



**EU Ecolabel for indoor  
cleaning services**

# User Manual

**European Commission**

**EU Ecolabel indoor cleaning services**

**Commission Decision (EU) 2018/680**

**May 2019**

|            |  |           |
|------------|--|-----------|
| <b>1</b>   | <b>INTRODUCTION</b>  | <b>3</b>  |
| <b>2</b>   | <b>SCOPE, DEFINITIONS AND SCORING CONDITIONS</b>   | <b>5</b>  |
| <b>3</b>   | <b>SUPPORTING THE PRODUCT ASSESSMENT AND VERIFICATION</b>  | <b>7</b>  |
| <b>3.1</b> | <b>General requirements</b>  | <b>7</b>  |
| <b>3.2</b> | <b>Mandatory Criteria</b>  | <b>8</b>  |
| 3.2.1      | CriterionM1: Use of cleaning products with low environmental impact                                    | 8         |
| 3.2.2      | Criterion M2: Cleaning product dosing  | 17        |
| 3.2.3      | Criterion M3: Use of microfiber products   | 20        |
| 3.2.4      | Criterion M4: Staff training   | 21        |
| 3.2.5      | Criterion M5: Basics of an environmental management system   | 22        |
| 3.2.6      | Criterion M6: Solid waste sorting at the applicant's premises  | 24        |
| 3.2.7      | CriterionM7: Information appearing on the EU Ecolabel  | 25        |
| <b>3.3</b> | <b>Optional Criteria</b>   | <b>28</b> |
| 3.3.1      | CriterionO1: High use of cleaning products with low environmental impact (up to 3 points)              | 28        |
| 3.3.2      | CriterionO2: Use of concentrated undiluted cleaning products (up to 3 points)                          | 29        |
| 3.3.3      | CriterionO3: High use of microfiber products (up to 3 points)  | 30        |
| 3.3.4      | CriterionO4: Use of cleaning accessories with low environmental impact (up to 4 points)                | 30        |
| 3.3.5      | CriterionO5: Energy efficiency for vacuum cleaners (3 points) (NON APPLICABLE)                         | 31        |
| 3.3.6      | CriterionO6: EMAS registration or ISO 14001 certification of service provider (up to 5 points)         | 34        |
| 3.3.7      | CriterionO7: Solid waste management at the cleaning sites (2 points)                                   | 34        |
| 3.3.8      | CriterionO8: Quality of the service (up to 3 points)   | 35        |
| 3.3.9      | CriterionO9: Vehicle fleet owned or leased by the applicant (up to 5 points)                           | 36        |
| 3.3.10     | CriterionO10: Efficiency of laundry washing machines owned or leased by the applicant (up to 4 points) | 40        |
| 3.3.11     | CriterionO11: Ecolabelled services and other ecolabelled products (up to 5 points)                     | 44        |
| 3.3.12     | CriterionO12: Consumable goods and electric hand air-dryers supplied to the client (up to 4 points)    | 45        |

## 1 Introduction

This manual guides the applicants and the competent bodies through the process of applying for an EU Ecolabel and verifying compliance with the requirements set within the criteria published in the Commission Decision (EU) 2018/680 establishing EU Ecolabel criteria for indoor cleaning services<sup>1</sup>.

Criteria for awarding the EU Ecolabel to indoor cleaning services are divided in mandatory criteria, common for all the services, and optional criteria (with a scoring range between 14 and 43 points).

Table 1. List of EU Ecolabel criteria for indoor cleaning services

| Mandatory criteria |  |
|--------------------|--|
| M1                 | Use of cleaning products with low environmental impact                                   |
| M2                 | Cleaning product dosing  |
| M3                 | Use of microfiber products   |
| M4                 | Staff training   |
| M5                 | Basics of an environmental management system   |
| M6                 | Solid waste sorting at the applicant's premises  |
| M7                 | Information appearing on the EU Ecolabel   |
| Optional criteria  |  |
| O1                 | High use of cleaning products with low environmental impact (up to 3 points)             |
| O2                 | Use of concentrated undiluted cleaning products (up to 3 points)                         |
| O3                 | High use of microfiber products (up to 3 points)   |
| O4                 | Use of cleaning accessories with low environmental impact (up to 4 points)               |
| O5                 | Energy efficiency for vacuum cleaners (3 points)   |
| O6                 | EMAS registration or ISO 14001 certification of the service provider (up to 5 points)    |
| O7                 | Solid waste management at the cleaning sites (2 points)                                  |
| O8                 | Quality of the service (up to 3 points)  |
| O9                 | Vehicle fleet owned or leased by the applicant (up to 5 points)                          |
| O10                | Efficiency of laundry washing machines owned or leased by the applicant (up to 4 points) |
| O11                | Ecolabelled services and other ecolabelled products (up to 5 points)                     |
| O12                | Consumable goods and electric hand air-dryers supplied to the client (up to 4 points)    |






With the aim of facilitating the application procedure, this User Manual gives the applicant and the competent bodies (verifiers) additional information to provide the necessary documentation, declarations,

<sup>1</sup> [http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L\\_.2018.114.01.0022.01.ENG&toc=OJ:L:2018:114:TOC](http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2018.114.01.0022.01.ENG&toc=OJ:L:2018:114:TOC)

analyses, test reports, and/or any other evidence, which may originate from the applicant or its supplier(s), as appropriate. The specific assessment and verification requirement is indicated for each criterion.

This document is not aimed to duplicate the entire content of the criteria but is intended to support their interpretation, and only focused on helpful explanations and clarifications. The criterion text appears only when additional information, clarifications and explanations are included; if not, only the criteria name appears as a heading. The following symbols are used throughout this Manual:

Table 2. Description of the symbols and criteria parts used throughout the document

| Symbol  | Description  |
|---|--|
|  | Criterion text.<br>Please note that the text included in these boxes has no legal value. Please refer to the texts published in the Commission Decision.             |
|  | Key points for each criterion are listed under this symbol.  |
|  | Boxes with definitions or additional explanations of technical terms that could complement the definitions already included in article 2 of the Commission Decision. |
|  | Notable or important information.  |
|  | Website where further information can be found.  |

This User Manual is completed with the following documents:

1. The **verification form** (Excel file), which includes the following information:
  - Application form** – where the applicant must fill in detailed information about the indoor cleaning services offered.
  - Declarations of mandatory and optional criteria** - in which the applicant must declare to comply with and provide the specifications required for each applicable criterion.
2. The **annual data registration form** (Excel file), where the applicant must fill in annual data on all the products/consumables related to the 'indoor cleaning service', required by criteria. Annual data on staff training is also included. The applicant must submit this information yearly along the whole licence period.
3. The template for the **declaration from the manufacturer/supplier of the hard surface cleaning products** (Word file), supporting compliance with sub-criteria M1(b)(i) and M1(b)(ii).
4. The **checklist** (Word file) – A checklist is included to help the applicant and Competent Body in the assessment and verification process.
5. A **template for notification of new cleaning sites** (Word file) – to be used by the EU Ecolabel license holder to notify every new cleaning site where the EU Ecolabel cleaning service is provided (the period between notifications of new cleaning sites shall not exceed four months, unless the applicant has not taken on new contracts).



**Please read this manual all the way through before completing and submitting the application forms, declarations and any other documentation.**

## 2 Scope, definitions and scoring conditions

The product group '**indoor cleaning services**' shall comprise the provision of:

- routine professional cleaning services, performed indoors in commercial, institutional and other publically accessible buildings and private residences. Areas where cleaning services are performed **may include, but are not limited to**, office areas, sanitary facilities and publically accessible hospital areas, such as corridors, waiting and break rooms.
- the cleaning of glass surfaces that can be reached without the use of any specialised equipment or machines.



**This product group shall not comprise disinfection activities or cleaning activities taking place on production sites or activities for which the cleaning products are provided by the client.**

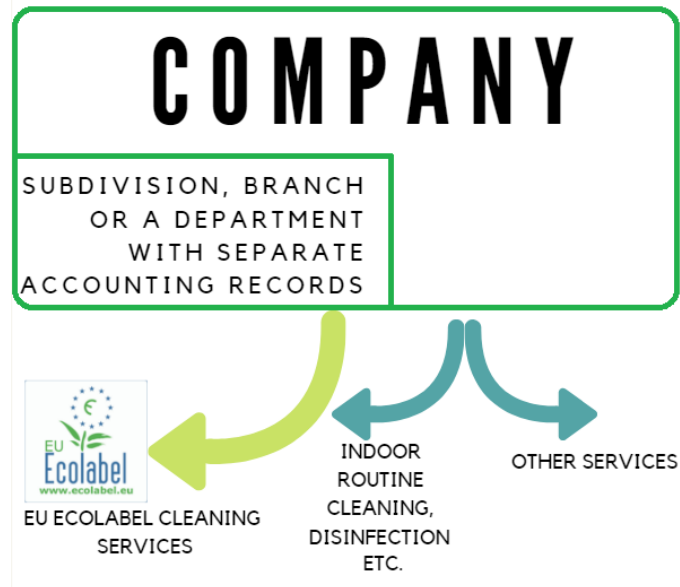
The following **definitions** shall apply:

- (1) 'routine professional cleaning services' means professional cleaning services that are provided at least once a month, with the exception of glass cleaning which shall be considered as routine where it is performed at least once every three months;
- (2) 'undiluted cleaning products' means products that must be diluted before use and which have a dilution rate of at least 1:100;
- (3) 'cleaning accessories' means reusable cleaning goods such as cloths, mops and water buckets;
- (4) 'microfiber' means synthetic fiber finer than one denier or decitex/thread;
- (5) 'applicant's premises' means the premises where the applicant carries out administrative and organisational tasks linked to their activity;
- (6) 'EU Ecolabel indoor cleaning tasks' means tasks performed by staff as part of an indoor routine professional cleaning service.

The service shall fall within the product group 'indoor cleaning services' and shall fulfil the related assessment and verification requirements as well as the following **scoring conditions**:

- The indoor cleaning service shall comply with **all the mandatory criteria**.
- The indoor cleaning service shall comply with a sufficient number of the **optional criteria** in order to score **at least 14 points**.
- Accounting **records shall be separated in relation to other services provided** by the same operator that do not fall within the scope of this EU Ecolabel, including other indoor cleaning services that do not fulfil the requirements set out in the Commission Decision (EU) 2018/680

An operator that has been awarded the EU Ecolabel for indoor cleaning services shall not provide other services which are not covered by the EU Ecolabel **unless the indoor cleaning services covered by the EU Ecolabel are provided by a sub-division, a subsidiary, a branch or a department of the operator that is clearly distinct from it and keeps separate accounting records.** According to the above mentioned, different accounting records are needed for EU Ecolabel and non-EU Ecolabel services done by the same company. If the same company is providing other services than the EU Ecolabel ones (no matter if cleaning services or different services), EU Ecolabel services shall be provided by a sub-division, a subsidiary, a branch or a department of the operator that is clearly distinct from it:




**!** If the company offers both ecolabelled and non-ecolabelled services, it must prove to have separate accounts or an adequate accounting code for the activities covered by the Ecolabelled services, and without prejudice to national accounting standards.

**!** The company shall be very clear in its communication about which cleaning service offered by the company is ecolabelled. The EU Ecolabel certificate will have to clearly specify this info too.

There are accounting programs in the market, but if the company does not work with this kind of accounting programs, it should liaise with its Competent Body regarding the format and the way to justify a separated accounting system. It should be enough to create separate codes for the activities involved in the ecolabelled service, or to classify the activities along sub-account levels. The calculation of the figures referred to the EU Ecolabelled services might be performed i.e as a proportion to the overall services, as long as the separate accounting records can be demonstrated.


