Nordic Ecolabelling of hotels, restaurants and conference facilities

Draft of version 4.0 for consultation

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Nordic Ecolabelling

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

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What is a Nordic Ecolabelled hotel, restaurant or conference facility?

A Nordic Ecolabelled hotel, restaurant or conference facility has adopted a lifecycle approach to its work on the environment and met the stringent requirements of the Nordic Ecolabel. The hotel, restaurant or conference facility works, with the help of the Nordic Ecolabel, towards a sustainable society.

Staff work in many areas to reduce environmental impact. To be awarded the Nordic Ecolabel the business must meet a number of limit values. Energy consumption, which is one of the limit values, is one of the most significant areas of environmental impact for these businesses.

The business works actively to reduce amounts of waste and water consumption. A Nordic Ecolabelled business also takes steps to optimise the use of chemical products. A high proportion of the products used is ecolabelled.

Nordic Ecolabelled restaurants meet stringent requirements on the ingredients purchased and used. Nordic Ecolabelled restaurants also use a high proportion of organic foodstuffs.

A Nordic Ecolabelled business always has clear procedures for the central functions of the business. This means that there are procedures and rules in place on which products must and must not be purchased, for example, and that the staff are committed to working to improve the environment.

Why choose the Nordic Ecolabel?

- Nordic Ecolabelled hotels, restaurants and conference facilities may use the Nordic Ecolabel brand in their marketing. The Nordic Ecolabel is a very well-known and well-reputed trademark in the Nordic region.
- The Nordic Ecolabel is a cost-effective and simple way of communicating environmental work and commitment to customers and suppliers.
- Reducing environmental impact often creates scope for lowering costs, such as by cutting the consumption of energy, chemicals and water and reducing amounts of waste.
- Running a greener business prepares the business for more stringent environmental requirements in the future.
- Environmental issues are complex. It can take a long time to gain an understanding of a specific area. Nordic Ecolabelling can be seen as an aid in this work.
- The Nordic Ecolabel lays down criteria for the most important aspects of the business from an environmental standpoint and also provides suggestions on how to improve. This means that it is easy to work with the Nordic Ecolabel as a tool for the long-term environmental work of the business.

What can carry the Nordic Ecolabel?

Hotels, youth hostels, restaurants and conference facilities (see definitions below) can be awarded the Nordic Ecolabel.

If several of these different elements are part of the same business and are marketed as a single unit, all of them must be included in the licence.

Hotels and youth hostels

Establishments that offer accommodation can be Nordic Ecolabelled. In general, this means hotels and youth hostels.

Restaurants

The term restaurant includes all businesses that serve prepared food that is to be consumed on the premises. This includes restaurants, institutional kitchens, canteens, street kitchens, and cafés, as well as canteens in schools, hospitals, etc. Catering operations and take-away restaurants can also be awarded the Nordic Ecolabel.

The primary function of the operation must be to prepare and serve food.

Conference facilities

Conference facilities can be awarded the Nordic Ecolabel if the licence includes a Nordic Ecolabelled hotel and/or a Nordic Ecolabelled restaurant, either run by the business itself or under a contract with a sub-contractor. If the conference facility provides or recommends accommodation to its guests, this accommodation must be Nordic Ecolabelled.

Conference facilities does not refer to separate fairs, exhibition premises, theatres and concert halls or similar. However, it is possible to gain a Nordic Ecolabel licence for a conference business which incorporates exhibition premises or a concert hall within the remit of its operations.

Geographical restriction

Only businesses that are located in the Nordic or Baltic countries can be Nordic Ecolabelled.

Accommodation/restaurants/conferences on cruise ships/ferries/trains cannot be awarded the Nordic Ecolabel within the framework of these criteria.

How to apply

The application form should be sent to the Nordic Ecolabelling body in the country in which the business is located. Applications from countries without their own Nordic Ecolabelling body may be sent to any of the Nordic Ecolabelling bodies. The documents required for application are a completed application form and documentation demonstrating compliance with the criteria.

To calculate the energy and carbon limit value, Nordic Ecolabelling's energy tool must be used. This is provided on the website of the respective country and the password for the Nordic Ecolabelling energy tool is provided in conjunction with the application.

Applying electronically

It is easiest to apply using the electronic application guide available on the respective country's website. Once Nordic Ecolabelling has received the application form, you are given access to the electronic application guide via a password valid for a limited period to use during the application period. Once the licence has been obtained, the period is extended to apply for as long as the criteria are valid.

Some requirements refer to appendices that can be used to document fulfilment of the requirements. The appendices can be found at the end of this document.

When the applicant uses the electronic application guide, the documentation that demonstrates that the criteria have been met must be uploaded online. It is also possible to print out a report from the electronic application guide.

Different types of criteria

The criteria for hotels, restaurants and conference facilities consist of a combination of mandatory requirements and point score requirements. The obligatory requirements must always be met.

Each point score requirement that is met provides a certain point score. The points are added together and a certain number of points must be achieved in order to obtain a licence.

Icons in the text

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

✉ Enclose

☺ On-site inspection

On-site inspection

During the application process, Nordic Ecolabelling performs an on-site inspection to ensure adherence to the requirements. For this inspection, data used for calculations, original copies of submitted certificates, test records, purchase statistics, and similar documents that confirm compliance with the requirements must be available for examination.

Costs

An application fee is charged to companies applying for a licence. There is an additional annual fee based on the turnover of the Nordic Ecolabelled hotel/restaurant/conference facility.

Questions

Please contact Nordic Ecolabelling if you have any queries or require further information. See page 2 for addresses.

What are the requirements of Nordic Ecolabelling?

To be awarded a Nordic Ecolabel licence:

- basic information about the establishment must be submitted, see section 1.1. The report on energy consumption, water consumption, amount of unsorted waste, chemicals, purchasing and number of guests must relate to the past 12 months or the past year.
- the limit value requirement for energy must be fulfilled, see section 1.3.
- another 1 of 2 limit value requirements must be fulfilled, see section 1.3.
- all other compulsory requirements for the specific business must be fulfilled, see table 1.
- at least 35% of the total points for the specific business must be achieved, see table 1: points summary.
- restaurants must achieve at least 5 points under chapter 2 "Food".
- Nordic Ecolabelling must conduct an on-site inspection to check compliance with the requirements.

Table 1 Overview of which requirements the business must fulfil, which points score requirements they can choose, the max. points available and the points threshold they must reach. For details see the respective requirements.

Types of business	**Compulsory requirements**	**Optional points score requirements**	**Max. points available****	**Points threshold that must be reached**
Hotel	O1 O4 - O27 O29 - O35 O41	P1 - P27 P34 - P38 P39*	74 p	26 p
Restaurant	O1 O5 - O26 O28 - O40	P1 - P33 P38 *P39**	79 p	28 p
Conference facility	O1 - O3 O5 - O26 O29 - O35	P1 - P27 P38 *P39**	62 p	22 p
Hotel and restaurant	O1 O4 - O41	P1 - P38 *P39**	89 p	31 p
Hotel and conference facility	O1 - O27 O29 - O35 O41	P1 - P27 P34 - P38 P39*	74 p	26 p
Restaurant and conference facility	O1 - O3 O5 - O26 O28 - O40	P1 - P33 P38 *P39**	79 p	28 p
Hotel, restaurant and conference facility	O1 - O41	P1 - P38 P39*	89 p	31 p

** Requirement P38 applies to Iceland only.*

*** If the establishment has a pool, that adds 2 extra max. points, and this also affects the points threshold that must be reached.*

The application guide calculates the total number of points for each type of business based on the data entered by the applicant.

1 Basic requirements

All the requirements in this chapter must be met unless stated otherwise.

1.1 General description

O1 General description

The business must submit all information about its establishment that has a bearing on the Nordic Ecolabelling requirements. Appendix 1 is to be used for this purpose.

✉ Duly completed Appendix 1.

1.2 Suppliers

O2 Conference facilities: External suppliers of restaurant services

This requirement applies to conference facilities that do not have a restaurant run by the business itself, where the business' food serving needs are met by external suppliers.

The conference must offer food services to conference guests under a contract with one or more Nordic Ecolabelled restaurants.

At least 95% of the conference's needs for purchased restaurant services (calculated based on turnover or number of guests) must be covered by the contract.

The contract must state the contract period and the restaurant's licence number.

In the event of a change in supplier, procedures must be in place to ensure that the Nordic Ecolabelling body which granted the licence is informed.

✉ Copies of contracts with all Nordic Ecolabelled restaurants as above. The contract must state the restaurant's licence number. Procedures that show how it is ensured that a contract with a Nordic Ecolabelled restaurant is always in place. A calculation showing the proportion of purchased restaurant services (from total purchases) that is Nordic Ecolabelled. The proportion is to be stated in terms of turnover or number of guests.

O3 Conference facilities: Referring guests to accommodation

This requirement applies where a conference business does not have its own accommodation but refers conference guests to accommodation.

If the conference business recommends or otherwise refers its guests to accommodation, it must refer them to a Nordic Ecolabelled accommodation business.

✉ A list of the accommodation business/businesses to which the conference refers guests and copies of supporting material showing how conference guests are

referred, e.g. copies of marketing materials, brochures, etc. The documentation must show the licence number of the Nordic Ecolabelled accommodation business.

O4 Hotels: Suppliers of breakfast on the hotel's premises

The requirement applies to hotels that serve breakfast within the hotel's premises but hire another supplier to provide it.

Suppliers of breakfast must fulfil all the requirements as if breakfast were served by the hotel itself, i.e. all the requirements in section 1.10 "Serving food and drink".

Breakfast served outside the hotel premises is not included in the Nordic Ecolabel licence.

✉ Copies of contracts with all suppliers of breakfast. See section 1.10 "Serving food and drink" for the documentation that is to be submitted regarding serving food and drink.

1.3 Limit values

There are three limit values:

- Energy
- Water
- Waste

The limit value requirement for energy consumption is compulsory and must always be fulfilled. To calculate energy consumption compliance, Nordic Ecolabelling's energy tool must be used. This can be found via the following link:
http://evaluation.svanen.nu/EnergyToolHRC/

In addition, the establishment must meet another one of the abovementioned limit values. The applicant can choose which of the two limit values to comply with. All the limit value requirements are to be documented even if not all of them must be fulfilled.

O5 Limit values for energy

The limit value requirement for energy consumption is compulsory.

The business' use of purchased energy must be a maximum of **1.7** times the target value as calculated in the energy tool.

Hotels that do not offer breakfast must meet a stricter limit value requirement that is a maximum of **1.6** times the target value as calculated by the energy tool.

The business must report its consumption of purchased energy, which will then be compared with a target value for an equivalent business under optimum conditions.

The target value is calculated in the energy tool based on a number of parameters (e.g. climate zone, floor area, number of buildings, number of guests and amount of laundry washed).

If the business chooses, in the energy tool, to correct the climate zone for a normal year and/or state local monthly average temperatures (see energy tool), it must be possible for the data and its source to be viewed and verified.

Once the application has been submitted, a password will be issued for Nordic Ecolabelling's energy tool, which is required to make this calculation. See Appendix 4 for a description of the energy tool and see the background document to these criteria for more information. Nordic Ecolabelling can also be contacted.

✉ Enclose a report on the business' consumption of purchased electricity, fuels, heating and cooling. The Nordic Ecolabelling energy tool is to be used for this reporting.
If, instead of the climate zone in the model, monthly average temperatures and monthly values for normal year correction for the period in question are stated, the data and source are to be saved so that the details can be verified.

