



## A.I.S.E. CHARTER FOR SUSTAINABLE CLEANING

### CSP Detailed Explanation

#### **Version 2.0, (15 June 2010) “Charter update 2010”**

#### **I. General conditions**

This document contains the set of **Charter Sustainability Procedures (CSPs)** which support continual improvement in sustainability, which is the objective of the A.I.S.E. Charter for Sustainable Cleaning.

These CSPs need to be progressively put in place within companies' operational frameworks, ensure that they are actively pursued as management policies, and their objectives progressively achieved.

While the CSP's contain only brief statements outlining “what” must be addressed, there is supplementary guidance in each case on “how” this may be done.

Companies will be eligible for the Charter once they have put in place the essential CSPs and have committed themselves to put the additional CSPs in place within three years of their admittance to the Charter.

To be admitted to the Charter as Ordinary Members companies must

- install those CSPs identified as 'essential' on at least 75% of their production (verified by an external verifier during the 'Charter Entrance Check') and
- within 3 years install all the CSPs on more than 75% of their production (verified by an external verifier during the first re-verification (the 'Additional CSP Check') which has to be performed on the three-year anniversary of the Entrance Check) and
- maintain such installation and strive to extend all the CSPs to 100% of their production and
- undertake three-yearly re-verifications thereafter.

The external verifier mandated by A.I.S.E. will require the participating companies to deliver sufficient proof of the CSPs put in place and of their use.

While companies have maximum flexibility to use whatever frameworks best fit their own organisation and culture, some formalisation and documentation for each CSP is essential. Therefore, evidence of existing systems in place which guarantees the use of CSP's (or any equivalent set of procedures) needs to be independently verified.

In order to avoid duplication of verification, where companies' sites are already audited annually under ISO 9001, ISO 14001/EMAS or ISO18001/OSHAS, Charter CSPs which are essentially equivalent to the relevant elements of those standards can be regarded as having been already verified, allowing the CSP verification to be shortened. A summary list of equivalences is attached as **APPENDIX**. Further details are available in the documentation section of the Charter extranet.



Equally, to qualify as 'best practice', or to be consistent with the principles of quality management and sustainable design, certain procedural elements are indicated.

## II. Operational Framework

For all operations under the company's own control, CSPs shall be implemented within frameworks that contain two basic commitments:

1. Compliance with all applicable legal requirements as a fundamental minimum;
2. Continual improvement of sustainability, balanced across the three pillars – social, economic and environmental – the latter being assessed across the life cycle of products and services.

For operations which may constitute significant risks to safety, health or the environment, best practice would require the adoption of formal procedures based on management systems such as 'Plan, Do, Check, Act'. The framework adopted in ISO 14001, for example may also be a suitable model. This requires organisations to:

1. Identify significant impacts, using risk assessment where appropriate.
2. Eliminate, control or reduce those impacts by:
  - a. Setting objectives and targets;
  - b. Putting in place a programme with defined timescales and allocated resources;
  - c. Defining roles and responsibilities for executing the policy and achieving the targets;
  - d. Ensuring competence, training and awareness among all concerned;
  - e. Establishing and maintaining appropriate documentation;
  - f. Planning and controlling critical operations.
3. Continuously improve by:
  - a. Checking and implementing corrective action;
  - b. Conducting senior management review.

Ideally, companies will integrate all the above requirements and CSPs into a "sustainability" approach that builds in continuous improvement from the beginning of, and throughout, the design process for both products and operations.

