Nordic Ecolabelling for

Cleaning services

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Nordic Ecolabelling

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Contact information

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
www.svanemaerket.dk

Iceland
Ecolabelling Iceland
www.svanurinn.is

Finland
Ecolabelling Finland
www.joutsenmerkki.fi

Norway
Ecolabelling Norway
www.svanemerket.no

Sweden
Ecolabelling Sweden
www.svanen.se

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It may be quoted from provided that Nordic Ecolabelling is stated as the source.

1 What is a Nordic Swan Ecolabel Cleaning services?

A cleaning services certified with the Nordic Swan Ecolabel meets ambitious environmental requirements and has taken a holistic approach to its environmental work. The cleaning services takes an active and structured approach to reducing its consumption and optimising operations.

A Nordic Swan Ecolabel cleaning service:

- Strictly regulates use of chemicals and minimise chemical consumption, to ensure less impact on health and the environment.
- Uses a minimum of 90% ecolabelled cleaning products when cleaning products are used for general cleaning.
- Reduces environmental impact from transports.
- Sorts waste to ensure material recycling.
- Works to reduce their consumption of plastic bags.
- Has staff trained in environmentally friendly driving and cleaning methods.
- Has a quality system to ensure high quality cleaning.
- Complies with wages and terms of employment in line with the collective agreements.

2 Why choose the Nordic Swan Ecolabel?

- Cleaning services may use the Nordic Swan Ecolabel trademark for marketing. The Nordic Swan Ecolabel is a very well-known and well-reputed trademark in the Nordic region.
- The Nordic Swan Ecolabel is a simple way of communicating environmental focus and commitment to the customers.
- The Nordic Swan Ecolabel identifies the most important environmental impacts and thus shows how a cleaning services can cut emissions, resource consumption and waste management.
- Environmentally suitable operations prepare cleaning services for future environmental legislation.
- Nordic Ecolabelling provides businesses with guidance on the work of environmental improvements.
- The Nordic Swan Ecolabel not only covers environmental issues but also quality requirements, since the environment and quality often go hand in hand. This means that a Nordic Swan Ecolabel licence can also be seen as a mark of quality.

3 What can carry the Nordic Swan Ecolabel?

Companies that offer ordinary cleaning services and/or window cleaning can be Nordic Swan Ecolabelled.

An applicant is not prevented from offering special cleaning or other services that are not covered by these criteria. These may not be marketed as part of the Nordic Swan Ecolabelled cleaning services.

Ordinary cleaning services include regular tasks that are necessary to keep an indoor area clean. Inspections, waste management, general cleaning, and cleaning of interior glass (e.g. mirrors, glass walls, doors, and partitions) are part of this. In this instance, inspection means that cleaning staff primarily check the room to assess the need for cleaning and waste container emptying. Laundry detergents used for internal and external washing of mops and cloths are also covered by the requirements.

Ordinary cleaning services may include, but is not limited to, areas such as workplaces, restrooms, restaurants, hotels, schools, hospitals, train compartments and airplanes, and private homes.

Window cleaning is cleaning of window surfaces (interior and exterior).

If the cleaning services offers ordinary cleaning and window cleaning, both services can be Nordic Swan Ecolabelled. But cleaning services that offers both services cannot only ecolabel the window cleaning services. In such cases the ordinary cleaning service must be ecolabelled for the window cleaning to be a part of the ecolabelled service. The cleaning service can choose to only apply for the ordinary cleaning services and is not obliged to ecolabel window cleaning. Marketing of Nordic Swan Ecolabelled window cleaning can only occur if the window cleaning is included in the licence.

If the cleaning services only offers window cleaning, the service can be Nordic Swan Ecolabelled.

Special cleaning is not included in the product group. Nordic Ecolabelling considers the following types of cleaning to be special cleaning: Disinfection, pool cleaning, stain removal on carpets, floor care (including floor polish, sealers, floor wax, wood oil and wax removal/strippers, and impregnation of stone flooring), furniture polish, gum and glue removal, oven cleaner, graffiti removal, cleaning of antistatic rooms (Electro Static Discharge-flooring), remediation work (e.g. mould and asbestos removal), cleaning up after incidents (such as floods and fires), cleaning of ventilation ducts and industrial production facilities (e.g. clean rooms, production facilities in the food and agriculture industry), façade cleaning and washing of buildings, and operating theatres. In some cases, areas that are included in a Nordic Swan Ecolabelled cleaning contract, also require regularly special cleaning for hygiene reasons. For example, special cleaning in kitchen areas in grocery stores may require disinfection in accordance with authority requirements. It is approved by Nordic Ecolabelling that the cleaning services can offer ordinary cleaning as well as special cleaning, but the communication must be clear that only the ordinary cleaning services is ecolabelled. Disinfectants and antibacterial products are not approved in ordinary cleaning.

Hospital cleaning can be Nordic Swan Ecolabelled in areas where ordinary cleaning is carried out. Areas such as operation rooms that require a different form of cleaning for hygiene reasons, are not included in the product group, and are defined as special cleaning.

It is the overall provided cleaning service that can be Nordic Swan Ecolabelled, and an applicant cannot apply for only a certain number of customers or one cleaning concept. Regional departments with their own accounts may apply if they are separate economic units. It must be clearly stated which specific regional department is Nordic Swan Ecolabelled.

4 How to apply

Application and costs

For information about the application process and fees for this product group, please refer to the respective national web site. For contact information see the beginning of the document.

What is required?

The criteria for Cleaning services and Window Cleaning (W) 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 denote point score requirements. Each requirement of this type gives a point score. The scores are then added up. A minimum total score must be achieved to fulfil the requirements.

Window cleaning must meet all the obligatory requirements marked “(W)” in the requirement description, which is all O and P requirements except P1, O15 and O16. Marketing of Nordic Swan Ecolabelled window cleaning can only occur if the window cleaning is included in the licence.

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

↓ Download

State data in electronic application

Requirement checked on site

To be awarded a Nordic Swan Ecolabel licence:

- All obligatory requirements must be fulfilled.
- A minimum point score must be achieved depending on type of service. Use table in requirement O17 to calculate the point score.
- Nordic Ecolabelling must inspect the cleaning services.

All information submitted to Nordic Ecolabelling is treated confidentially. Suppliers can send documentation directly to Nordic Ecolabelling, and this will also be treated confidentially.

Licence validity

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

Responsibility for Compliance with Applicable Legislation

When applying for the Nordic Swan Ecolabel, the applicant/licensee confirms compliance with all current regulatory requirements related to both the exterior and interior environment in connection with the production and handling of the product(s) covered by the application. Furthermore, the applicant declares that all applicable regulatory requirements within the Nordic region are met for the product(s). Compliance with these regulations is a prerequisite for obtaining a licence.

On-site inspection

In connection with handling of the application, Nordic Ecolabelling normally conduct on-site inspection visit/-s to ensure adherence to the requirements. Scope and timing of on-site inspection is evaluated per product group and adapted to the specific application situation.

Queries

Please contact Nordic Ecolabelling if you have any queries or require further information. See the beginning of the document for contact information. Further information and assistance (such as calculation sheets or electronic application help) is available. Visit the relevant national website for further information.

5 Definitions

Table 1 Definitions of terms used in the criteria document

Ordinary cleaning	All products used for general cleaning on flooring and surfaces, i.e. all-purpose cleaners and washing up liquids, heavy duty, sanitary cleaners, acid cleaner for sanitary facilities / descaling products, brown soap, soap based floor cleaners, alkaline water, probiotic water, wash-and-wax floor, spray buffering and defoamers, impregnates for mop cloths with a cleaning and disinfecting effect, stain removers, scouring creams, defoamers, and spray products with microorganisms used to clean surfaces such as flooring. In the case where an applicant must use single-use mops, the chemicals in the mops must comply with the requirements "Floor care" is not defined as ordinary cleaning, see definition below.
Window cleaning	All products used for window cleaning. The use of deionised/demineralised water such as "ultra clean water" is considered as "treated water", see definition below.
Laundry detergents	All products for internal and external washing of textiles including impregnation of mops and cloths.
Cleaning products	All chemical products used in the cleaning services, includes chemicals added to wet wipes and mops (soap cartridges delivered in wet mops).
Treated water	Treated water include deionised or demineralised water and other waters containing not otherwise restricted substances in low concentrations, without surfactants, and with a pH level of 4-10. Each type of treated water must be individually evaluated by NSE, who decides whether it fits this product type or not. The amount of treated water does not count as an ordinary cleaning product and shall not be included in the calculation in O5 consumption of cleaning products or O6 proportion of ecolabelled cleaning products. Water with added washing active ingredients is considered ordinary cleaning.