Any other service provided by that operator that falls outside the scope of this Decision, including other indoor cleaning services like disinfection or gardening that do not fulfil the requirements set out in this Decision, shall not be covered by the EU Ecolabel license for indoor cleaning services and shall not be marketed as such.

 Where an operator that has been awarded the EU Ecolabel for indoor cleaning services makes use of sub-contractors for the provision of such services, these must also hold an EU Ecolabel licence for indoor cleaning services.

## 3 Supporting the Product Assessment and Verification

### 3.1 General requirements

 Competent bodies shall carry out an on-site visit at the applicant's premises and at least one on-site visit of the cleaning service being provided at a cleaning site before the award concession. Random staff interview may be carried out by competent bodies during on-site visits.

 After being awarded the EU Ecolabel licence, the applicant shall provide periodically to the competent body a list of the cleaning sites where they provide EU Ecolabel cleaning services, indicating the first and final day of activity for each site.

The specific assessment and verification requirements are indicated within each criterion. Where the applicant is required to provide declarations, documentation, or other evidence to show compliance with the criteria, these may come **from the applicant** and/or **their supplier(s)** and/or **their sub-contractor(s)**.

Where appropriate, competent bodies may require supporting documentation and may carry out independent checks.

The period between **notifications of new cleaning sites shall not exceed four months**, unless the applicant has not taken on new contracts. The competent body may perform follow-up on-site visits at the applicant's premises or at a cleaning site periodically during the award period.

The applicant shall take into account that, as a prerequisite, the services shall meet all applicable legal requirements of the country or countries in which the "indoor cleaning services" are provided. In particular, the company must be operational and registered, as required by national or local laws and its staff are legally employed and insured. For this purpose, staff shall have a national legal valid written contract, shall be paid at least the national or regional minimum wage set by collective agreements or, in the absence of collective agreements, at least the national or regional minimum wage, and shall have working hours complying with national law.

The applicant shall declare and demonstrate the service's compliance with those requirements by using independent verification or documentary evidence that is without prejudice to the national law on data protection (e.g. copy of a written social policy, copies of contracts, statements of employee's registration in the national insurance system, official documentation/register recording the names and number of employees by the local government's employment inspectorate or agent).

In case of any change that could potentially affect the compliance with one or more criteria, the license-holder shall, in advance of this change, submit the information to the competent body demonstrating that the indoor cleaning service will still meet the affected criterion/a after the change.

## 3.2 Mandatory Criteria

### 3.2.1 Criterion M1: Use of cleaning products with low environmental impact



**Both criteria M1(a) and M1(b) shall be fulfilled by the applicant.**

#### Sub-criterion M1(a): EU Ecolabel and other ISO type I label products

**Criterion text:**

**Criterion M1 – Use of cleaning products with low environmental impact**

Only products directly used during EU Ecolabel indoor cleaning service tasks are covered by this criterion. Both criteria M1(a) and M1(b) shall be fulfilled by the applicant.

**M1(a): EU Ecolabel and other ISO type I label products**

At least 50% by volume at purchase of all cleaning products used per year, excluding wet wipes, other pre-moistened products and products used for the impregnation and conservation of mops (during the laundry process), shall have been awarded the EU Ecolabel for hard surface cleaning products in accordance with Commission Decision (EU) 2017/1217<sup>2</sup> or another EN ISO 14024 type I ecolabel that is nationally or regionally officially recognised in the Member States.

**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 indoor 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 Decision (EU) 2017/1217.

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.



**This criterion applies only to products directly used during the EU Ecolabel indoor cleaning service tasks. Directly used means used for the cleaning tasks performed by staff as part of an indoor routine professional cleaning service.**



**If the 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 indoor cleaning service contracts are not available at the moment of the application, the**

<sup>2</sup> Commission Decision (EU) 2017/1217 of 23 June 2017 establishing the EU Ecolabel criteria for hard surface cleaning products (OJ L 180, 12.7.2017, p. 45).



applicant should sign the declaration of the commitment complemented with relevant historical data from the previous year. The relevant data should be provided during the course of the license not late than 12 months from the award of the EU Ecolabel for indoor cleaning services.

**① Key points**

- What are the cleaning products that could be awarded under the EU Ecolabel for hard surface cleaning products? Section 3.2.1.1
- What are other EN ISO 14024 type I ecolabel products? Section 3.2.1.2
- Examples of pre-moistened products and products used for the impregnation and conservation of mops. Section 3.2.1.3
- Both criteria M1(a) and M1(b) shall be fulfilled by the applicant.
- If there is no cleaning products used to perform cleaning services i.e. vapour cleaning, the Criterion M1 does not apply.

### 3.2.1.1 What are the cleaning products that could be awarded under the EU Ecolabel for hard surface cleaning products?

The scope of hard surface cleaning (HSC) products is established in the Commission Decision (EU) 2017/1217<sup>3</sup>, which is summarised below:

| In the scope of HSC   | Excluded from the scope of HSC  |
|---|---|
| <p>- All-purpose cleaners, kitchen cleaners, window cleaners or sanitary cleaners which are marketed and designed to be used as one of the following:</p> <p><b>a)</b> All-purpose cleaners, which shall include detergent products intended for the routine indoor cleaning of hard surfaces such as walls, floors and other fixed surfaces.</p> <p><b>b)</b> Kitchen cleaners, which shall include detergent products intended for the routine cleaning and degreasing of kitchen surfaces such as countertops, stovetops, kitchen sinks and kitchen appliance surfaces.</p> <p><b>c)</b> Window cleaners, which shall include detergent products intended for the routine cleaning of windows, glass and other highly polished surfaces.</p> | <p>- Products which are not mixtures of chemical substances.</p> <p>- Products for non-professional use containing micro-organisms that have been deliberately added by the manufacturer.</p> <p>- Products that do not fall within the scope of the Detergents Regulation (e.g. wipes).</p> <p>- Products which are not aimed at cleaning building indoor spaces (e.g. products aimed at washing cars, boats).</p> <p>- Products which are not used on a routine basis (e.g. strippers) or only for specific surface types (e.g. wooden floor cleaner, metal cleaners) or specific uses (e.g. oven cleaner, descaler).</p> <p>- Products which are aimed at cleaning textile surfaces.</p> |

<sup>3</sup> Commission Decision (EU) 2017/1217 of 23 June 2017 establishing the EU Ecolabel criteria for hard surface cleaning products (notified under document C(2017) 4241).

| In the scope of HSC  | Excluded from the scope of HSC |
|--|--------------------------------|
| <p><b>d)</b> Sanitary cleaners, which shall include detergents products intended for the routine removal, including by scouring, of dirt or deposits in sanitary facilities, such as laundry rooms, toilets, bathrooms and showers.</p> <ul style="list-style-type: none"> <li>- Products for both private and professional use.</li> <li>- Products sold either in ready-to-use or undiluted form.</li> </ul> |                                |

The complete list of EU Ecolabel Licence Holders for HSC products can be found in the following link:



<http://ec.europa.eu/ecat/category/en/1/all-purpose-cleaners-and->

### 3.2.1.2 What are other EN ISO 14024 type I ecolabel products?

As established in the article 11.2 of the Regulation (EC) No 66/2010 on the EU Ecolabel<sup>4</sup>, EU Ecolabel criteria shall also take into account existing criteria developed in officially recognised ecolabelling schemes in the Member States. ISO type I labels are officially recognised in the EN ISO 14024 type I environmental labelling schemes.

The ISO standards family 14020 provides guidance and sets requirements for environmental labels and declarations. ISO 14020 sets out general principles that apply not only to labelling schemes but to all environmental claims, designed to promote accurate, verifiable and relevant information. ISO distinguishes between:

- *Type I labelling*: a voluntary, multiple-criteria based, third party program that awards a license which authorises the use of environmental labels on products indicating overall environmental preferability of a product within a product category based on life cycle considerations;
- *Type II labelling*: self-declaratory;
- *Type III labelling*: Environmental Product Declarations (providing quantified environmental data of a product, based on life cycle assessment, and verified by a qualified third party).

ISO 14024 provides the requirements for operating a Type I ecolabelling scheme. This International Standard establishes the principles and procedures for developing Type I environmental labelling programmes, including the selection of product categories, product environmental criteria and product function characteristics; as well as procedures for assessing and demonstrating compliance and the certification procedures for awarding the label. The EU Ecolabel is the Type I ecolabelling scheme managed by the

<sup>4</sup> Regulation (EC) No 66/2010 of the European Parliament and of the Council of 25 November 2009 on the EU Ecolabel.

European Commission and recognised throughout Europe. Table below contains indicative list of Type I labels existing in several Member States, and involving cleaning products.

Table 3. Indicative list of ISO Type I labels existing in EU.

| Ecolabel                       | Country    | Webpage   |
|--------------------------------|------------|---|
| EU Ecolabel                    | All (EU)   | <a href="http://ec.europa.eu/environment/ecolabel/index_en.htm">http://ec.europa.eu/environment/ecolabel/index_en.htm</a>   |
| Österreichisches Umweltzeichen | AU         | <a href="http://www.umweltzeichen.at/cms/de/home/content.html">http://www.umweltzeichen.at/cms/de/home/content.html</a>   |
| Ekologický Setrny Vyrodek      | CZ         | <a href="http://www1.cenia.cz/www/ekoznaceni/ekologicky-setrne-vyrobky">http://www1.cenia.cz/www/ekoznaceni/ekologicky-setrne-vyrobky</a>                                     |
| Nordic Ecolabel                | SE, DK, FI | <a href="http://www.nordic-ecolabel.org/">http://www.nordic-ecolabel.org/</a>   |
| NF Environnement               | FR         | <a href="http://www.ecolabels.fr/fr/l-ecolabel-europeen-qu-est-ce-que-c-est">http://www.ecolabels.fr/fr/l-ecolabel-europeen-qu-est-ce-que-c-est</a>                           |
| Blue Angel                     | DE         | <a href="https://www.blauer-engel.de/en/">https://www.blauer-engel.de/en/</a>   |
| Hungarian Ecolabel             | HU         | <a href="http://www.kornyezetbarat-termek.hu/en/pages.php?aid=137&amp;pID=2#.Vz2N1ORCeUk">http://www.kornyezetbarat-termek.hu/en/pages.php?aid=137&amp;pID=2#.Vz2N1ORCeUk</a> |

### 3.2.1.3 Examples of pre-moistened products and products used for the impregnation and conservation of mops



**Pre-moistened products and products used for the impregnation and conservation of mops are exempted of criterion M1(a).**

This type of products encompasses among others wet wipes, towelettes, mopping clothes and pads. Non-exhaustive list of different products that could be found on the market is presented in Table 4.

Table 4 Indicative list of pre-moistened products and products used for the impregnation and conservation of mops

|  |                                 |                                  |
|--|---------------------------------|----------------------------------|
| <b>Disinfecting wipes</b>                        | Universal pre-moistened wipes   | Surface wipes                    |
| <b>Multi surface wipes</b>                       | All purpose wet wipes           | Cooktop cleaning wipes           |
| <b>Flushable wipes</b>                           | Kitchen & bath cleaning wipes   | Moist flushable wipes            |
| <b>Pre-moistened furniture wipes</b>             | Wet floor wipes                 | Leather & vinyl wipes            |
| <b>Cleaning towelette</b>                        | Screen cleansing towelettes     | Pre-moistened towelettes         |
| <b>Wet mopping cloths</b>                        | Glass cleaner wipes             | Window & glass cleaning wipes    |
| <b>Wood floors and furniture wipes</b>           | Washing machine cleaning wipes  | Clean & dust multi-surface wipes |
| <b>Pre-moistened pads</b>                        | Wet floor sweeper cloths        | Silver & precious metals wipes   |
| <b>Kitchen &amp; bath wipes</b>                  | Pre-moistened cleaning tissues  | Antibacterial bathroom wipes     |
| <b>Anti-bacterial multi-purpose wipes</b>        | Electronics pre-moistened wipes | Mopping floor/ multipurpose pads |
| <b>Cleaning pads (for mopping and scrubbing)</b> | Pre-moistened dryer cloths      | Precious metal wipes             |
| <b>Stainless steel wipes</b>                     | Ceramic stove top wipes         | Pre-moistened dusting wipes      |
| <b>Pre-moistened floor cloths</b>                | Pre-moistened cleaning tissues  | Germicidal disposal cloths       |

## Sub-criterion M1(b): Hazardous Substances

### Criterion M1 – Use of cleaning products with low environmental impact

Only products directly used during EU Ecolabel indoor cleaning service tasks are covered by this criterion. Both criteria M1(a) and M1(b) shall be fulfilled by the applicant.