### III. List of CSPs

Relevant Life-cycle phase		Charter Sustainability Procedures (CSPs) (essential CSPs in bold, italics)		Link with the Charter Key Performance Indicators (KPIs)	
Overall sustainability		Overall sustainability policy		1) Participating companies	
1	Raw materials, incl. Chemicals and Packaging	<b>A</b>	<b><i>Raw material selection and safety evaluation</i></b>	2) Chemicals Safety 6) PBO consumption	
		B	Raw material and packaging supplier selection	2) Chemicals Safety	
		C	Packaging design and selection	7) Packaging material used	
2	Resource Use	<b>D</b>	<b><i>Resource Use</i></b>	<b><i>Energy use</i></b>	8) Energy / CO-2 used
				<b><i>Water use</i></b>	9) Water used
				<b><i>Raw material use</i></b>	10) Waste
				<b><i>Packaging material use</i></b>	7) Packaging material used
3	Manufacturing	<b>E</b>	<b><i>Occupational Health &amp; Safety</i></b>	3) Occupational Health & Safety	
		<b>F</b>	<b><i>Manufacturing Environmental Management System</i></b>	10) Waste	
4	Distribution	G	Distribution Safety Evaluation	4) Consumer /Customer safety	
		<b>H</b>	<b><i>Product recall system</i></b>	4) Consumer /Customer safety	
5	Product Use and Review	<b>I</b>	<b><i>Finished Product Safety Evaluation</i></b>	4) Consumer /Customer safety	
		J	Consumer and User information	5) Consumer + user information	
		K	Product Performance and Review system	4) Consumer /Customer safety 5) Consumer + user information	
6	Overall	L	Internal Sustainability Target Setting		



#### IV. Charter Sustainable Procedures - Content

##### A) Raw material selection, including safety evaluation of raw materials (essential)

###### **Raw Material Selection**

Companies will work to continually improve raw material selection, balanced across the three sustainability pillars (social, economic and environmental) by the following actions:

1. Setting and reviewing specifications for individual raw materials that seek to optimise sustainability in sourcing and by ensuring efficient and reliable processing and formulation into products
2. Selecting raw materials in a way that looks to:
  - a. Establish safety through Raw Material Risk Assessment, by
    - i. carrying out a risk-based assessment
    - ii. minimising the use of Substances of Very High Concern (SVHCs – those are defined in Article 57 of the “REACH Regulation” (EC) No 1907/2006)
  - b. Manage risks to human health or the environment, by favouring ingredients:
    - i. where the margins of safety are wide
    - ii. which are readily biodegradable
    - iii. which are less likely to bio-accumulate
3. Companies shall in addition consider, on a case-by-case basis bearing in mind life-cycle management principles, opportunities to use:
  - a. specific recycled materials where these are available
  - b. specific sustainably-sourced raw-materials

In both these cases, a specific policy for the further use of such materials should be installed in the company.

###### **Raw Material Safety Evaluation**

Companies will progressively and systematically perform or otherwise obtain appropriate safety evaluations for relevant raw materials used in their products.

Safety evaluations will evaluate risks to:

- human health, for the consumer use phase, including intended use and considering foreseeable misuse, including accidents
- the environment, considering significant compartments for release during and after consumer use

The risk assessment approach used shall be consistent with the principles of the HERA approach and of the EU Technical Guidance Documents in relation to EU Directive 793/93 and REACH.

Companies shall use the HERA assessment for the raw material if this is available. Otherwise, companies shall obtain a safety evaluation from suppliers or through collaborative networks, and confirm it as appropriate to the circumstances of their use. One suitable approach would be to use the ECETOC Risk Assessment web tool.



Where a product is to carry the ASP logo the Charter Environmental Safety Check shall be used in addition for determining no effect levels of aquatic toxicity.

For scenarios that show concern at the highest tier, steps shall be taken either to obtain additional data if it is believed this will usefully refine the assessment, or to reduce the risks associated with the use to an acceptable level through appropriate risk management measures.

## **B) Raw material and packaging suppliers selection (within 3 years)**

### Raw material suppliers selection

Companies will work to continually improve, balanced across the three sustainability pillars, by selecting suppliers for raw materials for their products who are similarly working to improve the sustainability of their own operations.

Companies shall establish a register of approved suppliers; suppliers shall not be admitted to this register for example:

- unless they have demonstrated they are able to supply raw material(s) to the required specification
- unless they have management systems in place to classify and label products as regards hazards to health or the environment as required by law

Companies shall favour, wherever practical and viable alternatives are available, suppliers who:

- have quality management and assurance systems in place to guarantee timely supply of material within specification
- have occupational health and safety control arrangements in place to guarantee the safety and welfare of their workforce and that they comply with all legal requirements in this area
- have environmental management systems in place to ensure that the impact on the environment from their manufacturing operations are appropriately managed and minimised and that they comply with the relevant legal requirements
- have sustainability policies in place to address the wider environmental impacts of their activities and to promote continual improvement

### ***Packaging and packaging material suppliers selection***

Companies shall work to continually improve, balanced across the three sustainability pillars, by selecting suppliers for packaging and packaging materials for their products who are similarly working to improve the sustainability of their own operations.