Measuring electricity consumption
The business must monitor its electricity consumption by documenting it each month (see O8).

Where a business is unable to account for all or part of its electricity consumption separately from other businesses (e.g. a restaurant located in a shopping centre) an additional electricity meter must be installed capable of providing the entire energy consumption of the business.

Nordic Ecolabelling may in exceptional cases allow an exemption for certain parts/premises of the business which do not include energy-intensive installations or equipment.

For businesses where various sporadic events are held such as stage performances or exhibitions, whose energy consumption cannot be considered to be included in the day-to-day energy consumption for operation, that section may in exceptional cases be discounted with the approval of Nordic Ecolabelling, provided that the energy consumption is metered and accounted for separately.

Measuring heating and cooling
The business must document its consumption of fuels, heating and/or cooling per month as a means of regular follow-up. (see O8)

If the business cannot document its consumption directly from a supplier (e.g. a restaurant in a shopping centre), that business may calculate its consumption based on the floor area of the business as a proportion of the whole building.

P1 Energy

The business is awarded points for energy consumption below the limit value, in line with the values in the table below.

Value under the limit value	Score
The business is 0.5 below the limit value	5 p
The business is 0.4 below the limit value	4 p
The business is 0.3 below the limit value	3 p
The business is 0.2 below the limit value	2 p
The business is 0.1 below the limit value	1 p

✉ Report showing total points score in line with the table above. The Nordic Ecolabelling energy tool is to be used.

O6 Limit values for water consumption

Compliance with the limit values for water consumption is optional, but all businesses must document the requirement.

The water consumption requirement covers all use of fresh water within the business.

In order for businesses to be able to obtain a licence based on meeting the limit value for water, it is essential that they are able to establish their annual consumption by measuring the water consumption of the specific business, either using their own meter or by using data from the water supplier.

If the business does not need to meet the limit value for water in order to obtain a licence, it is acceptable for water consumption data to be produced by other means, for example on the basis of invoices or a calculation of the proportion of water consumed as part of a larger business.

The following limit values apply to the different businesses:

Hotels: 200 litres/hotel guest

Hotels with pool/spa: 275 litres/hotel guest

Restaurants: 45 litres/restaurant guest

Conference facilities: 25 litres/conference guest

External pools/spa guests: 75 litres/external pool/spa guest

If the business includes several subsidiary activities, the limit value is calculated in line with the following formula:

Limit value for water consumption for the entire business = 200 litres/guest * no. hotel guests + 25 litres/guest * no. restaurant guests + 25 litres/guest * no. conference guests + 75 litres/guest * no. external pools/spa guests

For hotels with a pool/spa 275 litres/guest applies instead of 200 litres/guest.

External pool/spa guest means a guest who only uses the spa/pool and does not spend the night at the hotel.

See Appendix 1 "Information regarding the business" for a definition of the different guest categories.

Pool refers to a pool (heated or unheated) where the water is recirculated and disinfected. Jacuzzis do not count as pools.

✉ Enclose a specification of the total annual water use of the business plus copies of invoices or a declaration from a supplier confirming the data.

✉ Enclose a specification of the number of guests in each respective activity (hotel, restaurant, conference facility and external pool/spa guests), and a calculation showing water use per guest as set out in the requirement above.

P2 Water

The business is allocated a different number of points depending on how low its water consumption is compared with a limit value as shown in the table below. The limit value is calculated in requirement O6.

Value under the limit value	Score
The establishment's water consumption is > 50% lower than the limit value	3 p
The establishment's water consumption is > 40% – 50% lower than the limit value	2.5 p
The establishment's water consumption is > 30% – 40% lower than the limit value	2 p
The establishment's water consumption is > 20% – 30% lower than the limit value	1.5 p
The establishment's water consumption is > 10% – 20% lower than the limit value	1 p

✉ Report showing total points score in line with the table above.

O7 Limit values for waste

Compliance with the limit values for waste amounts is optional, but all businesses must document the requirement.

The limit value applies to all unsorted waste (the waste which is not sorted within the business and goes for incineration or landfill) arising from daily operations.

The following limit values apply to the different businesses:

Hotels: 0.20 kg/hotel guest

Restaurants: 0.80 kg/restaurant guest

Conference facilities: 0.20 kg/conference guest

If the business includes several subsidiary activities, the limit value is calculated in line with the following formula:

Limit value for waste for the whole business = 0.20 kg/guest * no. hotel guests + 0.80 kg/guest * no. restaurant guests + 0.20 kg/guest * no. conference guests.

See Appendix 1 "Information regarding the business" for a definition of guest categories.

✉ Specification of information from the waste contractor on the total annual amount of unsorted waste arising from the business together with copies of invoices or declarations from waste contractors confirming the data. If the waste contractor does not weigh unsorted waste, the business' own measurements of amounts of waste for at least one representative month can be accepted as documentation, with the prior approval of Nordic Ecolabelling. A description must be provided of the way in which the measurement period can be considered to be representative.

P3 Waste

The business is allocated a different number of points depending on how low its amount of waste is compared with a limit value as shown in the table below. The limit value is calculated in requirement O7.

The limit value applies to all unsorted waste (the waste which is not sorted within the business and goes for incineration or landfill) arising from daily operations.

Value under the limit value	Score
The establishment's amount of waste is > 50% lower than the limit value	3 p
The establishment's amount of waste is > 40% – 50% lower than the limit value	2.5 p
The establishment's amount of waste is > 30% – 40% lower than the limit value	2 p
The establishment's amount of waste is > 20% – 30% lower than the limit value	1.5 p
The establishment's amount of waste is > 10% – 20% lower than the limit value	1 p

✉ Report showing total points score in line with the table above.

O8 Constant measurements of limit values

Written procedures are to be in place for measuring, reading and documenting the limit values for energy, water and unsorted waste for the Nordic Ecolabel licence as follows:

Energy use – monthly when the establishment is open

Water consumption – every month that the facility is open

Amount of waste – at least one representative week per quarter when the facility is open

✉ Procedures that describe how the business guarantees measurement, readings and documentation in line with the above.

1.4 Energy

O9 Fossil oil for heating premises or water

Fossil oil must not account for more than 30% of the heating need.

Heating need is defined as the sum of the building's ventilation losses, transmission losses and hot water, and it is calculated using the energy tool.

✉ Document with calculation showing that any oil use for heating lies below 30% of the total heating need.

P4 Carbon dioxide

The business is awarded points if their actual carbon emissions are low compared to the target value for carbon emissions. Points are awarded according to the table below.

The energy tool calculates the actual carbon emissions based on the input data on used energy.

The target value is calculated by the energy tool based on a number of parameters (e.g. floor area, number of buildings, number of guests and amount of laundry washed). For more information, see Appendix 4.

Actual carbon emissions divided by the target value for carbon emissions is defined as the carbon index.

If the business chooses, in the energy tool, to correct for a normal year and/or state local monthly average temperatures (see energy tool), it must be possible for the data and its source to be stated and checked.

Deviation from target value	Score
The business comes in at 1.3 or lower	3 p
The business comes in at 1.5 or lower	2.5 p
The business comes in at 1.7 or lower	2 p
The business comes in at 2.0 or lower	1.5 p
The business comes in at 2.2 or lower	1 p

✉ Report on the business' consumption of purchased electricity, fuels, heating and cooling. The Nordic Ecolabelling energy tool is to be used for this reporting. If, instead of the climate zone in the model, monthly average temperatures and monthly values for normal year correction for the period in question are stated, the data and source are to be saved so that the details can be verified.

✉ Report showing total points score in line with the table above.

P5 Solar thermal panels and solar photovoltaic panels

If the business has solar thermal panels for heating the premises or water that cover over 20% of the total heating need: 1 p.

If the business has solar photovoltaic panels that cover more than 2% of the total electricity need: 0.5 p.

Heating need is defined as the sum of the building's ventilation losses, transmission losses and hot water, and it is calculated using the energy tool.

The electricity need is defined as the electricity that the business is assumed to require to run ventilation, lighting and other electrical equipment. The electricity need is taken from the energy tool.

✉ Document showing that solar thermal panels cover more than 20% of the total heating need or that the solar photovoltaic panels cover more than 2% of the total electricity need. The calculations are to be based on the theoretical output of solar thermal panels/ solar photovoltaic panels.

P6 Heat pumps for heating premises or water

If the business has heat pumps for heating the premises or water that cover over 30% of the total heating need: 1 p.

Heating need is defined as the sum of the building's ventilation losses, transmission losses and hot water, and it is calculated using the energy tool.

✉ Document with calculation showing that heat pumps cover more than 30% of the total heating need. The calculations are to be based on the theoretical output of the heat pumps.

P7 Refrigerants

If over 50% of the refrigerants in the business, based on fill weight, have a GWP_{100} value below 5 (e.g. hydrocarbons (propane, butane, etc.), ammonia (NH_3) or carbon dioxide (CO_2)): 2 p

The requirement covers all appliances with the exception of free-standing appliances with a refrigerant fill weight less than 3 kg. (E.g. domestic refrigerators/freezers are usually excluded).

✉ Summary of all the cooling appliances, which refrigerants are used and the fill weight, plus a calculation of the proportion of refrigerants with a GWP_{100} value lower than 5. Alternatively, the latest annual refrigerant report may be submitted.

P8 Energy analysis

If an energy analysis (for the property and powered equipment) has been carried out, within the past 5 years, by an energy expert who is independent of the business with the aim of reducing energy consumption: 2 p

The business' buildings and powered equipment are no more than 3 years old: 2 p

In the event of extensive redevelopment/refurbishment, this will be accepted if an independent energy expert (third party) certifies that the business' buildings are comparable with a newbuild (max. 3 years old).

A comprehensive report shall document what refurbishment has been carried out and the fact that it equates to a newbuild.

The energy analysis is to contain an inventory of the establishment (regarding the property and powered equipment) plus proposals for measures that include potential savings and costs.

The business must be able to show that relevant measures have been implemented or planned.

✉ Description of the energy analysis or copy of the report. An appendix is available that provides guidance on what the energy analysis must include. The business must be able to show that relevant measures have been implemented or planned. CV of the independent energy expert or other certification of his or her competence.

P9 Lighting

If ≥ 80% of the light sources in the business (indoor and outdoor) are energy class B or better, or LED: 3 p

If ≥ 60% – < 80% of the light sources in the business (indoor and outdoor) are energy class B or better, or LED: 2 p

If ≥ 40% – < 60% of the light sources in the business (indoor and outdoor) are energy class B or better, or LED: 1 p

The energy classes are based on European Commission Directive 98/11/EC for lamps.

✉ Summary of the number of light sources in the business (indoor and outdoor). The documentation must show the type of light source, plus a calculation of the proportion of light sources in energy class A or B, or that are LED.

P10 Automated lighting controls

If ≥ 80% of the light sources in the business (indoor and outdoor) are connected to automated lighting controls: 3 p

If ≥ 60% – < 80% of the light sources in the business (indoor and outdoor) are connected to automated lighting controls: 2 p

If ≥ 40% – < 60% of the light sources in the business (indoor and outdoor) are connected to automated lighting controls: 1 p

Automated lighting controls include daylight controls or occupancy sensors, as well as card holders for keycards.

✉ Summary of light sources (indoor and outdoor) that are connected to automated lighting controls. The system used for automated lighting controls is to be stated, along with a calculation of the proportion of light sources connected to automated lighting controls.

P11 Ventilation controls

If 70% of the ventilation's air flow, in cubic metres, is tailored to demand in the premises being ventilated (ventilation from food preparation is excluded): 3 p

Tailored to demand means that the ventilation is tailored to the number of people present (e.g. controlled according to occupancy or carbon dioxide levels; time controls are not an approved form of control in this context).

