

# A.I.S.E. Charter for Sustainable Cleaning

## Relationship between ISO 9001-ISO 14001-EMAS and the Charter: Participation in the Charter certified companies

(Version 1.2, 7 July 2006)

### HIGHLIGHTS

<b>MINIMUM LEVEL OF CONTROL</b>					
<i>When CSP areas are incorporated into the management system, a high level of control will be ensured and improve considerably the level of control by using only little additional resources.</i>					
<b>AUDITING VERSUS VERIFICATION</b>					
<i>The single entrance check bears resemblance to an external audit under ISO 9001/14001/EMAS: on-site verification of the existence and implementation of particular requirements by an accepted independent verification agency.</i>					
<b>MEASUREMENTS AND DATA FOR THE KPI</b>					
<i>Some data gathering is likely to be new. Add data gathering requirements to the existing data collection mechanisms and procedures of the management system.</i>					
<b>CHARTER SUSTAINABILITY PROCEDURES VS. ISO 9001/14001/EMAS</b>					
CSP	ISO 9001	ISO 14001 / EMAS	CSP	ISO 9001	ISO 14001 / EMAS
(A1) Raw material selection (essential)	●	●	(G) Distribution safety evaluation (within 3 years)	●	●
(A2) Raw material safety evaluation (essential)	●	●	(H) Product recall (essential)	●	●
(B) Raw material suppliers selection (within 3 years)	●	●	(I) Finished product safety evaluation (essential)	●	●
(C) Packaging design and selection (within 3 years)	●	●	(J) Consumer and user information (within 3 years)	●	●
(D) Resources use policy (essential)	●	●	(K1) Product performance (within 3 years)	●	●
(E) Occupational health and safety management (essential)	●	●	(K2) Product review (within 3 years)	●	●
(F) Manufacturing environmental management (essential)	●	●			
<p>● Easily adoptable, few efforts needed if certified / registered</p> <p>● Relatively easy to adopt, some actions needed if certified / registered</p> <p>● Considerable action needed to adopt if certified / registered</p>					

### INTRODUCTION

The participation in the *A.I.S.E. Charter for Sustainable Cleaning* requires a number of *Charter Sustainability Procedures (CSP's)* to be in place and controlled. In addition, reporting of *Key Performance Indicators (KPI's)* data to A.I.S.E. for annual reporting is required, as well.

The specific requirements that should be met by a company wishing to join the A.I.S.E. Charter are documented in the document "*CSP Detailed Explanation*" and "*KPI Detailed Explanation*" of A.I.S.E. ([www.sustainable-cleaning.com](http://www.sustainable-cleaning.com)). Whether a company meets these requirements and can

participate in the *A.I.S.E. Charter for Sustainable Cleaning* is verified through an on-site *entrance check* by an accepted verification agency.

Companies, that already have been certified according to the ISO 9001/14001 standards or registered according to EMAS regulation, do not automatically fulfil all the requirements for participation in the Charter. Yet, they will have already a considerable number of processes and systems in place that will ease and facilitate the participation in the Charter. For them the effort needed to successfully pass the entrance check will therefore be smaller than for those companies who do not have an ISO certificate or EMAS registration. The A.I.S.E. Charter is designed in a pragmatic way so that those companies that fulfil the requirements can easily join with minimum bureaucratic effort.

This note briefly explains the similarities between the Charter and the ISO 9001/14001/EMAS requirements, and indicates how an ISO 9001/14001 certified or EMAS registered company can integrate in a fairly straightforward way the Charter requirements into its quality system.

## MINIMUM LEVEL OF CONTROL

During the entrance check procedure, the external verifier will verify whether a company has reached an adequate level of management control in the areas specified by the essential CSP's. This level of management control depends on the combination of several building blocks:

- how the control activity is documented / integrated;
- when the control activity is initiated;
- how the accessibility and modifiability of the control activity is organised;
- how the communication and training on the control activity is provided;
- how the overview and testing of this control activity is organised.