	Note that ozone water and electrochemically activated water (ECA water) are not permitted to be used due to our requirements O9 and O10 regarding classification and excluded substances.
Special cleaning	Chemical products used for i.e. disinfection, pool cleaning, stain removal on carpets, floor care (floor polish, sealers, floor wax, wood oil and wax removal/strippers, impregnation of stone flooring), furniture polish, gum and glue removal, oven cleaner, graffiti removal, cleaning of antistatic rooms, remediation work, clearing up after incidents, cleaning of ventilation ducts, cleaning of industrial production facilities (e.g. such as clean rooms, production facilities in the food and agriculture industry), façade cleaning and washing of buildings and operating theatres. Cleaning of the cleaning machines is not a part of the criteria, therefore tablets used for cleaning the cleaning machines are not included.
Ozone water	Water containing ozone in low concentrations ozone water is not approved for use.
Alkaline "water"	Filtered tap water that is electrolyzed in the presence of potassium carbonate resulting in a water solution with low concentrations of potassium hydroxide and pH above 10. This is a chemical solution that can no longer be considered water. It is incorrect to refer to the product as 'water', and the products should be considered as ordinary cleaning products. Alkaline water is considered as an ordinary cleaning product.
Ultra clean water	Is water that has been highly purified, removing up to all minerals, particles, bacteria, microbes, and dissolved gases.[1].
Filtered water	Filtered water is tap water that has been filtered to remove impurities and compounds, i.e. organic and inorganic materials, and biological contaminants.
Deionised water/demineralised water	Deionised/demineralised water systems are based on reverse osmosis and ion exchange/deionisation water purification. The process of deionised water involves removal of ions from the water using ion exchange resins.
Probiotic water	More generally known as microbial-based cleaning products (MBCPs), utilizes microorganisms to clean surfaces or environments. These products contain microbes that can break down organic matter, eliminating odours, and harmful microbes. Microorganisms like bacteria, fungi, bacteriophages and/or a combination of these can be used. Considered as an ordinary cleaning product.
ECA water	Electrochemically activated water (ECA water) is the process of producing a disinfectant with the use of water, salt and electricity. The active agent in ECA water is chlorine. Not approved for use.
Silver/copper water	For some producers silver and copper ions are connected directly to the water intake. Silver and copper ions have a biocidal effect on bacteria in the water, disinfecting the water. Not approved for use.
Floor care	Products used for maintaining and impregnating floors such as floor polish, sealers, floor wax, wood oil and wax removal/strippers. Cleaning and care products for floors are not considered floor care but defined as ordinary cleaning. When substances like polyethylene, hard wax, acrylic polymer, or similar are applied, a film or coating of non-water-soluble substances is left on the surface. Floor care products that leave a coating often contain PFAS which have highly problematic intrinsic hazardous properties. Floor care products cannot be ecolabelled with the Nordic Swan Ecolabel. Floor maintenance with cleaning and polishing machines for professional is only a mechanical method if it does not leave a coating, and is considered "cleaning", not 'floor care".
Sub-suppliers	Are service providers of cleaning services, external companies that deliver services directly to the applicant's customers on behalf of the applicant and at the applicant's risk and expense.
Plastic bags	Plastic bags used to collect and transporting waste, e.g. small bags for waste bins (5-10 l and more) as well as larger bags mounted on cleaning trolleys etc. (100 l and more).

[1] https://semiconductor.samsung.com/support/tools-resources/dictionary/purity-on-another-level-ultrapure-water/

Ecolabelled products	Products and services with a valid licence for the Nordic Swan Ecolabel or the EU Ecolabel. For plastic bags, the Blue Angel is also approved. For hand soap, dish- and handwashing detergents, the Good Environmental Choice (Bra Miljöval) is also approved. For workwear, GOTS (Global Organic Textile Standard) is also approved.
INSTA 800	Nordic standard for "Cleaning quality - Measurement system for evaluation of cleaning quality".
Certified environmental management system	Is here defined as management systems from ISO 9001 and 14001 or EMAS.

6 General requirements of the applicant

O1 Description of the company (W)

Describe the company and cleaning services offered, in accordance with Nordic Ecolabelling's "Template for reporting requirements", which can be downloaded in the Nordic Ecolabelling Portal.

The use of sub-suppliers must be described.

"Sub-suppliers" means the service provider of cleaning services (external company who deliver services directly to the applicant's customers on behalf of the applicant and at the applicant's risk and expense).

Requirement O24 for sub-suppliers must be fulfilled.

↑ Describe the company and cleaning services, in accordance with "Template for reporting requirements".

O2 Square metres cleaned (W)

Cleaning services:

The applicant must calculate the number of square metres of floor area cleaned in one year. Use the sheet "Square metres" in “Template for reporting requirements”.

Calculating the number of square metres cleaned per year must be based on contracts with cleaning frequency and square metres.

Inspections, where the cleaning staff checks the status of a room without cleaning it, are included in the calculation of squared metres cleaned.

Square metres cleaned is the surface which is cleaned in accordance with the definition of "ordinary cleaning".

Special cleaning and floor care (as well as window cleaning) must not be a part of the calculation.

See the calculation example in Appendix 1.

Alternatively, if the applicant lacks information on frequency and square metres, this must be stated, and the calculation of the annual number of square metres must be based on the number of full-time employees (FTEs). One FTE is estimated to clean 430 000 m^2 per year.

Total m^2 per year = number of FTEs ×430 000 m^2

Window cleaning:

The applicant must describe their system for registering window cleaning, both indoor and outdoor cleaning.

It must be specified how the cleaning services measures the execution of the job, whether it is in m², number of windows, the number of floors, or equivalent unit.

Cleaning services:

↑ Calculation of square metres cleaned, based on an overview of all customers showing the number of square metres cleaned per week or per month, and multiplied for one year. Use the sheet "Square metres" in “Template for reporting requirements”.

↑ Copy of at least three contracts stating the number of square metres.

On-site inspection.

Alternatively:

↑ Calculation of square metres cleaned based on FTE pr year. Use the sheet "Square metres" in “Template for reporting requirements” for the calculation.

↑ Overview of employees showing the ratio of the FTEs.

Explanation of why the applicant can't provide information on frequency and square metres per customer.

Window cleaning:

Description of the system for registration of window cleaning unit according to the requirement.

↑ Copy of at least three contracts showing how the window service measures the execution of the work.

On-site inspection.

7 Cleaning Products

O3 Information about cleaning products (W)

An overview of all cleaning products being used. This includes:

- Ordinary cleaning
- Laundry detergents, both products for internal and external laundry
- Window cleaning
- Treated water
- Special cleaning

The name, manufacturer, function, ecolabel, and licence number (where relevant) must be stated.

Use the sheet "Cleaning products" in the “Template for reporting requirements”.

Ordinary cleaning: *All products used for general cleaning on all flooring and surfaces. See examples in Table 1 "Definitions".*

Laundry detergents: *All products for internal and external wash of textiles including impregnation for mops and cloths. See examples in Table 1 "Definitions".*

Window cleaning: *All products used for window cleaning. The use of deionised/demineralised water such as "ultra clean water" is considered as "treated water", see definition below. See examples in Table 1 "Definitions".*

Treated water: *Treated waters include deionised or demineralised water, and other waters with not otherwise restricted substances in low concentrations and no surfactants. Each type of treated water must be individually evaluated by NSE, who decides whether it fits this product type or not.*

The amount of treated water does not count as ordinary cleaning product, and shall not be included in the calculation in O5 consumption of cleaning products and O6, the proportion of ecolabelled cleaning products.

Water with added washing active ingredients is considered ordinary cleaning.

Alkaline water, which is ionised "water", is considered as an ordinary cleaning product, and is not defined as "treated water".

Note that ozone water and electrochemically activated water (ECA water) are not permitted to be used due to our requirements O9 and O10 regarding classification and excluded substances.

Special cleaning is not a part of the ecolabelled service: *Chemical products used for i.e. disinfection, pool cleaning, stain removal on carpets, floor care (floor polish, sealers, floor wax, wood oil and wax removal/strippers), furniture polish, impregnation of stone flooring, gum and glue removal, oven cleaner, graffiti removal, cleaning of antistatic rooms, remediation work, clearing up after incidents, cleaning of ventilation ducts and, cleaning of industrial production facilities (e.g. such as clean rooms, production facilities in the food and agriculture industry), façade cleaning and washing of buildings, and operating theatres.*

Products for special cleaning must be reported in "Template for reporting requirements" to categorize the products used. Nordic Ecolabelling are the ones who decide whether the product is considered a special cleaning product or not.

Safety data sheets (in line with Annex II to REACH, Regulation (EC) 1907/2006) and user information must be available where the cleaning products are used, either digitally or on paper.

↑ Procurement list for cleaning products that are in current use.

↑ Overview of all cleaning products. State the name, manufacturer, category, function, ecolabel, and license number, where relevant.

Use the sheet "Cleaning products" in the “Template for reporting requirements".

Please state how safety data sheets are available for the personnel of the cleaning services.

Safety data sheets and user information are checked during inspection visits.

O4 Correct dosing (W)

To ensure correct dosing, according to the manufacturer's recommendation, all employees must use dosing equipment or measuring cups, where cleaning takes place.

Additionally, cleaning services equipped with internal laundry facilities for cloths, mops, and cleaning machines must also incorporate the use of dosing equipment. This must be part of the cleaning services' procedures.

