a rated capacity of</u>	<u>40</u>

<sup>9</sup> OJ L 314, 30.11.2010, p. 47

<sup>10</sup> OJ L 314, 30.11.2010, p. 47

<u>4,5 kg</u>	
<u>Household washing machines with a rated capacity of 5 kg</u>	<u>39</u>
<u>Household washing machines with a rated capacity of 6 kg</u>	<u>37</u>
<u>Household washing machines with a rated capacity of 7 kg</u>	<u>43</u>
<u>Household washing machines with a rated capacity of 8 kg</u>	<u>56</u>

#### AND

Commercial washing machines: the water consumption of the commercial laundry washing machines, owned or leased by the applicant, shall be lower or equal than  $\leq 7$  L per kg of laundry washed.

*Assessment and verification:* the applicant shall provide annual data (list of all household laundry washing machines owned and used to launder cloths, mops and staff uniforms used as part of the cleaning service provision) and documentation indicating the energy efficiency class for the existing household laundry washing machines.

Product fiches according to Commission Delegated Regulation (EU) No 1061/2010 (Annex II) can be used as proof of compliance with this requirement.

To show compliance with criterion O11 (b), and for the case only the annual water consumption is provided, a total of 220 number of standard washing cycles per year shall be assumed.

#### **Criterion ~~O9: Outsourced Auxiliary~~ O12: Ecolabelled services and other ecolabelled products (up to 7 points)**

This criterion ~~is only applicable if the applicant makes applies to the~~ use of ~~outsourced auxiliary~~ecolabelled services and/or products, defined as services and/or products that are not directly used in the provision of cleaning services but, are used to support the everyday business operations of the ~~cleaning service provider applicant~~. These ~~outsourced auxiliary services and products~~ can include, but are not limited to, ~~laundry services~~ outsourced services (e.g. laundry and car washing) by the applicant to a third party; and can cover products such as e.g. laundry detergents and, dishwasher detergents or copying paper.

~~At least 50% by expense of auxiliary~~**O12 (a) Ecolabelled services (up to 4 points)**

100% of a service type is outsourced by to a provider that has been awarded with the applicant to a third party and/EU Ecolabel or auxiliary with another ISO Type I ecolabel for that service (2 points for each service, up to a maximum of 4 points total)

**O12 (b) Ecolabelled products** ~~purchased per year to support the delivery of the cleaning service operations shall~~**(up to 3 points)**

100% of product units of a product group have been awarded with the EU Ecolabel or with ~~another~~ ISO Type I Ecolabel. ~~(1 (0.5 point per service, 0.5 points per product each of the following categories to a maximum 2 of 3 points)~~

Note: Ecolabelled products as cloths and mops, ~~drying paper and soap~~ consumable goods supplied as part of contract to clients fall outside the scope of this criterion as they are covered by ~~Criterion O2: Use of cleaning accessories with lower environmental impact (for cloths and mops) and Criterion M4: Consumable goods (for paper towels, tissue and toilet paper and had soap).~~ Criterion O4 and Criterion O5.

*Assessment and verification: ~~the~~*

O12 (a) The applicant shall provide appropriate evidence of an ISO Type I ecolabel certification held by the outsourced service(s), along with the relevant invoices.

O12 (b) The applicant shall provide ~~annual~~ data and documentation (including relevant invoices ~~or site inventories~~) indicating the ~~auxiliary services and quantities of such~~ products used and ~~marking which services and products have been awarded with~~ a copy of the relevant EU Ecolabel or another ISO Type I Ecolabel and the corresponding license numbers ~~label certificates and/or packaging labels.~~