#### M1(b) Hazardous Substances

(i) All products that have not been awarded the EU Ecolabel for hard surface cleaning products or another EN ISO 14024 type I ecolabel that is nationally or regionally officially recognised in the Member States shall not contain substances listed in EU Ecolabel Criterion 4(a)(i) for hard surface cleaning products, regardless of concentration.

(ii) All products that have not been awarded the EU Ecolabel for hard surface cleaning products or another EN ISO 14024 type I ecolabel that is nationally or regionally officially recognised in the Member States shall not contain substances listed in EU Ecolabel criterion 4(a)(ii) for hard surface cleaning products, in amounts higher than those authorised in the criterion.

(iii) All products that have not been awarded the EU Ecolabel for hard surface cleaning products or another EN ISO 14024 type I ecolabel that is nationally or regionally officially recognised in the Member States shall not be classified and labelled as being 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 Regulation (EC) No 1272/2008 of the European Parliament and of the Council<sup>5</sup>, and as interpreted according to the hazard statements listed in Table 6.

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

Table 5: Restricted hazard classifications and their categorisation

| <b>Acute toxicity</b>   |   |
|---|---|
| <b>Category 1 and 2</b>   | <b>Category 3</b>   |
| H300 Fatal if swallowed   | H301 Toxic if swallowed   |
| H310 Fatal in contact with skin   | H311 Toxic in contact with skin   |
| H330 Fatal if inhaled   | H331 Toxic if inhaled   |
| H304 May be fatal if swallowed and enters airways                               | EUH070 Toxic by eye contact   |
| <b>Specific target organ toxicity</b>   |   |
| <b>Category 1</b>   | <b>Category 2</b>   |
| H370 Causes damage to organs  | H371 May cause damage to organs   |
| H372 Causes damage to organs through prolonged or repeated exposure             | H373 May cause damage to organs through prolonged or repeated exposure          |
| <b>Respiratory and skin sensitisation</b>                                       |   |
| <b>Category 1A</b>  | <b>Category 1B</b>  |
| H317: May cause allergic skin reaction  | H317: May cause allergic skin reaction  |
| H334: May cause allergy or asthma symptoms or breathing difficulties if inhaled | H334: May cause allergy or asthma symptoms or breathing difficulties if inhaled |
| <b>Carcinogenic, mutagenic or toxic for reproduction</b>                        |   |
| <b>Category 1A and 1B</b>   | <b>Category 2</b>   |
| H340 May cause genetic defects  | H341 Suspected of causing genetic defects                                       |
| H350 May cause cancer   | H351 Suspected of causing cancer  |

<sup>5</sup> Regulation (EC) No 1272/2008 of the European Parliament and of the Council of 16 December 2008 on classification, labelling and packaging of substances and mixtures, amending and repealing Directives 67/548/EEC and 1999/45/EC, and amending Regulation (EC) No 1907/2006 (OJ L 353, 31.12.2008, p. 1).

|   |  |
|---|--|
| H350i May cause cancer by inhalation                                |  |
| H360F May damage fertility  | H361f Suspected of damaging fertility  |
| H360D May damage the unborn child                                   | H361d Suspected of damaging the unborn child                                   |
| H360FD May damage fertility. May damage the unborn child            | H361fd Suspected of damaging fertility. Suspected of damaging the unborn child |
| H360Fd May damage fertility. Suspected of damaging the unborn child | H362 May cause harm to breast fed children                                     |
| H360Df May damage the unborn child. Suspected of damaging fertility |  |
| <b>Hazardous to the aquatic environment</b>                         |  |
| <b>Category 1 and 2</b>   |  |
| H400 Very toxic to aquatic life                                     | <b>Category 3 and 4</b>  |
| H410 Very toxic to aquatic life with long-lasting effects           | H412 Harmful to aquatic life with long-lasting effects                         |
| H411 Toxic to aquatic life with long-lasting effects                | H413 May cause long-lasting effects to aquatic life                            |
| <b>Hazardous to the ozone layer</b>                                 |  |
| H420 Hazardous to the ozone layer                                   |  |


**Assessment and verification:**

Points (i) and (ii): the applicant shall provide a signed declaration of compliance supported by declarations from suppliers confirming that the listed substances have not been included in the product formulation regardless of concentration or above the specified limits.

Point (iii): the applicant shall provide a declaration of compliance supported by the safety data sheets for all products that that have not been awarded the EU Ecolabel for hard surface cleaning products or another ISO type I label.

 **This criterion applies only to products directly used during the EU Ecolabel indoor cleaning service tasks.**

 **This sub-criterion M1(b) applies to all products that have not been awarded the EU Ecolabel for hard surface cleaning products or another EN ISO 14024 type I ecolabel.**

 **To show compliance with this sub-criterion M1(b), all products that have not been awarded the EU Ecolabel for hard surface cleaning products or another EN ISO 14024 type I ecolabel should comply with the requirements laid down in Criteria 4(a)(i); 4(a)(ii) and 4(b)(i) for hard surface cleaning products<sup>6</sup> (in its applicable parts).**

 **The cleaning products shall not contain excluded substances regardless of its concentration in the final product.**

<sup>6</sup> Commission Decision (EU) 2017/1217 of 23 June 2017 establishing the EU Ecolabel criteria for hard surface cleaning products (notified under document C (2017) 4241).

 **The cleaning products shall not contain restricted substances in amounts higher than those authorised in the criterion.**

 **The cleaning products shall not be classified and labelled with the hazard statements specified in the criterion.**

#### ① Key points

- *What are the excluded substances mentioned in the point (i) of this sub-criterion M1(b)?* Section 3.2.1.4
- *What are the restricted substances and their limits mentioned in the point (ii) of this sub-criterion M1(b)?* Section 3.2.1.5
- *How to demonstrate compliance with sub-criteria M1(b)(i) and M1(b) (ii)?* Section 3.2.1.6
- *How to prove that a product is not classified and labelled with any of the hazard classification listed in Table 5* Section 3.2.1.7

### 3.2.1.4 What are the excluded substances mentioned in the point (i) of this sub-criterion M1(b)?

As established in the EU Ecolabel Criterion 4(a)(i) for hard surface cleaning products (Commission Decision (EU) 2017/1217<sup>7</sup>), the substances indicated below shall not be included in the product formulation regardless of concentration:

- Alkyl phenol ethoxylates (APEOs) and other alkyl phenol derivatives;
- Atranol;
- Chloroatranol;
- Diethylenetriaminepentaacetic acid (DTPA);
- Ethylenediaminetetraacetic acid (EDTA) and its salts;
- Formaldehyde and its releasers (e.g. 2-bromo-2-nitropropane-1,3-diol, 5-bromo-5-nitro-1,3-dioxane, sodium hydroxyl methyl glycinate, diazolidinylurea) with the exception of impurities of formaldehyde in surfactants based on polyalkoxy chemistry up to a concentration of 0,010 % weight by weight in the ingoing substance;
- Glutaraldehyde;
- Hydroxyisohexyl 3-cyclohexene carboxaldehyde (HICC);
- Microplastics;
- Nanosilver;
- Nitromusks and polycyclic musks;
- Phosphates;
- Perfluorinated alkylates;

<sup>7</sup> Commission Decision (EU) 2017/1217 of 23 June 2017 establishing the EU Ecolabel criteria for hard surface cleaning products (notified under document C(2017) 4241) (Text with EEA relevance)

- Quaternary ammonium salts not readily biodegradable;
- Reactive chlorine compounds;
- Rhodamine B;
- Triclosan;
- 3-iodo-2-propynyl butylcarbamate;
- Aromatic hydrocarbons;
- Halogenated hydrocarbons.

### 3.2.1.5 What are the restricted substances and their limits mentioned in the point (ii) of this sub-criterion M<sub>1</sub>(b)?

As mentioned in the EU Ecolabel criterion 4(a)(ii) for hard surface cleaning products (Commission Decision (EU) 2017/1217<sup>8</sup>), the substances listed below shall not be included in the product formulation above the concentrations indicated:

- 2-methyl-2H-isothiazol-3-one: 0,0050 % weight by weight (**should the value of 2-methyl-2H-isothiazol-3-one allowed in Annex V (List of preservatives allowed in cosmetic products) to Regulation (EC) No 1223/2009<sup>9</sup> be lower at the time of the application, then this lower value shall take precedence**);
- 1,2-Benzisothiazol-3(2H)-one: 0,0050 % weight by weight;
- 5-chloro-2-methyl-4-isothiazolin-3-one/2-methyl-4-isothiazolin-3-one: 0,0015% weight by weight.

The total phosphorus (P) content calculated as elemental P shall be limited to the following values for the reference dosage:

Table 6. P limits for each product type of HSC

| Product type                    | P content                     |
|---------------------------------|-------------------------------|
| All-purpose cleaners, RTU       | 0,02 g/l of RTU product       |
| All-purpose cleaners, undiluted | 0,02 g/l of cleaning solution |
| Kitchen cleaners, RTU           | 1,00 g/l of RTU product       |
| Kitchen cleaners, undiluted     | 1,00 g/l of cleaning solution |
| Window cleaners, RTU            | 0,00 g/l of RTU product       |
| Window cleaners, undiluted      | 0,00 g/l of cleaning solution |
| Sanitary cleaners, RTU          | 1,00 g/l of RTU product       |
| Sanitary cleaners, undiluted    | 1,00 g/l of cleaning solution |

Fragrance substances subject to the declaration requirement provided in Regulation (EC) No 648/2004<sup>10</sup> shall not be present in quantities  $\geq 0,010$  % weight by weight per substance.

<sup>8</sup> Commission Decision (EU) 2017/1217 of 23 June 2017 establishing the EU Ecolabel criteria for hard surface cleaning products (notified under document C(2017) 4241) (Text with EEA relevance)

<sup>9</sup> Regulation (EC) No 1223/2009 of the European Parliament and of the Council of 30 November 2009 on cosmetic products (OJ L 342, 22.12.2009, p. 59–209).

<sup>10</sup> Regulation (EC) No 648/2004 of the European Parliament and of the Council of 31 March 2004 on detergents (OJ L 104, 8.4.2004, p. 1–35).

VOCs\*\* shall not be present above the limits specified below.

Table 7. VOC limits for each product type of HSC

| Product type                               |                             | VOC limit |
|--|-----------------------------|-----------|
| RTU<br>(g/l of RTU<br>product)             | <i>All-purpose cleaners</i> | 30        |
|  | <i>Kitchen cleaners</i>     | 60        |
|  | <i>Window cleaners</i>      | 100       |
|  | <i>Sanitary cleaners</i>    | 60        |
| Undiluted<br>(g/l of cleaning<br>solution) | <i>All-purpose cleaners</i> | 30        |
|  | <i>Kitchen cleaners</i>     | 60        |
|  | <i>Window cleaners</i>      | 100       |
|  | <i>Sanitary cleaners</i>    | 60        |

\*\*VOCs mean any organic compound having a boiling point lower than 150 °C.

