

Nordic Ecolabelling for
Coffee services



Version 2.0 • 01 February 2023 – 02 April 2023

Consultation

Content

What is a Nordic Swan Ecolabel coffee service?	4
Why choose the Nordic Ecolabel?	4
What can carry the Nordic Swan Ecolabel?	5
How to apply	6
1 Description of the service	8
2 Raw materials: coffee, tea, cocoa, milk, and sugar	8
3 Coffee machines	10
4 Reuse	13
5 Transport	14
6 Chemicals	16
7 Customer's environmental practices	17
8 Purchasing of ecolabelled goods and services.....	18
9 Environmental management	18
10 Summary of points	20
Regulations for the Nordic Ecolabelling of services	20
Follow-up inspections.....	20

Appendix 1	Requirement concerning standards for renewable raw materials
Appendix 2	Prohibited substances in components in contact with food

100 Coffee services, version 2.0, 01 February 2023

This is a translation of the Norwegian original. The original document takes precedence in the event of any discrepancies.

Addresses

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

Denmark

Ecolabelling Denmark
Fonden Dansk Standard
Göteborg Plads 1, DK-2150 Nordhavn
Fischersgade 56, DK-9670 Løgstør
Tel: +45 72 300 450
info@ecolabel.dk
www.ecolabel.dk

Iceland

Ecolabelling Iceland
Norræn Umhverfismerking
á Íslandi
Suðurlandsbraut 24
IS-108 Reykjavík
Tel: +354 591 20 00
ust@ust.is
www.svanurinn.is

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

Finland

Ecolabelling Finland
Urho Kekkosen katu 4-6 E
FI-00100 Helsingfors
Tel: +358 9 61 22 50 00
joutsen@ecolabel.fi
www.ecolabel.fi

Norway

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

Sweden

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

What is a Nordic Swan Ecolabel coffee service?

Nordic Swan Ecolabel coffee services meet rigorous environmental requirements and have taken a holistic approach to their environmental work. This means that they are among the best in their industry when it comes to environmental performance.

The product group covers all deliveries of coffee machines, raw materials, servicing, and maintenance.

The businesses work in a structured and active manner on the circular economy, energy efficiency, sustainable raw materials, and climate-conscious transport. The Nordic Swan Ecolabel is an effective tool for reducing a business's environmental and climate footprint.

A Nordic Swan Ecolabel coffee service meets requirements regarding:

- Serves customers 100% certified coffee, tea, and cocoa.
- Offers energy-efficient, high-quality coffee machines that meet strict requirements for harmful substances.
- Repairs and reuses parts and coffee machines, which promotes a more circular economy.
- Carry out regular maintenance and service to extend the life of the coffee machines and ensure good coffee taste.
- Transports raw materials and coffee machines in an energy- and climate-efficient manner.
- Cleans the coffee machines with chemicals that meet strict requirements for substances harmful to the environment and health.

Why choose the Nordic Ecolabel?

- The coffee service may use the Nordic Swan Ecolabel trademark in marketing. The Nordic Swan Ecolabel is a well-known and well-reputed trademark in the Nordic region.
- The Nordic Swan Ecolabel is an easy way to communicate your environmental work and commitment to your customers.
- The Nordic Swan Ecolabel highlights the key environmental impacts and thus shows how the business can reduce emissions, resource consumption, and waste impact.
- More environmentally aware production makes a business better placed for future environmental requirements from the authorities.

- The Nordic Swan Ecolabel can be seen as a guide to working on environmental improvements in the business.
- The Nordic Swan Ecolabel covers both environmental, and quality requirements since the environment and quality often go hand in hand. This means that a Nordic Swan Ecolabel licence can also be seen as a mark of quality.

What can carry the Nordic Swan Ecolabel?

Businesses that provide coffee services can apply for the Nordic Swan Ecolabel.

The coffee service must include the following:

- Delivery and installation of coffee machines
- Delivery of raw materials/consumables for the coffee machine
- Servicing and maintenance

The coffee service as a whole must fulfil Nordic Ecolabelling's requirements. This means that all delivery of coffee machines, raw materials, machine service, and consumables offered by the coffee service must meet Nordic Ecolabelling's requirements for coffee services.

The coffee machines included in the service are machines for professional and public use. This means coffee machines for workplaces, hotels, canteens, lunch restaurants, public areas such as waiting rooms, receptions, fuel stations, grocery stores, kiosks, schools, etc.

