



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

Procedure for the Charter Entrance Check and Charter Additional CSP Check by an Accepted Verifier

(Version 1.0, 15 June 2010)

I. Introduction

Companies committed to the A.I.S.E. Charter for Sustainable Cleaning are required to pass a Charter Entrance Check, and three years after an Additional CSP Check, which will continue to be performed every three years on a growing percentage of the production. These on-site checks are performed by an **accepted** independent verification organisation. The purpose of these CSP Checks is to determine if the applicant company has implemented the Charter Sustainability Procedures (CSPs) or equivalent management processes to the standard required by the Charter (i.e. six (6) essential CSPs which have to be in place at the time of the Entrance Check, covering a minimum of 75% of the company's production, and six (6) additional which have to be implemented within three (3) years of the company joining the Charter, on more than 75% of the production). The company is responsible for organising the verification process in due time. The CSP check is irrespective of the checking of key performance indicators (KPI) that is initiated by A.I.S.E.

Once the company has joined the Charter it is required to report each year on its individual sustainability performance, on the basis of a set of ten (11) Key Performance Indicators (KPI's). Checking the process of entering the data into the Charter Extranet (but not the data itself) will be part of a verifier's task, who will be appointed by A.I.S.E.

II. How can a verifier join the panel of A.I.S.E.-accepted verifiers?

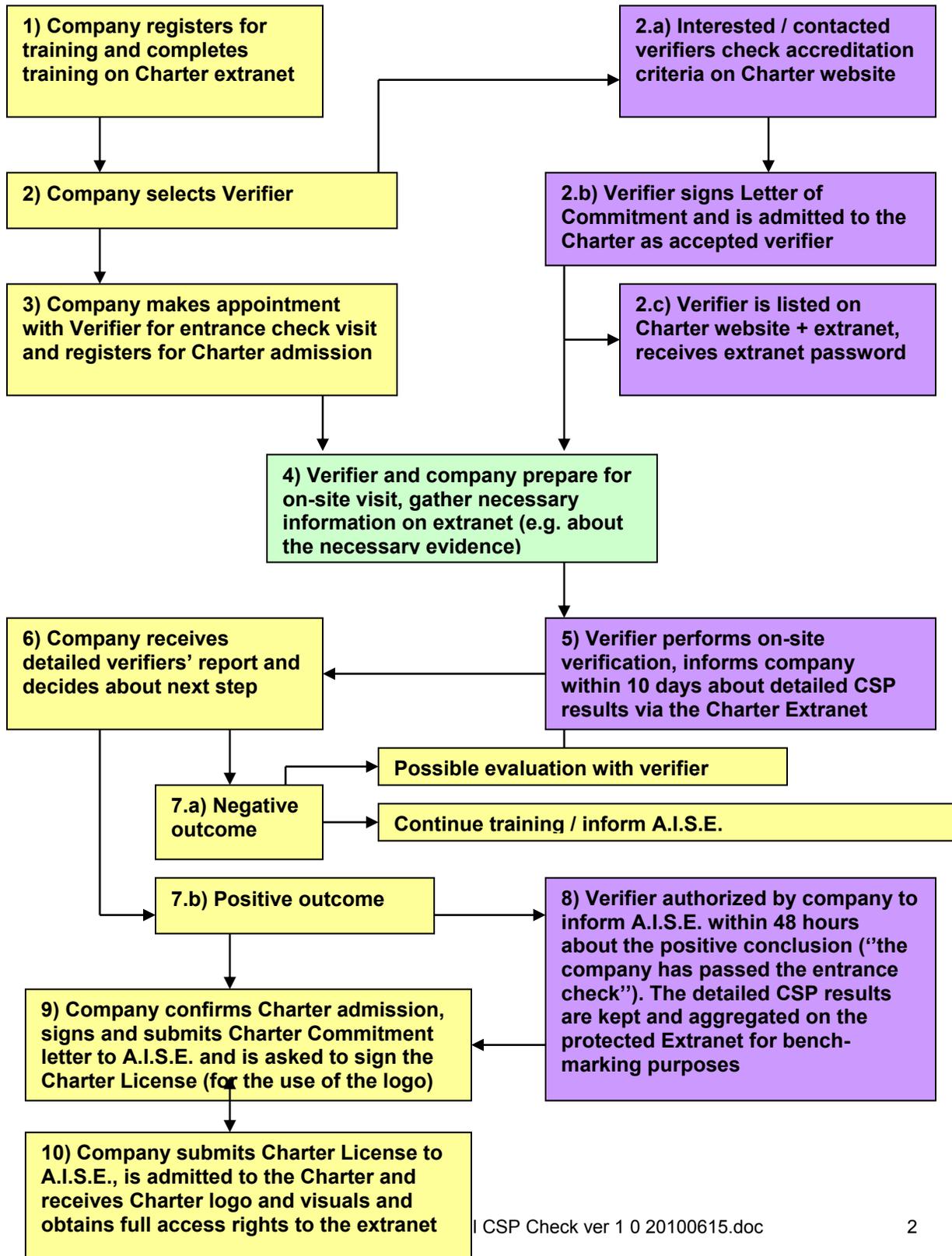
In order to join the panel of A.I.S.E.-accepted verifiers, verification organisations need to be officially accredited by a government-recognised national accreditation service and sign the Verifier's "Letter of Commitment", to be sent to the A.I.S.E. Secretariat.