Such requirements are built-in within a good functioning ISO 9001/14001 or EMAS based environmental management system based quality system: through the documented procedures, the quality records, the staff competence and training requirements, the management responsibility, the internal audits, the management review, .... When the CSP areas are incorporated into the quality system, a high level of management control will thus be "automatically" ensured (a mark of "5" in the scoring system).

## AUDITING VERSUS VERIFICATION

For a company to be ISO 9001/14001 or EMAS certified, it is mandatory that its quality system is audited by an external independent and accredited organisation. During this external audit, the auditors check whether the management system is complete – i.e. whether it covers all the requirements of the standard or EMAS regulation– and whether actual operation is in conformity with the description of the system.

For adherence to the *A.I.S.E. Charter for Sustainable Cleaning*, a similar but simpler procedure is followed. The entrance check bears resemblance to an external audit under ISO 9001/14001 or EMAS regulation: there is an on-site verification of the existence and implementation of particular requirements by an accepted independent verification agency. But there are also some differences:

- the verification covers only the elements of the CSP
- only 6 out of 11 CSP's have to be in place at the time of the entrance check, and these need only to apply to 50% of production during the first 3 years
- the scoring system of the external verifiers is standardised.

In ISO 9001/14001 or EMAS, external auditors will undertake regular intermediary audits (once or twice a year) in which continued compliance with ISO 9001/14001 and EMAS requirements is verified.

## MEASUREMENTS AND DATA FOR THE KPI

Companies with an ISO 9001 certified quality system have set up data collection and analysis mechanisms in order to analyse the quality of their processes, products and services, as well as the satisfaction of customers.

Companies with an ISO 14001 or EMAS certified environmental management system have set up these mechanisms in order to monitor and measure the key characteristics of its operations that can have a significant environmental impact. These mechanisms include the documenting of information to monitor performance, applicable operational controls and conformity with the organization's environmental objectives and targets.

The data collected may already partially fulfil the data requirements for participating in the charter, in particular for the KPI reporting, but some data gathering is likely to be new. It is suggested to add these data gathering requirements to the existing data collection mechanisms and procedures of the quality system.

An additional step, preferably to be documented in a new procedure, concerns the reporting of the KPI data to A.I.S.E. Charter Extranet.

## CHARTER SUSTAINABILITY PROCEDURES

This section explains in detail, CSP per CSP, what the relationship between the Charter and ISO 9001/14001 and EMAS is. It illustrates the eventual actions needed from a certified company to enter the Charter.

### **(A1) Raw material selection (essential)**

This CSP (part 1) requires companies to use sustainability criteria when selecting raw materials for their products.

This is a product design requirement. Since all ISO 9001 certified companies need to have one or more design and development procedures, the additional work to be undertaken is relatively straightforward: it consists of adding these sustainability requirements to the design criteria and specifications.

An ISO 14001 or an EMAS certified company shall establish a procedure to identify the environmental aspects of its activity, products and services that have significant impacts on the environment and ensure that the significant aspects impacts are considered in establishing its environmental management system.

The CSP (A1) requirement can be included in the identification of the environmental aspects, according to the standard, as it takes into account the use of raw materials and the design of products. Therefore the company could integrate the raw material selection in its environmental management system.

According to the ISO 14001 standard, the organizations do not have to consider each product, component or raw material input individually. In order to comply with the requirements of the Charter, the company should extend the scope of the evaluation of its environmental aspects to all the products

### **(A2) Raw material safety evaluation (essential)**

This CSP (part 2) requires companies to perform or obtain safety evaluations for relevant raw materials.

There is no such or similar requirement in ISO 9001. Yet, companies may already undertake such risk assessments and control as part of their own policy and/or because of legal requirements such as the General Product Safety Directive.

There is no procedure in the framework of ISO14001 and EMAS related to safety evaluation of products. Yet, companies may already undertake such risk assessments and controls as part of their own policy and/or because of legal requirements.

It is recommended to establish a procedure that covers the requirements of this CSP, and to incorporate this procedure within the management system (so that it will be covered by the internal audits, the corrective action procedure, the management review, ...).

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

This CSP requires companies to select suppliers for raw materials and for packaging and packaging materials, which are similarly working to improve the sustainability of their own operations.