What cannot be a Nordic Swan Ecolabel service?

The following cannot be a Nordic Swan Ecolabel service under the criteria for coffee services:

- Coffee machines as a standalone product, or
- Coffee machines for domestic use, or
- Services offering coffee machines that use disposable capsules for professional use, or
- Services where bulk brewers and manual espresso machines make up more than 30% of the coffee service supplier's coffee machine provision.

Bulk brewers (urn brewers) and manual espresso machines cannot constitute more than 30% of the service's provision because the known standards for energy measurement do not cover these machines, EVA EMP or DIN 18873-2. Nordic Ecolabelling has, therefore, not been able to set energy consumption requirements for these machines. However, a new testing standard for "Professional and commercial coffee machines", which includes manual espresso machines, is under development. Nordic Ecolabelling will update the existing

requirements for energy efficiency once the new testing standard is in place. This means that coffee services with over 30% manual espresso machines in the future may be ecolabelled.

The supplier of the coffee service cannot offer customers a choice between a Nordic Swan Ecolabel delivery and non-Nordic Swan Ecolabel delivery. The entire delivery of the coffee service must meet Nordic Ecolabelling's requirements. The factors that ensure a reduction in the coffee service's environmental impact can easily be communicated in the marketing of the service.

The coffee service can be part of a larger business that provides other services, such as fruit, biscuits, water, cold drinks, and similar products. In such cases, the business must be transparent in its communication and marketing, and it must be clearly stated that it is the coffee service that carries the Nordic Swan Ecolabel, not the service that provides fruit, drinks, or other services.

How to apply

Application and costs




For information about the application process and fees for this product group, please refer to the respective national website. For addresses, see page 2.

What is required?

The application consists of a web form and documentation showing that the requirements are fulfilled.

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

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

-  Upload or download
-  State data in the electronic application
-  Requirement checked on site

To be awarded a Nordic Swan Ecolabel licence:

- All obligatory requirements must be fulfilled.
- A minimum of 4 out of 14 points must be achieved. (see O26)

- Nordic Ecolabelling must inspect the site.

All information submitted to Nordic Ecolabelling Portal is treated confidentially. Suppliers can also send documentation by e-mail, or directly to Nordic Ecolabelling, and this will be treated confidentially.

Licence validity

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

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

On-site inspection

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

Queries

Please contact Nordic Ecolabelling if you have any queries or require further information. See page 3 for addresses. Further information and assistance (such as calculation sheets or electronic application help) may be available. Visit the relevant national website for further information.

1 Description of the service

01 Description of the business

Please provide the following information about your business:

- Describe the coffee service

Includes information about the customer segment, to whom the service is offered, and where the service is offered.

- Does your business offer services other than the coffee service? Yes/No
 - If yes, please list the other services offered by your business
- Link to website
- List the different coffee machines that the service offers

Espresso-based coffee machines, fresh brew coffee machines, filter coffee makers, manual espresso machines, or others?

- Do bulk brewers (urns) and manual espresso machines make up more than 30% of the coffee machines delivered by the coffee service? Yes/No
- How many coffee machines does the service hire out per year?

An approximate number based on the last 12 months or the last full year.

- Other relevant information you would like to share?

 Enter information.

Alternatively


 Upload documentation digitally in the Nordic Ecolabelling Portal.

2 Raw materials: coffee, tea, cocoa, milk, and sugar

02 Requirements for certified coffee, tea, and cocoa

100% of all the coffee, tea, and cocoa offered by the business must be certified in accordance with a scheme that meets Nordic Ecolabelling's "renewable raw material requirement", see below.

The name of the product, manufacturer, supplier, and certification scheme must be stated for all raw materials that the business offers in the future.

 Download Nordic Ecolabelling's "Template for reporting certified raw materials", which can be used in this work.

Exceptions:

Direct trade: An exception to the requirement for certification may be made if the raw material is purchased through direct trade. Direct trade refers to raw materials purchased directly from the farmer/coffee farm, where the buyer must have a contract for long-term agreement for a minimum of 3 years, traceability of the coffee back to the farmer must be ensured, and the price paid must be a minimum of 25% above the standard Fairtrade price. Documentation of this must be submitted to Nordic Ecolabelling.