↑ Copies of procedures for correct dosing.

Checked during inspection visits.

O5 Consumption of cleaning products (W)

The total consumption of **ordinary cleaning** and **laundry detergents** must not exceed 300 microlitres/m² (0,300 ml/ m²).

Consumption is calculated based on the total volume of ordinary cleaning products (including water in the product) and laundry detergents used both internally and externally in the Nordic Swan Ecolabelled service.

The volume of products for window cleaning is not included in the calculation but must be stated separately.

Use the sheet "Cleaning products" in the "Template for reporting requirements".

For cleaning products in solid form i.e. laundry detergent in powder form, and ordinary cleaning products in tablets, 1 g must be counted as 5 ml to calculate the consumption.

Cleaning products for special cleaning purposes is excluded from the calculation.

Treated water is excluded from the calculation.

Products that are purchased by the cleaning services for the customer, without this being directly related to the cleaning services, such as filling of dishwasher detergent in the customer's dishwashers, filling of liquid hand detergent for the customer's use, or hand soap in toilets, is not included.

See description of "ordinary cleaning", "laundry detergents" and "window cleaning" in O3, and examples of cleaning products in Appendix 3.

↑ Calculation of consumption in accordance with the requirement per m². Use the sheet "Cleaning products" in the "Template for reporting requirements".

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

↑ State the volume of cleaning products used for window cleaning, separately from other consumption of cleaning products.

When using external laundries for washing cloths and mops, the following must be documented, to calculate the total consumption of cleaning products:

↑ Confirmation from the laundry of the volume of laundry detergent used per kg of mops and cloths. Alternatively, the template value of 11 ml/kg can be used.

↑ A confirmation or invoice from the laundry showing the number of kg of mops and cloths laundered per year.

P1 Consumption of cleaning products

The applicant receives points for low consumption of **ordinary cleaning** and **laundry detergents**.

A maximum of 5 points can be achieved for this point requirement.

Table 2 Calculation of consumption

Consumption, microlitres / m^2 area cleaned	Points
less than or equal to 50 microlitres / m^2	5 p
Between 51–100 microlitres / m^2	4 p
Between 101–150 microlitres/ m^2	3 p
Between 151–200 microlitres/ m^2	2 p
Between 201–250 microlitres/ m^2	1 p

For an explanation of the calculation, see O5.

The volume of cleaning products used for window cleaning must not be included in the calculation of consumption related to consumption per m^2.

↑ Calculation of consumption according to O5.

O6 Proportion of ecolabelled cleaning products (W)

Minimum 90 % of the **ordinary cleaning, laundry detergents** and **window cleaning** used by the cleaning services must be ecolabelled.

Use the sheet "Cleaning products" in the “Template for reporting requirements".

Services that use less than 25 microlitres/m2 area cleaned under O5 are exempted from requirements O6 and P2.

Consumption is calculated based on the total volume of ordinary cleaning products, window cleaning and laundry detergents both internally and externally used in the Nordic Swan Ecolabelled service.

Ecolabelled is here defined as the Nordic Swan Ecolabel, the EU Ecolabel or Good Environmental Choice (Bra Miljöval).

The ratio is calculated as a % by volume of the total volume of ordinary cleaning, laundry detergents and window cleaning used per year.

See description of "ordinary cleaning", "laundry detergents" and "window cleaning" in O3 and examples of cleaning products in Appendix 3.

Treated water is excluded from the calculation.

↑ Calculation of the proportion of ecolabelled chemical products in accordance with the requirement. Use the sheet "Cleaning products" in the “Template for reporting requirements".

P2 Ecolabelled cleaning products (W)

The applicant receives points for a high proportion of ecolabelled consumption of **ordinary cleaning**, **laundry detergents** and **window cleaning**.
A maximum of 4 points can be achieved for this point requirement.

Table 3 Ratio of ecolabelled cleaning products

Ratio of ecolabelled cleaning products	Points
If the ratio of ecolabelled is 100% by volume	4 p
If the ratio of ecolabelled is between 98–99% by volume	3 p
If the ratio of ecolabelled is between 96–97% by volume	2 p
If the ratio of ecolabelled is between 93–95% by volume	1 p

Services that use less than 25 microlitres/m2 area cleaned under O5 are exempted from requirements O6 and P2.

✉ Calculation of ecolabelled consumption according to O6.

O7 Information about treated water (W)

This requirement is only relevant for companies using treated water. It applies to all types of treated water including purchased as ready to use, produced on site or produced directly in washing machines.

Information about each type of treated water being used by the applicant including the following:

- Amount pr year stated in litres

  If exact data is not available, an estimation or description of the use must be made.
- Produced on site or purchased as ready to use
- Area of use
- The reason for using the treated water (as opposed to traditional cleaning agents)
- Technical description of the treatment of the water:
  - Treatment process
  - Concentration of added/generated substances
  - pH of the treated water

Treated water: Treated waters include deionised or demineralised water and other waters containing not otherwise restricted substances in low concentrations, without surfactants, and with a pH level of 4–10. Each potential type of treated water must be individually evaluated by Nordic Ecolabelling, who decides whether it fits the definition or not.

↑ Information according to the requirement.

O8 Treated water production (W)

This requirement is only relevant for companies using treated water. It applies to all types of treated water including purchased as ready to use, produced on site or produced directly in washing machines.

- When producing treated water, the consumption of water must not be more than 1.5 times greater than the amount of treated water produced.

E.g. a maximum of 150 l of water can be used to produce 100 l of treated water.

- If treated water is produced on site, the applicant must have a routine to ensure that the company's treated water system is regularly maintained, and that water consumption is minimised.

This applies to the filling of chemical agents (granules, salt tablets, ion exchange resin, etc.), replacement of filters and membranes as well as servicing of facilities for optimal production of treated water.

↑ Documentation showing that the requirement regarding water consumption is met.

↑ Routine according to the requirement.

P3 Water consumption for treated water (W)

This requirement is only relevant for companies using treated water.

The applicant receives points for a low water consumption in treated water production.

A maximum of 2 points can be achieved for this point requirement.

Table 4 Water consumption

Water consumption	Point
≤ 1.3 times the amount of treated water produced *I. g. 130 litres for production of 100 litres clean water*	2 p
1,3–1,4 times the amount of treated water produced *I. g. 131 – 140 litres for production of 100 litres clean water*	1 p

↑ Documentation of water consumption according to O8.

O9 Non-ecolabelled cleaning products, hazard classification (W)

Ordinary cleaning products, **laundry detergents, treated water** and **window cleaning** that are not ecolabelled must not be classified with the hazard codes described in the table below.

OBS: Documentation of the laundry products is not necessary when using Nordic Swan Ecolabelled laundries.

See description of "ordinary cleaning products", "laundry detergents" and "window cleaning" in O3.

Products included in wet wipes and added to mops such as soap cartridges delivered in wet mops must also meet the requirement. Laundry detergents used to wash mops and cloths in internal and external laundries are also included.

Table 5 Classification of the product

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

Specific target organ toxicity, single exposure/repeated exposure	STOT SE 1–2 STOT SE 3 (solely applies for spray products) STOT RE 1–2	H370, H371 H372, H373 H335 solely applies to spray products***
Skin corrosion/ irritation	Category 1A, 1B, 1C	H314 solely applies to spray products***
Eye damage	Eye Dam.1 (solely applies for spray products)	H318 solely applies to spray products***
Aspiration hazard	Category 1	H304
Respiratory or skin sensitisation	Resp. Sens. 1, 1A or 1B Skin Sens. 1, 1A or 1B	H334, H317 or EUH208 "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
Endocrine disruption for human health	ED HH 1 ED HH 2	EUH380 EUH381
Endocrine disruption for the environment	ED ENV 1 ED ENV 2	EUH431 EUH431
Persistent, bioaccumulative and toxic properties Very persistent, very bioaccumulative properties	PBT vPvB	EUH440 EUH441
Persistent, Mobile and Toxic properties Very Persistent, Very Mobile properties	PMT vPvM	EUH450 EUH451

Note that the manufacturer is responsible for declaring the classification.

**Textile detergents with hydrogen peroxide (CAS-no. 7722–84–1) are exempted from H412 if dosing is done via an automatic dosing system.*

***Professional products may be labelled H302, H311 if the classification is the result of the content of peracetic acid (CAS 79-21-0), H312 and H332 if the packaging is designed so that the user is not in contact with the product.*

****Spray bottles or equivalent equipment with nozzles that do not form a cloud of spray may be labelled H314, H335 and H318.*

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

- ↑ Appendix 2 or equivalent declaration completed and signed.
- ↑ The product's safety data sheet in accordance with Annex II of REACH (Regulation 1907/2006/EC).
- ↑ If the product is labelled H302, H312 or H332 a description of the packaging's design must be enclosed.
- ↑ Declaration from the cleaning services that products classified as H318 and H335 are not to be used in spray bottles in either diluted or undiluted form.

O10 Non-ecolabelled cleaning products, excluded substances (W)

The following substances or substance groups must not be present as ingoing substances in **ordinary cleaning products**, **laundry detergents, treated water** and **window cleaning** products that are not ecolabelled.