Subsequently the verifier will be listed as Accepted Verifier ("Verifier") on the Charter website (public part – name only) and on the Charter extranet (protected – full contact details including if possible information about tariffs per country).

III. Overview of the procedures for the Charter Entrance and the Additional CSP Check

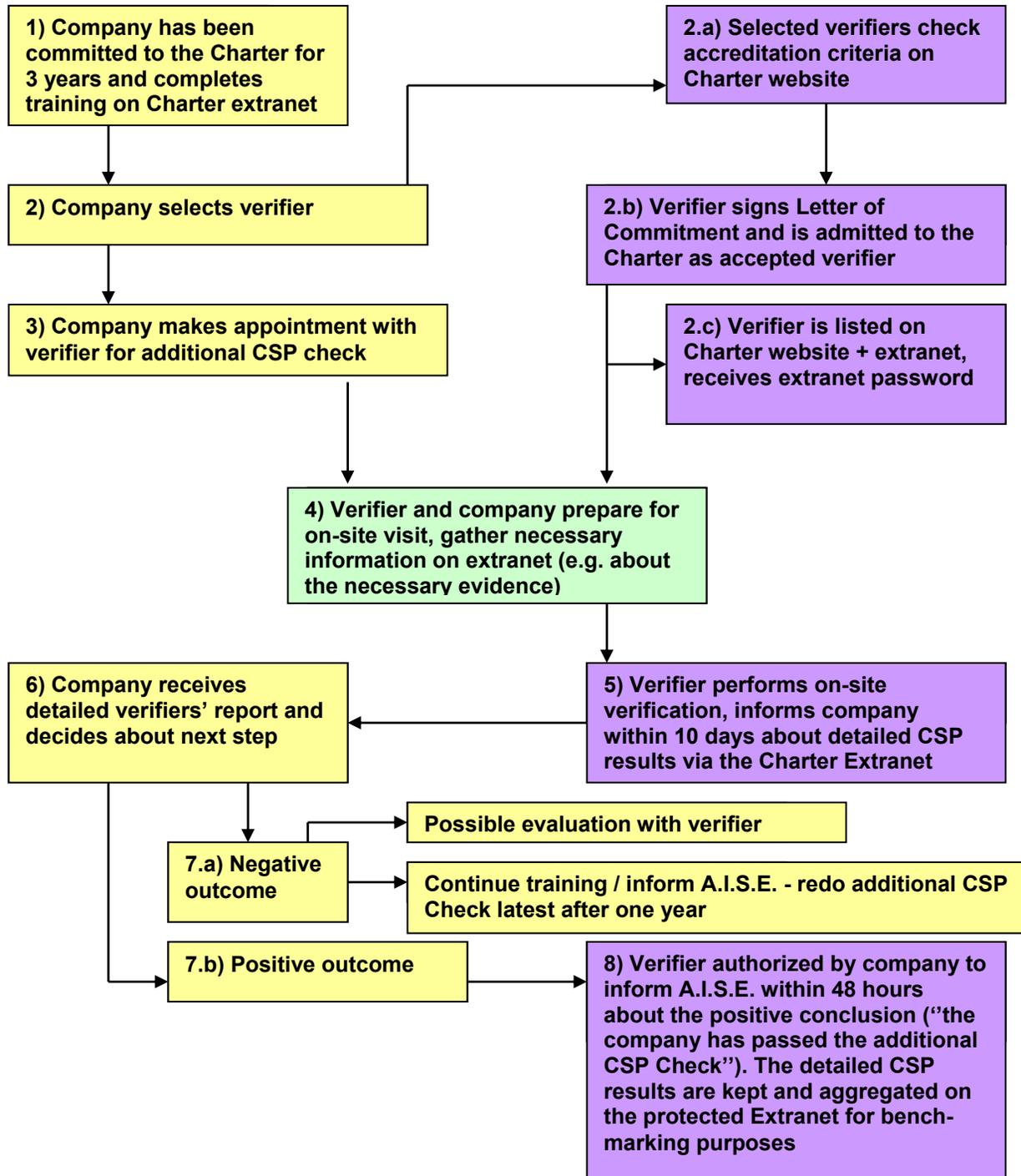
a) Charter Entrance Check

This chapter explains the step-by-step (1-10) procedure to become a Charter ordinary member (i.e. companies manufacturing) and clarifies the role of the Verifier.



b) Additional CSP Check

This chapter explains the step-by-step (1-8) procedure to perform the additional CSP Check and clarifies the role of the Verifier.



1) Web based training for additional CSPs

To support companies in the verification process they can use the Charter's web-based training system for CSPs that resembles to the Charter CSP Checks.

The training allows the applicant company to go through the complete CSP Check procedure, which is identical to the one performed by the selected Verifier on-site. The company needs to answer a set of questions and the web-based system automatically turns the answers into scores for each Charter Sustainability Procedure (CSP). This might help companies to monitor and document the progress with respect to the additional CSPs.

The extranet also contains detailed information about the evidence the company has to provide in order to demonstrate to the Verifier that the CSP's are in place and being implemented as part of the company's management systems.

A minimum score of 60% or more for each of the eleven CSPs will be sufficient.

2) Equivalent elements of the Charter 2010 CSPs and ISO 9001, ISO 14001 / EMAS and BS OHSAS 18001

A number of schemes exist with regard to quality management or environmental management systems, such as ISO 9001, ISO 14001 / EMAS and BS OHSAS 18001. However, those are common to any industry sector.

Within the Charter system, a tailored approach to quality/environmental management schemes is proposed for the detergent and maintenance products sector. However, it is also proposed as from 1 October 2010 that where companies are already certified annually under ISO 9001, ISO 14001 / EMAS and BS OHSAS 18001, there is a system of "equivalences" or "synergies" in place. This principle is based on the assumption that for those Charter CSP control activities which are essentially the same as the relevant elements of the above standards, those can be regarded by the independent verifier as having been already verified. The aim is to avoid duplication of company resources spent on audits. However, the CSPs include a number of additional or separate management controls which relate to wider sustainability considerations, tailored to the detergents and maintenance products sector.