Approved certifications include the raw material labels from Rainforest Alliance, UTZ, Fairtrade, Smithsonian Bird Friendly, EU Regulation (EU) 2018/848,

KRAV, Luomu, Nyckelpigan, Debio, tatskontrollert økologisk (Ø-mærket), Demeter and Tún-lífrænt.

Labelling under other standards can be used if Nordic Ecolabelling's "renewable raw material requirement" is met.

- 📄 Download Nordic Ecolabelling's appendix: "Requirement concerning standards for renewable raw materials".
- 🗨️ Are 100% of the raw materials, coffee, tea, and cocoa, the business offers certified? Yes/No
- 📄 Upload an overview of all raw materials purchased. The name of the product, manufacturer, supplier, and certification scheme must be stated. The "Template for reporting certified raw materials" can be used to document the requirement.
- 📍 On-site inspection.
- 🗨️ Does the business buy raw materials through direct trade? Yes/No
If yes:
- 📄 Upload a contract showing a long-term agreement for a minimum of 3 years.
- 📄 Upload documentation/information showing compliance with the requirement.

O3 Proportion of organic coffee

The business must state the percentage of organically certified coffee purchased per year, calculated per kg purchased.

The calculation must be made with data from the last full year or the last 12 months of purchases, but as a minimum, data from three months' purchases can be used.

The "Template for reporting certified raw materials" may be used for this work.

** Organic means raw materials labelled in accordance with Regulation (EU) 2018/848, KRAV, Luomu, Nyckelpigan, Debio, Statskontrollert økologisk (Ø-mærket), Demeter or Tún-lífrænt.*

- 🗨️ State the percentage of organically certified coffee purchased per kg.
- 📄 Upload documentation and a calculation showing last year's purchases of organically certified coffee calculated as a percentage. The "Template for reporting certified raw materials" can be used as documentation.

P1 Points for organic coffee

The business is awarded points based on purchases of organically certified coffee per year, calculated per kg purchased. A maximum of 6 points can be achieved in this point score requirement.

- ≥ 10 – < 15%: 1 point
- ≥ 15 – < 20%: 2 points
- ≥ 20 – < 30%: 3 points
- ≥ 30 – < 40%: 4 points
- ≥ 40 – < 60%: 5 points
- ≥ 60%: 6 points

- ☞ The points total is calculated based on of the requirement concerning the proportion of organically certified coffee.

P2 Points for organic tea, cocoa, sugar, and milk

The business is awarded points if 100% of purchased milk and milk powder, tea, cocoa, or sugar has organic certification.

Each category gives 1 point. A maximum of 3 points can be achieved for this point score requirement.

Organic raw materials	Points	Confirmation
Milk and milk powder	1 point	Yes/No
Tea	1 point	Yes/No
Cocoa	1 point	Yes/No
Sugar	1 point	Yes/No

- ☞ Upload documentation showing that 100% of purchased milk and milk powder, tea, cocoa, or sugar is certified as organic. The “Template for reporting certified raw materials” can be used to document the requirement.

P3 Points for agroforestry

The business is awarded points if they buy from one or more coffee farms that employ agroforestry practices. Coffee certified as Smithsonian Bird Friendly meets the requirement. Buying from a coffee farm gives one point. A maximum of 2 points can be achieved for this point score requirement.

Agroforestry refers to agriculture that is combined with tree/forest planting and/or livestock farming, which has environmental and socio-economic benefits.

- ☞ Are purchases made from coffee farms that employ agroforestry practices?
Yes/No

If yes:

- ☞ How many? 1, 2, or more.

- ☞ Upload documentation showing Smithsonian Bird Friendly certification or documentation that the agroforestry requirement is met.

3 Coffee machines

O4 Overview of the energy efficiency of the coffee machines

The business is to establish an overview of the energy efficiency of all the coffee machines. The name, model, type of machine, manufacturer, and energy loss or energy consumption must be stated for each machine.

The energy efficiency of the coffee machines may be stated as

- Energy loss in kWh per day in line with DIN 18873–2:2016–02,
- or
- Energy consumption in Wh/L with associated energy class according to the European Vending Association Energy Measurement Protocol (EVA EMP) version 3.1 B.

Bulk brewers and manual espresso machines are exempted from the requirement.

- ☰ Download Nordic Ecolabelling’s “Template for reporting the energy efficiency of the coffee machines”, which can be used in this work.
- ☰ Upload an overview of the coffee machines offered by the service. The “Template for reporting the energy efficiency of the coffee machines” can be used to document the requirement.