Impurities are not regarded as ingoing substances and are exempt from this requirement. See definition of ingoing substances and impurities in Appendix 3.

Cleaning products included in wet wipes and/or added to cloths and mops (soap cartridges delivered in wet mops, antibacterial and/or nano silver coating) are also subject to this requirement. Laundry detergents used to wash mops and cloths (both internal laundering and at external laundries) are also included. If washing at Nordic Swan Ecolabelled laundries, documentation of the cleaning products used is not necessary.

- Alkylphenols (AP) e.g. butylated hydroxy anisole (BHA, CAS No. 25013–16– 5), alkylphenol ethoxylates (APEO), and other alkylphenol derivates (APD)

  An exemption is made for BHT (CAS No. 128–37–0) in perfumes in the amount of ≤ 100 ppm, provided that the amount in the product is ≤ 1 ppm.
- Benzalkonium chloride (CAS No. 63449–41–2)
- Bisphenols and bisphenol derivatives belonging to the group of 34 substances that have been identified by ECHA for further EU regulatory risk management that are known or potential endocrine disruptors for the environment or for human health, or that can be identified as toxic for reproduction[2]
- Boric acid, borates, and perborates
- Linear alkylbenzene sulphonates (LAS)
- Ethylenediamine tetraacetate* (EDTA, CAS No. 6381–92–6) and its salts and Diethylenetriamine pentaacetate (DTPA, CAS No. 67–43–6) and its salts.
- Nanomaterials/particles**
- Nitromusk and polycyclic musk compounds
- NTA (nitrilotriacetic acid), CAS-no. 139–13–9 and its salts
- Microplastics
- Methyldibromo glutaronitrile (MG, CAS No. 35691–65–7)
- Optical brighteners
- Organic chlorine compounds, hypochlorites and hypochlorous acid.

  Exemption: Complexing agents of the MGDA and GLDA type may contain NTA impurities in the raw material in concentrations of less than 0.2% if the concentration of NTA in the final product is below 0.1%.
- PBT and vPvB substances in accordance with REACH Annex XIII, including substances under investigation according to the ECHA PBT

[2] Assessment of regulatory needs: Bisphenols, ECHA, 16 December 2021: Section 2.1: Bisphenols for which further EU RRM is proposed: https://echa.europa.eu/documents/10162/c2a8b29d-0e2d-7df8-dac1-2433e2477b02

assessment list https://echa.europa.eu/pbt/-/dislist/details/0b0236e1889ab857

- Phosphates
- Phthalates (esters of phthalic acid, CAS No. 88–99–3)
- Poly- and perfluorinated substances (PFAS)
- Potential or identified endocrine disruptors according to any of the EU member state initiative "Endocrine Disruptor Lists" List I; II; and III:
    - https://edlists.org/the-ed-lists/list-i-substances-identified-asendocrine-disruptors-by-the-eu
    - https://edlists.org/the-ed-lists/list-ii-substances-under-eu-investigation-endocrine-disruption
    - https://edlists.org/the-ed-lists/list-iii-substances-identified-asendocrine-disruptors-by-participating-national-authorities

  N.B. A substance which is transferred to one of the corresponding sublists called "Substances no longer on list", and no longer appears on any of List I-III, is no longer excluded. The exception is those substances on sublist II which were evaluated under a regulation or directive which doesn't have provisions for identifying EDs (e.g. the cosmetic products regulation). For those substances, ED properties may still have been confirmed or suspected. Nordic Ecolabelling will evaluate the circumstances case-by-case, based on the background information indicated on sublist II.
- Quaternary ammonium compounds, which are not aerobically or anaerobically biodegradable (such as DTDMAC, DSDMAC, DHTDMAC and DADMAC).
- Siloxanes
- Silver, colloidal silver and nanosilver
- Substances on the REACH Candidate list of SVHC substances https://www.echa.europa.eu/candidate-list-table
- Triclosan
- VOC

Volatile organic compounds are defined in accordance with the European Commission's directive 1999/13/EC on the limitation of emissions of volatile organic compounds with steam pressure > 0.01 kPa at 20°C.

Exemption for acetic acid, isopropanol, ethanol (including denaturing agents) and fragrances. Note that fragrances, isopropanol and ethanol (including denaturing agents) must still fulfil all other requirements in this criteria document.

*** Nanomaterials/-particles are defined according to the EU Commission Recommendation on the Definition of Nanomaterial (2022/C 229/01)[3]:*

'Nanomaterials' means a natural, incidental, or manufactured material consisting of solid particles that are present, either on their own or as identifiable constituent particles in aggregates or agglomerates, and where 50 % or more of

[3] https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32022H0614(01)&from=EN

these particles in the number-based size distribution fulfil at least one of the following conditions:

(a) one or more external dimensions of the particle are in the size range 1 nm to 100 nm;

(b) the particle has an elongated shape, such as a rod, fibre or tube, where two external dimensions are smaller than 1 nm and the other dimension is larger than 100 nm;

(c) the particle has a plate-like shape, where one external dimension is smaller than 1 nm and the other dimensions are larger than 100 nm. In the determination of the particle number-based size distribution, particles with at least two orthogonal external dimensions larger than 100 µm need not be considered. However, a material with a specific surface area by volume of < 6 m2 /cm³ must not be considered a nanomaterial.

Examples include ZnO, TiO2, SiO2, Ag, and laponite with nanosized particles in concentrations above 50%. Polymer emulsions are not considered nanomaterials.

↑ Appendix 2 completed and signed.

O11 Perfume and preservatives in aerosol forming spray products (W)

Aerosol forming spray products containing perfumes and/or allergenic preservatives classified H317 or H334 is not allowed for manual use.

This may include "ready to use" products and products transferred to the spray bottle/trigger spray bottle by the cleaning firm.

↑ Description of procedures and equipment to show compliance with the requirement.

↑ In the list of cleaning products that are in current use, note which products are sprays or are refilled to spray bottles. Use the sheet "Cleaning products" in the “Template for reporting requirements".

↑ Appendix 2 completed and signed for relevant products.

8 Transport requirements

If the applicant does not have transport as a part of the daily business, the transport requirements are not relevant and do not apply, e.g. cleaning services that work exclusively at one location, like at a hospital, a university, a parliament building, or similar.

O12 Purchase of vehicles (W)

The cleaning service must have routines showing that newly purchased and newly leased vehicles are requested as plug-in hybrid cars, powered by biogas/natural gas (CNG/CBG LNG/LBG), electricity, or hydrogen.

Exemption:

Window cleaning vehicles with lift and/or water tanks are exempted from the requirement but must comply with the latest applicable Euronorm.

The requirement concerns all vehicles newly purchased or leased by the company, regardless of whether the vehicles are newly produced or pre-owned.

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

↑ Procurement procedures showing that the requirement is fulfilled.

O13 Maximum consumption of fuel for transport (W)

The requirement covers all motorized vehicles used by cleaning assistants, planners and inspectors in connection to cleaning/window cleaning.

The total consumption of fuel for transport must not exceed 70 kWh/100 km.

Vehicles with a lift and/or water tanks used for window cleaning are exempt from the requirement.

Use the sheet "Transportation" in the "Template for reporting requirements", if relevant.

The fuel consumption is converted to energy (kWh) by multiplying the consumption (litres or kg) with the following conversion factors:

Table 6 Fuel consumption

Fuel	Unit of consumption	Conversion factor / Energy value[4]
Petrol	litre	8,6 kWh/litre
Diesel	litre	9,8 kWh/litre
HVO100	litre	9,4 kWh/litre
E85	litre	6,4 kWh/litre
Biogas / Natural gas (CNG/CBG/LNG/LBG)	Kg	13,5 kWh/kg
Electricity	kWh	1 kWh/kWh
B100	litre	9,2 kWh/litre

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

If fuel consumption is not provided, or private cars are used and travel expenses are paid at a per kilometre rate, the calculation may be performed as follows: either use a factor of 11 litres petrol per 100 km – or use the car's own stated fuel consumption under WLTP (Worldwide harmonised Light vehicle Test Procedure) multiplied by 1.3.

↑ Fuel consumption in kWh/100 km: Calculation of the total annual consumption of fuel for transport per 100 km driven. General data from the car manufacturer concerning the vehicle's fuel economy is not sufficient. Use the sheet "Transportation" in the "Template for reporting requirements", if relevant.

Documentation for the consumption of fuel and the number of kilometers driven is checked during inspection visits.

[4] «Drivmedel 2022», Energimyndigheten 2023, ER 2023:19. https://energimyndigheten.a-w2m.se/Home.mvc?ResourceId=216291

P4 Fuel consumption for transport (W)

The applicant receives points for low fuel consumption.

A maximum of 4 points can be achieved for this point requirement.