An ISO 9001 certified company needs to select its suppliers based on quality criteria. This is very similar to what this CSP requires. It is therefore only necessary to modify somewhat the existing purchasing and/or supplier selection procedures by adding criteria in relation to the sustainability objectives and activities of the suppliers.

An ISO 14001 certified company should give consideration “to aspects related to the organization’s activities, products and services, such as environmental performance and practices of contractors and suppliers”. The EMAS regulation requires that a registered company ensures that its suppliers comply with the organisation’s environmental policy. This is very similar to what this CSP (B) requirement. It is therefore necessary to modify the existing purchasing and/or supplier selection procedures by adding criteria in relation with the sustainability objectives and activities of the suppliers.

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

This CSP requires a company to design packaging in a way that seeks to improve the sustainability of the products and packaging across their life-cycles.

All ISO 9001 certified companies have one or more design and development procedures for their products. Such design and developments procedures should normally include specifications and control for packaging design as well. Whatever the case, it would seem logical to include the requirements of this CSP in the appropriate existing design and development procedures.

According to ISO 14001 and EMAS packaging can be part of the environmental aspects of the company. Therefore the company should include this criterion in its environmental aspects and include the requirements of this CSP in the appropriate existing design and development procedures.

#### **(D) Resources use policy (essential)**

This CSP requires companies to improve sustainability by using more efficiently energy, water, raw materials and packaging.

These requirements are not covered by ISO 9001 and need to be added and integrated in the existing quality system.

According to ISO 14001 and EMAS, use of raw materials and natural resources, use of energy, packaging and transportation, are given as examples of environmental aspects that companies should take into account.

It might be the case, however, that these objectives had already been integrated in the quality / environmental policy and objectives. In such cases, no extra effort will need to be undertaken, provided the management system functions well.

If this is not yet the case, an ISO 9001 certified company should extend its quality policy and quality objectives with a sustainability statement and sustainability objectives. Since this policy state-

ment and the objectives are part of a regular review and audit scheme, this will ensure the requirements of this CSP are met. An ISO 14001 or EMAS certified company should add those criteria to its significant environmental aspects and set up objectives related to those aspects.

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

This CSP requires companies to establish, maintain and continually improve an occupational health and safety management system (OHSMS) in relation to their manufacturing activities.

These OHSMS requirements are not covered by ISO 9001 and need to be added and integrated in the existing quality system. However, it is very likely that already some of the requirements are met, since occupational health and safety measures are often legal requirements. So, the extra burden caused by this requirement may be limited.

ISO 14001 and EMAS standards do not include requirements specific to H&S management systems. Nevertheless, the compliance with some health and safety requirement is mandatory by law and the extra burden to comply with the requirement of CSP (E) may be limited for the company. The company could also have put into place an OHSMS according to OHSAS 18001 standard. In that case the company will fulfil the requirement of CSP (E).

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

This CSP requires companies to establish, maintain and continually improve an environmental management system (EMS).

These EMS requirements are not covered by ISO 9001 and need to be added and integrated in the existing quality system. However, it is very likely that already some of the requirements are met, since most companies have already undertaken actions in relation to the environment. So, the extra burden caused by this requirement may be limited. Moreover, when an ISO 9001 certified company has also a certified environmental management system in place, based on e.g. ISO 14001 or EMAS, little extra effort will be required.

These EMS requirements are covered by ISO 14001 or EMAS. Therefore a certified company will fulfil the requirements of this CSP.

**(G) Distribution safety evaluation (within 3 years)**

This CSP requires companies to have arrangements in place to ensure that products are safe throughout the distribution chain.

For an ISO 9001 certified company, these requirements are often already fulfilled, since the safety of the product in the distribution chain is often an explicit – or at least an implicit – customer requirement. Mechanisms should already be in place in order to avoid safety problems during the distribution chain. This may also be a legal requirement.

If these arrangements are not yet be in place, it is suggested to include an extra step in the production process (and its documentation), in which a distribution safety check is included. This can be combined with the safety check required for CSP (I) on final product safety evaluation (see further on).