O5 Requirements for new coffee machine purchases

Energy requirement

Nordic Ecolabelling will update the “Energy requirement for new coffee machine purchases” as soon as the new testing standard for “Professional and commercial coffee machines” has been published and there is sufficient data to base limit values. The new standard is currently under development and is expected to be ready in 2024. Requirements under the new standard will replace our existing requirements, which refer to DIN 18873–2:2016–02 and the European Vending Association Energy Measurement Protocol version 3.1 B.

The business must have procedures in place to ensure that newly purchased coffee machines fulfil the requirements “Option A” for commercial coffee machines or “Option B” for vending/dispensing machines.

Option A:

Type of coffee machine	Energy loss, kWh
Coffee machine without fresh milk	1.5
Coffee machine with fresh milk, < 100 cups per day	1.5
Coffee machine with fresh milk, 100–250 cups per day	1.9
Coffee machine with fresh milk, > 250 cups per day	2.7

Energy losses should be tested in accordance with DIN 18873-2:2016-02.

Or

Option B:

- A++ energy rating, corresponding to energy consumption < 100 Wh/l, or
- A+ energy rating, corresponding to energy consumption < 140 Wh/l

The machines should be tested according to the European Vending Association Energy Measurement Protocol (EVA EMP) version 3.1 B or later sub-versions. Testing must be carried out by either an independent test institute or the manufacturer itself, provided that the manufacturer has a quality management system that includes sampling and analyses and is certified in accordance with ISO 9001 or ISO 9002.

Switching to energy-efficient coffee machines

When purchasing new and replacing old coffee machines, the business must have procedures in place to ensure that coffee machines with low energy efficiency are phased out and replaced.

This applies to coffee machines with:

- Energy losses exceeding 2.7 kWh/day according to DIN 18873–2:2016-02.

Or

- Energy consumption higher than 190 Wh/l (lower than energy class A) according to the European Vending Association Energy Measurement Protocol (EVA EMP) version 3.1 B.

Bulk brewers and manual espresso machines are exempted from the requirement.

Design for disassembly

When purchasing new coffee machines, the business must have procedures to ensure that newly purchased machines are designed for disassembly.

In this context, designing for disassembly means that the coffee machine can easily be maintained and repaired and that the materials can be separated out for reuse and material recovery. It must be possible to replace parts subject to wear, and it must be possible to replace broken parts as far as possible.

☞ Does the business confirm fulfilment of the requirement regarding new coffee machine purchases? Yes/No

📁 Upload a procedure describing how the business ensures that newly purchased coffee machines meet the energy requirement, the requirement to switch to energy-efficient coffee machines, and the requirement concerning designing for disassembly.

📍 On-site inspection.

06 Requirement for coffee machine components in contact with food

The proposed requirement applies to existing coffee machines and new purchases. During the consultation period, we would like feedback on whether it is viable to set requirements in this way. For example, can manufacturers document this for coffee machines that the service already has in its range? Alternatively, should the requirement only be set for purchases of new coffee machines?

The business must ensure that the following substances are not present in the components of coffee machines in contact with food:

- Substances on the Candidate List: <http://echa.europa.eu/sv/candidate-list-table>
- The phthalates di-n-octylphthalate/DNOP (CAS:117-84-0) and diisooheptylphthalate/DIHP (CAS:41451-28-9).
- Halogenated organic compounds.
- Antibacterial substances (including silver ions, nanosilver, and nanocopper).
- Tin, cadmium, chromium VI, and mercury, or compounds of these.
- Flame retardants classified with the following hazard codes: H350, H350i, H340, H360F, H360D, H360Fd, H360Df.
- Endocrine disruptors: Substances on the “Endocrine Disruptor Lists”, List I and List III.

List I: <https://edlists.org/the-ed-lists/list-i-substances-identified-asendocrine-disruptors-by-the-eu>

List III: <https://edlists.org/the-ed-lists/list-iii-substances-identified-asendocrine-disruptors-by-participating-national-authorities>

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

Impurities are exempted from the requirement. This means residues from production, including raw material production, which are present in the finished product at concentrations ≤ 100 ppm ($\leq 0.1\%$ by weight, ≤ 100 mg/kg). Examples of impurities are reagent residue, including residues of monomers, catalysts, by-products, cleaning agents for production equipment, etc.