 **VOC limits shall apply to HSC products.**

In the case of HSC products, the applicant shall ensure that the total amount of VOCs in the product is below the indicated limits. A spreadsheet for Hard Surface Cleaning Products can be found in the EU Ecolabel website, where the applicant can introduce the reference dosage of the product, among other details. With this information and specifying if a substance is a VOC or not, the result is calculated automatically.



EU Ecolabel website:

<http://ec.europa.eu/environment/ecolabel/products-groups-and-criteria.html>

### 3.2.1.6 Guidance to show compliance with the sub-criteria M<sub>1</sub>(b)(i) and M<sub>1</sub>(b)(ii)

 **The excluded and restricted substances shall apply to any ingoing substance in the final product.**

The applicant shall check if any of the ingoing substances included in the product appears in the list of *Excluded substances (Section 3.2.1.4)*. If so, the cleaning product must not be used and another one should be used instead.

The applicant shall also check if any of the ingoing substances included in the product is one of the restricted substances listed in the section *Restricted substances (Section 3.2.1.5)*. If so, the applicant shall ensure that the concentration of this ingoing substance is below the limits set.

For both excluded and restricted substances, the applicant shall request the appropriate declarations from their suppliers, if appropriate, and present them to the Competent Body.

The Commission Regulation (EU) 2017/1224 of 6 July 2017 amending Annex V to Regulation (EC) No 1223/2009 of the European Parliament and of the Council on cosmetic products set a new allowed concentration of up to 0,0015 % (15 ppm) of Methylisothiazolinone states that for rinse-off cosmetic products.



- From 27 January 2018 only cosmetic products which comply with this Regulation shall be placed on the Union market.
- From 27 April 2018 only cosmetic products which comply with this Regulation shall be made available on the Union market.

The same allowed concentration applies to hard surface cleaning products which have to be ecolabelled after the data of implementation of the above-mentioned amendment. For the further information, please see the user manual for detergents and cleaning products:



<http://ec.europa.eu/environment/ecolabel/products-groups-and-criteria.html>

The applicant may offer the user manual for detergents and cleaning products to the suppliers as the additional guidance to calculate the total P content and the VOC content of the cleaning product.

### 3.2.1.7 Guidance to prove the non-classification of a product according to the point (iii) of this sub-criterion M<sub>1</sub>(b)



**The cleaning products shall not be classified and labelled in accordance with CLP Regulation with the hazard statements listed in Table 5.**

The applicant shall provide the Competent Body a signed declaration of compliance together with the Safety Data Sheets (SDS) of the products in accordance with the latest update of the Regulation (EC) No 1907/2006 of the European Parliament and of the Council (REACH Regulation)<sup>11</sup>.



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

### 3.2.2 Criterion M<sub>2</sub>: Cleaning product dosing

#### Criterion text:

Staff performing EU Ecolabel indoor cleaning tasks shall have access to appropriate dosage and dilution apparatus for the cleaning products used (e.g. automatic dispensers, measuring beakers/caps, hand pumps, sprays), either at the cleaning site or at the applicant's premises. They shall also have access to the corresponding instructions for correct dosage and dilution.

#### 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 instructions on the correct dosage and dilution that is provided to the cleaning staff.

<sup>11</sup> Regulation (EC) No 1907/2006 of the European Parliament and of the Council of 18 December 2006 concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) (OJ L 396, 30.12.2006, p. 1).

### ① Key points

- *What kind of dosage and dilution apparatus for the cleaning products should be taken into account?* Section 3.2.2.1
- *Examples of documentation with the instructions for the correct dosage and dilution.* Section 3.2.2.2

### Definitions

**'Automatic dispensers'** dispense a controlled amount of product solution, such as hard surface cleaners.

**'Hand pumps'** are manually operated pumps; they use mechanical power to move fluids or air from one place to another. There are many different types of hand pump available, mainly operating on a piston, diaphragm or rotary vane principle with a check valve on the entry and exit ports to the chamber operating in opposing directions. Most hand pumps have plungers or reciprocating pistons, and are positive displacement.

**'Dilution rate'** is understood as the ratio of solute to solvent provided by the manufacturer at which the product is best used.

### 3.2.2.1 What kind of dosage and dilution apparatus for the cleaning products should be taken into account?

Cleaning products can be sold either in ready-to-use (RTU) or undiluted form. When a cleaning product is used in undiluted form, it shall be diluted previous to use as specified by the product manufacturer. An apparatus for fast dilution permit dilution of the solution in the same vessel. Some cleaning products in undiluted form are sold with the dilution gadget. In any case, the applicant shall indicate the kind of apparatus used for dilution.

Examples of dosage apparatus are: automatic dispensers, measuring beakers/caps, hand pumps, sprays, mobile dispensing systems.



Figure 1. Examples of dosage and dilution apparatus. *Left:* Proportional mixer; it dilutes a controlled amount of cleaning product with water when it is connected to a tap (getting a ready to use solution). *Right:* Manual dosing systems which supply a specific amount of concentrated product into a bucket, sink or a vessel with sprayer.

### 3.2.2.2 Examples of documentation with the instructions for the correct dosage and dilution

Below are provided example of the instructions for the correct dosage and dilution of cleaning products.

**USAGE:**

Application will vary according to the dosing system used.

**WITH LEVER DISPENSER SYSTEM:**

*For manual cleaning*, prepare a solution of the product in a 10l bucket with our dosing system.

Number of pumps: 1 for daily cleaning (dosage 0.2%)

Once the solution is evenly mixed, apply with a mop on the surface to be cleaned. Let dry. Rinse not needed. Once the surface is dry and if an enhanced brightness is required, wipe with a mop or a dry cloth.

*For the cleaning with automatic scrubber*, prepare a solution of the product applying 1 pump for each 10-20l in the reservoir (concentration of 0.1-0.2%). Once the solution is homogenous, apply, wipe the floor and vacuum the dirty solution. Let dry. No rinse required.

In case of stubborn dirt, we recommend to apply the solution, let set for 5 minutes (make sure it does not dry) and then wipe and vacuum.

Once the surface is dry and if an enhanced brightness is required, wipe with a mop or a dry cloth.

**WITH VENTURI SYSTEM:**

*For manual cleaning*, prepare a solution of the product with our venture system in a bucket of 5-10l to get a concentration of 0.2%. Once the solution is homogenous, apply with a mop on the surface to be cleaned. Let dry. No rinse needed.

*For the cleaning with automatic scrubber*, prepare a solution of the product with our venturi dosing system to get a concentration of 0.1-0.2%. Once the solution is homogenous, apply, wipe the floor and vacuum the dirty solution. Let dry. No rinse required.

In case of stubborn dirt, we recommend to apply the solution, let set for 5 minutes (make sure it does not dry) and then wipe and vacuum.

Once the surface is dry and if an enhanced brightness is required, wipe with a mop or a dry cloth.

Figure 2. Example of instruction for the correct dosage and dilution of floor cleaner, for the cleaning of all kind of surfaces.

### 3.2.3 Criterion M<sub>3</sub>: Use of microfiber products

**Criterion text:**

Only non-disposable textile cleaning accessories directly used during EU Ecolabel indoor cleaning service tasks are covered by this criterion.

At least 50% of the textile cleaning accessories (e.g. cloths, 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 specifying which textile cleaning accessories are made of microfiber.

 **This criterion applies only to non-disposable textile cleaning accessories directly used during EU Ecolabel indoor cleaning service tasks.**

 **The use of disposable cleaning accessories is allowed although the staff should be trained to use durable and reusable cleaning accessories and minimise the use of single use cleaning supplies (criterion M<sub>4</sub>).**

**Key points**

- *What is intended by 'directly used' during EU Ecolabel indoor cleaning service tasks?*  
Section 3.2.3.1
- *How to make the calculation?* Section 3.2.3.2

#### 3.2.3.1 What is intended by 'directly used' EU Ecolabel indoor cleaning service tasks?

As stated in the article 3.2 of the Commission Decision (EU) 2018/680 the indoor cleaning service/s covered by the EU Ecolabel may be provided by a sub-division, a subsidiary, a branch or a department of the operator that is clearly distinct from other services that it provides and only if it keeps separate accounting records.

Based on this, a company may provide "normal general cleaning" and "EU Ecolabeled general cleaning" as long as it has 2 separate profit centres with separate accounting.

The scope of this criterion is restricted to microfiber products used **during EU Ecolabel cleaning operations** (i.e. during the service provision, such as periodic deep cleaning of floors).

**⚠ A company can provide any other type of cleaning services besides EU Ecolabel indoor cleaning services. The applicants should provide the CB's an at all time up-to-date list of sites that are cleaned by them.**

### 3.2.3.2 How to make the calculation?

A 50% threshold for the minimum amount of the microfiber textile cleaning accessories used per year is established.

By each service provision, the applicant shall provide annual data:

- The cleaning service tasks covered.
- Type and quantities of textile cleaning accessories used (only non-disposable), specifying which ones are made of microfiber.
- Supporting documentation (including relevant invoices or site inventories).

**⚠** When textile quantities are reported in different units i.e. per weight or per number of units then it is necessary to convert weight into number of units. In cases where the number of cloths purchased is not known for some reason, the entire pack should be weighed as well as one individual cloth. The number of cloths can thus be determined by dividing the former (pack weight) by the latter (individual cloth weight).

To compile and provide such information, the following table can be used as template:


| <b>Service provision:</b>                             |                  |                                    |   |
|---|------------------|------------------------------------|---|
| <b>Cleaning service tasks:</b>                        |                  |                                    |   |
| <b>'Non-disposable' textile cleaning accessories:</b> | <b>Nº / year</b> | <b>Made of microfiber (Yes/No)</b> | <b>Supporting documentation (relevant invoices or site inventories)</b> |
| mop heads   | ...              | ...                                | ...   |
| ...   |                  |                                    |   |
| ...   |                  |                                    |   |
| <b>Total</b>  | ...              | <b>_____ % Yes</b>                 |   |


**⚠ Only non-disposable textile cleaning accessories are covered by this criterion.**

### 3.2.4 Criterion M4: Staff training


**⚠ The applicant shall make available information, including written procedures or manuals, and training to the cleaning staff performing EU Ecolabel indoor cleaning tasks and to the managers overseeing these cleaning tasks.**

**⚠ Training is mandatory for all temporary and permanent employees**

 **Staff training covering the areas specified in the legal text shall be provided within 6 weeks of starting employment and updated at least once a year.**

 **If the employees have already be trained by the companies and able to use all the techniques referred to in the Decision (and documentation proving this is available) there is no need to retrain them**

 **The term "unheated" means whatever comes out of the tap on the coldest setting.**

 **If the training is conducted interactively applicant should attached documents (i.e. reports, records; list of participants) that the training has been performed efficiently.**

### 3.2.5 Criterion M5: Basics of an environmental management system

The applicant shall have in place the basic minimum requirements of an environmental management system by implementing the following:

- An *environmental policy* identifying the most relevant direct and indirect environmental impacts and the organisation's policy toward these impacts;
- A precise *action programme* ensuring that the company's environmental policy is applied to the services provided. The action programme shall also set targets for the environmental performance on the use of resources (e.g. reduction in cleaning products used) and actions to reduce the environmental impact. Setting 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 evaluation process*, which shall take place each year to check the organisation's performance against the targets set out in the action programme. Results from the evaluation shall be used by the organisation's management board to continuously improve performance by updating the environmental policy and the action programme.