Table 7 Fuel consumption for transport

Point score requirement	Points
Fuel consumption for transport <35 kWh/100 km	4 p
Fuel consumption for transport between <45 - 35 kWh/100 km	3 p
Fuel consumption for transport between <55 - 45 kWh/100 km	2 p
Fuel consumption for transport between ≤65 - 55 kWh/100 km	1 p
100% of the cleaners are traveling with bike or public transport between cleaning assignments.	4 p
More than 50% of the cleaners are traveling with bike or public transport between cleaning assignments.	2 p
100% of the company's vehicles used by the cleaning services is electrical or powered by biogas/natural gas.	2 p

↑ Documentation showing that the requirement is met. Calculation of fuel consumption is documented in requirement.

9 Resource efficiency

O14 Waste sorting (W)

The cleaning services must have routines for securing that the packaging of the cleaning products and the cleaning services' general waste is recycled. The waste must be sorted into relevant fractions, in accordance with what the waste contractor offers

Relevant waste fractions for a cleaning service include, but are not limited to, hard and soft plastics, paper, cardboard, and textiles, as well as general waste. The routines must demonstrate how waste sorting is ensured among the cleaning services' employees. Chemical packaging, such as refill bottles for cleaning products, must be rinsed with water before sorting.

↑ Routines describing how waste sorting is ensured amongst the cleaning services' employees.

O15 Reduction of plastic bags

The cleaning services must have routines ensuring that they reduce their consumption of plastic bags. When using plastic bags ecolabelled or recycled materials should be chosen.

The routine must include the following:

- How the cleaning services influence the customer(s) to reduce the amount of waste bins, reduce the frequency of the changing of plastic bags as well as assesses the need for plastic bags in different types of waste bins.
- Strive to replace virgin plastic bags with ecolabelled or recycled materials.

In this instance ecolabelling means Blue Angel (Blauer Engel). Other Type 1 environmental ecolabels are considered on request.

Plastic bags include those used for collecting and transporting waste, e.g. small bags for waste bins (5–10 l and more) as well as larger bags mounted on cleaning trolleys etc. (100 l and more).

↑ Routine ensuring the requirement of reducing consumption of plastic bags is met.

10 Use of ecolabelled products and services

O16 Purchase of ecolabelled tissue paper and copy paper

- Tissue paper: 100 % of purchased tissue paper must be ecolabelled. Tissue paper includes toilet paper, kitchen rolls and paper towels.
- Copy/printing paper: 100 % of purchased copy/printing paper must be ecolabelled.

Applies when the cleaning services is responsible for the purchase and replenishing at customers as well as the cleaning services' own use.

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

↑ Documentation of purchased tissue paper, showing that the purchases are ecolabelled.

↑ Documentation of purchased copy/printing paper, showing that the purchases are ecolabelled.

P5 Purchase of ecolabelled products and services (W)

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

A maximum of 7 points can be achieved for this point requirement.

The proportion of ecolabelled products and services can be calculated based on the total quantity, cost, or purchased volume.

Table 8 Points for using ecolabelled products and services

Point score requirements for products and services	Point conditions	Point
100% of the cloths and mops used at the customers are ecolabelled. Minimum 75% of the cloths and mops used at the customers are ecolabelled. Minimum 50% of the cloths and mops used at the customers are ecolabelled. Ecolabelled in this instance means products that carry the Nordic Swan Ecolabel or the EU Ecolabel	This includes cloths and mops of all materials.	3 p 2 p 1 p
100% of the external laundry service is ecolabelled. Minimum 75% of the external laundry service is ecolabelled. Minimum 50% of the external laundry service is ecolabelled.	External laundry services which are purchased must be ecolabelled.	3 p 2 p 1 p

Ecolabelled in this instance means services that carry the Nordic Swan Ecolabel.		
Minimum 50% of car washes take place in ecolabelled vehicle wash installations that carry the Nordic Swan Ecolabel.	Applies to washing all vehicles of the cleaning services.	1 p
100% of the hand soap at customers' toilets is ecolabelled. 75 % of the hand soap at customers' toilets is ecolabelled. Ecolabelled in this instance means products that carry the Nordic Swan Ecolabel, the EU Ecolabel or Bra Miljöval (the Good Environmental Choice).	Applies when the company is responsible for the purchase and replenishing of hand soap at the customers.	2 p 1 p
Recycling and reuse of clothes and mops.	Applies when the cleaning services have an agreement with the waste contractor or other agent that the microfibre cloths and/or mops are sent to material recycling.	1 p
100% of the cloth hand towel rolls at the customers are ecolabelled and carry the Nordic Swan Ecolabel, or the EU Ecolabel.	Applies when the cleaning services is responsible for handling cloth hand towel rolls at the customers.	1 p
100% of the workwear in one category purchased for cleaning personnel is ecolabelled. Ecolabelled in this instance means products that carry the Nordic Swan Ecolabel, the EU Ecolabel or GOTS (Global Organic Textile Standard).	Applies when the cleaning services purchases ecolabelled workwear such as piquet shirts, t-shirts, pants, hoodies, jackets, etc.	1 p
100% of dish- and handwashing detergents purchased by the company is ecolabelled with the Nordic Swan Ecolabel, the EU Ecolabel or Bra Miljöval (the Good Environmental Choice).	Applies when the company is responsible for the purchase and replenishing of dish- and handwashing detergents at the customers.	1 p
100% of plastic bags in one category of bags purchased by the cleaning services is ecolabelled with Blue Angel.	Applies when the company is responsible for the purchase and replenishing at the customers.	1 p
Printed matter: 100% of outsourced printed matter must be from a Nordic Swan Ecolabelled printing company or be certified with the EU Ecolabel. Printed material means, for example, advertising, brochures, notepads and letter paper with logo.	Applies when the company purchases printed matters as advertising, brochures, notepads and letter paper with logo for the ecolabelled service. Licence number and name of printing company is needed.	1 p
Other		
Innovative environmental measures: For example, measures that promote recycling and reuse of end-of-life products and equipment. Nordic Ecolabelling determines whether the measure qualifies for points.	Description of innovative environmental measure.	1 p

↑ Overview of the cleaning services' purchases of ecolabelled products and services (state supplier, and if ecolabelled: the licence number), and a calculation of the proportion of ecolabelled products and services in relation to the total amount.

11 Summary of points

O17 Obligatory requirement concerning points achieved (W)

The service must meet a minimum point score according to the table below.

Table 9 Point score for combinations of cleaning services (CS) and window cleaning (W)

Point score requirement	CS (W) including transport and with use of treated water	CS (W) including transport without use of treated water	CS (W) without transport and with use of treated water	CS (W) without transport without use of treated water	W with use of treated water	W without use of treated water
P1 Consumption	5 p	5	5	5	-	-
P2 Ecolabelled consumption	4 p	4	4	4	4	4
P3 Water consumption for clean water	2 p	-	2	-	2	-
P4 Fuel consumption for transport	4 p	4	-	-	4	4
P5 Purchase of ecolabelled products and services	7 p	7	7	7	7	7
Maximum point score	**22**	**20**	**18**	**16**	**17**	**15**
Obligatory point score	**9**	**8**	**8**	**7**	**7**	**6**

Cleaning services that use less than 25 µL of cleaning products per m² cleaned are exempt from P2. These services must therefore achieve 40% out of the maximum point score.

↑ Calculation of total point score. The sheet "Summary of points" in the "Template for reporting requirements" can be used to document the requirement.

12 Quality

O18 System to follow up on cleaning quality (W)

The cleaning services must have a system for the monitoring of cleaning quality which gives objective and reproducible results. Objectivity and reproducibility can be achieved, for example, if the customer and the cleaning services have agreed on the quality level and how the result is to be assessed. As a minimum, the cleaning services must prepare the following (in writing):

- Management and control procedures.

  The procedure must contain information confirming: How the quality of the work is agreed upon, how follow-up of the results is carried out, that quality checks are carried out on all objects, who carries out the control checks and what reporting system is used.
- Procedures for drawing up inspection reports.

If the cleaning services has a system for evaluation of cleaning quality in accordance with the Nordic standard INSTA800 "Cleaning quality – Measurement system for evaluation of cleaning quality", this requirement is fulfilled.

↑ Procedures and any forms used in connection to the quality control.

O19 Work instructions (W)

The applicant must prepare work instructions in writing or video material. These must cover the tasks that are included in the cleaning services.

There must be work instructions, which can include the information specified below, for the most common cleaning tasks. The instructions must be drawn up so as not to prevent variation in the work:

- Description: brief description of the work tasks (such as cleaning of corridors, cleaning of toilets, etc.)
- Frequency: how often the task is to be performed (e.g. daily, weekly, annually, etc.) or the agreed upon quality must be achieved
- Object cleaned: which surfaces in the room are to be cleaned (e.g. floor, walls, fixtures, etc.)
- Current methods: description of methods and relevant equipment, machines and cleaning products (several alternatives may be relevant, and the employee chooses depending on e.g. degree of soiling)

If the applicant has a certified environmental management system (ISO 9001 or 14001, or EMAS) which covers the cleaning that is to be ecolabelled, the requirement may be fulfilled by this system.

↑ Written work instructions.

↑ If the applicant has a certified environmental management system, a copy of the certificate is submitted, as well as a copy of the sections of the system which concern work instructions.