- 🏠 Upload confirmation from the coffee machine manufacturer that the coffee machine components in contact with food comply with the requirement.
- 🏠 The “Template for reporting information on coffee machines”, which can be downloaded under the requirement for “Information about coffee machines”, can be used in this work.
- 🏠 Upload the procedure for new coffee machine purchases, which ensures compliance with the requirement.

07 Coffee machine water quality

The proposed requirement applies to existing coffee machines and new purchases. During the consultation period, we would like feedback on whether it is viable to set requirements in this way. For example, can manufacturers document this for coffee machines that the service already has in its range? Alternatively, should the requirement only be set for purchases of new coffee machines?

The coffee machines should not supply more than 0.005 mg lead/kg water. The difference is measured between incoming and outgoing water from the coffee machines in line with standard EN 16889.

The business must have procedures in place to ensure compliance with the requirement when purchasing new coffee machines.

The risk of lead in water is applicable to coffee machines with brass or other components containing lead that are in contact with incoming and outgoing water.

- 🏠 Upload documentation from the coffee machine manufacturer demonstrating fulfilment of the requirement. For example, documentation/test report from the coffee machine manufacturer or documentation that the coffee machine does not contain brass or other lead-containing components.
- 🏠 Upload the procedure for new coffee machine purchases, which ensures compliance with the requirement.

4 Reuse

08 Reuse of machine parts

When purchasing coffee machines, the business must have procedures in place to ensure that serviceable machine parts are recovered for reuse.

- 🏠 Does the business confirm that procedures are in place for machine parts to be recovered for reuse? Yes/No
- 🏠 Describe how the requirement is fulfilled.

Alternatively

📁 Upload the procedure(s) for the reuse of machine parts.

O9 Reuse of coffee machines

The business must have procedures in place for the reuse of used coffee machines.

The procedures ensure that used coffee machines are offered to customers as long as the machines are in good condition, and there is potential for sale/rental. The same service agreement must be offered for the selection of newly purchased coffee machines, and there must not be a maximum limit to the number of times a coffee machine can be reused.

🔗 Does the business confirm that it has procedures for reusing coffee machines that comply with the requirement? Yes/No

🔗 Describe how the requirement is fulfilled.

Alternatively

📁 Upload procedures for reusing coffee machines.

O10 Marketing of reused coffee machines

The business must have clear marketing in place for the range of reused coffee machines.

🔗 Link to the website that shows clear marketing in accordance with the requirement.

Alternatively

🔗 Description of how the requirement is fulfilled.

5 Transport

O11 Information on the business's vehicles

Overview of all vehicles with registration numbers, Euronorm, and information on fuels, e.g., electricity, biogas, hydrogen, petrol, diesel, or hybrid.

📁 Download Nordic Ecolabelling's "Template for reporting on the business's vehicles", which can be used in this work.

📁 Upload an overview covering all vehicles, with information according to the requirement.

O12 New vehicle purchases

The business must have procedures in place to ensure that newly purchased and leased vehicles are either powered by electricity, biogas, or hydrogen or meet the latest applicable Euronorm at the time of purchase.

The requirement concerns the applicant's own and leased vehicles driven in the provision of the service, e.g., for customer visits, servicing, and deliveries of raw materials.

New vehicles will always comply with the currently applicable Euronorm. As of 2023, the latest Euronorm is Euro 6. Euro 7 is expected to be introduced in 2025.

The Euronorm/Euroclass system does not cover electric vehicles.

☞ Does the business confirm that newly purchased and leased vehicles meet the requirement? Yes/No

☞ Upload the procedure which ensures that newly purchased and leased vehicles are either powered by electricity, biogas, or hydrogen or meet the latest applicable Euronorm/Euroclass standard.

O13 Transport optimisation

The business must have procedures in place to optimise transport, aiming to reduce the number of kilometres driven.

As a minimum, the procedures must include a description of how the business optimises its routes by providing good servicing planning and customer follow-up.

☞ Upload procedures for optimising transport.

O14 Training in environmentally adapted and economical driving

All employees who use the business's vehicles must undergo training in environmentally adapted and economical driving (Eco-driving).

The training must take place no later than two months after licensing.

New employees must receive training within three months.

The theory behind environmentally adapted and economical driving should then be repeated annually.