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 programme, evaluation report and procedures put in place for taking into account client comments and feedback. The evaluation report shall include a list of any corrective actions to be undertaken, and it 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 as proof of compliance.

### ① Key points

- *Environmental policy*: Section 3.2.5.1
- *Action program*: Section 3.2.5.2
- *Internal evaluation process and evaluation report*: Section 3.2.5.3

 **The cleaning service shall set the basis of an Environmental Management System to manage and organise the actions for a most efficient environmentally friendly position. For this purpose, the applicant shall draw up an environmental policy statement, an action program and internally evaluate the organisation performance in relation to the targets.**

 **EMAS registration and/or the ISO 14001 certificate can be provided as the proof of compliance with this criterion.**

### Definitions

- The **'EU Eco-Management and Audit Scheme (EMAS)'** is a premium management instrument developed by the European Commission for companies and other organisations to evaluate, report, and improve their environmental performance. EMAS is open to every type of organisation eager to improve its environmental performance. It spans all economic and service sectors and is applicable worldwide.<sup>12</sup>
- **'ISO 14001'** sets out the criteria for an environmental management system and can be certified to. It maps out a framework that a company or organization can follow to set up an effective environmental management system. It can be used by any organization regardless of its activity or sector. Using ISO 14001 can provide assurance to company management and employees as well as external stakeholders that environmental impact is being measured and improved.<sup>13</sup>

### 3.2.5.1 Environmental policy

An **environmental policy** establishes the overall direction and commitment of the organization and provides a framework for action for the development of specific environmental objectives and targets. When creating the policy, there are a number of important factors which need to be considered in order to reflect the activities, priorities and concerns most relevant to the applicant.

It is necessary to ensure that the policy relates to both the individual needs and ideas of the company and connects with the most relevant environmental aspects. **It is a statement created for a wide audience, thus the wording and style of the policy requires careful consideration and should be drafted in a clear and precise one-page document.**

<sup>12</sup> [http://ec.europa.eu/environment/emas/index\\_en.htm](http://ec.europa.eu/environment/emas/index_en.htm).

<sup>13</sup> <https://www.iso.org/iso-14001-environmental-management.html>

### 3.2.5.2 Action program

The **action program** should focus on actions and targets designed to reflect continuous environmental improvement and shall be set at least every two years, taking into consideration requirements set by this EU Ecolabel Decision.

The possible targets of the action program should include optional criteria from this EU Ecolabel which have not already been fulfilled. The program should contain the following details:

- Clear descriptions of the actions
- Person/department responsible for carrying out the action
- Budget
- Personnel resources / awareness raising and training
- Deadline for completion

### 3.2.5.3 Internal evaluation process and evaluation report

The main objective of the **internal evaluation process** is to assess the organisation performances with regard to the targets defined in the action program and setting correction actions if needed. The evaluation process shall include the assessment of the extent of targets compliance and the assessment of the clients' feedback questionnaire referred in this criterion. Some other activities included in the internal evaluation could be: internal inspections of equipment and data recorded, staff interviews, etc. The result of the internal evaluation process is the **evaluation report** which includes findings and conclusions of the internal evaluation process and the corrective actions for future action program, if needed. The report or the updated version shall be available upon request by the competent body.



EMAS website: [http://ec.europa.eu/environment/emas/index\\_en.htm](http://ec.europa.eu/environment/emas/index_en.htm)

ISO 14001 website:  
[http://www.iso.org/iso/home/store/catalogue\\_tc/catalogue\\_detail.htm?csnumber=60857](http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=60857)

## 3.2.6 Criterion M6: Solid waste sorting at the applicant's premises

### Criterion text:

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

The applicant shall provide the means for staff to sort solid waste generated at the applicant's premises into 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 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 accepted for further treatment or disposal by the local authorities and/or by private agencies



(under relevant contracts) shall also be provided.

 **This criterion applies only to waste generated at the premises of the applicant. The applicant's premises are understood to be areas owned, managed or occupied by the applicant.**

**① Key points**

- *What are the main waste stream categories to be sorted?* Section 3.2.6.1

**Definitions**

- **'Separate collection'** means the collection where a waste stream is kept separately by type and nature so as to facilitate a specific treatment<sup>14</sup>.
- **'Hazardous waste'** means waste which displays one or more of the hazardous properties listed in Annex III of Directive 2008/98/EC.

### 3.2.6.1 What are the main waste stream categories to be sorted?

This criterion needs to be adapted depending on the requirements of each country, according to the specific waste policy for a particular region. Ways of collecting solid waste are different in different countries and inside countries, between local municipalities. The main types of solid waste for separate collection are: plastic, paper and cardboard, glass, organic, garden waste, metal, textile, wood, rubber and leather, building materials and electronic waste. The waste separation at household level depends on the country:

Hazardous waste must be collected and labelled separately.

 **The applicant shall confirm with the Competent Body which are the waste streams to be sorted.**

### 3.2.7 CriterionM7: Information appearing on the EU Ecolabel

**Criterion text:**

The Commission guidelines on the use of the optional label with text box can be found at:

[http://ec.europa.eu/environment/ecolabel/documents/logo\\_guidelines.pdf](http://ec.europa.eu/environment/ecolabel/documents/logo_guidelines.pdf)

The optional label with text box shall contain the following text:

"[operator in the sense of art 3.2] is actively taking measures to provide indoor cleaning services with reduced environmental impacts through:

<sup>14</sup> Directive 2008/98/EC of the European Parliament and of the Council of 19 November 2008 on waste and repealing certain Directives.

- the use of ecolabelled cleaning products;
- specific staff training;
- an environmental management system.”

**Assessment and verification:**

To comply with this criterion, the applicant shall provide a declaration of compliance explaining on which support they intend to display the logo.

**① Key points**

- *Guidelines for use of the Ecolabel logo.* Section 3.2.7.1
- *Example of correct use of the EU Ecolabel logo.* Section 3.2.7.2
- An operator that has been awarded the EU Ecolabel for indoor cleaning services shall not provide other services which are not covered by the EU Ecolabel unless the indoor cleaning services covered by the EU Ecolabel are provided by a sub-division, a subsidiary, a branch or a department of the operator that is clearly distinct from it and keeps separate accounting records. Any other service provided by that operator that falls outside the scope of this Decision, including other indoor cleaning services that do not fulfil the requirements set out in this Decision, shall not be covered by the EU Ecolabel license for indoor cleaning services and shall not be marketed as such.

### 3.2.7.1 Guidance for use of the EU Ecolabel logo

The guidelines for the use of the EU Ecolabel logo and the optional logo with text box can be found in the "Guidelines for use of the Ecolabel logo" on the website:



[http://ec.europa.eu/environment/ecolabel/documents/logo\\_guidelines.pdf](http://ec.europa.eu/environment/ecolabel/documents/logo_guidelines.pdf)

The applicant must always respect the guidelines mentioned above in the use of the EU Ecolabel logo.

### 3.2.7.2 Example of correct use of the EU Ecolabel logo

On the basis of article 3.2 of the Commission Decision XX, and especially for the case of a company that offers both *ecolabelled services* (through a clearly distinct sub-division, subsidiary, branch or department) and *non-ecolabelled services*, the applicant shall be sure on how to correctly reflect such a distinction in the EU Ecolabel logo.

Two examples on incorrect and correct use of the EU Ecolabel logo with the optional label with text box are indicated below (Figure 3).

EU Ecolabel: XXXX/YYY/ZZZZ



Better for the environment...

The **Company XX** is actively taking measures to provide indoor cleaning services with reduced environmental impacts through:

- the use of ecolabelled cleaning products;
- specific staff training;
- an environmental management system.

... better for you.



EU Ecolabel: XXXX/YYY/ZZZZ



Better for the environment...

The **Department XX** is actively taking measures to provide indoor cleaning services with reduced environmental impacts through:

- the use of ecolabelled cleaning products;
- specific staff training;
- an environmental management system.

... better for you.




Figure 3. Examples of incorrect (above) and correct (below) uses of the EU Ecolabel logo for ecolabelled services offered in the 'Department XX' of the 'Company XX'.

### 3.3 Optional Criteria

 Besides all the mandatory criteria, the indoor cleaning service shall comply with a sufficient number of the optional criteria in order to score at least 14 points.

 The applicant can choose which optional criteria to focus on, depending on the specific areas that are more in line with its practices.

 Accounting records shall be separated in relation to other services provided by the same operator that do not fall within the scope of this EU Ecolabel, including other indoor cleaning services that do not fulfil the requirements set out in the Commission Decision.

 Only these activities that are covered by the scope of the product group are entitled to be communicated

#### 3.3.1 CriterionO1: High use of cleaning products with low environmental impact (up to 3 points)

**Criterion text:**

Only products directly used during EU Ecolabel indoor cleaning service tasks are covered by this criterion. The applicant shall earn points based on the percentage by volume at purchase of all cleaning products used per year, excluding wet wipes and other pre-moistened products, that have been awarded the EU Ecolabel for hard surface cleaning products or another EN ISO 14024 type I ecolabel, as follows:

- At least 65%: 1 point
- At least 75%: 2 points
- At least 95%: 3 points

**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 indoor 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 Decision (EU) 2017/1217. 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.

 This criterion applies only to products directly used during EU Ecolabel indoor cleaning service tasks.

See the explanations provided in the **CriterionM1: Use of cleaning products with low environmental impact** (M1(a): EU Ecolabel and other ISO type I label products).

### 3.3.2 CriterionO2: Use of concentrated undiluted cleaning products (up to 3 points)

**Criterion text:**

Only products directly used during EU Ecolabel indoor cleaning service tasks are covered by this criterion.

The applicant shall earn points based on the percentage by volume at purchase of all cleaning products used per year, excluding wet wipes, other pre-moistened products and products used for the impregnation and conservation of mops (during the laundry process), that have a minimum dilution rate of 1:100, as follows:

- At least 15%: 1 point
- At least 30%: 2 points
- At least 50%: 3 points

**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 (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 shall be marked as one.



**This criterion applies only to products directly used during EU Ecolabel indoor cleaning service tasks.**



**For the dilution rate 1:100 a maximum of 10mL of product can be diluted in 1L of water**

See explanations made in the criterion M2, section 3.2.2.1.

**① Key points**

- *Example on documentation of a product that can be used at multiple dilution rates. Section 3.3.2.1*

#### 3.3.2.1 Example

An example of documentation of a product that can be used at multiple dilution rates is the label of the product. All the dilution rates shall be indicated on the label, an example is provided below.

| Dilution Rates |   |       |                               |
|----------------|---|-------|-------------------------------|
| 50ml           | → | 5Ltr  | Light Duty<br>1:100           |
| 100ml          | → | 5Ltr  | General Cleaning<br>1:50      |
| 500ml          | → | 5Ltr  | Heavy Duty Degreasing<br>1:10 |
| 25ml           | → | 750ml | Spray Burnishing<br>1:30      |

Figure 4 Example of labelling that indicates recommendable dilution rates

### 3-3-3 CriterionO3: High use of microfiber products (up to 3 points)

**!** The applicant shall earn between 1 to 3 points based on the percentage (65-95%) of the textile cleaning accessories (e.g. cloths, mop heads) used per year that are made of microfiber.

**!** This criterion applies only to non-disposable textile cleaning accessories that are directly used during EU Ecolabel indoor cleaning service tasks.

### 3-3-4 CriterionO4: Use of cleaning accessories with low environmental impact (up to 4 points)

**Criterion text:**

Only cleaning accessories directly used during EU Ecolabel indoor cleaning service tasks are covered by this criterion.