For this purpose, A.I.S.E. has developed guidance documents for the company and the verifier on

- a) which CSPs are covered by the requirements of the above mentioned standards and
- b) how to handle those equivalences during the CSP Checks

3) Company selects a Verifier and applies for admission

Once the company feels ready for the on-site verification, they can apply for the additional CSP Check. In order to start the procedure, the company needs to contact a Verifier and make an appointment for the on-site visit. The Charter's web-based system includes a search engine that allows the company to find a Verifier that is active in the company's region.

The company is free to choose any Verifier that is listed on the “accepted verifiers” panel. If the company would like to work with a verifier that is not yet listed, they need to ask the verifier to sign the “Verifiers Letter of Commitment” and submit it to A.I.S.E. The new Verifier will be listed on the Charter’s web-based system shortly after A.I.S.E. receives the letter provided that he can provide sufficient proof of its official accreditation.

The company has to apply for the verification by entering companies’ and verifier’s details (including the date of the on-site-check) into Charter’ web-based system.

4) Verifier prepares the on-site visit

Typically, the on-site-check will be performed in head office of the company while a check of the factories is not required. Where a company operates in more than one country or has more than one head office it will nevertheless conduct the verification in one location. Minor differences between the questions for Household and I&I (Industrial & Institutional) companies should be taken into account.

The Charter’s web-based system helps the Verifier to gather the necessary information to prepare the on-site check (see: Guidance to the Charter Entrance and Additional CSP Check). For example, the extranet provides the Verifier and the company with an overview of kind of evidence the visited company needs to prepare for the CSP Checks.

After the company has submitted the form, the Verifier automatically receives - via the Charter extranet system - an e-mail invitation for the on-site check. NB: the Verifier should only perform the on-site visit upon receiving the official e-mail invitation!

Each accepted Verification Company receives a personal username and password that allows the Verifier to log in to the Charter extranet.

After authorisation the Verifier will be able to access a new feature in the verifier section of the Charter extranet. The Verifier will find a menu item in the left navigation called: “CSP Check Report”. This screen will display a list of the companies that have chosen the Verifier in question to perform their /Entrance Check/Additional CSP Check.

5) Verifier performs the on-site verification

The CSP Checks have been designed in such a way that the on-site visit can be performed in one day, if the company is well prepared to provide the Verifier with immediate and correct evidence.

How to provide evidence?

There are two possibilities on how to provide evidence:

- a) In case the CSP check is combined with an audit, the evidence will be provided during the audit.
- b) In case the CSP check is not combined with an audit, there has to be a debate on the nature of evidence before the check itself. Build on the training done by the company through the online system, the verifier should identify possible gaps and inform the company what evidence in detail would be requested

(see also chapter 2) Relationship between the Charter CSPs and ISO 9001, BS OHSAS 18001 and ISO 14001 / EMAS).

6) Verifier fills in the verification results and informs the company first

The Verifier has to make use of the electronic calculation and reporting files published on the protected 'Verifiers part' of the Charter extranet. These look very similar to the forms the company has been able to use during the training period.

The Verifier has to inform the company **first** about the detailed outcome of the visit. The Verifier should send its report to the company within 10 working days after the visit has been performed.

7) Company is informed about their result

If the outcome is **positive** the company authorises the Verifier to pass on the overall conclusion to A.I.S.E., without the details of the results per CSP but with the message that “the visited company has passed the Entrance/Additional CSP Check”.

If the outcome of the CSP Check is **negative** the company can apply for a second Check and redo the CSP Check latest after one year.

NB: it is up to the company to inform A.I.S.E.

No one but the Verifier and the visited company will have access to the detailed results of the Additional CSP Check, through the protected extranet. However, the company can decide to share the results - under confidentiality agreement - with A.I.S.E.

8) A.I.S.E. receives information about the success of the CSP Check

Subject to authorisation by the visited company, the verifier will report the end-result to A.I.S.E.