✉ Summary of how the ventilation fans and units are controlled, and the percentage of the ventilation that is tailored to demand in the premises that are ventilated.

1.5 Chemicals

O10 Ecolabelled dishwashing chemicals

90% of the dishwashing products must be ecolabelled. This requirement covers dishwasher detergent, drying agents and hand dishwashing detergent. Soaking agent is not included.

The percentage proportion is calculated based on the amount purchased in kg or litres.

Ecolabelled means a product labelled with the Nordic Ecolabel or the EU Ecolabel.

✉ List of all the products used for dishwashing stating the amounts of each product in kg or litres. For ecolabelled products the name of the ecolabelling system and the licence number of the product must be shown. Use Appendix 3 or equivalent certification.

O11 Ecolabelled laundry chemicals

90% of the amount of products used for washing textiles must be ecolabelled. Rinsing agents and special cleaning products are not included. The requirement applies to textiles washed by the business itself.

The percentage proportion is calculated based on the amount purchased in kg or litres.

Ecolabelled means a product labelled with the Nordic Ecolabel or the EU Ecolabel.

Special cleaning products are defined as stain remover, washing enhancer and similar.

✉ List of all products used for washing textiles showing the amount of each product purchased. For ecolabelled products the name of the ecolabelling system and the licence number of the product must be shown. Use Appendix 3 or equivalent certification.

O12 Ecolabelled cleaning products

90% of the amount of cleaning products must be ecolabelled. This requirement covers products intended for daily cleaning of areas such as floors, bathrooms, toilets and kitchens. Floor care and special cleaning products are not included. Special cleaning products refers to products that are only used periodically, i.e. not for daily cleaning.

The percentage proportion is calculated based on the amount purchased in kg or litres.

Ecolabelled means a product labelled with the Nordic Ecolabel or the EU Ecolabel.

Special cleaning products are defined as:

Kitchens: Dishwasher/coffee machine cleaners, descaler, drain cleaner, copper/silver polish, freezer cleaner, stainless steel protector, stainless steel polish, etc.

Cleaning: Stain remover for solid surfaces, chewing gum remover, carpet cleaner, pool chemicals, drain cleaner, etc.

✉ List of all products used for daily cleaning showing the amount of each product purchased. For ecolabelled products the name of the ecolabelling system and the licence number of the product must be shown. Use Appendix 3 or equivalent certification.

O13 Requirements for non-ecolabelled products

Non-ecolabelled products must not be classified as in the table below.

This requirement also includes disinfectants, soaking agents, and special cleaning and floor care products.

5% of the special cleaning products (of amount purchased in kg or litres) is exempt from the requirement.

Classification	Danger symbol and R-phrase under Directive 67/548/EEC	CLP Regulation 1272/2008
Toxic to the environment	N with R50, R50/53, R51/53	Acute toxicity 1: H400 Chronic toxicity 1, 2: H410, H411
	R52/53, R52, R53	Chronic toxicity 3, 4: H412, H413
Carcinogenic	T with R45 and/or R49 (Carc 1 or Carc 2) or Xn with R40 (Carc 3)	Carc 1A/1B/2 with H350, H350i and/or H351
Mutagenic	T with R46 (Mut 1 or Mut 2) or Xn with R68 (Mut 3)	Mut 1B/2 with H340 and/or H341
Toxic to reproduction	T with R60, R61, R64 and/or R33 (Repr1 or Repr2) or Xn with R62, R63, R64 and/or R33 (Repr3)	Repr 1A/1B/2 with H360, H361, H362

The classification applies in relation to the EU's Dangerous Substances Directive 67/548/EEC with subsequent amendments and adaptations and/or the CLP Regulation 1272/2008 with subsequent amendments. For a transitional period, i.e. until 1 June 2015, classification under the Dangerous Substances Directive or the CLP Regulation may be used. After the transitional period, only classification under the CLP Regulation applies.

Nor may the products contain the following substances:

- Alkylphenol ethoxylates (APEO) or alkylphenol derivatives (APD)
- Diallyldimethylammonium chloride (DADMAC)
- Linear alkylbenzene sulphonates (LAS)
- Reactive chlorine compounds
- Silver nanoparticles
- PBT (Persistent, bioaccumulable and toxic) or vPvB (very persistent and very bioaccumulable), under EU Regulation (EC) No 1907/2006, Annex XIII, see http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2006:396:0001:0849:SV:PDF

Exceptions to the prohibition on products classified as dangerous to the environment are made for products that are classified due to content of quaternary ammonium compounds. Exemption from the prohibition on reactive chlorine compounds is made if the authorities require that these are to be used (for example to disinfect shower heads in Norway) and for use in pools.

✉ Declaration from chemicals supplier that the requirement is met. Use Appendix 3 or equivalent certification.

O14 Chemical-free cleaning methods

Chemical-free cleaning methods are to be used for daily cleaning of all table/cupboard/floor/wall/ceiling surfaces in communal areas, guest rooms and conference premises. Kitchens, dining rooms, bathrooms and toilets are exempt. The use of chemicals to remove stains on floors and for cleaning windows is permitted where special needs arise, i.e. not daily.

Chemical-free cleaning methods: Methods where no chemical products are used in cleaning. For example, vacuum cleaning or using dry or damp microfibre cloths or steam cleaners.

✉ A copy of the cleaning procedures showing that chemical-free cleaning methods are used as above.

O15 Dosage of dishwashing chemicals

All dishwashers (with the exception of dishwashers intended for private households) must have an automatic dosing system for dishwasher detergents. A service inspection of the dosage equipment is to be carried out by an independent third party at least four times a year. The service inspection of the dosage equipment is to be documented.

"Dishwasher intended for private households" means dishwashers intended for the consumer market.

✉ Document showing which dishwashers have an automatic system for dosing of detergent.

✉ Documentation from an independent third party, e.g. service inspection report, showing that checks have been carried out and the dates of these.

O16 Dosage of cleaning chemicals

All chemicals (calculated per litre or kg of purchased products) used for daily cleaning of surfaces such as floors, bathrooms, toilets and kitchens must be dosed automatically or dosed manually using dosing equipment.

Automatic dosing equipment means a product which mixes the product and water to make a solution ready for use.

Manual dosing means that dosing equipment in the form of a measuring vessel, pump or similar is used.

✉ Summary of which chemicals for daily cleaning of surfaces such as floors, bathrooms, toilets and kitchens are dosed automatically and which are dosed manually.

P12 Automatic dosage of cleaning chemicals

More than 50% of all chemicals (calculated per litre or kg of purchased products) used for daily cleaning of surfaces such as floors, bathrooms, toilets and kitchens are dosed automatically and a check of the dosing equipment is carried out by an independent third party at least four times a year: 2 p

Automatic dosing equipment means a product which mixes the product and water to make a solution ready for use.

✉ Summary of which chemicals for daily cleaning of surfaces such as floors, bathrooms, toilets and kitchens are dosed automatically.

✉ Documentation, e.g. service inspection reports, from an independent third party showing that checks have been carried out and the dates of these.

P13 Dosage of dishwasher drying agents

All pass-through/flight dishwashers and hood dishwashers have automatic dosing systems for dosing drying agents and checks of the dosing equipment are carried out by an independent third party at least four times a year: 2 p.

✉ Document showing that all pass-through/flight dishwashers and hood dishwashers have automatic dosing systems for dosing drying agents.

✉ Documentation, e.g. service inspection reports, from an independent third party showing that checks have been carried out and the dates of these.

P14 External laundry (max. 4 points)

Businesses which provide accommodation:

Uses a Nordic Ecolabelled textile service for laundry of all textiles (apart from drying cloths and mops): 4 p

Uses a Nordic Ecolabelled textile service for washing either bed linen or towels: 2 p

Businesses that serve food (without accommodation):

Uses a Nordic Ecolabelled textile service for laundry of all textiles (apart from drying cloths and mops): 3 p

Businesses that wash all textiles themselves:

All the washing machines intended for this laundry (apart from drying cloths and mops) have automatic dosing equipment checked by an independent third party at least four times a year: 1 p

✉ List of who washes which textiles and a copy of the contract showing the name and licence number of the external laundry service used. If the establishment washes its own laundry, it must provide service reports or other documentation showing that service inspections of the dosing equipment for the establishment's own washing machines have been performed by an independent third party at least four times a year.

O17 Purchasing procedures – chemical products

The business must have purchasing procedures and a person responsible for purchasing appointed per department for cleaning, kitchen, dining room, restaurant and laundry. The person responsible for purchasing ensures that the business uses the selected chemical products as set out in requirements O10-O13. If the person responsible for purchasing changes, procedures must be in place ensuring that the Nordic Ecolabelling body which granted the licence is informed of the name of the new person responsible for purchasing and that the person responsible for the Nordic Ecolabel licence is also updated within the organisation.

✉ Purchasing procedures for chemical products.

✉ List of the people responsible for the purchasing of chemical products in each department in line with the above, and a procedure that ensures that Nordic Ecolabelling is informed of any changes of people responsible for purchasing.

O18 Handling of chemical products

There must be clear, easily understood and easily accessible instructions for the staff regarding the dosage and handling of chemical products. A written list, sorted by department, must be kept setting out which chemical products are used in the business and each person responsible for departmental purchasing and the person responsible for the Nordic Ecolabel must have this documentation.

Procedures must be in place for the person responsible for the Nordic Ecolabel to update the list at least once a year when carrying out a stock check with the respective purchasing department manager.

The requirement applies to chemical products for cleaning, special cleaning, disinfection, dishwashing and laundry.

✉ Up-to-date list of all chemical products used in the business. Procedures that show how it is ensured that the list is kept up to date.

☺ On-site checks that there are clear, easily understandable and easily accessible instructions to the staff regarding the dosage and handling of chemical products.

1.6 Water

P15 Water consumption for dishwashers (max. 2 points)

Dishwashers do not consume more final rinse water than:

a: hood dishwasher 3.0 litres/basket	2 p
b: pass-through/flight dishwasher 2.0 litres/basket	2 p
c: counter-top dishwasher 2.0 litres/basket	2 p

✉ Technical information on the dishwasher's water consumption for the final rinse.

P16 Water-saving taps

If ≥ 90% of the number of washbasin mixer taps in the establishment are water-saving taps with a maximum flow rate of 5 litres/minute: 2

If ≥ 90% of the number of washbasin mixer taps are water-saving taps with a maximum flow rate of 7 litres/minute: 1 p

This requirement does not cover kitchen taps or bath mixer taps.

✉ Calculation of the percentage of mixer taps with a maximum flow rate of 5 and 7 litres/minute respectively.

✉ Technical data on the flow rate of mixer taps, or measurements showing the flow rate as litres/minute.

P17 Water-saving showers

If ≥ 90% of the number of showers in the business are water-saving with a maximum flow rate of 8 litres/minute: 2 p

If ≥ 90% of the number of showers are water-saving with a maximum flow rate of 10 litres/minute: 1 p

✉ Calculation of the percentage of water-saving showers with a maximum flow rate of 8 and 10 litres/minute respectively.

✉ Technical data on the flow rate of showers, or measurements showing the flow rate as litres/minute.

P18 Toilets

If ≥ 50% of the number of toilets are dual flush: 2 p

If ≥ 20% – < 50% of the toilets are dual flush: 1 p

If there are technical limitations which make low water flows in the wastewater system impossible (in such cases enclose documentation from an independent party which supports this), Nordic Ecolabelling may award the hotel 1 point.