Companies shall establish a register of approved suppliers; suppliers shall not be admitted to this register unless they have demonstrated that they are able to supply packaging and packaging material(s) to the required specification

Companies shall favour wherever practical and viable alternatives are available suppliers who have:

- quality management and assurance systems in place to guarantee supply of packaging and packaging material within specification



- occupational health and safety policies and procedures in place to guarantee the safety and welfare of their workforce and that they comply with all legal requirements in this area
- environmental management systems in place to ensure that risks to the environment from their manufacturing and distribution operations are appropriately managed and minimised and that they comply with all legal requirements in this area
- sustainability policies in place to address the wider environmental impacts of their activities and to promote continual improvement

### **C) Packaging design and selection (*within 3 years*)**

Whilst packaging should clearly fulfill its essential functions – including consumer acceptance, companies shall design packaging and select packaging materials for their products in a way that seeks to improve the sustainability of those products and their packaging across their life-cycles.

The packaging system design and material selection shall seek to:

- minimise packaging volume and weight,
- minimise environmental impacts and improve sustainability of the complete packaging system (i.e. primary, secondary and tertiary packaging) across the whole life cycle of the system. To the extent that it can help achieve this, the packaging system shall:
  - consider the use of recycled material where economically available, legally allowable and technically feasible
  - consider the use of refill packs and/or returnable containers
- permit recovery after use as materials, as energy or by composting. Wherever practicable, the packaging components should be easily separable to facilitate recovery
- encourage environmentally responsible use of the contents and disposal of the used packaging
- minimise contamination that may arise as emissions or leach from the material when packaging waste is incinerated or landfilled
- not inappropriately appeal to children

The optimisation with regard to resource use is expected to positively impact simultaneously both, the environmental footprint and the economics of a given packaged product. However, optimising resource use must not be done at the expense of the related social aspects (e.g. child-resistant closures, consumer convenience, etc.)

### **D) Resource Use Policy (*essential*)**

Companies shall establish and maintain control arrangements that seek to continually improve sustainability, balanced across the three sustainability pillars by using more efficiently the four key resources used in their own or other production process and in the use of their products:

- Energy
- Water
- Raw materials and
- Packaging



#### **E) Occupational health and safety management (essential)**

Companies shall establish, document, implement, maintain and continually improve an occupational health and safety management system (OHSMS) in relation to their manufacturing activities.

The OHSMS, which will be appropriate to the nature and scale and occupational health and safety impacts of their activities, products and services; will ensure that:

- Hazards arising from and within their manufacturing activities that may have a significant impact on occupational health and safety are identified and risk assessments made
- Significant occupational health and safety risks that are identified by these assessments are eliminated or controlled effectively
- Emergency situations and potential accidents that may impact occupational health and safety have been identified, procedures to prevent or mitigate such impacts are in place, and these are periodically tested and reviewed
- Senior management review takes place at planned intervals and assesses opportunities for improvements and changes to the system and to objectives and targets

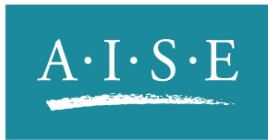
Specifically, where the manufacturing operations involve use or handling of enzymes, companies will follow the A.I.S.E. “Guidelines for the Safe Handling of Enzymes in Detergent Manufacture” or other approaches which give an equivalent level of protection.

#### **F) Manufacturing environmental management (essential)**

Companies shall establish, document, implement, maintain and continually improve an environmental management system (EMS) in relation to their manufacturing activities.