As indicated before, this report will only consist of the conclusion whether the visited company has passed the CSP Check. No reference is made to the details of the overall score, nor to the scores per question. The detailed CSP results are kept on the extranet for aggregation and benchmarking purposes.

The Verifier should be able send its conclusion to A.I.S.E. **immediately (within 48 hours)** after authorisation of the company.

IV. Detailed instructions for the verifier on how to use the Charter’s web-based system

As these website pages contain highly confidential information the identified Verifier only has access to this part of the extranet; individual company data will only be accessible to the company itself and the Verifier.

A. Authorisation on the extranet

Go to www.sustainable-cleaning.com, and enter you username and password on the login box.

Note that the “Remember password” box should never be used on a public computer.



A screenshot of a login form with a blue header and white input fields. The form contains the following elements: a 'Username' label above a text input field, a 'Password' label above another text input field, a checkbox labeled 'Remember password?', a blue 'Login' button, and a blue link labeled 'forget password?'.

B. Go to the Verifier’s area

Move your mouse to the top of the screen, and click on “Verifier”.

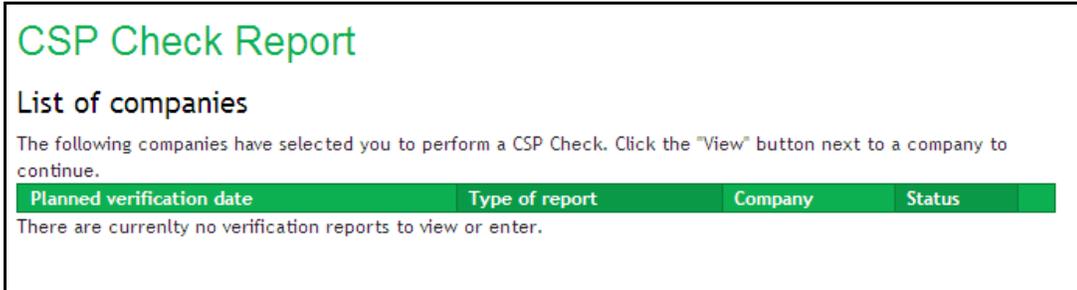


C. Select “CSP Check Tool” in the left navigation



D. Company overview screen

This screen displays an overview of the companies that have chosen you to perform their additional CSP Check.



The "Planned verification date" is the date that the company has entered for the on-site verification. This appointment should have been agreed between the company and the Verifier in advance.

The "Status" indicates the status of the CSP Check. We distinguish the following statuses:

- *Requested*: The company has requested the on-site verification;
- *Open*: The Verifier has started to fill-out the CSP Check on the web system, but did not complete it yet;
- *Completed*: The Verifier had completed the CSP Check report. The result of the report has been submitted to A.I.S.E.

E. Select a company

You can start to fill-out the Entrance/Additional CSP Check results by clicking the "Status" button on the right of a company that is in "Requested" status.

If the company status is "Open", you can click the "Continue" button to continue the report.

If the company status is "Completed", you can click the "View" button to review or print the already submitted report.

F. Download PDF Report

This screen allows you to download a printable PDF report that contains the information needed to perform the online visit.

We highly recommend you to print this report and use it during the visit. The document has been created in such a way that you can mark/write the results of the

visit directly on the document.

After the visit, you will use the notes on the printed document as the source for reporting the result of the Entrance/Additional CSP Check in the online system. To start filling in the results, click on "*Enter the CSP Check Results*".

To perform the on-site verification you have the choice to:

- work online, immediately entering the scores and results in the extranet system
- work offline, using the PDF document below. This document allows you to perform the on-site visit without internet connection, in which case you are required to enter the results in the extranet at a later moment.

 **[Download PDF Report for: Demo Company](#)**

It can take up to 30 seconds before the download starts.

[Enter the CSP Check Results](#)

Click here to proceed and enter the scores and results online. You are required to submit the CSP check results using this form within 10 days after the on-site visit.