**O4 (a) Mops (up to 2 points)**

The applicant shall earn points based on the percentage of mops used per year that have been awarded the EU Ecolabel for Textiles or another EN ISO 14024 type I ecolabel that is nationally or regionally officially recognised in the Member States, as follows:

- At least 20%: 1 point
- At least 50%: 2 points

**O4 (b) Cloths (up to 2 points)**

The applicant shall earn points based on the percentage of cloths used per year that have been awarded the EU Ecolabel for Textiles or another EN ISO 14024 type I ecolabel that is nationally or regionally

officially recognised in the Member States, as follows:

- At least 20%: 1 point
- At least 50%: 2 points

**Assessment and verification:**

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 in the EU Ecolabel indoor 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<sup>15</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.

**! This criterion applies only to cleaning accessories directly used during EU Ecolabel indoor cleaning service tasks.**

Regarding EN ISO 14024 type I ecolabel, see the explanations provided in the **CriterionM1: Use of cleaning products with low environmental impact** (M1(a): EU Ecolabel and other ISO type I label products).

**3-3-5 CriterionO5: Energy efficiency for vacuum cleaners (3 points) (NON APPLICABLE)**

**! Annulment of Commission Delegated Regulation (EU) No 665/2013 on the energy labelling of vacuum cleaners.**

**! Criterion O5 is considered null and void cannot be neither fulfilled nor requested.**

**Criterion text:**

Only vacuum cleaners covered by the scope of Commission Delegated Regulation (EU) No 665/2013 are covered by this criterion. Exempted from the scope of that Regulation are wet, wet and dry, robots, industrial, central and battery operated vacuum cleaners and floor polishers and outdoor vacuum cleaners.


At least 40% of the vacuum cleaners (rounded up to the next integer) owned or leased by the applicant and used in the provision of the EU Ecolabel indoor cleaning services shall meet, at the time of purchase, at least the following energy efficiency classes as laid down in Delegated Regulation (EU) No 665/2013:

<sup>15</sup> Commission Decision 2014/350/EU of 5 June 2014 on establishing the ecological criteria for the award of the EU Ecolabel for textile products (OJ L 174, 13.6.2014, p. 45)

- Class A for vacuum cleaners bought before 01/09/2017;
- Class A+ for vacuum cleaners bought after 01/09/2017.

**Assessment and verification:**

The applicant shall provide documentation demonstrating compliance with the energy class requirements (such as an invoice of vacuum purchase and a product fiche as set out in Annex III to Delegated Regulation (EU) No 665/2013, along with a full list of vacuum cleaners used in the provision of EU Ecolabel services.

 **This criterion applies only to vacuum cleaners covered by the scope of Commission Delegated Regulation (EU) No 665/2013<sup>16</sup>. Exempted from the scope of that Regulation are wet, wet and dry, robots, industrial, central and battery operated vacuum cleaners and floor polishers and outdoor vacuum cleaners.**

**① Key points**

- *What are the vacuum cleaners covered under the scope of this criterion?* Section 3.3.5.1
- *Example of energy label for vacuum cleaners.* Section 3.3.5.2

**Definitions**

**'Energy efficiency class':** The EU energy label is described in the Regulation (EU) 2017/1369<sup>17</sup> as having seven classes from A (or A+/A++/A+++ to G (or D/E/F) from dark green to red; including rescaled labels and labels with fewer classes and colours in accordance with Article 11(10) and (11). The energy efficiency class of a vacuum cleaner is described in the Annex I of the Regulation (EU) No 665/2013<sup>18</sup>.

**'Vacuum cleaner'** means an appliance that removes soil from the surface to be cleaned by an airflow created by underpressure developed within the unit.

**'Wet vacuum cleaner'** means a vacuum cleaner that removes dry and/or wet material (soil) from the surface by applying water-based detergent or steam to the surface to be cleaned, and removing it, and the soil by an airflow created by underpressure developed within the unit, including types commonly known as spray-extraction vacuum cleaners.

**'Wet and dry vacuum cleaner'** means a vacuum cleaner designed to remove a volume of more than 2,5 litres of liquid, in combination with the functionality of a dry vacuum cleaner.

<sup>16</sup> 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 (OJ L 192, 13.7.2013, p. 1).

<sup>17</sup> Regulation (EU) 2017/1369 of the European Parliament and of the Council of 4 July 2017 setting a framework for energy labelling and repealing Directive 2010/30/EU.

<sup>18</sup> 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.



**'Dry vacuum cleaner'** means a vacuum cleaner designed to remove soil that is principally dry (dust, fibre, threads), including types equipped with a battery operated active nozzle.

**'Robot vacuum cleaner'** means a battery operated vacuum cleaner that is capable of operating without human intervention within a defined perimeter, consisting of a mobile part and a docking station and /or other accessories to assist its operation.

**'Industrial vacuum cleaner'** means a vacuum cleaner designed to be part of a production process, designed for removing hazardous material, designed for removing heavy use from building, laundry, mining or food industry, part of an industrial machine or tool and/or a commercial vacuum cleaner with a head width exceeding 0,50 m.

**'Central vacuum cleaner'** means a vacuum cleaner with a fixed (not movable) underpressure source location and the hose connections located at fixed positions in the building.

**'Battery operated vacuum cleaner'** means a vacuum cleaner powered only by batteries.

**'Floor polisher'** means an electrical appliance that is designed to protect, smoothen and/or render shiny certain types of floors, usually operated in combination with a polishing means to be rubbed on the floor by the appliance and commonly also equipped with the auxiliary functionality of a vacuum cleaner.

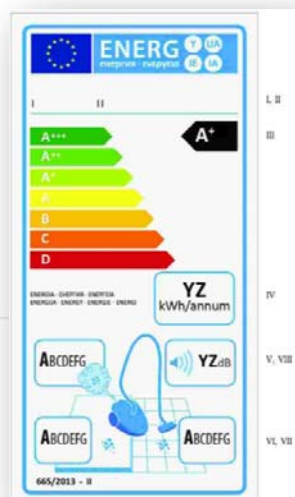
**'Outdoor vacuum'** means an appliance that is designed for use outdoors to collect debris such as grass clippings and leaves into a collector by means of an airflow created by underpressure developed within the unit and which may contain a shredding device and may also be able to perform as a blower.

**'Hybrid vacuum cleaner'** means a vacuum cleaner that can be powered by both electric mains and batteries.

### 3.3.5.1 What are the vacuum cleaners covered under the scope of this criterion?

As established in the Article 1 of the mentioned Delegated Regulation (EU) No 665/2013, the scope covers electric mains-operated **vacuum cleaners**, including **hybrid vacuum cleaners**.

### 3.3.5.2 Example of energy label for vacuum cleaners



- I. Supplier's name or trade mark.
- II. Supplier's model identifier, where 'model identifier' means the code, usually alphanumeric, which distinguishes a specific vacuum cleaner model from other models with the same trade mark or supplier's name.
- III. The energy efficiency class.
- IV. Average annual energy consumption.

- V. Dust re-emission class.
- VI. Carpet cleaning performance class.
- VII. Hard floor cleaning performance class.
- VIII. Sound power level.

### 3-3.6 Criterion06: EMAS registration or ISO 14001 certification of service provider (up to 5 points)

**Criterion text:**

The applicant shall be registered under the Union eco-management and audit scheme (EMAS) (5 points) or certified according to the ISO 14001 standard (3 points).

**Assessment and verification:**

The applicant shall provide the EMAS registration or ISO 14001 certificate as a proof of compliance with this criterion.

See the explanations provided for the **Criterion M5: Basics of an environmental management system**.

### 3-3.7 Criterion07: Solid waste management at the cleaning sites (2 points)

**Criterion text:**

This criterion is only applicable where the applicant's clients provide the means for cleaning staff to sort waste into relevant solid waste streams and only to the solid waste generated during the EU Ecolabel indoor 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 cleaning sites.

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 cleaning sites. This shall be done wherever the clients provide the means (e.g. waste containers for distinct solid waste streams) for the 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 along with a description of the different solid waste streams accepted by the local authorities and/or relevant contracts with recycling services for each of the cleaning sites concerned.



**This criterion applies only where the applicant's clients provide the means for cleaning staff to sort waste into relevant solid waste streams and only to the solid waste generated during the EU Ecolabel indoor 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 cleaning sites.**

See explanations provided for the **Criterion M6: Solid waste sorting at the applicant's premises.**

### 3.3.8 Criterion O8: Quality of the service (up to 3 points)

**Criterion text:**

Applicants shall earn 2 points if they fulfil the requirements set out below or 3 points if they hold the ISO 9001 or Nordic INSTA 800 certifications.

The applicant shall have appointed a service manager and put in place procedures for monitoring, assessing and improving cleaning quality, as described below. The manager may be the facility manager, a foreman/woman, or a co-ordinator nominated to organise and supervise cleaning.

The applicant shall put in place:

- procedures for monitoring, assessing and improving the cleaning tasks carried out by the applicant (detailed below);
- measures to improve cleaning quality based on, for example, responses to customer satisfaction surveys.

Additionally, the applicant shall draft written instructions, signed by the applicant's management team, that cover the job tasks to be carried out by the service. Those 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 job instructions shall include the following as a minimum:

- 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).

**Assessment and verification:**

The applicant shall provide the ISO 9001 or INSTA 800 certificate or a declaration of compliance supported by:

- a document identifying the manager responsible for the compliance with this criterion (an organisational chart may be used to describe the organisational structure of the applicant and identify the manager);
- company documents showing the procedures linked to cleaning quality. Note: In case these procedures are compliant with the requirements of 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 may provide the certificate of compliance;
- the written job instructions, signed by the applicant's management team covering the job tasks that form part of the service provision.



**INSTA 800** website: <https://webshop.ds.dk/en-gb/search?q=insta+800>

**ISO 9001** website: <https://www.iso.org/standard/62085.html>

**EN 13549** website: <http://standards.globalspec.com/std/1068800/tse-ts-en-13549>

### 3-3-9 Criterion 09: Vehicle fleet owned or leased by the applicant (up to 5 points)

#### **Criterion 09 – 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 indoor cleaning service tasks is covered by this criterion. The vehicles may include human-powered vehicles (cargo-bikes), human-powered vehicles with electric assist (e-cargo-bikes), 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-criterion 09(a) also covers hybrid vehicles but not electric vehicles.

Sub-criterion 09(b) covers zero emission vehicles.

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

#### **09 (a) Vehicles meeting European emission standard Euro 6 (1 point)**

At least 50% of the vehicles (rounded up to the next integer) owned or leased by the applicant and used in the provision of the EU Ecolabel indoor cleaning service tasks shall meet the European emission standard Euro 6 for light passenger and commercial vehicles.

##### *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 shall indicate which vehicles meet the standard Euro 6. The vehicles' public registration can be used as proof of compliance, along with the certificate of conformity.

#### **09 (b) Zero emission vehicles (2 points)**

At least 10% of the vehicles (rounded up to the next integer) owned or leased by the applicant and used in the provision of the EU Ecolabel indoor cleaning service tasks shall be zero emission vehicles as determined by new European driving cycle (NEDC) tests as described in Regulation (EC) No 715/2007<sup>19</sup>, human-powered vehicles (cargo-bikes) or human-powered vehicles with electric assist (e-cargo-bikes).

##### *Assessment and verification:*

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


<sup>19</sup> Commission Regulation (EC) No 692/2008 of 18 July 2008 implementing and amending Regulation (EC) No 715/2007 of the European Parliament and of the Council on type-approval of motor vehicles with respect to emissions from light passenger and commercial vehicles (Euro 5 and Euro 6) and on access to vehicle repair and maintenance information (OJ L 199, 28.7.2008, p. 1).

**09 (c) Company transport plan (2 points)**

The provider shall draw up a company transport plan to minimise fuel consumption, provide a target for fuel consumption reduction (per cleaning site) and have annual maintenance records for the vehicle fleet.