O20 Procedures in the event of changes, non-conformities and complaints (W)

The cleaning services must ensure via procedures or instructions that:

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

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

O21 Maintaining the licence (W)

The cleaning services must ensure continued compliance with the requirements during the validity period of the Nordic Swan Ecolabel licence.

Documentation for the requirements may be requested and controlled.

Nordic Ecolabelling's audit on a cleaning service may include an examination of all the requirements or just a selection. This may involve an on-site inspection visit or a request for documentation to be provided. Information about follow-up and deadline for reporting is given in advance.

↑ Confirmation that the cleaning services ensures compliance with the requirements during the validity period of the Nordic Swan Ecolabel licence.

13 Ethics and working environment

O22 Training of personnel (W)

The cleaning services must have a plan for training its personnel based on the following key topics:

- Information on cleaning products/agents, methods, equipment and machines.
- Information on health, safety and the environment.
- Training in ecofriendly driving for relevant personnel, such as inspectors, operations managers and cleaning assistants with daily driving between customers.
- Information on waste management.
- Training in the use of treated water equipment – including ergonomics when working at height with ladders or lifts, as well as measures to reduce water consumption.

  Relevant for cleaning services using treated water for window cleaning.
- What being Nordic Swan Ecolabelled means for the company.

  Nordic Ecolabelling's "Training material", can be used for this training purposes.

The training plan must state when the training is to be completed, and the personnel groups that are to undergo training. The plan for training of new employees must state how soon after their employment the training is to take place.

There must also be a brief description of the nature of the training.

Planned training can be shorter for personnel who have already undergone cleaning training or have practical cleaning experience.

The recommendations from EFCI and UNI-Europe concerning training topics can be used. See Appendix 3.

↑ Training plan according to the requirement.

O23 Ethical requirements (W)

The following requirements apply to both directly employed staff and subcontractors who provide a complete service. The requirements apply to all employees within the cleaning services that is to be Nordic Swan Ecolabelled.

- **VAT and employer tax**:

  Be registered for VAT and employer tax purposes, and in Finland, be registered in the prepayment register.

- **Taxes and duties:**

  The cleaning services may not be in arrears with payment of taxes and duties.

- **Accounting**:

  The cleaning services' accounts must be approved by an auditor.

- **Liability insurance:**

  The cleaning services must hold a liability insurance.

- **Name tags/company cards:**

  All employees must wear visible name tags or company/personal cards, allowing the customer to see who is performing the service, and enabling employees to identify themselves with valid ID documents, digital or physical. In Norway an HMS card is required, and in Sweden, Service ID, Service ID+ or ID 06.

- **Wages and terms of employment:**

  A) The licence applicant must comply with agreements concluded between the social partners (employer's organisation and employee's organisation/trade union), so-called collective agreement*, see references below:

Alternatively:

B) Declare salaries, holidays, working hours and insurance cover, including collective pension provision, must be at least on a par with the terms and conditions set out in the agreement specified below.

Note: Nordic Ecolabelling do not control that Alternative b) is implemented at the company but can select license holders to be controlled by competent bodies to ensure compliance with the requirement.

If the license holder does not follow recommendations and decisions imposed by competent bodies, such as the labour court, industrial arbitration, or consumer complaints body, Nordic Ecolabelling can withdraw the license.

Sweden:

Kollektivavtal Serviceentreprenad mellan Almega Tjänsteförbunden och Fastighetsanställdas förbund och SEKO (Facket för service och kommunikation).

Almega Tjänsteföretagen - Städ i egen regi - Fastighetsanställdas Förbund

or

Kollektivavtal Serviceentreprenad mellan Almega Tjänsteförbunden och Svenska Kommunalarbetareförbundet.

or

Arbetsrättsliga villkor enligt Upphandlingsmyndighetens kriterietjänst KravID 11168:2 enligt bilaga 1a eller 1b.

Hållbarhetskrav för Arbetsrättsliga villkor för städtjänster | Upphandlingsmyndigheten

Denmark:

Service-overenskomst 2023–2025 indgået mellem DI Overenskomst II (SBA) og 3F Privat Service, Hotel og Restauration.

DI (SBA) og 3F Privat Service, Hotel og Restauration

Vinduespolerer-overenskomst 2023 – 2025, indgået mellem DI Overenskomst II (SBA) og 3F Fagligt Fælles Forbund, Transportgruppen.

DI (SBA) og 3F Fagligt Fælles Forbund, Transportgruppen

Serviceoverenskomsten 2023 – 2025 mellem Dansk Erhverv Arbejdsgiver (Danske Service) og 3F Privat Service, Hotel og Restauration.

Dansk Erhverv Arbejdsgiver (Danske Service) og 3F Privat Service, Hotel og Restauration

Overenskomst 2023–2025 for vinduespolerer mellem Dansk Erhverv Arbejdsgiver (Danske Service) og 3F Fagligt Fælles Forbund, Transportgruppen.
Dansk Erhverv Arbejdsgiver(Danske Service) og 3F Fagligt Fælles Forbund, Transportgruppen

Norway:

Confirmation of being listed in the register of approved cleaning businesses.

Renholdsregisteret (arbeidstilsynet.no)

** Note that in Norway all suppliers and sub-suppliers of cleaning services must be entered in a register of approved cleaning businesses, Arbeidstilsynet: Renholdsregisteret.*

Finland:

Real estate service industry collective agreement (Kiinteistöpalvelualan työehtosopimus) or similar.

https://www.pam.fi/tes/kiinteistopalvelualan-tyoehtosopimus/

Iceland:

Employers' organisation: Samtök Atvinnulífsins (SA).

Employees organisations: Efling & Starfsgreinasambandið (SGS).

If the cleaning services does not follow recommendations and decisions imposed by competent bodies, such as the labour court, industrial arbitration, or consumer complaints body, Nordic Ecolabelling can withdraw the licence.

↑ Documentation according to Appendix 4.

O24 Requirements for sub-suppliers (W)

Alternative A:

Sub-suppliers who provide a complete service (workforce, cleaning products, etc) must meet one of the following requirements:

1. The sub-supplier is a Nordic Swan Ecolabelled cleaning service.
2. The sub-supplier is not a Nordic Swan Ecolabelled cleaning service:

   The sub-supplier must meet the following requirements:

   - The sub-suppliers proportion may comprise a maximum of 15% of the applicant's sales.
   - Procedure to ensure that the licensee specifies in the contract with the customer which objects will be cleaned by the non-Nordic Swan Ecolabelled sub-supplier.
   - O23 Nordic Swan Ecolabel's ethical requirement.
   - The cleaning products used by the sub-supplier in delivering the Nordic Swan Ecolabelled cleaning service must meet:

     O9 Non-ecolabelled cleaning products, hazard classification, and

     O10 Non-ecolabelled cleaning products, excluded substances.

↑ A 1. If sub-supplier is Nordic Swan Ecolabelled, state name and licence number.

↑ A 2. Calculation of the proportion of the applicant's sales that are accounted for by sub-suppliers. Template for reporting requirements can be used.

↑ A 2. Procedure to ensure that the licensee specifies in the contract with the customer which objects will be cleaned by non-Nordic Swan Ecolabelled sub-suppliers.

↑ A 2. Signed Appendix 5 and relevant documentation by the sub-supplier.

Alternative B:

Sub-suppliers who only provide the workforce must meet one of the following requirements:

1. The sub-supplier is a Nordic Swan Ecolabelled cleaning service.
2. The sub-supplier is not a Nordic Swan Ecolabelled cleaning service:

   The sub-supplier must meet the following requirements:

   - Cleaning must be performed by the sub-supplier's own personnel. The sub-supplier may not hire another sub-supplier.
   - The sub-supplier is covered by the applicant's training programme (O22).
   - Delivered square metres cleaned (O2), associated transport (O13), use of cleaning products (O3, O4, O5 and O6) shall be included in the applicant's own calculations.
   - The sub-supplier must comply with the following from O23 Ethical requirements:
     - Be registered for VAT and employer tax purposes and (in Finland) be registered in the prepayment register.
     - The cleaning services may not be in arrears with the payment of taxes and duties.
     - All employees must wear visible name tags or company/personal cards, allowing the customer to see who is performing the service, and enabling employees to identify themselves with valid ID documents

↑ B 1. If sub-supplier is Nordic Swan Ecolabelled, state name and licence number.

↑ B 2. Signed Appendix 6.

O25 Documentation of Nordic Swan Ecolabelling requirements (W)

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

📍 Checked during inspection visits.

14 Licence maintenance

The purpose of the licence maintenance is to ensure that fundamental quality assurance is dealt with appropriately.

O26 Customer complaints (W)

The licensee must guarantee that the quality of the Nordic Swan Ecolabel service does not deteriorate during the validity period of the licence. Therefore, the licensee must keep an archive over customer complaints.

Note that the original routine must be in one Nordic language or in English.

↑ Upload your company's routine for handling and archiving customer complaints.