Training in environmentally adapted and economical driving (Eco-driving) can be carried out as a course via authorised driving schools or their equivalent. Alternatively, internal training may be carried out via a course for employees.

Environmentally adapted and economical driving is part of basic driver training in Sweden, and all Swedish businesses, therefore, meet the training requirement. The applicable annual review and orientation requirements nevertheless remain relevant.

☞ Have all employees who use the business's vehicles undergone training in environmentally adapted and economical driving? Yes/No

☞ Does the business confirm that new employees receive training in environmentally adapted and economical driving within three months? Yes/No

☞ Does the business confirm that all employees annually repeat the theory behind environmentally adapted and economical driving? Yes/No

☞ Description of what training employees receive and how the training is carried out.

Alternatively

☞ Upload procedures, checklists, or the like that verify employee training.

6 Chemicals

O15 Information on chemicals

Overview of all the chemicals expected to be used to clean the coffee service's coffee machines. Enter the name, supplier, and cleaning function of the chemicals.

📁 Download Nordic Ecolabelling's "Template for reporting chemicals", which can be used in this work.

📁 Upload an overview of all the chemicals to be used. Enter the name, supplier, and cleaning function. The "Template for reporting chemicals" can be used.

O16 Safety data sheets and user information

Safety data sheets (in line with Annex II to REACH, Regulation (EC) 1907/2006) and user information must be available for the customers of the coffee service, either electronically or on paper.

🗒️ Does your company confirm that Safety data sheets and user information is available for all customers? Yes/No

O17 Classification of cleaning products for coffee machines

None of the cleaning products used for cleaning coffee machines may be classified in any of the hazard categories in the table below.

Prohibited classifications for other chemicals

CLP Regulation 1272/2008		
Hazard statement	Hazard category	Hazard code
Hazardous to the aquatic environment	Acute category 1 Chronic categories 1-4	H400, H410, H411, H412, H413
Acute toxicity	Categories 1-4	H300, H310, H330, H301, H311, H331, H302, H312, H332
Specific target organ toxicity - single exposure/repeated exposure	STOT SE categories 1-2	H370, H371, H372, H373
Aspiration hazard	Category 1	H304
Sensitisation on inhalation or skin contact	Category 1/1A/1B	H334, H317, or labelled with EUH 208: "Contains (name of the sensitising substance) May cause an allergic reaction".
Carcinogenic	Category 1A/1B/2	H350, H351
Germ cell mutagenicity	Category 1A/1B/2	H340, H341
Reproductive toxicity	Category 1A/1B/2/Lact.	H360, H361, H362

Note that responsibility for correct classification lies with the manufacturer.

📁 Please upload safety data sheets in accordance with current European legislation (Annex II to REACH Regulation, 1907/2006/EC) for all relevant chemicals used.

7 Customer's environmental practices

O18 Energy-saving function

The energy-saving function should be activated on all the coffee machines installed.

- ☞ Does the business confirm that the energy-saving function is activated when installed at all customers? Yes/No

O19 Customer instructions

There must be clear customer instructions in written or digital form, which describe what the customer is responsible for:

- Cleaning and maintenance
 - Description
 - Frequency
 - Which cleaning products to use
- Refilling the machine
- Waste management

- ☞ Does the business confirm that there are clear customer instructions in accordance with the requirement above? Yes/No

- 📁 Upload an example of the customer instructions showing that the requirement is fulfilled.

Alternatively

- ☞ Link to an example of digital customer instructions.

O20 Waste management

The business should encourage the recycling of the coffee service's delivered products and packaging by informing its customers about proper waste management.

As a minimum, communication on waste management should include the following information:

- Coffee grounds should be sorted as organic waste and sent for biological treatment.
- Packaging materials, such as plastic and cardboard, should be sorted at source.
- Disposable items should be sorted at source as indicated on the items.
- Sorting at source should be encouraged if the business does not have an already established system.

- ☞ Are customers encouraged to properly dispose of the coffee service's delivered products and packaging in accordance with the requirement? Yes/No

- ☞ Describe how the requirement is fulfilled.

O21 Disposable items

The business is to prevent unnecessary use of disposables by informing the customer of alternatives. Such information should:

- Promote the use of reusable cups and prevent unnecessary use of disposable cups

- Prevent unnecessary use of disposable cup lids

🔗 Does the business confirm that information on the prevention and unnecessary use of disposables is provided to the customer?

📁 Upload information showing compliance with the requirement.