*Assessment and verification:*

The applicant shall provide a copy of the company transport plan, the latest target for fuel consumption reduction and the 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 may be used as proof of compliance.

 **This criterion applies only the vehicle fleet owned and/or leased by the applicant and used in the provision of the EU Ecolabel indoor cleaning service tasks. The vehicles may include human-powered vehicles (cargo-bikes), human-powered vehicles with electric assist (e-cargo-bikes), 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.**

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

 **Sub-criterion 09(a) also covers hybrid vehicles but not electric vehicles.**

 **Sub-criterion 09(b) covers zero emission vehicles.**

**① Key points**

- *What are the requirements set in the European emission standard Euro 6 for light passenger and commercial vehicles? Section 3.3.9.1*
- *How a 'company transport plan' may look like? Section 3.3.9.2*

**Definitions**

**'Hybrid vehicle'** (HV) means a vehicle equipped with a powertrain containing at least two different categories of propulsion energy converters and at least two different categories of propulsion energy storage systems.

**'Pure electric vehicle'** (PEV) means a vehicle equipped with a powertrain containing exclusively electric machines as propulsion energy converters and exclusively rechargeable electric energy storage systems as propulsion energy storage systems.

**'Hybrid electric vehicle'** (HEV) means a hybrid vehicle where one of the propulsion energy converters is an electric machine.

**'Driving cycle'**, in respect of vehicle on board diagnostic (OBD) systems, consists of engine start-up, driving mode where a malfunction would be detected if present, and engine shut-off.

**'Zero emissions vehicle'** (ZEV): zero emission refers to producing zero exhaust emissions of non-methane organic gases, carbon monoxide, particulate matter, carbon dioxide, methane, formaldehyde, oxides of nitrogen, and nitrous oxide. Zero emission vehicles fall into one of three categories:

- 1) on-road zero emission passenger cars, light duty vehicles, light duty trucks, medium duty vehicles, or heavy duty vehicles including, but not limited to, battery electric vehicles (BEVs) and fuel cell vehicles

- (FEVs);
- 2) on-road plug-in hybrid electric vehicles (PHEVs) with a zero emission range greater than 35 miles in the case of passenger cars and light trucks, and 10 miles in the case of medium- and heavy-duty vehicles; and
  - 3) on-road heavy duty vehicles with electric powered takeoff.
- ZEVs do not include: off-road equipment and vehicles, light rail, additions to transit bus fleets utilizing existing catenary electric power, or any vehicle not capable of being licensed for use on public roads.<sup>20</sup>

### 3.3.9.1 What are the requirements set in the European emission standard Euro 6 for light passenger and commercial vehicles?

European emission standards regulate gasoline and diesel vehicles separately. Emission standards are currently in place for light-duty (cars, vans) and heavy-duty vehicles (coaches, buses, trucks), and for non-road mobile machinery. Regulations on emission limit standard 6 for light passenger and commercial vehicles have introduced new stricter emission limits. At the time of the preparation of this user manual, the emission limits are compiled in the following table:

Table 8. Permissible analyser drift over a portable emission measurement systems (PEMS) test<sup>21</sup>

| Pollutant       | Absolute zero response drift     | Absolute span response drift  |
|-----------------|----------------------------------|---|
| CO <sub>2</sub> | ≤ 2 000 ppm per test             | ≤ 2 % of reading or ≤ 2 000 ppm per test, whichever is larger             |
| CO              | ≤ 75 ppm per test                | ≤ 2 % of reading or ≤ 75 ppm per test, whichever is larger                |
| NO <sub>x</sub> | ≤ 5 ppm per test                 | ≤ 2 % of reading or ≤ 5 ppm per test, whichever is larger                 |
| CH <sub>4</sub> | ≤ 10 ppm C <sub>1</sub> per test | ≤ 2 % of reading or ≤ 10 ppm C <sub>1</sub> per test, whichever is larger |
| THC             | ≤ 10 ppm C <sub>1</sub> per test | ≤ 2 % of reading or ≤ 10 ppm C <sub>1</sub> per test, whichever is larger |
| CO <sub>2</sub> | ≤ 2 000 ppm per test             | ≤ 2 % of reading or ≤ 2 000 ppm per test, whichever is larger             |

Further information is available at:



[https://ec.europa.eu/growth/sectors/automotive/environment-protection/emissions\\_es](https://ec.europa.eu/growth/sectors/automotive/environment-protection/emissions_es)

<sup>20</sup> EPA. 2016. Frequently Asked Questions on the Zero Emission Vehicle Investment.

<https://www.epa.gov/sites/production/files/2016-11/documents/vw-faqs-app-c-final-11-18-16.pdf>

<sup>21</sup> Commission Regulation (EU) 2017/1154 of 7 June 2017 amending Regulation (EU) 2017/1151 supplementing Regulation (EC) No 715/2007 of the European Parliament and of the Council on type-approval of motor vehicles with respect to emissions from light passenger and commercial vehicles (Euro 5 and Euro 6) and on access to vehicle repair and maintenance information, amending Directive 2007/46/EC of the European Parliament and of the Council, Commission Regulation (EC) No 692/2008 and Commission Regulation (EU) No 1230/2012 and repealing Regulation (EC) No 692/2008 and Directive 2007/46/EC of the European Parliament and of the Council as regards real-driving emissions from light passenger and commercial vehicles (Euro 6).

As of 1 September 2017, new car models will have to pass new and more reliable emissions tests in real driving conditions ('Real Driving Emissions' – RDE) as well as an improved laboratory test ('World Harmonised Light Vehicle Test Procedure' – WLTP) before they can be driven on European roads. These two tests complement each other and replace the New European Driving Cycle (NEDC) tests mentioned in the criterion text.



**New and improved car emissions tests become mandatory on 1 September 2017. The New European Driving Cycle (NEDC) has been replaced by the Real Driving Emissions (RDE) test and the World Harmonised Light Vehicle Test Procedure (WLTP) test.**

Information related to the improved testing procedures can be found at:



[http://ec.europa.eu/growth/content/new-and-improved-car-emissions-tests-become-mandatory-1-september\\_en](http://ec.europa.eu/growth/content/new-and-improved-car-emissions-tests-become-mandatory-1-september_en)

### 3-3-9.2 How a 'company transport plan' may look like?

The sub-criterion 09(c) offers the applicant to be awarded with additional 2 points by providing a company transport plan.

The company freely decides design and content of its transportation plan, but it must include particular objective to minimize the environmental impact of the transport activity.


A good transport plan should encourage better transport behaviours and lead to direct environmental impact reductions. Indicative examples of good practice to be included in the transport plan might be:

- Enable public transport for workers.
- Promotion of the use of public transport by means of transportation vouchers or similar.
- Promotion of car sharing.
- Promotion of cycling instead of driving.
- Analysis of the usual displacement of workers.
- More efficient transport of cleaning equipment.
- Purchase or rent vehicle fleet that meet the European emission standard Euro 6 for light passenger and commercial vehicles.
- Purchase or rent zero emission vehicles.
- To set limit of fuel total consumption for transport.

The company transport plan shall set specific objective to reduce fuel consumption per cleaning site.

Examples of specific criteria on this area can be found in the Nordic Swan ecolabel for cleaning services <http://www.nordic-ecolabel.org/product-groups/group/?productGroupCode=076>).



 **The applicant must ensure that specific target for fuel consumption reduction per cleaning site is included in the company transport plan.**

 **Annual maintenance records for the vehicle fleet shall be provided as proof of compliance of the objectives set in the transport plan.**

### 3.3.10 Criterion O10: Efficiency of laundry washing machines owned or leased by the applicant (up to 4 points)

**Criterion text:**

This criterion only applies to washing machines owned or leased by the applicant, either located at the applicant's premises or cleaning sites, to launder cloths, mops and staff uniforms used as part of the EU Ecolabel indoor cleaning service provision.

Sub-criterion O10(a) is only applicable if household washing machines are used that are covered by Commission Delegated Regulation (EU) No 1061/2010<sup>22</sup>, as well as Commission Regulation (EU) No 1015/2010<sup>23</sup>.

**Sub-criterion O10(a): Energy label (up to 2 points)**

The applicant shall earn points based on the percentage of the household washing machines (rounded up to the next integer) complying with EU Energy Label rated class A++ or A+++ for energy efficiency under Delegated Regulation (EU) No 1061/2010, as follows:

- At least 50% of A++ machines: 1 point
- At least 90% of A++ machines: 2 points
- At least 50+% of A+++ machines: 2 points

**Sub-criterion O10 (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 set out in Annex IV to Regulation (EU) No 1015/2010. The benchmarks are measured according to EN 60456, using the standard washing cycle (60 °C cotton programme).

| Product sub-group  | Water consumption: [litres/cycle] |
|--|-----------------------------------|
| Household washing machines with a rated capacity of 3 kg   | 39                                |
| Household washing machines with a rated capacity of 3,5 kg | 39                                |
| Household washing machines with a rated capacity of 4,5 kg | 40                                |

<sup>22</sup> Commission Delegated Regulation (EU) No 1061/2010 of 28 September 2010 supplementing Directive 2010/30/EU of the European Parliament and of the Council with regard to energy labelling of household washing machines (OJ L 314, 30.11.2010, p. 47).

<sup>23</sup> Commission Regulation (EU) No 1015/2010 of 10 November 2010 implementing Directive 2009/125/EC of the European Parliament and of the Council with regard to eco-design requirements for household washing machines (OJ L 293, 11.11.2010, p. 21).



|  |    |
|--|----|
| Household washing machines with a rated capacity of 5 kg | 39 |
| Household washing machines with a rated capacity of 6 kg | 37 |
| Household washing machines with a rated capacity of 7 kg | 43 |
| Household washing machines with a rated capacity of 8 kg | 56 |

AND


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


**Assessment and verification:**

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

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

In the case that the documentation mentioned above is not available, compliance with criterion O10(b) may be shown by providing documentation on the total annual water consumption. In this case a total of 220 standard washing cycles per year shall be assumed.

 **This criterion applies only to washing machines owned or leased by the applicant, either located at the applicant's premises or cleaning sites, to launder cloths, mops and staff uniforms used as part of the EU Ecolabel indoor cleaning service provision.**

 **Sub-criterion O10(a) is only applicable if household washing machines are used that are covered by Commission Delegated Regulation (EU) No 1061/2010<sup>24</sup>, as well as Commission Regulation (EU) No 1015/2010<sup>25</sup>.**

**Key points**

- *What information shall be included in a product fiche?* Section 3.3.10.1
- *Example of energy label for washing machines.* Section 3.3.10.2
- *Examples of launder cloths, mops and staff uniforms that can be used as part of the EU Ecolabel indoor cleaning service provision.* Section **Error! Reference source not found.**

**Definitions**

<sup>24</sup> Commission Delegated Regulation (EU) No 1061/2010 of 28 September 2010 supplementing Directive 2010/30/EU of the European Parliament and of the Council with regard to energy labelling of household washing machines (OJ L 314, 30.11.2010, p. 47).

<sup>25</sup> Commission Regulation (EU) No 1015/2010 of 10 November 2010 implementing Directive 2009/125/EC of the European Parliament and of the Council with regard to ecodesign requirements for household washing machines (OJ L 293, 11.11.2010, p. 21).

**'Household washing machine'** means an automatic washing machine which cleans and rinses textiles using water, which also has a spin extraction function and which is designed to be used principally for non-professional purposes.

**'Rated capacity'** means the maximum mass in kilograms stated by the supplier at 0,5 kg intervals of dry textiles of a particular type, which can be treated in a household washing machine on the selected programme, when loaded in accordance with the supplier's instructions.

