

## Responsibilities of the Primary Licence Contact

It is important to ensure that fundamental quality assurance is dealt with appropriately and to ensure that the Nordic Ecolabelling requirements are fulfilled in the daily work.

The primary licence contact who your company previously has stated on the customer portal must:

- Maintain the company information and the names of the designated persons in the customer portal.
- Ensure that the company meets Nordic Ecolabelling requirements during the validity of the licence.
- Report planned changes within the business which affect the Nordic Ecolabelling requirements to Nordic Ecolabelling (please see Planned changes).
- Report nonconformities which affect the Nordic Ecolabelling requirements to Nordic Ecolabelling (please see Nonconformities).
- Train and inform relevant persons among the licensee's personnel in the requirements of Nordic Ecolabelling.
- Report changes in the company structure to Nordic Ecolabelling, e.g. new ownership or mergers.
- Ensure that "Regulations and Guidelines for using the Nordic Swan Ecolabel" are followed.

Primary licence contacts' responsibility may be delegated to other designated persons, who have to report to the primary licence contact on their responsibilities.

### Planned changes

Planned changes affecting the Nordic Ecolabelling requirements must be reported to Nordic Ecolabelling.

These changes must be approved by Nordic Ecolabelling before being implemented in the production. Typical business changes which always should be reported are:

- The product composition is planned to be altered.
- Production sites, materials, chemicals, suppliers, or similar are planned to be altered.
- Trade names are planned to be altered.
- Longer shutdowns that may affect the Nordic Ecolabelling requirements are planned to be carried out.
- The product will be launched on the market in other Nordic countries than those specified at the time of application.
- Changes in the scope of the service business.

Please keep in mind that most changes are so significant that the primary licence contact may need to start an application to update the licence.

### Nonconformities

A nonconformity occurs when one or several of Nordic Ecolabelling requirements cease to be met. In the event of such a nonconformity, the primary licence contact must inform Nordic Ecolabelling immediately after the incident is discovered and submit a report which contains:

- Description of how the incident occurred.
- Account of the scope of the incident.
- Description of how the incident affects the fulfilment of the Nordic Ecolabelling requirements.
- Description of corrective actions taken after the incident and a plan for avoiding similar incidents in the future.

If the plan encompasses changes in relation to the licence documentation, the primary licence contact may need to start an application to update the licence.