✉ Summary showing calculations of the percentage of toilets with dual flush.

1.7 Waste

O19 Sorting

Sorting at source is compulsory for the three fractions from the list below that occur most commonly during normal operation:

- Glass (clear and coloured glass)
- Metal
- Food waste
- Fat/cooking oil
- Paper (waste paper and office paper)
- Cardboard (corrugated and paperboard)
- Rigid plastic packaging
- Soft plastic packaging
- Garden waste

The chosen fractions are to be sent for material recovery. Food waste is to be sent for energy recovery or biological treatment. Garden waste is to be composted.

The three largest fractions are determined according to weight (kg) or volume. If the business does not have quantity reports from the waste contractor or its own measurements, an estimate of which fractions are largest may be approved by agreement with Nordic Ecolabelling.

If some of the factions in the list above are sorted together within the business (e.g. glass and metal), these are to be counted as two fractions as long as they are separated and recycled by the waste contractor at a later stage.

Note: Sorting of hazardous waste is a requirement laid down by the authorities which must be complied with in all Nordic countries and is therefore not listed here.

✉ Document showing which fractions are the three largest, plus a description of how they are recycled.

O20 Waste sorting for guests

Conference facilities and hotels: Guests must be able to sort their waste into at least 2 fractions in the conference room and guest room, or sorting must be carried out by staff. A combination of guests sorting their own waste and staff sorting is also acceptable.

Guest information must be provided with instructions for the 2 fractions that the guests are able to sort. If staff sort the waste, procedures must be in place for this.

Note: the mixed fraction remaining after sorting is not included in the number of fractions.

Restaurants: If customers sort their washing up themselves, clear sorting instructions must be provided.

✉ Specification of the waste fractions guests can sort themselves in conference rooms/guest rooms and how guests are informed of the fractions they are able to sort.

✉ Procedures for staff on sorting, where staff are responsible for sorting.

☺ On-site inspection.

P19 Treatment of organic waste (max. 3 points)

Organic waste is sorted and sent for biological treatment/recycling, such as compost or for use in biofuel production.

Hotels and conference facilities: 2 p

Restaurants: 3 p

Treatment can be carried out on site or elsewhere, e.g. municipal.

Combustion of organic waste in incineration plants is not considered as biofuel in this document.

✉ Description of how organic waste is dealt with, plus a waste report or certification from the waste contractor on how the organic waste is processed.

1.8 Purchasing

O21 Low energy lamps, fluorescent tubes and LEDs

Newly purchased low energy lamps must have a service life of at least 10,000 hours.

Newly purchased fluorescent tubes (double socket) must have a service life of at least 20,000 hours.

Newly purchased LEDs must have a service life of at least 25,000 hours.

Alternatively the light sources are to be ecolabelled.

Low-energy lamp means a replacement for incandescent bulbs and fluorescent tubes with a screw fitting/conventional fluorescent tubes. LED mans a light-emitting diode, an energy-efficient alternative to ordinary lighting with a very low energy consumption.

Ecolabelled means a product labelled with the Nordic Ecolabel or the EU Ecolabel.

✉ List of light sources with product specification of hours of service life and any ecolabelling (the service life is shown on most packaging).

O22 Ecolabelled kitchen rolls, paper towels and toilet paper

90% of the volume of purchased tissue products, i.e. kitchen rolls (kitchen towel), paper towels and toilet paper must by ecolabelled. Nordic Ecolabelling may grant exemption from the requirement if no ecolabelled products are available on the market.

Ecolabelled means a product labelled with the Nordic Ecolabel or the EU Ecolabel.

✉ List of the tissue products used in the business with information on the proportion that is ecolabelled (shown as a percentage of volume), product name, licence number and supplier.

O23 Ecolabelled photocopying paper

90% of the volume of purchased photocopying paper used by the business must be ecolabelled.

Ecolabelled means a product labelled with the Nordic Ecolabel or the EU Ecolabel.

✉ List of the photocopying paper used in the business with information on the proportion that is ecolabelled (shown as a percentage of volume), product name, licence number and supplier.

P20 Ecolabelled consumables (max. 6 points)

The table below shows the proportion required and the score given for the respective ecolabelled consumables up to 6 points.

Ecolabelled means a product labelled with the Nordic Ecolabel or the EU Ecolabel.

Products awarded points in other requirements in the criteria may not receive points under this requirement.

The business purchases the following ecolabelled products:

Ecolabelled consumables (amount purchased as % of total purchased volume)	**Score**
Soap and shampoo ≥ 90%	2 p
Soap and shampoo ≥ 50%	1 p
Paper napkins ≥ 50%	1 p
Sales to guests ≥ 50% of optional products e.g. toothpaste, shampoo, soap	1 p
Microfibre cloths, mops ≥ 50%	1 p
Batteries ≥ 90%	1 p
Toner cartridges ≥ 90%	1 p
Flip charts ≥ 90%	1 p
Flip chart pens/whiteboard pens/pens ≥ 90%	1 p per product
Candles ≥ 50%	1 p
Floor care products (e.g. floor wax, polish, etc) ≥ 50%	1 p
Soaking agents ≥ 50%	1 p
Other ≥ 50%	1 p per product, max. 2 p

✉ List of purchased goods showing the product name, supplier, licence number and area of use.

✉ Calculation showing, for each consumer item, what percentage of total purchases the ecolabelled products account for.

O24 Ecolabelled printed matter

At least 50% of total printed matter purchased by the business must be printed by an ecolabelled printing firm and be ecolabelled.

Printed matter means, for example, advertising, brochures, order forms in the hotel for dry cleaning, room service, etc. and pads and writing paper with the hotel's logo. The requirement also covers the printed matter that a hotel chain orders centrally.

Note that ecolabelled printed matter must actively be requested, even if the printing firm has a Nordic Ecolabel licence. The hotel is responsible for ensuring that the Nordic Ecolabel logo is shown on proofs before approval and printing.

✉ List showing the name and licence number of the printing firms used, and the ecolabelled printed matter that the business orders.

✉ Document from printing firms or a calculation from the business showing what percentage of total purchases of printed matter is ecolabelled (can be stated by number/Kr/€).

P21 Ecolabelled printed matter

If ≥ 90% of the printed matter ordered by the business is printed by an ecolabelled printing firm and is ecolabelled: 2 p

Printed matter means, for example, advertising, brochures, order forms in the hotel for dry cleaning, room service, etc. and pads and writing paper with the hotel's logo. The requirement also covers the printed matter that the hotel chain orders centrally.

Note that ecolabelled printed matter must actively be requested, even if the printing firm has a Nordic Ecolabel licence. The hotel is responsible for ensuring that the Nordic Ecolabel logo is shown on proofs before approval and printing.

✉ List showing the name and licence number of the printing firms used, and the ecolabelled printed matter that the business orders.

✉ Document from printing firms or a calculation from the business showing what percentage of total purchases of printed matter is ecolabelled (can be stated by number/SEK/EUR).

P22 Ecolabelled durable goods (max. 4 points)

The table below shows the proportion required and the score given for the respective ecolabelled durable goods up to 4 points.

Ecolabelled means a product labelled with the Nordic Ecolabel or the EU Ecolabel.

The business purchases the following ecolabelled durables:

Ecolabelled durables (amount purchased as % of total purchased volume)	**Score**
Office equipment (PC, computers, photocopiers, etc.) ≥ 50%	1 p
TV in guest rooms ≥ 10%	2 p
TV in common rooms ≥ 50%	1 p
Projectors ≥ 50%	1 p
Furniture per category, beds, tables, etc. ≥ 10%	1 p per product, max. 3 p
Textiles (including tablecloths and napkins) ≥ 20%	2 p
Bed linen and towels ≥ 40%	2 p
Bed linen and towels 20% – < 40%	1 p
Bed linen and towels made from organic fibre 20% – < 40%	0.5 p
Flooring ≥ 10%	1 p
Workwear, at least one staff category, at least one garment	0.5 p
Other	1 p per product, max. 2

✉ List of purchased durable goods showing the product name, supplier, licence number and area of use.

✉ Calculation showing, for each durable item, what percentage of total purchases the ecolabelled products account for.

P23 Ecolabelled services (max. 2 points)

At least 50% of the following services are ecolabelled:

Services	Score
Cleaning	2 p
Alternative dry cleaning	1 p
Fabric towel reels	1 p
Car washing	1 p
Other	1 p per service, max. 2 p

The requirement does not award points for ecolabelled textile services as these are covered under other requirements.

Ecolabelled means a service labelled with the Nordic Ecolabel or the EU Ecolabel.

✉ List of purchased services showing the supplier, licence number and area of use.

✉ Calculation showing, for each service area, what percentage of total purchases the ecolabelled services account for.

1.9 Accessibility

P24 Accessibility

If accessibility at the business covered by the licence, i.e. the hotel, restaurant and/or conference premises, has been adapted for people with impaired mobility or orientation capacity, points can be awarded with the approval of Nordic Ecolabelling. The minimum level must be that action has been taken to remove "easily eliminated obstacles" and that an action list has been drawn up for measures planned to be implemented within a year: 1 p

✉ Description of how the business' premises have been adapted for people with impaired mobility or orientation capacity and which "easily eliminated obstacles" have been removed, plus an action list of the measures planned within one year. The description must also include the standards or guidelines applied.

Standards and guidelines are available from national authorities or organisations that deal with accessibility issues.

1.10 Serving food and drink

Hotels serving only breakfast and hotels and conference facilities with only kitchens for re-heating meals, plus hotels with external suppliers of breakfast on the hotel premises (see O4) must meet all the requirements in this section 1.10.

Kitchens for re-heating meals means that the hotel/conference facility does not have its own kitchen for preparing/cooking food for meals other than breakfast. Only simple re-heating of meals is carried out, e.g. for a bar menu, ready-made bought-in meals heated up in a microwave/oven.

Restaurants with production kitchens must meet requirements O25 and O26 in this section 1.10 "Serving food and drink" and the requirements of Chapter 2 "Food".

O25 Disposable items

Disposable items (such as plates, mugs and cutlery), individual portion packs or small packs may not be used in the dining room or other serving area (such as public guest areas, the lobby or terraces).

Exceptions:

- take away food, catering and fast food serving, see requirement O26
- napkins, toothpicks, sweetener (not sugar) and tea bags
- items only sold in individual portion packs, e.g. ice cream, chocolate and soft drinks
- straws and cocktail sticks handed out personally, e.g. in bars

Nordic Ecolabelling may grant exemption from the requirement under special circumstances, for example, if the dishwasher is temporarily out of order, for reasons of hygiene, or on occasions when an exceptionally large amount of guests have to be served. The use of disposable items must in this case be justified.

✉ Declaration that the requirement is met as above.

O26 Disposable items for take away, catering and fast food establishments

75% by weight of the disposable items used in take away, catering and fast food establishments must be made from renewable materials, e.g. paper, cardboard, wood or renewable plastic. The materials must not include PVC. Ecolabelled disposable items are considered to comply with the requirement.

✉ Description of the disposable items stating the materials used and a calculation showing the proportion of disposable items made from renewable materials as a percentage by weight.

✉ If ecolabelled disposable items are used, the product name, supplier and licence number are to be stated.

P25 Ecolabelled disposable items

If 20% or more of the purchased volume of disposable items for take away, catering and fast food establishments is ecolabelled: 1 p

Ecolabelled means a product labelled with the Nordic Ecolabel or the EU Ecolabel.

✉ List of the proportion of ecolabelled disposable items for take away, catering and fast food establishments, shown as a percentage, type of disposable item and associated licence number.