G. Report the CSP Check results - Step 1: General information

Company	Demo Company
Verifier	Demo Verifier
Auditor who performed the visit *	<input type="text" value="John Doe"/> <i>First & Last name</i>
Actual visit date *	<input type="text" value="31/10/2007"/> ... <i>If the visit took more than one day, enter the first visiting date.</i>
Comments	<div style="border: 1px solid gray; height: 100px; width: 100%;"></div> <p><i>These comments will be shared with the company you visited. A.I.S.E. will be able to read these ONLY if the company decides to disclose the results of the CSP Check.</i></p>

This screen allows you to enter general information about the on-site verification. If necessary, you can correct the name of the company and the person who has performed the on-site visit. You can also adjust the date of the on-site visit.

The general comments field allows you to enter general comments about the on-site visit (e.g. information about the way the visit was carried out, suggestions for improvement, etc.)

Press the "Next" button to save the changes and continue to the next step.

H. Verification overview screen (select a CSP)

This screen displays an overview of the CSP's. The status shows if the reporting for the CSP has been completed. We distinguish the following statuses:

- *Open*: Reporting for this CSP is not yet completed
- *Completed*: Reporting for this CSP is completed (but can still be changed).

You can click on the button “Domains” to open the CSP.

Please note that the structure of the on-site check and the report is the following:
CSP > Domain > Control Activity > Check

Please enter all the results of the onsite-visit CSP Check. When all CSP's have been "completed", click the button "Review CSP Check Results" on the bottom of the page. This will allow you to review all scores before submitting.

Essential CSP	Score	
CSP A: Raw material selection and safety evaluation policy	0%	domains
CSP D: Resource Use Policy	0%	domains
CSP E: Occupational Health and Safety Management	0%	domains
CSP F: Environmental Management System	18.00%	domains
CSP H: Product Recall	0%	domains
CSP I: Finished Product Safety Evaluation	0%	domains
Additional CSP	Score	
CSP B: Raw material and packaging suppliers selection	100.00%	domains
CSP C: Packaging design and selection	84.00%	domains
CSP G: Distribution Risk Assessment	69.00%	domains
CSP J: Safe use and Best use information usage policy	36.67%	domains
CSP K: Product Performance and Product Review	64.80%	domains

CSP overview screen (select a domain)

This screen provides an overview of the domains of the chosen CSP. A CSP can have one or more domains. Every domain has a weight and a status. The weighted percentages indicate how the score of the domain relates to the total score of the CSP.

The status indicates if the reporting on the domain has been completed or not.

CSP A: Raw material selection and safety evaluation

Raw Material Selection: Companies will work to continually improve, balanced across the three sustainability pillars (social, economic and environmental) by: Setting and reviewing specifications for individual raw materials, Selecting raw materials, opportunities to use specific recycled materials where these are available and to use specific renewable raw-materials. Raw Material Safety Evaluation: companies will progressively and systematically perform or otherwise obtain appropriate safety evaluations for relevant raw materials used in their products.

[Click to see the full description of this CSP.](#)

Please select a domain to enter the report scores.

Domain	Weight	Status	
1. Raw material specification procedure	25%	Open	control activities →
2. Raw materials ordering procedure	25%	Open	control activities →
3. Raw materials receiving procedure	25%	Open	control activities →
4. Raw materials handling in production	25%	Open	control activities →

[CSP Overview](#) [Next CSP](#)

I. Control Activities screen (enter verification scores)

This screen gives an overview of the control activities and checks within the chosen domain.

The “Management & Testing” check is scored globally for the domain. The other checks (Documentation / Initiation / Accessibility, Availability and Modifiability / Communication & Training) are scored per control activity.

One domain can contain one or more control activities. In the screen below, the control activity is “Specifications”.

The control activities do not have a weighted percentage and count equally in the score calculations.

The next step is to click on the  icons and pick the score.