The EMS, which will be appropriate to the nature and scale and environmental impacts of their activities, products and services, will ensure that:

- Significant environmental aspects of the Company’s operations that may adversely impact the environment are identified
- Objectives and targets are set and documented, a programme to achieve those objectives and targets is in place, and roles and responsibilities are defined and documented
- Relevant employees are trained, competent for the tasks they perform, and aware of the consequences of failures
- Operations that are associated with identified significant environmental aspects are planned to ensure they are carried out under specified conditions
- Emergency situations and potential risk areas that may impact the environment have been identified and procedures to prevent or mitigate associated environmental impacts are in place, and periodically tested and reviewed
- Procedures are in place to:
  - Monitor and measure the identified, significant environmental aspects, regularly:
  - Periodically evaluate compliance with legal and other relevant requirements
  - Control non-conformities and take corrective and preventive actions



- Maintain appropriate records
- Senior management review takes place at planned intervals and assesses opportunities for improvements and changes to the policy, the system and objectives and targets

**G) Distribution Safety Evaluation (*within 3 years*)**

Companies shall establish and maintain control arrangements for the safety evaluation of their products to ensure that they are safe throughout the distribution chain from manufacturer to consumer and survive in acceptable condition.

The safety evaluation shall, before the product is put on the market:

- evaluate the safety of the product during distribution in terms of foreseeable mishandling and accidents as well as intended handling.
- verify that the product has been appropriately classified, labeled, and where applicable packaged, in accordance with the legislation governing the Transport of Dangerous Goods and taking into account documents such as the A.I.S.E. "Land Guide" on these matters.

**H) Product Recall (*essential*)**

Companies shall establish and maintain control arrangements for the recall of products that have been distributed in the event that faults become evident.

These arrangements will ensure that:

- criteria are defined and communicated to all relevant personnel to require them to raise an alarm with designated persons should a fault that may require a recall be discovered
- suppliers understand their duty to notify the Company, and have appropriate contact information, should they become aware of faults that may cause the Company's products to pose a risk, cause gross dissatisfaction or be unacceptable in terms of legal compliance
- the Company responds quickly and decisively to manage any required product recall so as to minimise or eliminate:
  - danger or risk to consumers and the local community
  - risk to customers or other trade partners
  - risk to employees
  - risk to the company's reputation and its shareholders
- suspect and retrieved stock can be securely isolated until disposal arrangements are in place



## I) **Finished Product Safety Evaluation (essential)**

Companies shall establish and maintain control arrangements for the safety evaluation of their products to ensure that they are safe for consumers / customers to use.

In a professional setting such safety evaluation should include optional devices and / or personal protection equipment to reduce exposure to the (end) user.

This requirement supplements the safety evaluation of individual ingredients (CSP "A"), and addresses the safety of the formulated product including its physical form, its mode of use and its packaging.

The safety evaluation shall, before the product is put on the market:

- evaluate the safety of the product in terms of foreseeable misuse and accidents as well as intended use.
- verify that the product has been:
  - appropriately classified, labeled, and where applicable packaged, in accordance with the Dangerous Preparations Directive and taking into account the A.I.S.E. Guidelines on Classification and Labeling
  - In accordance with the relevant transport regulations

## J) **Consumer and User Information (within 3 years)**

### ***Safe use icons usage policy***

Companies shall establish a policy of providing direct access to information to guide consumers and users in the safe use and disposal of products and packaging. Specifically, this policy shall have as its aim that the safe use advice be used on household products as set out in the A.I.S.E. guidelines using pictograms and standard phrases grouped together in a 'safe use advice box'.

For professional products, this policy shall be aimed to maximizing the usage of relevant pictograms developed by A.I.S.E. for the I&I sector.

For products carrying or intended to carry the Charter ASP logo, this may be a specific requirement according to category.

In a business-to-business situation, companies shall provide additional communication means such as personal contacts (account management), training (in-house or on-site), technical service and technical product information sheets.

### ***Best use information usage policy***

The company shall establish a policy of providing to the consumer or end-user adequate best use information in order to encourage sustainability in the use phase. This may be through on-pack or other reference to the [www.cleanright.eu](http://www.cleanright.eu) portal and/or through the use of relevant A.I.S.E. category Best Use information across all relevant SKUs, subject to product appropriateness, suitability and label space.