O27 Minimum proportion of organic food and drink for hotels serving breakfast (not fish and shellfish)

Restaurants that serve breakfast must have at least 5% organic food and beverages of the annual volume purchased. Alternatively, hotels that serve breakfast must have at least 10 products that are offered every day. Coffee, tea and spices may only be counted as one product each.

Organic food and drink means products labelled under EU Regulation EC 834/2007 or KRAV, Luomu, Debio, Statskontrollerat ekologiskt (Ø-märket) and Tún-lífrænt.

Volume purchased means either the total amount purchased annually (in Kr/€) or the total annual amount of food/ beverages purchased (in kg or litres).

✉ Declaration that the requirement is met, plus a summary of what proportion of the total annual volumes purchased is made up of organic food and beverages. The business must enclose documentation to support the percentage of the annual volume of organic food and beverages purchased.

✉ Alternatively, enclose a summary of the purchased organic food and beverages that are offered on a daily basis. The producer, supplier and organic label are to be reported for each food product and beverage.

1.11 Transport

O28 Transport using own vehicles for catering businesses

The requirement applies to the business' own vehicles used for transporting catering food:

- All drivers must have completed a course in eco-driving/economical driving. Procedures must be in place to ensure that new employees complete the course no later than 6 months after being employed.
- When new vehicles are purchased or leased for transporting catering food, these must meet the latest adopted Euronorm standards. This applies from the date of application for a Nordic Ecolabelling licence inclusive.

Eco-driving/economical driving refers to courses such as Ecodriving.

Own vehicles means vehicles owned by the business and vehicles leased by the business.

✉ Declaration from the course provider stating that the drivers have completed a course in eco-driving/economical driving and procedures describing how the business ensures that newly employed drivers complete training within 6 months.

✉ Procedures ensuring that, from the date of the application for a Nordic Ecolabelling licence, newly purchased vehicles meet the latest adopted Euronorm standards.

P26 Other transport using own vehicles

If more than 5% of the business' annual purchasing of vehicle fuel is Nordic Ecolabelled: 1 p.

✉ Summary with calculation showing the percentage of Nordic Ecolabelled fuel purchased in the past year.

P27 Other transport (not using own vehicles)

If any of the following measures have been implemented with the aim of reducing the business' environmental impact due to deliveries in and out respectively, 1 point is scored:

- the business has reduced the number of transporters (who regularly delivery goods) by 25%.

- over 50% of a supplier's drivers have completed a course in eco-driving/economic driving.
- over 50% of a supplier's vehicle fleet runs on Nordic Ecolabelled fuel.

Eco-driving/economical driving refers to courses such as Ecodriving.

✉ Declaration that the requirement is met as above.

1.12 Procedures

To ensure that the requirements of the Nordic Ecolabel are met throughout the period of validity of the licence, the business must have the following procedures documented.

If the hotel has a certified environmental management system under ISO 14001 or EMAS, which includes the following procedures, it is sufficient for the auditor to certify that the requirements of this section 1.12 and requirements O8 and O17 have been implemented.

O29 Statutory procedures

The business must ensure compliance with the applicable legislation regarding the working environment, the external environment, finances, hygiene and health. The business may not have any form of negative comment from an authority or agency which has not been rectified within the deadline set by the monitoring authority or agency. If this requirement is not met, Nordic Ecolabelling may revoke the licence.

✉ Duly signed application form.

O30 Information about the Nordic Ecolabel for staff

All employees and external contract staff participating in the day-to-day work of the business must be informed annually about the hotel's environmental work under the Nordic Ecolabel. Each department must receive information on which environmental improvements the business is working to achieve. Information must also be provided on the results of measurements of limit values and changes regarding Nordic Ecolabel procedures. New employees are to be given an induction explaining what Nordic Ecolabelling/the Nordic Ecolabel licence involves within 14 days of joining the business.

✉ The business is to document the information that is provided to all employees annually, and that the information is available to all personnel within the business and to staff externally hired. The staff who have attended information meetings and the date the meetings must be documented.

✉ Procedures that the business has in place to inform staff about work under the Nordic Ecolabel, plus a procedure for ensuring that new employees receive an induction explaining what Nordic Ecolabelling/the Nordic Ecolabel licence involves within 14 days.

☺ On-site inspection

O31 Guest information

Guests must be informed on site and on the website (if available) that the business is Nordic Ecolabelled. This applies from the date the Nordic Ecolabel licence is approved by Nordic Ecolabelling. This must be communicated by means of clear information, e.g. signage using the Nordic Ecolabel's marketing material.

✉ Description of how/where in the establishment and on the website guests are informed that the business is Nordic Ecolabelled.

O32 Purchasing and supplier procedures

The business is responsible for ensuring that the Nordic Ecolabel's requirements are met throughout the period of validity of the licence and the business must also have procedures in place for purchasing the products subject to these requirements. The procedures must as a minimum cover:

- purchasing of consumables (requirements O21, O22, O23, O24)
- purchasing of organic food and beverages (O27 for hotels with breakfast, O39)
- change of printing and textile service supplier

For organic food and beverages it is sufficient that regular monitoring of the amount of organic products is carried out. Regular means monthly monitoring at least 4 times a year during months that are representative of the business.

✉ Copies of purchasing and supplier procedures for consumables, organic food products and beverages, change of printing and textile service supplier, as above.

O33 Own checks on environmental work

The CEO/director, person responsible for the Nordic Ecolabelling licence, purchasing managers per division and operation manager must at least once a year carry out an audit of the business with the aim of improving the business' work to improve the environment. Own checks must be carried out according to an own check plan, covering as a minimum the following:

- complaints from guests.
- checks that the guest information stating that the business is Nordic Ecolabelled is visible.
- checks that the waste sorting instructions for guests and staff are clear.
- checking what energy-demanding equipment is present.
- checks that no disposable items that are not permitted are used.

✉ Procedures for carrying out an own check plan.

O34 Annual follow-up

The Nordic Ecolabel requirements must be followed up on an annual basis. Nordic Ecolabelling may request a written report on environmental requirements or on-site checks.

✉ No documentation is required at the time of application.

O35 Documentation of Nordic Ecolabel criteria

All the documents regarding the Nordic Ecolabel licence must be easily available on site. For example, these may be measurement reports on limit values, or a list of people who have been informed of the Nordic Ecolabel's requirements. The person responsible for the licence in the business is responsible for ensuring that documentation is kept up to date and accessible (can be found in the department concerned).

☺ On-site inspection.

2 Food

The requirements in this chapter apply to all types of restaurant businesses, including cafés and catering. However, hotels that only serve breakfast, snacks and simple, light meals are not included, i.e. kitchens that only heat up food. In addition to the requirements below, all the requirements, with the exception of O27, in Chapter 1 "Basic requirements", must be met.

O36 Origin of meat and fish

The restaurant must be able to inform guests of the country of origin of the meat and fish served as a main ingredient to guests. Procedures must be in place describing how the restaurant ensures that guests can obtain this information.

✉ The restaurant's procedure for ensuring that guests can obtain information on the country of origin of the main ingredients of the meat and fish they are serving.

O37 Non-sustainable ingredients – fish and shellfish

A) The following species may not be served in a Nordic Ecolabelled restaurant:

- Shark
- Redfish (Sebastes mentella, Sebastes marinus)
- Skate (Dipturus sp./Raja sp.)
- Atlantic bluefin and southern bluefin tuna (Thunnus thynnus and Thunnus maccoyii)
- Eel (Anguilla anguilla)
- Tropical prawns, e.g. scampi/tiger prawns/king prawns/giant prawns (penaeid family: Penaeus sp., Metapenaeus sp. and Macrobrachium rosenbergii).

B) The following species may not be served in a Nordic Ecolabelled restaurant, if they appear on the country's official red list of endangered species. If they are not on the endangered list, they may be served as long as they are fished in national waters in accordance with national regulations and quotas:

- Catfish (Anarhichas lupus)
- Halibut (Hippoglossus hippoglossus/Reinhardtius hippoglossoides)
- Monkfish (Lophius piscatorius)
- Witch flounder (Glyptocephalus cynoglossus)

The above list of non-sustainable fish may be revised as new information emerges. Wild-caught or farmed fish and shellfish may be used if it is labelled according to a standard approved under Nordic Ecolabelling's guidelines for assessing sustainability labelling of fish and shellfish.

For information on Nordic Ecolabelling's guidelines for assessing sustainability labelling of fish and shellfish, see Appendix 5.

✉ Describe the procedures the restaurant has in place for checking that the requirement has been met as above. If serving fish on list B, full traceability is required back to the fishing ground and fishing port, plus certification from the supervisory fishing authority that the catch meets the official regulations.

O38 Ban on the use of food containing GMOs

The use and serving of genetically modified organisms (GMOs) in a Nordic Ecolabelled restaurant is prohibited. The restaurant must therefore have procedures in place to prevent the serving of genetically modified food, which under national legislation must be labelled if it contains GMOs.

The products that may be involved include ingredients such as soya, maize, rapeseed, sugarbeet and rice.

GMO means genetically modified organism.

✉ Procedure to ensure that the business does not serve genetically modified food.

O39 Minimum proportion of organic foodstuffs and beverages (not fish and shellfish)

Restaurants in Denmark and Sweden must have at least 5% organic food and beverages of the annual volume purchased.

Restaurants in Finland, Norway, Iceland and the Baltic states must offer at least 5 organic foods and beverages daily. To count, the organic foodstuffs and beverages must constitute a significant part of the dish, e.g. potatoes, meat, fish, egg, dairy products or vegetables.

Exceptions for businesses with a large bar or nightclub:
Exceptions can be made for hotels and restaurants with ancillary businesses involving bars, nightclubs or similar and where the purchase of alcohol is disproportionately high in relation to the purchase of food for the restaurant.

Purchasing of alcohol may then be discounted, provided that it only concerns the ancillary business and that its turnover can be reported separately, and that this does not include beer, wine and spirits that are bought in and served in the restaurant section in conjunction with serving food.

"Disproportionately high" means that the purchasing of alcohol amounts to 70% of total purchasing.

Organic means food/drink (but not fish and shellfish, see separate criteria for these) labelled under the EU's Regulation EC 834/2007 or KRAV, Luomu, Debio, Statskontrollerat ekologiskt (Ø-märket) and Tún-lífrænt.

Due to the varying accessibility of organic products in the Nordic countries and the Baltic states, different requirements are set on this point. Volume purchased means either the total amount purchased annually (in Kr/€) or the total annual amount of food/beverages purchased (in kg or litres).

✉ Declaration that the requirement has been met and list of the proportion of purchased organic food and beverages of the total annual volume purchased. The business must submit documentation showing what percentage of the annual volume of purchases is accounted for by organic food and beverages. The documentation must at least cover 1 month's purchasing which is representative.

✉ Alternatively, enclose a summary of the purchased organic food and beverages that are offered on a daily basis. The producer, supplier and organic label are to be reported for each food product and beverage.

✉ Separate reporting of alcohol purchasing that can be discounted must be shown.

P28 Organic food and beverages (not fish and shellfish)

Points are scored in accordance with the proportion of organic purchasing of food and beverages as a percentage of the annual volume purchased. Calculated on the basis of one of the following options:

Proportion of organic food and beverages purchased		**Score**
Denmark and Sweden	**Finland, Norway, Iceland and the Baltic states**	
> 35%	> 30 items	6
≥ 25% – ≤ 35%	21–29 items	5
≥ 15% – < 25%	16–20 items	4
≥ 8% – < 15%	12–15 items	3
≥ 6% – < 8%	9–11 items	2
> 5% – < 6%	6–8 items	1

Organic means food/drink (but not fish and shellfish, see separate criteria for these) labelled under the EU's Regulation EC 834/2007 or KRAV, Luomu, Debio, Statskontrollerat ekologiskt (Ø-märket) and Tún-lífrænt.