Regulations for the Nordic Ecolabelling of services

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

The descriptive sub text for 076 Cleaning services/Window cleaning is:

Cleaning services/Window cleaning

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

Follow-up inspections

Nordic Ecolabelling may decide to check whether the cleaning services 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 cleaning services does not meet the requirements.

Criteria version history

Nordic Ecolabelling adopted version 4 of the criteria for 076 Cleaning services on 18 November 2024. The criteria are valid until 1st December 2029.

Nordic Ecolabelling decided on the 8th of April 2025 to change the requirement O12 Purchase of vehicles. The applicant must request plug-in hybrid cars, powered by gas, electricity or hydrogen. The new version is called 4.1.

Nordic Ecolabelleling decided the 9th of September 2025 to adjust the requirement O9 Non-ecolabelled cleaning products, hazard classification because of the new classification of peracetic acid (CAS 79-21-0).

Nordic Ecolabelling decided the 25th of November 2025 to adjust the requirement O23 Ethical requirements and add Service ID+ as approved name tag/company card. The new version is called 4.2.

Nordic Ecolabelling decided on 1 September 2026 to adjust requirements O6, P2 and O17 by introducing exemptions for services that use less than 25 microlitres cleaning products per cleaned square metres. The new version is called 4.3.

Future criteria generation

During consultation Nordic Ecolabelling received several good suggestions for new requirements and new areas we should have considered, including requirements for cleaning equipment like machines used for cleaning, and mops and cloths. The proper use of equipment significantly impacts both the quality of the cleaning and the environmental burden. Nordic Ecolabelling acknowledges this but has carried out a partial revision and has only revised selected requirements in this revision. We will take the feedback into account and will address this in the next revision.

Appendix 1 Example calculation: m^2 cleaned per year

Standard cleaning

The number of square metres cleaned can be calculated by multiplying the floor area (m2) by the frequency/number of cleaning occasions per year as stated in the contract. For example:

Number of square metres cleaned over the course of the year for a contract = n × d

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

If different premises covered by one and the same contract have different cleaning frequencies, the applicant may use a weighted average number of square metres per day.
If the cleaning services performs disinfection or use products defined as special cleaning, this should not be added to the calculation of squared metres cleaned.
E.g.: A cleaning services performs ordinary cleaning of a kitchen (50 m2) four times a week, as well as disinfecting/special cleaning two times a week. The calculation of squared metres cleaned for this kitchen is as follows:
4 * 50 m2 = 200 m2/week.

Inspections, where the cleaning staff checks the status of a room without cleaning it, i.e. emptying the waste bins and restocking consumer goods (tissue/toilet paper or soap), are included in the calculation of squared metres cleaned. Inspections of the kitchen three times a week:
3* 50 m2 = 150 m2/week.

The total area for squared metres cleaned for the kitchen mentioned above:
200 m2 + 150 m2 = 350 m2/week.

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

n = (40×5 + 960×2)/5 = 424 square metres per day

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

Periodic cleaning of floors

For each individual contract the applicant sums up the number of square metres of floor area which undergoes periodical cleaning, and the number of times this is carried out over the course of the year. If periodic cleaning takes place every other year the annual number of square metres is half the square metres covered by the contract.

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

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

Appendix 2 Appendix for producers of non-ecolabelled cleaning products

To be used in conjunction with an application for a licence for the Nordic Swan Ecolabelled cleaning services.

This declaration is based on the knowledge we have at the time of the application, based on tests and/or declarations from raw material manufacturers, with reservations for new advances and new knowledge. Should such new knowledge arise, the undersigned is obliged to submit an updated declaration to Nordic Ecolabelling.

Manufacturer/producer:
Product name:
Product's function (e.g. cleaning products for all-purpose, heavy duty, sanitary, laundry detergents, treated water**,** window cleaning, or other**):**

The requirements in the criteria document and accompanying appendices apply to all ingoing substances in the chemical product. Impurities are not regarded as ingoing substances and are exempt from the requirements. Ingoing substances and impurities are defined below, unless stated otherwise in the requirements.

- Ingoing substances: all substances in the chemical product regardless of amount, including additives (e.g., preservatives and stabilizers) in the raw materials. Substances known to be released from ingoing substances (e.g., formaldehyde, arylamine, in situ-generated preservatives) are also regarded as ingoing substances.
- Impurities: residuals, pollutants, contaminants etc. from production, incl. production of raw materials, that remain in the chemical product in concentrations less than 100 ppm (0,0100 w%).
- Impurities in the raw materials exceeding concentrations of 10.000 ppm (1,0000 w%) are always regarded as ingoing substances, regardless of the concentration in the chemical product.

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

O9: Is the product classified with any of the hazard phrases below? Incl. all classification variants. For example, H350 also covers classification H350i.			YES	NO
Hazardous to the aquatic environment	Acute category 1 Chronic categories 1–4	H400, H410, H411, H412*, H413		
Acute toxicity	Acute Tox 1–4	H300, H310, H330, H301, H311**, H331, H302**, H312**, H332**		
Specific target organ toxicity, single exposure/repeated exposure	STOT SE 1–2 STOT SE 3 (solely applies for spray products) STOT RE 1–2	H370, H371 H372, H373 H335 ***		
Skin corrosion/ irritation	Category 1A, 1B, 1C	H314 ***		
Eye damage	Eye Dam.1 (solely applies for spray products)	H318 ***		
Aspiration hazard	Category 1	H304		
Respiratory or skin sensitisation	Resp. Sens. 1, 1A or 1B Skin Sens. 1, 1A or 1B	H334, H317 or EUH208 "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		
Endocrine disruption for human health	ED HH 1 ED HH 2	EUH380 EUH381		
Endocrine disruption for the environment	ED ENV 1 ED ENV 2	EUH431 EUH431		
Persistent, bioaccumulative and toxic properties Very persistent, very bioaccumulative properties	PBT vPvB	EUH440 EUH441		
Persistent, Mobile and Toxic properties Very Persistent, Very Mobile properties	PMT vPvM	EUH450 EUH451		

**Textile detergents with hydrogen peroxide (CAS-no. 7722–84–1) are exempted from H412 if dosing is done via an automatic dosing system.*

***Professional products may be labelled H302, H311 if the classification is the result of the content of peracetic acid (CAS 79-21-0), H312 and H332 if the packaging is designed so that the user is not in contact with the product.*

**** Solely applies to spray products. Spray bottles or equivalent equipment with nozzles that do not form a cloud of spray may be labelled H314, H335 and H318.*

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

O10: Does the raw material contain any of the following excluded substances?	YES	NO
Alkylphenols (AP) e.g. butylated hydroxy anisole (BHA, CAS No. 25013–16– 5), alkylphenol ethoxylates (APEO), and other alkylphenol derivates (APD) An exemption is made for BHT (CAS No. 128–37–0) in perfumes in the amount of ≤ 100 ppm, provided that the amount in the product is ≤ 1 ppm.		
Benzalkonium chloride (CAS No. 63449–41–2)		
Bisphenols and bisphenol derivatives with the following EC/List No.: 201–245–8 (BPA), 201–025–1 (BPB), 401–720–1 (4,4'-Isobutylethylidenediphenol), 216–036–7 (BPAF) and its 8 salts (278–305–5; 425–060–9; 443–330–4; 468–740–0; 469–080–6; 479–100–5; 943–265–6; 947–368–7), 201–250–5 (BPS), 201–240–0 (BPC), 204–279–1 (TBMD), 201–618–5 (6,6'-di-tert-butyl-4,4'-butylidenedi-m-cresol), 242–895–2, 248–607–1, 405–520–5 (D8), 217–121–1 (DAB), 227–033–5 (TMBPA), 210–658–2 (BPF), 411–570–9, 277–962–5 (contains BPS, 500–086–4 (contains BPA), 500–263–6 (contains BPA), 500–607–5 (contains BPA), 701–362–9, 904–653–0 (contains BPA), 908–912–9 (contains BPF), 926–571–4 (contains BPA), 931–252–8 (contains BPA), 941–992–3 (contains BPS), 943–503–9 (contains BPA).		
Boric acid, borates, and perborates		
Linear alkylbenzene sulphonates (LAS)		
Ethylenediamine tetraacetate* (EDTA, CAS No. 6381–92–6) and its salts and Diethylenetriamine pentaacetate (DTPA, CAS No. 67–43–6) and its salts		
Nanomaterials/particles Nanomaterials/-particles are defined according to the EU Commission Recommendation on the Definition of Nanomaterial (2022/C 229/01): ‘Nanomaterials' means a natural, incidental, or manufactured material consisting of solid particles that are present, either on their own or as identifiable constituent particles in aggregates or agglomerates, and where 50 % or more of these particles in the number-based size distribution fulfil at least one of the following conditions: (a) one or more external dimensions of the particle are in the size range 1 nm to 100 nm; (b) the particle has an elongated shape, such as a rod, fibre or tube, where two external dimensions are smaller than 1 nm and the other dimension is larger than 100 nm; (c) the particle has a plate-like shape, where one external dimension is smaller than 1 nm and the other dimensions are larger than 100 nm. In the determination of the particle number based size distribution, particles with at least two orthogonal external dimensions larger than 100 µm need not be considered. However, a material with a specific surface area by volume of < 6 m2 /cm3 must not be considered a nanomaterial. Examples include ZnO, TiO2, SiO2, Ag and laponite with nanosized particles in concentrations above 50%. Polymer emulsions are not considered to be a nanomaterial		
Nitromusk and polycyclic musk compounds		
NTA (nitrilotriacetic acid), CAS-no. 139–13–9 and its salts		
Microplastics		
Methyldibromo glutaronitrile (MG, CAS No. 35691–65–7)		
Optical brighteners		
Organic chlorine compounds, hypochlorites and hypochlorous acid. Exemption: Complexing agents of the MGDA and GLDA type may contain NTA impurities in the raw material in concentrations of less than 0.2% if the concentration of NTA in the final product is below 0.1%.		
PBT and vPvB substances in accordance with REACH Annex XIII, including substances under investigation according to the ECHA PBT assessment list https://echa.europa.eu/pbt/-/dislist/details/0b0236e1889ab857		
Phosphates		
Phthalates (esters of phthalic acid, CAS No. 88–99–3)		
Poly- and perfluorinated substances (PFAS)		
Potential or identified endocrine disruptors, according to any of the following EU member state initiative "Endocrine Disruptor Lists": List I: https://edlists.org/the-ed-lists/list-i-substances-identified-as-endocrine-disruptors-by-the-eu List II: https://edlists.org/the-ed-lists/list-ii-substances-under-eu-investigation-endocrine-disruption List III: https://edlists.org/the-ed-lists/list-iii-substances-identified-as-endocrine-disruptors-by-participating-national-authorities		
Quaternary ammonium compounds, which are not aerobically or anaerobically biodegradable (such as DTDMAC, DSDMAC, DHTDMAC and DADMAC).		