### 3.3.10.1 What information shall be included in a product fiche?

As established in the Annex II of the Delegated Regulation (EU) No 1061/2010, the information in the product fiche of the household washing machine shall be provided in the following order and shall be included in the product brochure or other literature provided with the product:

- (b) supplier's name or trade mark;
- (c) supplier's model identifier, meaning the code, usually alphanumeric, which distinguishes a specific household washing machine model from other models with the same trade mark or supplier's name;
- (d) rated capacity in kg of cotton for the standard 60 °C cotton programme at full load or the 40 °C cotton programme at full load, whichever is the lower;
- (e) energy efficiency class in accordance with point 1 of Annex VI;
- (f) where the household washing machine has been awarded an 'EU Ecolabel award' under Regulation (EC) No 66/2010, this information may be included;
- (g) weighted annual energy consumption (AEC) in kWh per year, rounded up to the nearest integer; it shall be described as: 'Energy consumption "X" kWh per year, based on 220 standard washing cycles for cotton programmes at 60 °C and 40 °C at full and partial load, and the consumption of the low-power modes. Actual energy consumption will depend on how the appliance is used.';
- (h) the energy consumption (Et,60, Et,60½, Et,40½) of the standard 60 °C cotton programme at full load and partial load and of the standard 40 °C cotton programme at partial load;
- (i) weighted power consumption of the off-mode and of the left-on mode;
- (j) weighted annual water consumption (AW C) in litres per year, rounded up to the nearest integer; it shall be described as: 'Water consumption "X" litres per year, based on 220 standard washing cycles for cotton programmes at 60 °C and 40 °C at full and partial load. Actual water consumption will depend on how the appliance is used.';
- (k) spin-drying efficiency class determined in accordance with point 2 of Annex VI, expressed as 'spin-drying efficiency class "X" on a scale from G (least efficient) to A (most efficient)'; this may be expressed by other means provided it is clear that the scale is from G (least efficient) to A (most efficient);
- (l) maximum spin speed attained for the standard 60 °C cotton programme at full load or the standard 40 °C cotton programme at partial load, whichever is the lower, and remaining moisture content attained for the standard 60 °C cotton programme at full load or the standard 40 °C cotton programme at partial load, whichever is the greater;

- (m) indication that the 'standard 60 °C cotton programme' and the 'standard 40 °C cotton programme' are the standard washing programmes to which the information in the label and the fiche relates, that these programmes are suitable to clean normally soiled cotton laundry and that they are the most efficient programmes in terms of combined energy and water consumption;
- (n) the programme time of the 'standard 60 °C cotton programme' at full and partial load and of the 'standard 40 °C cotton programme' at partial load in minutes and rounded to the nearest minute;
- (o) the duration of the left-on mode (TI) if the household washing machine is equipped with a power management system;
- (p) airborne acoustical noise emissions expressed in dB(A) re 1 pW and rounded to the nearest integer during the washing and spinning phases for the standard 60 °C cotton programme at full load;
- (q) if the household washing machine is intended to be built-in, an indication to this effect.

The information contained in the fiche may be used as proof of compliance (copy of the label). In this case, the information listed above and not displayed on the label shall also be provided. In the case that the documentation mentioned above is not available, compliance with criterion O10(b) may be shown by providing documentation on the total annual water consumption. In this case a total of 220 standard washing cycles per year shall be assumed.

Specific method for calculating the water consumption of a washing machine is explained in the Annex II of the Regulation (EU) No 1015/2010<sup>26</sup> on eco-design of household washing machines. The water consumption ( $W_t$ ) is calculated as follows and rounded to one decimal place:

$$W_t = W_{t,60}$$

where:

$W_{t,60}$  = water consumption of the standard 60 °C cotton programme at full load.

### 3.3.10.2 Example of energy label for washing machines



- I. Supplier's name or trade mark;
- II. Supplier's model identifier, meaning the code, usually alphanumeric, which distinguishes a specific household washing machine model from other models with the same trade mark or supplier's name;
- III. The energy efficiency class;
- IV. Weighted annual energy consumption (AEC) in kWh per year, rounded up to the nearest integer;
- V. Weighted annual water consumption (AWC), in litres per year, rounded up to the nearest integer **(data on interest for Sub-criterion O10(b))**;

2015/2010 of 10 November 2010 implementing Directive 2009/125/EC of the European Parliament and Council on the design requirements for household washing machines.

- VI. Rated capacity, in kg, for the standard 60 °C cotton programme at full load or the standard 40 °C cotton programme at full load, whichever is the lower;
- VII. The spin-drying efficiency class;
- VIII. Airborne acoustical noise emissions, during the washing and spinning phases, for the standard 60 °C cotton programme at full load, expressed in dB(A) re 1 pW, rounded to the nearest integer

### 3.3.11 Criterion O11: Ecolabelled services and other ecolabelled products (up to 5 points)

**Criterion text:**

This criterion applies to the use of ecolabelled services and/or products, defined as services and/or products that are not directly used in the provision of EU Ecolabel indoor cleaning services but are used to support the everyday business operations of the applicant that refer to the EU Ecolabel indoor cleaning services provided. These can include, but are not limited to, services (e.g. laundry and car washing) outsourced by the applicant to a third party. They can cover products such as laundry detergents, dishwasher detergents or copying paper.

**O11 (a) Ecolabelled services (up to 2 points)**

100% of a service type is outsourced to a provider that has been awarded the EU Ecolabel or other EN ISO 14024 type I ecolabel that is nationally or regionally officially recognised in the Member States for that service (1 point for each service, up to a maximum of 2 points in total)

**O11 (b) Ecolabelled products (up to 3 points)**

100% of product units of a product group have been awarded the EU Ecolabel or other EN ISO 14024 type I ecolabel that is nationally or regionally officially recognised in the Member States (0,5 point for each product group, up to a maximum of 3 points total)

Note: Ecolabelled products as cloths and mops, and consumable goods supplied as part of contract to clients fall outside the scope of this criterion. For this sub-criterion, a "product group" is considered to be as defined by EU Ecolabel criteria or other ISO type I label criteria (e.g. "paper products", "laundry detergents", "textiles").

**Assessment and verification:**

O11(a) The applicant shall provide appropriate evidence of an ISO type I label certification held by the outsourced service(s), along with the relevant invoices.

O11(b) The applicant shall provide data and documentation (including relevant invoices) indicating the quantities of such products used and a copy of the relevant EU Ecolabel or ISO type I label certificates and/or packaging labels.



**This criterion applies only to the use of ecolabelled services and/or products that are not directly used in the provision of EU Ecolabel indoor cleaning services but are used to support the everyday business operations of the applicant that refer to the EU Ecolabel indoor cleaning services provided.**

See the explanations provided in the **CriterionM1: Use of cleaning products with low environmental impact**.

### 3.3.12 CriterionO12: Consumable goods and electric hand air-dryers supplied to the client (up to 4 points)

**Criterion text:**

This criterion only applies if the applicant is responsible for supplying consumable goods to be used at the cleaning sites in at least one contract for EU Ecolabel cleaning services. Only consumable goods and electric hand dryers supplied as part of these contracts are covered by this criterion:

**O12 (a) Hand Soaps (1 point)**

At least 70% of hand soaps, by volume of hand soaps supplied per year, shall have been awarded the EU Ecolabel for rinse-off cosmetics in accordance with Commission Decision 2014/893/EU, or another EN ISO 14024 type I ecolabel that is nationally or regionally officially recognised in the Member States.

**O12 (b) Paper goods (1 point)**

At least 90% of consumable paper goods (personal hygiene and absorbent paper), by weight or volume supplied per year, as appropriate, shall have been awarded the EU Ecolabel for tissue paper in accordance with Commission Decision 2009/568/EC, or another EN ISO 14024 type I ecolabel that is nationally or regionally officially recognised in the Member States.

**O12(c) Textile towel rolls (1 point)**

At least 50% of textile towel rolls, by number of rolls supplied per year, shall have been awarded the EU Ecolabel for textile products in accordance with Commission Decision 2014/350/EU or another EN ISO 14024 type I ecolabel for textile products or fabric towels supplied in towel dispensers that is nationally or regionally officially recognised in the Member States.

**O12(d) Electric hand dryers (1 point)**

All electric hand dryers supplied and maintained by the applicant shall have proximity sensors or have been awarded an EN ISO 14024 type I ecolabel that is nationally or regionally officially recognised in the Member States.


**Assessment and verification:**

The applicant shall indicate for each EU Ecolabel services contract whether or not they include the provision of consumable goods, annual data (commercial name and weight, 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, as the case may be, in accordance with:

- Decision 2014/893/EU;
- Decision 2009/568/EC;
- Decision 2014/350/EU.

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.

For electric hand dryers, the applicant shall provide documentation demonstrating how the requirements are fulfilled (e.g. packaging label or technical information showing the presence of an ISO type I label certificate or proximity sensors).

 **This criterion only applies if the applicant is responsible for supplying consumable goods to be used at the cleaning sites in at least one contract for EU Ecolabel cleaning services. Only consumable goods and electric hand dryers supplied as part of these contracts are covered by this criterion.**

 **Key points**

- *What consumable goods can be accounted for this criterion?* Section 3.3.12.1
- *Examples of ecolabel of electric hand dryers.* Section 3.3.12.2

### 3.3.12.1 What consumable goods can be accounted for this criterion?

 **There are three consumable goods covered: hand soaps, paper goods and textile towel rolls.**

The **percentages** indicated in the requirements should be calculated **based on all the contracts where the cleaning company purchases consumable goods on behalf of their clients**, considering that cleaning companies may be able to influence the choices of the clients when it comes to consumable goods.

Among the consumable goods covered, Ecolabel or other ISO type I label paper products represent some of the most available types of ecolabelled products on the European market with nearly 6,000 products being present in the ECAT catalogue and many more available through other Type I ecolabels. The box below provides information about existing EU Ecolabel licence holders:

**Hand Soaps:** List of Licence Holders of EU Ecolabel for *Rinse-off Cosmetic Products*:

<http://ec.europa.eu/ecat/category/en/46/rinse-off-cosmetic-product>



**Paper goods:** List of Licence Holders of EU Ecolabel for *Tissue Paper Products*:

<http://ec.europa.eu/ecat/category/en/15/tissue-paper>

**Textile towel rolls:** List of Licence Holders of EU Ecolabel for *Textile products*:

<http://ec.europa.eu/ecat/category/en/14/textile-products>

Other Type I ecolabels that cover these consumable goods are indicated in the table below.

Table 9. Indicative list of ISO Type I labels existing in EU, related to consumable goods covered in criterion O12.

| Ecolabel  | Country    | Hand Soaps          | Paper goods  | Textile towel rolls |
|---|------------|---------------------|--------------|---------------------|
| EU Ecolabel   | All (EU)   | rinse-off cosmetics | tissue paper | textile products    |
| Österreichisches Umweltzeichen  | AU         | x                   | x            |                     |
| Ekologicky Setrny Vyrobek   | CZ         |                     | x            |                     |
| Nordic Ecolabel   | SE, DK, FI | x                   | x            | x                   |
| Blue Angel  | DE         | x                   | x            | x                   |
| Hungarian Ecolabel  | HU         | x                   | x            |                     |
| National Programme of Environmental Assessment and Ecolabelling in the Slovak Republik NPEHOW | SK         |                     | x            |                     |
| Distintiu de garantia de calitate ambiental   | SP         |                     | x            |                     |

### 3.3.12.2 Example of ecolabel of electric hand dryers



**Proximity sensors shall replace push buttons in all electric hand dryers (or have been awarded ISO Type I label).**

Example of other Type I Ecolabel that include the hand dryer products: Blue Angel: <https://www.blauer-engel.de/en/products/electric-devices/haendetrockner>