Due to the varying accessibility of organic products in the Nordic countries, different requirements are set on this point.

Hotels and restaurants in Norway, Finland, Iceland and the Baltic states may document the requirement as the number of foods/beverages served. They may also choose to document the requirement as the proportion of annual volume purchased and will then score points on the same scale as Sweden and Denmark.

✉ Declaration that the requirement is met, plus a summary of what proportion of the total annual volumes purchased is made up of organic food products and drinks. The business must enclose documentation to support the percentage of the annual volume of organic food and beverages purchased. The documentation must at least cover 1 month's purchasing which is representative.

✉ Alternatively, enclose a summary of the purchased organic food and beverages that are offered on a daily basis. The producer, supplier and organic label are to be reported for each food product and beverage.

P29 Proportion of fish and shellfish labelled as sustainable

If at least 15% of all wild-caught fish or shellfish and/or farmed salmon (Salmon sp) served is certified as sustainable to a standard approved by Nordic Ecolabelling: 2 p

If at least 10% of all wild-caught fish or shellfish and/or farmed salmon (Salmon sp) served is certified as sustainable to a standard approved by Nordic Ecolabelling: 1 p

The standard must meet the guidelines set out in Appendix 5. Each standard for wild-caught or farmed fish and shellfish is assessed based on guidelines for assessing sustainability labelling of fish and shellfish, see Appendix 5.

✉ Declaration that the requirement is met and a summary of the proportion of wild-caught fish and shellfish and farmed salmon which complies with Nordic Ecolabelling's guidelines for sustainability labelling of fish and shellfish, of the total volume of wild-caught fish and shellfish and farmed salmon purchased annually. The documentation must at least cover 1 month's purchasing which is representative. The business must enclose documentation to support the percentage of the annual volume purchased.

O40 Vegetarian dishes

The restaurant must always offer at least one vegetarian main course for lunch, dinner, and/or a buffet. The dish must be included in the menu every day. For restaurants with a buffet, the dish must be included in the lunch and dinner buffet.

Main meal means hot or cold dishes which are a meal in its own right, but not simple salads or starters/side orders.

If only cold food is served, baguettes/bread with a vegetarian topping and/or a salad buffet are approved as vegetarian dishes, provided that they include the following ingredients in addition to vegetables:

- protein-rich ingredients, e.g. beans, lentils or tofu
- pasta, rice, couscous or similar

✉ Declaration with description and copy of menu.

P30 Vegetarian restaurant, vegetarian and/or meat-free day (max. 3 points)

The restaurant is vegetarian: 3 p

The restaurant/room service of the hotel has 1 vegetarian day per week: 2 p

The restaurant/room service of the hotel has 1 meat-free day per week: 1 p

On the vegetarian day, only vegetarian food is served at the restaurant, i.e. no meat or fish. On the meat-free day no meat is served at the restaurant. A vegetarian day cannot simultaneously be counted as a meat-free day.

✉ Copies of the menus for the vegetarian and meat-free days.

P31 Locally produced food and beverages

Points are awarded for how high a proportion of the volume purchased annually is locally produced food and beverages according to the table below.

Locally produced food and beverages can be both grown and wild-caught/picked. The Nordic Ecolabel approves food as locally produced if the origin of the product (farm or fishing port) is known and if all growing/processing and storage has taken place within a radius of 250 km of the business, and if there is full traceability from the restaurant back to the product's origin (farm or fishing port).

Proportion of locally produced food/beverages of volume purchased*	**Score**
15% or more	1
≥ 10% – < 15%	0.5

** If own grown produce is used, the proportion is stated in weight or by volume. Wine and spirits are excluded from the calculation.*

Businesses in sparsely populated areas north of the Arctic Circle may, with the approval of Nordic Ecolabelling, use the previous limit of 500 km from the business.

If the product is processed at a plant (processed/semi-processed) it is sufficient that the main ingredients are documented.

✉ List of locally produced products purchased on an annual basis, their producers (farm/fishing port) and confirmation that they comply with the maximum distance in kilometres as above. A certificate for organic food can be used to document the origin of foodstuffs.

✉ Documentation showing full traceability along the supply chain.

P32 Drinking water

The restaurant does not offer bottled water to its guests: 1 p

Bottled water means water bottled at a brewery.

✉ Declaration that the above requirement is fulfilled. Description of what the business offers as an alternative to bottled water.

☺ On-site inspection.

P33 Measuring organic waste

The amount of organic waste is to be measured in weight or volume, either by the waste company or by the restaurant itself, and the number of restaurant guests served is to be calculated during at least one representative week per quarter. Drinks are not to be included in the measurement. A measurement report or waste monitoring report is compiled by the business at least once a year: 1 p

✉ Measurement reports or copies of invoices from the waste contractor showing the amount of organic waste and the period during which the measurement was carried out, plus the number of restaurant guests served during that period.

3 Guest rooms

The following requirements only apply to businesses which offer accommodation. In addition to the requirements below, all the requirements in the obligatory section, chapter 1, must also be met.

O41 Disposable toiletries

Disposable toiletries (not refillable) such as shampoo, soap and other products (not reusable) such as shower caps, brushes/combs, nail files, earplugs, etc. may not be found in ≥ 75% of the bathrooms/guest rooms.

This requirement does not cover disposable items that the guest may request at reception. Nor does the requirement cover individual portion packs of tea, coffee, sugar or milk substitute.

✉ Declaration confirming that there are no disposable toiletries (non-refillable) or other products (not reusable) in ≥ 75% of the bathrooms/guest rooms.

☺ On-site inspection.

P34 Disposable items

There are no disposable items in the bedrooms/guest rooms: 3 p

The requirement does not apply to disposable items that the guest can request at reception, e.g. disposable toothbrushes, shoe polish, sewing kits, slippers, etc. Nor does the requirement cover individual portion packs of tea, coffee, sugar or milk substitute.

✉ Declaration confirming that there are no disposable items in bathrooms/guest rooms.

☺ On-site inspection.

P35 Television sets, standby mode

If at least 90% of television sets have an off switch with energy consumption when off of < 0.01 W and energy consumption when in standby mode of ≤ 0.50 W. For other television sets turned off by remote control, the energy consumption in standby mode is ≤ 0.30 W: 2 p

There are no television sets in guest rooms: 2 p

Standby mode means that the television set is connected to a power source and reception but is not in use, for use/showing of pictures/text.

✉ Description of the proportion of television sets that meet the requirement (stated as a percentage) and a declaration from the supplier or a list of product specifications confirming that the requirement is met.

P36 Minibars

≥ 90% of the minibars consume at most 0.6 kWh/day: 2 p

≥ 90% of the minibars consume at most 0.8 kWh/day: 1 p

Guest rooms do not have minibars: 3 p

At least 50% of the guest rooms do not have minibars: 1 p

✉ Declaration from supplier or summary giving product specification from supplier of the minibars' energy consumption.

✉ Calculation showing the percentage of minibars.

P37 Rooms adapted for allergy sufferers

If there is at least one guest room adapted for allergy suffers and the hotel has procedures for ensuring that the rooms are adapted for allergy sufferers: 1 p

Room adapted for allergy sufferers means a room that as a minimum requirement is non-smoking and has windows that can be opened, where pets are not permitted and no scented washing or cleaning products or air fresheners are used. Nor may the room have wall-to-wall carpets.

✉ Description of the measures carried out and the procedures followed to ensure that rooms are adapted to allergy sufferers.

4 Pools

The following requirements only apply to businesses that have a pool. Pool means a pool where the water is recirculated and disinfected. Jacuzzis are not included.

P38 Pools – disinfection

Chlorine as a disinfectant is supplemented by an environmentally better option (e.g. ozone or UV light): 2 p

✉ Description of how the pool water is cleaned and disinfected.

P39 Hot springs: (applies to Iceland only)

The energy consumption for hot springs is regulated and optimised: 1 p

✉ Specification of the meters specifically for the pool facilities.

Marketing

The Nordic Ecolabel is a very well-known and well-reputed trademark in the Nordic region. Nordic Ecolabelled businesses may be marketed using the Nordic Ecolabel as long as the licence is valid.

The label must be positioned so that there is no doubt as to what the label refers and so that it is clear that the business is ecolabelled.

More information on marketing can be found in "Regulations for the Nordic Ecolabelling of Products" dated 22 June 2011 or later versions.

Design of the Nordic Ecolabel

The design of the Nordic Ecolabel is as follows:



licence number

Each licence has a unique six-digit licence number that must be displayed along with the label.

More information on marketing can be found in "Regulations for the Nordic Ecolabelling of Products" dated 22 June 2011 or later versions.

Follow-up inspections

Nordic Ecolabelling checks that the business complies with the Nordic Ecolabel's requirements after the licence has been granted. This may involve a site visit or random sampling.

If it is found that the facility does not comply with the requirements, the licence may be revoked.

How long is a licence valid?

Nordic Ecolabelling adopted the criteria for hotels, restaurants and conference facilities on xx. June 2012 and they apply until DAY MONTH YEAR.

The Nordic Ecolabel licence will continue to apply as long as 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 will automatically be extended and the licensee informed.

At least one year prior to the expiry of the present criteria, it will be announced which criteria will continue to apply after the expiry date. The licensee will then be offered the opportunity to renew the licence.

New criteria

In a future review there will be an interest in revising the following points:

- Tightening up the requirement levels for limit values, particularly the energy limit value and primary energy.
- Reviewing the need to amend/adjust the product group definition for restaurants.
- Tightening up the requirement levels for the proportion of organic food in restaurants.
- Tightening up the requirement regarding fish and shellfish.
- Drawing up requirements for limit values for organic waste for restaurants.
- Reviewing the opportunity to reward the use of alternative disinfection methods in pools.