Siloxanes		
Silver, colloidal silver and nanosilver		
Substances on the REACH Candidate list of SVHC substances https://www.echa.europa.eu/candidate-list-table		
Triclosan		
VOC Volatile organic compounds are defined in accordance with the European Commission's directive 1999/13/EC on the limitation of emissions of volatile organic compounds with steam pressure > 0.01 kPa at 20°C. Exemption for acetic acid, isopropanol, ethanol (including denaturing agents) and fragrances. Note that fragrances, isopropanol and ethanol (including denaturing agents) must still fulfil all other requirements in this criteria document.		

Spray products	YES	NO
Is the product a spray product?		
O11 If yes, does it contain perfumes and/or allergenic preservatives classified H317 or H334?		
O11: Is the product an aerosol forming spray product for manual use? This includes "ready to use" products and products transferred to the spray bottle/trigger spray bottle by the cleaning firm.		

Place and date	Company name
Responsible person	Signature of responsible person
Telephone	Email

Appendix 3 Examples of training

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

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

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

Topic areas	Topics	Explanation
Technology	**Specialist knowledge of cleaning equipment and application technologies**	**Adequate insight into personal planning of relevant work areas in relation to desired quality (customer requirements) and the cleaning plan. Use of relevant and standard cleaning technologies and machines.**
	Specialist knowledge of chemical products (cleaning agents and chemical substances), and concepts such as pH and water hardness	**Choice of cleaning agents based on dirt, surfaces, environment and hygiene requirements. Where the environment is concerned, training should be provided in causal connections between choice of cleaning agent, dosage, incorrect work routines, and effects on resource consumption and emissions to the environment. Training must be provided in content and application of cleaning agents.**
	Materials for floors/walls and furniture	**Ability to identify surface material (e.g. linoleum, plastic, concrete, terrazzo, etc.) and choose correct cleaning agent or treatment method and carry out correct cleaning technique.**
	Damage and wear	**Ability to report damage, damp, etc. to be able to report to persons responsible for maintenance of the building.**
	Quality assurance	**Ability to assess the quality of the work carried out and to draw up measures for corrective cleaning in accordance with the cleaning plan and customer requirements.**
		Familiarity with quality control system.

External environment	**Environment**	**Training in relevant environmental legislation and in national lists of undesirable substances in cleaning agents. Training is provided in causal connections between choice of cleaning agent, dosage, incorrect work routines, and effects on resource consumption and emissions to the environment.**
	Nordic Ecolabelling	**Training in Nordic Ecolabelling and Nordic Swan Ecolabelling criteria for cleaning services.**
	Environmentally friendly driving	**Training in fuel-efficient driving. Journey planning.**
Working environment	**Working environment, safety and protection**	**Training in safety provisions, relevant working environment legislation, hazard classification, and supplier and workplace instructions and so on, to ensure adequate personal safety when carrying out cleaning.**
	Ergonomics and working environment	**Link between incorrect work routines, working postures and occupational injuries. Training in correct work routines for the work carried out.**
	Work planning	**Drawing up and structuring cleaning plans, packing cleaning trolleys, planning the work in relation to the cleaning plan, quality, load, etc.**
Service		**Customer service and dialogue.**
Management		**Instruction techniques for cleaning managers, finance and cost calculations, occupational psychology, staff administration**

Appendix 4 Documentation of ethical requirements

Documentation of requirement O23 in the individual Nordic countries.

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

- In Denmark: Copy of registration confirming registration for VAT and Employer's National Insurance contributions with CVR number (company registration number).
- In Sweden: Copy of duly completed form from the tax authorities (SKV 4820).
- In Norway:
  - Tax Certificate.
  - From the Tax Agency (Form 1244): VAT documentation
  - From the Municipal Tax Office/Tax Collector/Tax Authority: documentation of Employer's National Insurance contribution.
- In Finland: Overview from the FODS (Tax Administration) information service.
- In Iceland:

Taxes and fees

- In Denmark: Certificate from SKAT that no amounts are owed to the Danish tax authorities.
- In Sweden: Copy of the enterprise's most recent tax statement from the tax authorities.
- In Norway: Any default will be shown on the tax certificate, see item "Registration confirming registration for VAT and Employer's National Insurance contributions".
- In Finland: Declaration that no amounts are owed to the tax authorities.
- In Iceland:

Accounting

↑ Copy of the audited accounts for the last year.

Liability insurance

↑ Copy of liability insurance.

Name tags/company cards

Checked in on-site inspection

Wages and terms of employment

↑ A) Declaration stating which agreement between the social partners (employer's organisation and employee's organisation/trade union), so-called collective agreement is complied with. The declaration must also include information regarding responsible person, company name, place, date, telephone number, email address and signature.

Alternatively:

↑ B) Declaration stating salaries, holidays, working hours and insurance cover, including collective pension provision, are at least on a par with the terms and conditions set out in the agreement specified in the requirement. The declaration must also include information regarding responsible person, company name, place, date, telephone number, email address and signature. Sub-suppliers who provide a complete service (workforce, cleaning products, etc) - Alternative 2 in O24 Requirements for sub-suppliers

Appendix 5 Sub-suppliers who provide a complete service (workforce, cleaning products, etc)

Alternative 2 in O24 Requirements for sub-suppliers

The sub-supplier must meet

- O23 Nordic Swan Ecolabel's ethical requirement.
- The cleaning products in delivering the Nordic Swan Ecolabelled service must meet:
  - O9 Non-ecolabelled cleaning products, hazard classification, and
  - O10 Non-ecolabelled cleaning products, excluded substances.

↑ Attach documentation according to Appendix 4 regarding O23 Ethical requirements.

↑ List of cleaning products in current use. Use the sheet "Cleaning products" in the "Template for reporting requirements".

Chapter regarding "Definitions" provides description and examples of different types of cleaning products, that may be relevant, and how they are defined in the Nordic Swan Ecolabelled criteria.

Nordic Ecolabelling will check whether the cleaning products fulfil the requirements.

↑ If relevant and required by Nordic Ecolabelling: Documentation regarding O9 and O10 (signed Appendix 2).

We hereby confirm:

Our firm performs cleaning services for the Nordic Swan Ecolabelled cleaning services applicant and will provide the necessary documentation outlined above:

Place and date	Company name
Responsible person	Signature of responsible person
Telephone	Email

Appendix 6 Sub-suppliers who only provide workforce

Alternative B in O24 Requirements for sub-suppliers

We as a sub-supplier hereby confirm the following:

- Cleaning is performed by the sub-supplier's own personnel. We as a sub-supplier do not hire another sub-supplier to the Nordic Swan ecolabelled cleaning services.
- The provided workforce is covered by the applicant's training programme in O22 Training of personnel.
- We comply with the following from O23 Ethical requirements:
  - Be registered for VAT and employer tax purposes and in Finland be registered in the prepayment register.

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

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

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

    In Norway:

    - Tax Certificate.

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

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

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

  - The cleaning services may not be in arrears with payment of taxes and duties.

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

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

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

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

- All employees must wear visible name tags or company/personal cards, allowing the customer to see who is performing the service, and enabling employees to identify themselves with valid ID documents.

Place and date	Company name
Responsible person	Signature of responsible person
Telephone	Email