For products carrying or intended to carry the Charter ASP logo, there may be a specific requirement for specified information according to category (for example, the Washright Panel for laundry powders).

For the purpose of verification, the company shall provide evidence of the existence of such a policy and that it is included at least quarterly in compliance reviews. The



details of specific requirements to be communicated by companies as per industry guidance will be provided in each Advanced Sustainability profile, per product category.”

#### **K) Product Performance and Review (within 3 years)**

##### ***Product Performance***

Companies shall have in place and operate a process to review the environmental aspects of new products, designed to reduce their environmental burden across the overall product life cycle through the application of life cycle thinking.

Where companies put in place new measures designed to reduce the environmental burden of products across their life cycle (e.g. instructions to consumers to use a specific 'low dose' of a detergent or to wash at a specific temperature), they shall have made a reasonable assessment that:

- a) the product is still able to deliver an acceptable level of cleaning (etc.) performance to the consumer and
- b) there will be a net reduction in environmental burden across the life cycle of the product as a result of those new measures (other factors being equal).

This means that life cycle thinking should be applied.

##### ***Product Review***

Companies shall establish a policy of receiving and reviewing experience of their products on the market as a basis for continual improvement in sustainability, including minimizing risks to human health and the environment. Specifically, companies shall include in this policy the following aims:




- 1) A consumer 'care-line' facility available via a 'freephone' telephone number (and / or an e-mail address or online response service) to receive enquiries, comments and complaints from consumers about the products and their performance and acceptability. This facility should be operated under procedures which will ensure that:
  - i) enquiries are appropriately answered, and complaints are investigated and a suitable response made
  - ii) reference is made to suitably qualified or responsible persons as necessary or legally required
  - iii) enquiries, comments and complaints are logged in appropriate detail to provide a basis for review and corrective action or improvement
- 2) A procedure for acquiring and reviewing available information on accidents with the products, for example as made available via Poison Control Centres
- 3) A procedure for organising and reviewing all available feedback, whether from routine use, failures, accidents or emergencies as a basis for continual improvement.





























































#### **L) 'L' Internal sustainability target setting (within 3 years)**

The company shall establish a set of internal targets for improving the company's sustainability performance. These targets shall cover the ten primary KPIs used in the A.I.S.E. KPI reporting, plus any other KPIs which the company considers relevant to its internal processes. For the purpose of verification, the company shall provide evidence of the existence of such targets, that actions are being taken to achieve them and that they are reviewed at least annually. Those internal targets will remain confidential to the company/verifier's review.




















































## SUMMARY TABLE OF CSP EQUIVALENCES




















































(For detail see documentation provided on the Charter Extranet)

<b>Legend:</b>		Standard contains no requirements to fulfil the CSP.
		Standard could fulfil the CSP under certain conditions.
		Standard fulfils the CSP (at least scoring level 3).

CSP	Domain / control activity	ISO 9001	ISO 14001 / EMAS	BS OHSAS 18001
<b>A1</b>	<b>Raw material specification procedure</b>			
A1-0	Level Check:			
A1-1	Specifications:			
A1-2	Raw material selection:			
A1-3	Ingredients:			
A1-4	Pro-active search:			
<b>A1*</b>	<b>Raw material selection</b>			
A1-1	Specifications:			
A1-2	Raw Material Risk Assessment:			
A1-3	life-cycle management principles:			
<b>A2</b>	<b>Raw materials ordering procedure</b>			
A2-0	Level Check:			
A2-1	Selected users:			
A2-2	Purchases:			
A2-3	Ordering procedure:			
A2-4	Continuity plans:			
<b>A3</b>	<b>Raw materials receiving procedure</b>			
A3-0	Level Check:			
A3-1	Authorized orders:			
A3-2	Receiving documentation:			
A3-3	Materials inspected:			
A3-4	Receiving log:			
A3-5	Analytical methods:			
A3-6	Sample testing:			