Appendix 1

Information regarding the business

General information (to be completed by everyone):

	Details from business	**Comments**
Company name		
Address		
Phone		
Email		
Accommodation offered (state if offered via a subcontractor)		
Breakfast offered (state if offered via a subcontractor)		
Lunch/dinner offered (state if offered via a subcontractor)		
Conference facilities offered		
Pool/spa offered		
Own bar/nightclub		
Is the business part of a chain? Which one?		
Total sales per year		
No. of employees (full-time and part-time)		
Contact person for application		
Licence administrator		
Licence marketing administrator		
Data to be used in the energy tool		
Total area[1]		
No. of floors		
Detached, end block or mid block building		
Is the establishment open seasonally? State which months		
External laundry service (state name and if Nordic Ecolabelled)		

[1] *Area means spaces that are intended to be heated to at least 10ºC but not garages.*

Supplementary information for businesses with accommodation:

	Details from business	**Comments**
Accommodation sales (incl. breakfast for hotels)		
No. of guest rooms		
Occupancy[2]		
Data to be used in the energy tool		
Hotel area[3]		
No. of guest nights[4]		
Amount of bed linen and towels and other hotel items laundered		

Supplementary information for businesses with restaurant:

	Details from business	**Comments**
Type of restaurant		
Restaurant has fast food service, catering or take away		
Restaurant sales (incl. sales for catering, bar and nightclub)		
Data to be used in the energy tool		
Restaurant area[5]		
No. of restaurant guests[6]		
No. of catering portions		
Amount of tablecloths and other restaurant items laundered		

[2] *Occupancy means occupancy per room or per permanent bed in percent per year.*

[3] *Entrance lobby, toilets, staff rooms, additional stores and bin rooms are to be counted as hotel area or as conference area if hotel not included.*

[4] *A hotel guest is a guest who stays at the hotel overnight. The number can be rounded off to the nearest thousand if there are more than 100,000 guests and to the nearest hundred if there are fewer than 100,000 guests.*

[5] *The restaurant area in a hotel and/or conference facility means the total area of the restaurant kitchen, including dishwashing area, food store, dry store, chiller room and freezer room plus all serving areas, including breakfast room, dining room and bar directly connected to dining room.*

[6] *A restaurant guests is a guest who eats or drinks in the restaurant, or the bar, which includes breakfast, lunch and dinner guests. It also includes bar guests, concert guest and nightclub guests, etc. who visit the restaurant. For hotel guests who have their own restaurant, this means that guests who use the restaurant are to be reported separately. The number can be rounded off to the nearest thousand if there are more than 100,000 guests and to the nearest hundred if there are fewer than 100,000 guests. The number of guests per year may be estimated based on the number of guests counted for at least two weeks during a representative period.*

Supplementary information for businesses with conference facilities:

	Details from business	**Comments**
No. of conference rooms/halls		
Conference sales		
Data to be used in the energy tool		
Conference facility area[7]		
No. of conference guests[8]		

Supplementary information for businesses with pool/spa:

	Details from business	**Comments**
No. of pool/spa guests[9]		
No. of external spa guests[10]		
Data to be used in the energy tool		
Pool area for heated pool		
Associated pool areas[11]		

[7] *Entrance lobby, toilets, staff rooms, additional stores and bin rooms are to be counted as hotel area or as conference area if hotel not included.*

[8] *A conference guest is a guest who takes part in activities on the premises of the conference facility (which may also include other types of business, e.g. stage performances). The number can be rounded off to the nearest thousand if there are more than 100,000 guests and to the nearest hundred if there are fewer than 100,000 guests.*

[9] *In this context, pool/spa guests are the same as hotel guests.*

[10] *External pool/spa guest means a guest who only uses the pool/spa facilities and does not spend the night at the hotel. They are counted in the limit value for water, but do not need to be entered in the energy model, as this calculates energy consumption per m² of pool area.*

[11] *Associated pool areas are surrounding areas that are related to the use of the pool, such as pool rooms, saunas, showers and changing rooms.*

Appendix 2

Marketing of Nordic Ecolabelled hotels, restaurants and conference facilities

We hereby certify that we are well acquainted with the regulations governing the use of the Nordic Ecolabel, as detailed in "Regulations for Nordic Ecolabelling of Products" of 22 June 2011 or later versions and we agree to follow these regulations when marketing the Nordic Ecolabelled hotel, restaurant or conference facility.

Further, we confirm that we are familiar with the content of the criteria for the Nordic Ecolabelling of hotels, restaurants and conference facilities.

We undertake to inform the people in our company involved in marketing the Nordic Ecolabelled hotel, restaurant or conference facility of the criteria for the Nordic Ecolabelling of hotels, restaurants and conference facilities and the Regulations for Nordic Ecolabelling of products of 22 June 2011 or later versions.

_____ _____

Place and date Company

_____

Signature, contact person

_____ _____

Name (BLOCK CAPITALS) Phone

_____

Signature, marketing manager

_____ _____

Name (BLOCK CAPITALS) Phone

In the event of a change in personnel, a new declaration must be submitted to Nordic Ecolabelling.

Appendix 3

Declaration for suppliers of chemical products

(covers: dishwashing, soaking agents, laundry, cleaning, disinfectant, special cleaning and floor care)

Note that an Excel spreadsheet for this declaration can be obtained from Nordic Ecolabelling

We supply products to: _____

Declaration for the year: 201_

The following non-ecolabelled products have been supplied to the business:

Full product name	**Area of use**	**Amount supplied (kg)**
Total amount supplied (active substance) (kg)		

We hereby declare that none of the non-ecolabelled products that we supply to the business:

- are classified as dangerous to the environment (the EU's Dangerous Substances Directive 67/548/EEC with subsequent amendments and adaptations and/or the CLP Regulation 1272/2008 with subsequent amendments) *)
- are classified as carcinogenic, mutagenic or toxic to reproduction (the EU's Dangerous Substances Directive 67/548/EEC with subsequent amendments and adaptations and/or the CLP Regulation 1272/2008 with subsequent amendments) *
- contain the following substances:
    - Alkylphenol ethoxylates (APEO) or alkylphenol derivatives (APD)
    - Diallyldimethylammonium chloride (DADMAC)
    - Linear alkylbenzene sulphonates (LAS)
    - Reactive chlorine compounds**
    - Silver nanoparticles
    - PBT and vPvB

* Exemption from the prohibition on substances classified as dangerous to the environment is made where the classification concerns the content of quaternary ammonium compounds.

** Exemption from the prohibition on reactive chlorine compounds is made if the authorities require that these are to be used (for example to disinfect shower heads in Norway) and for use in pools.

Exemption from the above requirements can be granted for a maximum of 5% of the total use of chemicals calculated in terms of the amount of active substance. However, this does not apply to products containing active chlorine.

"Dangerous to the environment" means classification N with R50, R50/53, R51/53, R52/53, R52, R53 or H400, H410, H411, H412, H413.

The following ecolabelled products have been supplied to the business:

Full product name	**Area of use**	**Ecolabelled with the Nordic Ecolabel/EU Ecolabel**	**Amount supplied (kg)**
Total amount supplied (kg)			

Declaration:

Date:	Name of company:
Responsible individual (name in block capitals):	Phone:
Signature of responsible individual	
To be returned to Nordic Ecolabelling See the addresses for the different countries at www.nordic-ecolabel.org	

Appendix 4

To calculate compliance with the energy limit value, Nordic Ecolabelling's energy tool must be used. This can be found via the following link:
http://evaluation.svanen.nu/EnergyToolHRC/

The energy tool calculates a target value that is specific to your establishment for energy (electricity and heating) and carbon dioxide. The target value is the establishment's energy consumption under optimum conditions using good technology that is practically feasible, available on the market and approved. Based on the target value, Nordic Ecolabelling then sets a limit value for energy, which the business needs to meet in order to receive a licence. This limit value is set at a slightly more generous level than the ideal target value for the business.

The target value is calculated according to the condition of the business, but is based on model values. These model values are based on the Swedish Energy Agency's statistics for hotels, restaurants and public venues. The values used in this model are among the lower values from these statistics.

The energy tool gives a target value in the form of specific supplied energy in kWh/m², annual energy consumption for the business and annual CO_2 emissions for the business.

In the energy model , the business must state:

- Country, zone, number of buildings and type of building, area for the different activities (area for hotel, restaurant, conference facility that is intended to be heated to 10ºC).
  Details concerning the layout of the establishment (number of buildings and types of building, number of floors, area for different activities) have an impact on the part of the target value that is accounted for by heating in the buildings. The fact of whether the walls (and the area associated with these) adjoin another building or empty space must be stated, since this affects transmission losses in the building.
  The target value is calculated specifically per area, so that a large building is assumed to use more energy than a small one, but the same amount per specific area. The area must be stated for all the buildings that the business makes use of.
- Number of guests distributed per activity.
  Some of the energy consumption depends on the number of guests and the type of activity. The model is designed so that specific energy use per square metre of area and year is the main measure of energy performance for the business.
- Seasonal variation. For all types of business, there is an option to correct for seasonal variations, since occupancy affects consumption of electricity and heating. The target value and limit value for energy consumption are corrected for this. Demand for heating is assumed to depend on the outdoor temperature, while other parameters are driven only by the nature of the business, irrespective of outdoor temperature.
- If there is a pool or spa, the area of the pool (square metres of water surface) and the associated area around the pool are to be stated. The estimated energy consumption equates to the energy consumption of the pool and the associated area surrounding it.

- If laundry is sent to an external laundry firm, the number of kg is to be stated. This does not apply to daily laundering of items such as mops, dusters and the like, but does apply to large quantities of laundry, such as bed linen, towels and tablecloths. If laundry is laundered in the applicant building, this energy consumption is assumed to be included in the energy consumption stated by the business. In this case, the amount of laundry will be added to the target value, using energy factors associated with laundry being laundered by a Nordic Ecolabelled laundry firm.
  If the laundry is sent to an external laundry firm, the applicant must state whether or not this laundry firm carries the Nordic Ecolabel. Based on this, a certain quantity of energy and CO_2 emissions is added to the applicant building's values. Here too, the target value will be adjusted upwards by the energy values for Nordic Ecolabelled laundry, based on the quantity of laundry. If the applicant building sends its laundry to a laundry firm that is not Nordic Ecolabelled, it will be more difficult to achieve the target value.

The energy tool calculates carbon emissions for primary energy, which means that account is taken of the emissions that occur during production of the energy that the business uses.

The following primary energy factors for carbon dioxide are used:

Carbon dioxide factors

Carbon dioxide factor	
Electricity	0.385[2]
Oil-fired boiler in the building	0.2808[2]
District heating	0.124[3]
Natural gas	0.2044[2]
Town gas	0.28[1]
LPG	0.234[2]
District cooling	0.25[1]

Sources:

[1] Energi&Miljöfakta, www.energiochmiljo.se.

[2] Nordic Ecolabelling's criteria for Textile Services 2.1 Appendix 3, with data from the Danish Energy Agency (2008): Energy Statistics 2007.

[3] Nordic Ecolabelling's criteria for Grocery Stores

Appendix 5

Guidelines for assessing sustainability labelling for fish and shellfish (plus checklist)

Nordic Ecolabelling sets requirements regarding standards for certified fish and shellfish. The requirements are summarised in this document which is updated on an ongoing basis. Each individual standard and certification system is examined by Nordic Ecolabelling to ensure that all the requirements are met.

General requirements regarding standards for sustainability labelling of fish and shellfish

The following requirements apply for both wild-caught and farmed fish:

- The standard must balance economic, environmental and social interests and comply with the conventions and guidelines of the FAO and the UN. Nordic Ecolabelling places particular emphasis on the standard having absolute criteria that protect against illegal fishing and depletion of natural biodiversity.
- The standard and documents related to the standard must be public.
- The standard must be drawn up in an open process in which the environmental, economic and social stakeholders have been invited to take part.
- The standard is evaluated and revised on a regular basis so that the process is developed and environmental impact reduced on an ongoing basis.

Requirements regarding standards for wild-caught fish and shellfish

- The standard must have criteria stating that the fished stocks must not be overfished and that they are to be maintained at a level that promotes the objective of optimal utilisation over the long term.
- Assessment of fish stock status and trends, and of the impact of the fishing on surrounding ecosystems is to be based on adequate and scientifically relevant data/information.
- The standard must require consideration of ecosystems, i.e. assessment of the negative effects of the fishing.
- The standard must require a risk assessment and contain criteria aimed at minimising bycatch/discards.

Requirements regarding farmed fish and shellfish

- The standard must contain criteria concerning environmental aspects that ensure sustainable farming, which includes requirements on fishing for feed purposes.
- Animal health and welfare
- Food safety

Requirements on certification systems and certification bodies

- The certification system must be transparent, have major national or international credibility and be able to verify that the requirements of the standard are met.
- The certification body must be impartial and trustworthy, i.e. certification must be carried out by an accredited, competent third party.
- The certification system must be suitable to verify that the requirements of the standard have been met. The methods used in certification must be replicable and applicable for fishing/farming. Certification must primarily take place in accordance with a specific standard.
- Checks must be carried out of the standard of the fishing/farming before the certificate is issued.
- The certified fishing/farming must be checked/audited on a regular basis.