Each control activity contains a comment box, which allows you to enter notes that are important to take into account when evaluating the score of the Additional CSP Check. These notes will be visible for the company that is being checked.

CSP A: Raw material selection and safety evaluation

Domain: Raw material specification procedure

Important Note: Changes to this page are only saved after clicking the buttons "domain overview" or "next domain".

Domain level check

 Management & Testing

A: Not done



Specifications

Specifications for each raw material are set and agreed with each of the key company functions involved (for example purchasing, technical, formulation, manufacturing, distribution, safety and environmental)

 Documentation

A: No records / documentation



 Initiation

A: Control activity not undertaken



 Accessibility, Availability and Modifiability

A: Random access - no control over change the informatio



 Communication & Training

A: None



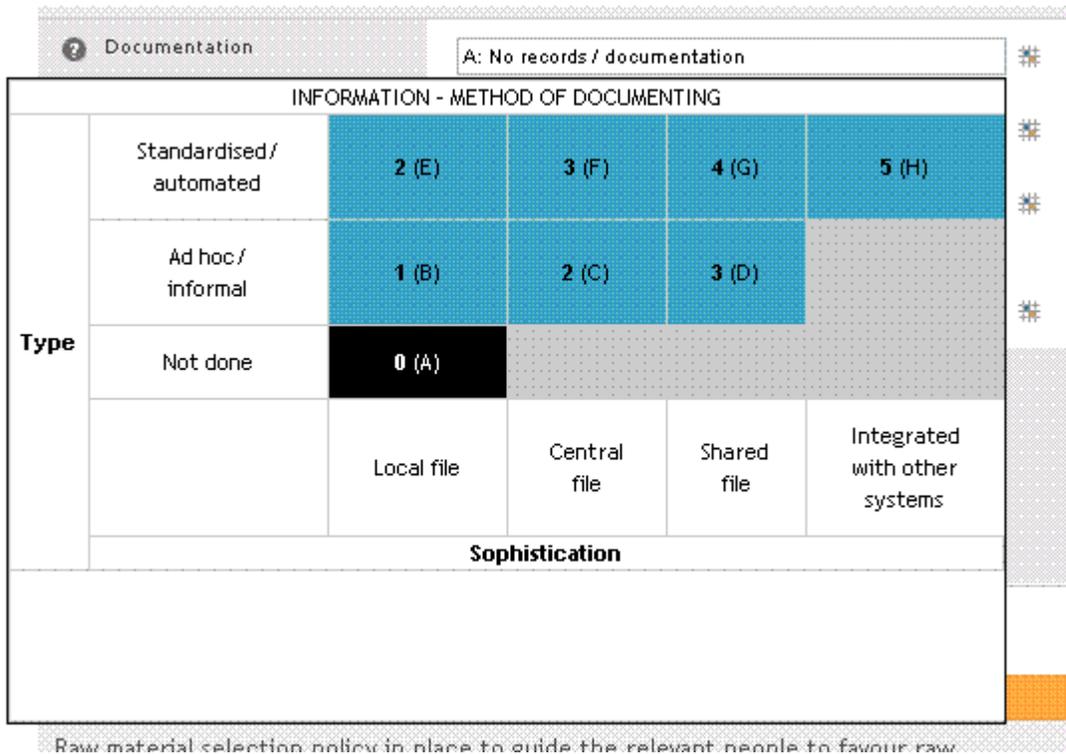
J. Select a score for each check within the control activity

When you click on an  icon, a popup grid will appear. This will allow you to select the most appropriate score for the check. On top, the name of the check appears (“Information – Method of Documentation”).

When you combine the words in the left column and bottom row, you will find the appropriate answer for the check. By moving your mouse over the possible answers (colour blocks), an informative text will appear in the bottom of the screen. This text will help to determine if the selected answer truly corresponds with the check.

When you click on one of the boxes, the popup will disappear and the answer will be displayed in the textbox next to the check.