8 Purchasing of ecolabelled goods and services

P4 Points for purchasing ecolabelled products and services

The business receives points for purchasing ecolabelled products and services relevant to the coffee service. 100% of each category must be ecolabelled to obtain points at this requirement unless otherwise specified. A maximum of 3 points can be achieved in this requirement.

In this instance, ecolabelled means products with the Nordic Swan Ecolabel or the EU Ecolabel.

Are the business's purchases of products or services covered by the ecolabel listed below?

Ecolabelled products and services	Points	Confirmation
Nordic Swan Ecolabel vehicle wash installation for 50% of the business's vehicles	2 points	Yes/No
Nordic Swan Ecolabelled fuel for 50% of the business's vehicles	1 point	Yes/No
Ecolabelled disposable cups sold by the business	1 point	Yes/No
Ecolabelled workwear	1 point	Yes/No
Ecolabelled office furniture, one category	1 point (max 1 category)	Yes/No

📁 Upload relevant documentation showing the purchase, supplier, and licence number.

👤 On-site inspection.

9 Environmental management

O22 Responsible person

The business must appoint one person who has the main responsibility for the application process, the annual follow-up of the licence, and who ensures fulfilment of the Nordic Ecolabelling requirements during the validity period of the licence.

The business must inform Nordic Ecolabelling if the responsible person is changed.

🔗 Provide the following information on the responsible person: name, email, and job title.

O23 Communication with staff

All employees who participate in the day-to-day operation of the business must complete basic training on the environmental work of the business.

The training should include, as a minimum:

- Information on what holding the Nordic Swan Ecolabel means for the business
- Communication about the environmental work, which can be used in dialogue with customers
- Coffee's environmental impact
- What the employees can and must do to help with the environmental work

Training must take place no later than two months after obtaining the Nordic Swan Ecolabel licence. After that, all employees must annually repeat/update their basic training. New employees must receive the necessary training within two months.

- 📄 Download Nordic Ecolabelling's training material, which can be used for these training purposes.
- 📄 Upload the business's basic training, or a description of how employees are trained, in accordance with the requirement.
- 🗑️ Does the business confirm that employees receive training two months after licensing? Yes/No
- 🗑️ Does the business confirm that new employees receive training within two months? Yes/No
- 🗑️ Does the business confirm that employees annually repeat/update their basic training? Yes/No
- 📍 On-site inspection.

O24 Annual follow-up

The business must ensure that Nordic Ecolabelling's requirements are fulfilled throughout the licence period. In the event of changes and new purchases, the business must submit and update information about the following:

- Certified raw materials
- Coffee machines
- Vehicles

The business will review and document information annually in accordance with the requirement. The follow-up from Nordic Ecolabelling may involve a review of either all information or only selected elements. Information about any follow-up and deadline for reporting is provided in advance.

- 🗑️ Does the business confirm that an annual review of the licence is carried out? Yes/No

O25 Complaints

The licensee must guarantee that the quality of the service is maintained throughout the licence period. The licensee must therefore keep an archive of customer complaints.

- 📄 Upload the business's procedure for handling and archiving complaints.


10 Summary of points

O26 Obligatory requirement concerning points achieved

The coffee service must achieve a minimum of 4 points.

Calculation of points

Point score requirement	Number of points scored	Maximum no. of points
P1 Points for organic coffee		6 points
P2 Points for organic tea, cocoa, sugar, and milk		3 points
P3 Points for agroforestry		2 points
P4 Points for purchasing ecolabelled products and services		3 points
Total		14 points

 Summary of points calculation.

Regulations for the Nordic Ecolabelling of services

To easily identify a Nordic Swan Ecolabel service, the licence number and a descriptive sub-text must always accompany the Nordic Swan Ecolabel.

The descriptive sub-text for 100 Coffee services is: Coffee service.

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

Follow-up inspections

Nordic Ecolabelling may decide to check whether the coffee service fulfils Nordic Ecolabelling requirements during the licence period. This may involve a site visit, random sampling, or similar test.

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

Appendix 1 Requirement concerning standards for renewable raw materials

Guidelines for standard, renewable commodities

Nordic Ecolabelling sets requirements on the standards to which cultivated commodities are certified. These requirements are described below. Each individual national sustainability standard and each certification system is reviewed by Nordic Ecolabelling to ensure that the requirements are fulfilled.