Requirement regarding CoC (Chain of Custody) certification

A requirement for CoC may be evaluated if the requirements laid down by authorities require supplementing:

- The products must be traceable throughout the production chain with at least the catch zone, trade name (scientific name) and production method (farmed/wild) (ref.: Regulation 104/2000/EC which only applies to non-processed products).
- Chain of Custody certification is to be carried out by an accredited competent third party, as is the requirement for certification of the fishing.
- The system must set requirements for the CoC chain guaranteeing traceability, documentation and checks throughout the production chain.

Checklist for assessing sustainability labelling of farmed and wild-caught fish and shellfish

Application concerns: ☐ Standard ☐ New application ☐ Reassessment ☐ Certification system ☐ Certification body	Name of standard, number, version: Geographical restriction:
Application submitted:	
Appendices to application:	☐ Certification body's latest audit report ☐ Other:
Type of standard:	Is the standard a national standard? Is it specific to one species of fish?
	Which international certification system is the standard based on?
	Is the standard approved by the international certification system? (yes/no)
	If the standard is an "interim standard", is the process underway for the standard to be approved by the international system? (yes/no)

Documentation requirement

Documentation requirement	**Comment, how requirement is fulfilled**
Copy of the standard, the name, address and phone number of the organisation which drew up the standard.	*Web address:* *Contacts (name, email, phone):*
The certification body's description (risk assessment report, max. 2 years old) of how the standard and certification system meet the requirements regarding fish standards.	*Web address:* *Contacts (name, email, phone):*
References from people who represent interested parties and stakeholders (only if there are conflicts in reports/other information sources).	*Web address/section in report:* *Contacts (name, email, phone):*

General requirements regarding standards for farmed and wild-caught fish and shellfish

Requirement	**Meaning of requirement**
Economic, environmental and social interests are balanced in the standard and comply with the conventions and guidelines of the FAO and the UN.	The standard shall comply with the UN's Rio Declaration Agenda 21, the 1982 UN Convention on the Law of the Sea, the 1995 UN Fish Stocks Agreement and the 2001 Reykjavik Declaration on Responsible Fisheries in the Marine Ecosystem; FAO Guidelines for the ecolabelling of fish and fishery products from marine capture fisheries and FAO Code of Conduct for Responsible Fisheries[12]; FAO International Guidelines on Bycatch management and reduction of discards[13] and the standard shall respect the sovereign rights of countries and comply with international agreements and conventions.
The standard must contain requirements that protect against depletion of natural biodiversity and illegal fishing.	The standard shall promote and aim for sustainable fishing. The standard shall effectively ensure that fishing does not overexploit the resource. The standard shall include requirements that ensure long-term management of fishing. The multi-use aspect is to be safeguarded (social aspect), protection of the socioeconomic values and status of the sea. The standard shall, if possible, protect against all forms of illegal exploitation of the ecosystem, and other illegal practices.
The standard must be generally available.	The standard shall be available to the public (anyone).
The standard must be drawn up in an open process in which the economic, environmental and social stakeholders have been invited to take part.	It is to be made clear which economic, environmental and social stakeholders have taken part in development of the standard. The standard shall contain requirements in the three areas: economic, environmental and social.
The standard is to be regularly evaluated and revised so that the process is developed and environmental impact reduced on an ongoing basis.	Plans shall be in place to evaluate and revise the standard. The standard shall be based on the best available scientific data.

[12] FAO, 1995. Code of Conduct for Responsible Fisheries (http://www.fao.org/docrep/005/v9878e/v9878e00.HTM)

[13] FAO 2011. FAO International Guidelines on Bycatch management and reduction of discards. http://www.fao.org/docrep/015/ba0022t/ba0022t00.pdf

Requirements regarding standards for wild-caught fish and shellfish

The principles referred to below are drawn from the FAO Guidelines for the ecolabelling of fish and fishery products from marine capture fisheries[14].

The standard must have criteria stating that the fished stocks must not be overfished and that they are to be preserved at a level that promotes the goal of optimum exploitation over the long term. Assessment of fish stock status and trends, and the impact of the fishing on surrounding ecosystems are to be based on adequate and scientifically relevant data/information. The standard must require consideration of ecosystems, i.e. assessment of the negative effects of the fishing. The standard must require a risk assessment and contain a requirement aimed at minimising bycatch/discards.	There shall be requirements in the following areas: The management system and the fishery operate in compliance with the requirements of local, national and international law and regulations, including the requirements of any regional fisheries management organisation, (FAO Principle 28). Assessment of fish stock status and trends, and the impact of the fishing on surrounding ecosystems are to be based on adequate and scientifically relevant data/information, (FAO Principle 29). The fished stock shall not be overfished, and shall be maintained at a level which promotes the objective of optimal utilisation and maintains its availability for present and future generations, (FAO Principle 30). Ecosystem considerations: Adverse impacts of the fishery on the ecosystem should be appropriately assessed and effectively addressed. There should be a "risk assessment/risk management approach", (FAO Principle 31). Methodological aspects: Assessing current state and trends in target stocks, (FAO Principle 32 and FAO 2011[15]).

[14] FAO, 2009. Guidelines for the ecolabelling of fish and fishery products from marine capture fisheries, revision 1, 2009 (http://www.fao.org/docrep/013/i1948e/i1948e08.pdf)

[15] FAO 2011. FAO International Guidelines on Bycatch management and reduction of discards. http://www.fao.org/docrep/015/ba0022t/ba0022t00.pdf

Requirements regarding standards for farmed fish and shellfish

The principles referred to below are drawn from the FAO's Technical guidelines on aquaculture certification[16].

The standard must contain criteria concerning environmental aspects that ensure sustainable farming, which includes requirements on fishing for feed purposes The standard should require that aquaculture is planned and practised in an environmentally responsible manner, in accordance with appropriate local, national and international laws and regulations. The standard shall comply with: FAO Code of Conduct for Responsible Fisheries, particularly Article 9 (Aquaculture development) FAO Technical guidelines on aquaculture certification and shall respect the sovereign rights of countries and comply with international agreements and conventions.	This means that the standard should include: A requirement that environmental impact assessments should be conducted prior to approval of establishment of aquaculture operations. There should also be a requirement that evaluation and mitigation of the adverse impacts on surrounding natural ecosystems, including fauna, flora and habitats should be carried out, (FAO Technical guidelines on aquaculture certification, principles 44 and 46). A requirement for regular monitoring of on-farm and off-farm environmental quality, (FAO Technical guidelines on aquaculture certification, principle 45). A requirement for efficient water management and use as well as proper management of effluents to reduce impacts on surrounding land and water resources and infrastructure construction, (FAO Technical guidelines on aquaculture certification, principles 47 and 51). A requirement that where possible, hatchery produced seed should be used for culture. When wild seeds are used, they should be collected using responsible practices, (FAO Technical guidelines on aquaculture certification, principle 48). A requirement that exotic species are to be used only when they pose an acceptable level of risk to the natural environment, biodiversity and ecosystem health, (FAO Technical guidelines on aquaculture certification, principle 49). A requirement that where genetic material of an aquatic organism has been altered in a way that does not occur naturally, science-based risk assessment should be used to address possible risks on a case-by-case basis, (FAO Technical guidelines on aquaculture certification, principle 50). A requirement that feeds, feed additives, chemicals, veterinary drugs including antimicrobials, manure and fertiliser should be used responsibly to minimise their adverse impacts on the environment and to promote economic viability, (FAO Technical guidelines on aquaculture certification, principle 52).
Wild-caught fish for feed	The standard shall contain requirements relating to fish for feed. The objective is for the fished stock to be maintained at a level which promotes the objective of optimal utilisation and maintains its availability for present and future generations[17].

[16] FAO, 2011.Technical Guidelines on Aquaculture Certification. (http://www.fao.org/docrep/015/i2296t/i2296t00.pdf)

[17] Pikitch, E., Boersma, P.D., Boyd, I.L., Conover, D.O., Cury, P., Essington, T., Heppell, S.S., Houde, E.D., Mangel, M., Pauly, D., Plagányi, É., Sainsbury, K., and Steneck, R.S. 2012. Little Fish, Big Impact: Managing a Crucial Link in Ocean Food Webs. Lenfest Ocean Program. Washington, DC. 108 pp. http://www.oceanconservationscience.org/foragefish/files/Little%20Fish,%20Big%20Impact.pdf

Animal health and welfare The standard should require that aquaculture activities are conducted in a manner that assures the health and welfare of farmed aquatic animals. Guidelines and standards set by the World Organisation for Animal Health (OIE) should be the specific normative basis for rules on animal health and welfare[18].	This means that there should be requirements that: • minimise stress, • optimise health, • reduce aquatic animal disease risks and maintain a healthy culture environment at all phases of the production cycle. This means that the standard should contain requirements such that principles 20–26 of the FAO's Technical guidelines on aquaculture certification are met. A requirement that aquatic animal health management programmes should be set up, based on OIE guidelines, (FAO Technical guidelines on aquaculture certification, principle 20). Rules on the movement of aquatic animals, animal genetic material and animal products (to prevent introduction or transfer of diseases and infectious agents pathogenic to aquatic animals), (FAO Technical guidelines on aquaculture certification, principle 21). Requirements and rules to ensure that farming conditions are suitable for the species concerned (in particular water temperature and quality), thus reducing the risk of disease, (FAO Technical guidelines on aquaculture certification, principles 22 and 25). Rules on the responsible use of veterinary medicines that ensure safety of public and animal health and protection of the environment, (FAO Technical guidelines on aquaculture certification, principle 23).
Food safety The standard should require that aquaculture activities are conducted in a manner that guarantees food safety.	The normative basis for rules on food safety should be to apply appropriate national or international standards and regulations, including those defined by FAO/WHO Codex Alimentarius[19].

Requirements regarding the certification system

Requirement	Meaning of requirement
The certification system must be transparent and trustworthy	Transparent = the process for developing the certification system is documented. There is a written methodology for the certification process, and that methodology is publically available. Trustworthy = the certification shall be independent of the business that it is certifying.
The certification system must be able to verify that the requirements of the standard have been met	The verification shall be repeatable. (Pilot) assessments by external consultants shall exist. The certification standard shall be applicable to the certification of fish. The certificate shall apply to a specific standard.

[18] The World Organisation for Animal Health (OIE) is the WTO's reference organisation for standards for animal health and zoonoses. http://www.oie.int/en/international-standard-setting/aquatic-manual/access-online/

[19] Codex Alimentarius is a collection of international food safety standards which has been adopted by the Codex Alimentarius Commission ("Codex"). Codex is based in Rome and funded jointly by the FAO and the WHO. http://www.wto.org/english/thewto_e/coher_e/wto_codex_e.htm

Certification body

Requirement	Meaning of requirement
The certification body must be independent, trustworthy and able to verify that the requirements of the standard have been met.	The certification body shall have transparent procedures for certification and appeals. The certification body shall treat all its clients equally. The certification body shall have written internal competence requirements and instructions for all auditors.
The certification body must be able to communicate the results of the certification.	There shall be a public list of valid certificates issued by the certification body. The certification body shall report the certification results to the client. The report shall contain any nonconformities.
The certification body must have the competence to effectively implement the standard.	The certification body's own description of how the body conducted the audit, including the frequency and scope of inspection visits to the fishery, plus a review of associated documents.