Distribution and transportation may be part of the environmental aspects described in ISO14001 and EMAS standard. Therefore the company should include this criterion in its environmental aspects and include the requirements of the CSP (G) in the appropriate existing procedures.

**(H) Product recall (essential)**

ISO 9001 requires companies to have a procedure in place for taking corrective active in case products and services have not been produced or delivered according to specifications or standards. It is also required to have a customer complaint handling procedure. ISO 9001 also requires companies to deal adequately with non-conforming products, in particular to avoid that these are delivered to customers.

The CSP requirements on product recall are to establish arrangements to recall a product in case it would cause a risk to customers or no longer comply with legal requirements. These requirements can be considered as “special cases” of the ISO 9001 procedures for products with non-conformities or the procedures for corrective action. In order to fulfil these CSP requirements, it will, therefore, often suffice to modify existing checklists or criteria in these procedures. A specification in the agreements with suppliers may also be needed.

ISO 14001 and EMAS standards do not include specific procedures regarding product recall, and this procedure of the charter can not be added to an existing procedure.

But the framework of ISO14001 and EMAS regarding non conformity, corrective action and preventive action can be used to set up this requirement of this CSP.

#### **(I) Finished product safety evaluation (essential)**

This CSP requires companies to evaluate the safety of the product before it is put on the market and assure that it has been properly labelled, packaged and made ready for transportation in view of its safety for the end-user.

For an ISO 9001 certified company, these requirements are often already fulfilled, since a safe product is often an explicit and at least an implicit customer requirement. Mechanisms should already be in place in order to assure the safety of a product before it is delivered. This may also be a legal requirement.

ISO 14001 and EMAS do not include any procedure related to product safety evaluation. Nevertheless new directives (REACH and Phytosanitary products), requiring a safety check of products will come into force in 2007. These requirements may already be met and mechanisms should be in place in order to assure the safety of a product before it is delivered.

If these arrangements are not yet in place, it is suggested to include an extra step in the production process (and its documentation), in which a safety check is included. This can be combined with the safety check required for CSP (G) on product distribution safety evaluation.

#### **(J) Consumer and user information (within 3 years)**

This CSP requires companies to provide consumers adequate information, or access to information, into the sensible and sustainable use and disposal of products and packaging. In most countries this is a legal requirement.

The implementation of this requirement is not very difficult, but may be quite cumbersome if the company produces a high number of products that are used in many countries (consumer information needs to respect national legislation and should be provided in the national language).

For an ISO 9001 certified company, the requirements of the CSP could be incorporated as a specification within the design and development procedures. For an ISO 14001 or EMAS certified company, this would be in the procedure related to communication.

#### **(K1) Product performance (within 3 years)**

This CSP requirement, i.e. to reduce the environmental burden of new products across the overall life cycle, is essentially a design specification.

Thus, ISO 9001 certified companies should consider their existing design and development processes and procedures, and add the reduction of environmental burden as a design specification. Whilst this may be more easily said than done, the modification of the procedures should be relatively straightforward.

Although, ISO 14001 and EMAS do not include procedures related to design, this requirement (K1) can be included in the identification of the environmental aspects of new products. The requirement could also be incorporated in the existing design and development procedures.

**(K2) Product review (within 3 years)**

When ISO 9001 certified companies sell directly to consumers, the product review requirements in this CSP (in particular the establishment of consumer care-line facility and feedback review procedures) should be part of the existing complaint handling procedure, the internal audit planning and the management reviews.

For companies that are suppliers to other companies, rather than to individual consumers, the complaint handling system is usually only used by their business customers. In such cases, it will be necessary to set up the consumer care-line facility. The required review procedures can be integrated in the existing internal audit planning and management reviews.

ISO 14001 and EMAS standards do not include specific procedures regarding product review, and this procedure of the charter can not be added to an existing procedure.

But the framework of ISO14001 and EMAS regarding non conformity and corrective action can be used to set up this requirement of this CSP. Moreover, continuous improvement is one of the most important principles of ISO 14001 and EMAS.