Requirements on standards

- The standard must be based on ISEAL's Codes of Good Practice for Standard-Setting.
- The standard must balance economic, ecological, and social interests and comply with the Rio Declaration's principles, Agenda 21, and the Forest Principles, and respect relevant international conventions and agreements.
- The standard must contain absolute requirements and promote and contribute towards sustainable cultivation. Nordic Ecolabelling places special emphasis on the standard, including effective requirements, and that the requirements protect biodiversity.
- The standard must be available to the general public. The standard must have been developed in an open process in which stakeholders with ecological, economic, and social interests have been invited to participate.

The requirements related to sustainable standards are formulated as process requirements. The basis is that if stakeholders agree on the economic, social, and environmental aspects of the standard, this safeguards an acceptable requirement level.

If a sustainability standard is developed or approved by stakeholders with ecological, economic, and social interests, the standard may maintain an acceptable standard. Accordingly, Nordic Ecolabelling requires that the standard balances these three interests and that representatives from all three areas are invited to participate in the development of the sustainable standard.

The standard must set absolute requirements that must be fulfilled for the certification. This ensures that the agriculture management fulfils an acceptable level regarding the environment. Since Nordic Ecolabelling requires that the standard must promote and contribute towards sustainable cultivation, the standard must be assessed and revised regularly for process improvement and successively reduce environmental impact.

Requirements for a certification system

- The certification system must be open, have significant national or international credibility, and be able to verify that the requirements in the sustainable standard are fulfilled.

Requirements on the certification body

- The certification body must be independent, credible, and capable of verifying that the requirements of the standard have been fulfilled. The certification body must also be able to communicate the results and facilitate the effective implementation of the standard.

The certification system must be designed to verify that the requirements of the standard are fulfilled. The method used for certification must be repeatable and applicable, so that the requirements can be verified. Certification must be in respect to a specific sustainable standard. There must be an inspection prior to certification.

Requirements for Chain of Custody (CoC) certification

- Chain of Custody certification must be issued by an accredited, competent third party.
- The system must stipulate requirements regarding the chain of custody that assure traceability, documentation, and controls throughout the production chain.

Documentation

Copy of cultivation standard, name, address, and telephone number to the organisation that has worked out the standard and audit reports.

References to persons who represent stakeholders with ecological, economic and social interests who have been invited to participate.

Nordic Ecolabelling may request further documents to examine whether the requirements of the standard and certification system in question can be approved.

Appendix 2 Prohibited substances in components in contact with food

Appendix to be completed by the coffee machine manufacturer. Information on multiple coffee machines from the same manufacturer can be documented in the same appendix.

Coffee machine(s), name/model:

The following prohibited substances must not be present in the components of coffee machines in contact with food:

- Substances on the Candidate List: <http://echa.europa.eu/sv/candidate-list-table>
- The phthalates di-n-octylphthalate/DNOP (CAS:117-84-0) and diisooheptylphthalate/DIHP (CAS:41451-28-9).
- Halogenated organic compounds.
- Antibacterial substances (including silver ions, nanosilver, and nanocopper)
- Tin, cadmium, chromium VI, and mercury, or compounds of these.
- Flame retardants classified with the following hazard codes: H350, H350i, H340, H360F, H360D, H360Fd, H360Df.
- Endocrine disruptors: Substances on the “Endocrine Disruptor Lists”, List I and List III.
List I: <https://edlists.org/the-ed-lists/list-i-substances-identified-asendocrine-disruptors-by-the-eu>
List III: <https://edlists.org/the-ed-lists/list-iii-substances-identified-asendocrine-disruptors-by-participating-national-authorities>

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

Impurities are exempted from the requirement. This means residues from production, including raw material production, which are present in the finished product at concentrations ≤ 100 ppm ($\leq 0.1\%$ by weight, ≤ 100 mg/kg). Examples of impurities are reagent residue, including residues of monomers, catalysts, by-products, cleaning agents for production equipment, etc.

<p>Does your business declare that prohibited substances are not present in the coffee machines' components in contact with food?</p>	<p>Yes (insert cross)</p> <p><input type="checkbox"/></p>	<p>No (insert cross)</p> <p><input type="checkbox"/></p>
--	--	---

This declaration is based on the knowledge we have available on the product at the time of application.

Place and date	Company name:
Responsible person	Signature from the person responsible
Phone	E-mail