CSP	Domain / control activity	ISO 9001	ISO 14001 / EMAS	BS OHSAS 18001
A4	Raw materials handling in production			
A4-0	Level Check:	😊	😊	😊
A4-1	Material safety data sheet:	😊	😊	😊
A4-2	Safety evaluation:	😐	😊	😊
D1	Resource use in production			
D1-0	Level Check:	😞	😊	😞
D1-1	Water use:	😞	😊	😞
D1-2	Energy use:	😞	😊	😞
D1-3	Raw material:	😞	😊	😞
D1-4	Packaging use:	😞	😊	😞
D2	Targets and objectives (internal)			
D2-0	Level Check:	😊	😊	😞
D2-1	Targets and objectives:	😐	😊	😞
E1	Operational health and safety risk assessment			
E1-0	Level Check:	😞	😞	😊
E1-1	Risk assessment:	😞	😞	😊
E2	Operational health and safety procedures			
E2-0	Level Check:	😊	😊	😊
E2-1	Safe handling:	😐	😐	😊
E2-2	Emergency situations:	😐	😊	😊
E2-3	Safety concerns:	😐	😐	😊
E2-4	Maintenance program:	😐	😐	😊
E2	Targets and objectives (internal)			
E3-0	Level Check:	😊	😊	😊

CSP	Domain / control activity	ISO 9001	ISO 14001 / EMAS	BS OHSAS 18001
E3-1	Targets and objectives:			
F1	Environmental risk assessment			
F1-0	Level Check:			
F1-1	Risk assessment:			
F2	Environmental safety procedures			
F2-0	Level Check:			
F2-1	Safe handling:			
F2-2	Emergency situations:			
F2-3	Safety concerns:			
F2-4	Maintenance program:			
F3	Targets and objectives			
F3-0	Level Check:			
F3-1	Targets and objectives:			
H1	Product recall procedure			
H1-0	Level Check:			
H1-1	Standard operating procedures:			
H2	Product recall communication			
H2-0	Level Check:			
H2-1	Communication guidelines and procedures:			
I1	Finished product safety evaluation			
I1-0	Level Check:			
I1-1	Safety evaluation:			
I1-2	Risk assessment:			
I2	Classification, labelling and packaging of finished products			

CSP	Domain / control activity	ISO 9001	ISO 14001 / EMAS	BS OHSAS 18001
I2-0	Level Check:			
I2-1	Classification:			
B1	<b>Selection of raw material / packaging suppliers</b>			
B1-0	Level Check:			
B1-1	Register:			
B1-2	Vendor classification system:			
C1	<b>Packaging material specification and design procedure</b>			
C1-0	Level Check:			
C1-1	Material specification, design guidelines and specifications:			
C1-2	Selection and design policy:			
C1-3	Recycled and renewable packaging:			
G1	<b>Classification, labelling and packaging procedures for distribution</b>			
G1-0	Level Check:			
G1-1	Product classification:			
G1-2	Packaging:			
G2	<b>Distribution procedures</b>			
G2-0	Level Check:			
G2-1	Safe handling, storage and distribution:			
G2-2	Emergency situations:			
J1	<b>Safe use icons usage policy:</b>			
J1-1	Establishing a safe use icons usage policy:			
J2	<b>Best use information usage policy:</b>			
J2-1	Establishing a best use information usage policy:			
J3	<b>Professional customer information (I&amp;I sector)</b>			

CSP	Domain / control activity	ISO 9001	ISO 14001 / EMAS	BS OHSAS 18001
J3-0	Level Check:			
J3-1	Material safety data sheets:			
J3-2	Product use information:			
J3-3	Language:			
J4	<b>Technical and customer service for professional customers (I&amp;I sector)</b>			
J4-0	Level Check:			
J4-1	Complaints:			
J4-2	Training:			
K1	<b>New products development</b>			
K1-0	Level Check:			
K1-1	Life cycle thinking:			
K2	<b>Product review procedure</b>			
K2-0	Level Check:			
K2-1	Product review procedure:			
K2-2	Feedback:			
K2-3	Accidents:			
K3	<b>Targets and objectives (internal)</b>			
K3-0	Level Check:			
K3-1	Eco-efficiency:			
K3-2	Improvement:			
L1	<b>Internal Sustainability Target Setting</b>			
L1-1	Establishing targets:			