You can change the answer by clicking on the  icon again.



Documentation

A: No records / documentation

INFORMATION - METHOD OF DOCUMENTING

Type	Standardised/automated	2 (E)	3 (F)	4 (G)	5 (H)
	Ad hoc/informal	1 (B)	2 (C)	3 (D)	
	Not done	0 (A)			
		Local file	Central file	Shared file	Integrated with other systems
Sophistication					

Raw material selection policy in place to guide the relevant people to favour raw

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Please note that you can find detailed information about the check by clicking on the  icon.

K. Navigate to the following domain

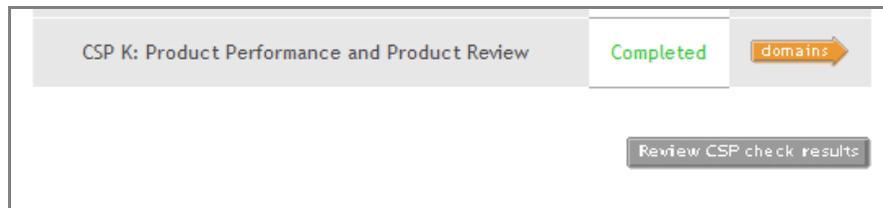
You can use two buttons to navigate from one domain to the other:

- *Domain Overview*: will bring you back to the overview of the domains in the current CSP.
- *Next Domain*: will bring you to the next domain in the CSP.



L. Review the verification report.

Once you have completed all the domains in all CSPs, a new button will appear in the CSP overview page “Review CSP check results”.



M. Verification Report Confirmation

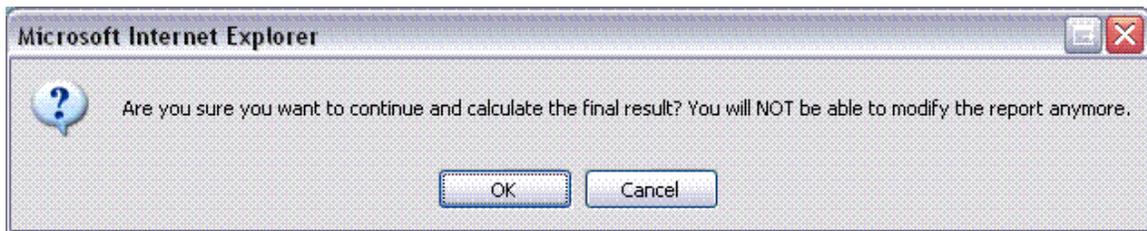
After clicking the “Review CSP Check results” button, you will be able to download an updated PDF report containing all the results you have entered. This PDF does not yet contain the calculated scores, nor the Positive/Negative result of the Additional CSP Check. These calculations will only be performed AFTER you have confirmed the data.



On the bottom of this screen you will find the following buttons:

- *Return & change results:* allows to return to the CSP overview screen and to make modifications to the report;
- *Confirm & Calculate the Final Result:* by clicking this button, you confirm the data entered in the verification report. The report will then be closed and saved in the system.

When you click the button, you will have to confirm:



N. Result of the CSP Check

The extranet system calculates the scores per CSP and the final result. Once the Additional CSP Check scores have been saved in the system they cannot be modified anymore.

You can download the full PDF report, including all the scores and final result. Please inform the company as soon as possible about the report, and include the PDF report in your communication.

Confirmation Successful

The scores have been successfully calculated by the system and the result of the CSP check for Demo Company is **Positive**

 [Download the full CSP Check Report for: Demo Company](#)
It can take up to 30 seconds before the download starts.

The company is not yet aware of this result. We urge you to inform them of this result, including the PDF Report in your communication.

It is the decision of the company whether to inform A.I.S.E. of the outcome and/or disclose the full report details.

Thank you for your cooperation.

The A.I.S.E. Team

O. Who to contact for more information

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