



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

CSP Detailed Explanation

(Version 2.1, 30 October 2007)

I. General conditions

This document contains a set of **Charter Sustainability Procedures (CSPs)** that will support the continual improvement in sustainability, the objective of the A.I.S.E. Charter on Sustainable Development.

The procedures will need to be progressively put in place within operational frameworks that will ensure that they are actively pursued, and their objectives progressively achieved.

While the CSP's as such contain only brief statements outlining "what" must be addressed, there will be a need for 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 other CSPs (additional CSPs) in place within three years of their admittance to the Charter.

Companies have to

- **install those Procedures identified as 'essential' on at least 50% of their production and**
- **within 3 years of this commitment all of the Procedures on at least 75% of their production and**
- **maintain such installation and strive to extend to all of the Procedures installed on 100% of their production.**

The external verifier mandated by A.I.S.E. will require the participating companies to deliver sufficient proof of the CSP's put in place.

While companies shall have maximum flexibility to use whatever frameworks best fit their own organisation and culture, some formalisation and documentation for each CSP will be essential. Therefore, evidence of existing systems in place (e.g. ISO 9001, ISO 14001, EMAS, others – ideally certified)

which guarantees the use of CSP's (or any equivalent set of procedures) need to be independently verified. 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 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 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 corrective action;
 - b. Top 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 Proposed CSPs for Sustainability

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	A	<i>Raw material selection, including safety evaluation of raw materials</i>	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	D	<i>Resource Use</i>	<i>Energy use</i>	8) Energy / CO-2 used
				<i>Water use</i>	9) Water used
				<i>Raw material use</i>	10) Waste
				<i>Packaging material use</i>	7) Packaging material used
3	Manufacturing	E	<i>Occupational Health & Safety</i>	3) Occupational Health & Safety	
		F	<i>Manufacturing Environmental Management System</i>	10) Waste	
4	Distribution	G	Distribution Safety Evaluation	4) Consumer /Customer safety	
		H	<i>Product recall system</i>	4) Consumer /Customer safety	
5	Product Use and Review	I	<i>Finished Product Safety Evaluation</i>	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	

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, balanced across the three sustainability pillars (social, economic and environmental) by:

1. Setting and reviewing specifications for individual raw materials that seek to optimise sustainability by ensuring efficient and reliable processing and formulation into products
2. Selecting raw materials in a way that looks to:
 - a. Control any risks identified through Raw Material Risk Assessment, e.g. by reducing use of such materials
 - b. Manage risks to human health or the environment, for example 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 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 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.

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 Document in relation to EU Directive 793/93.

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.

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, for example 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 (+ distribution) operations are

appropriately managed and minimized 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:

- minimize packaging volume and weight,
- minimize 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
- minimize contaminants that may arise in emissions or leachate when packaging waste is incinerated or landfilled
- not inappropriately appeal to children

The optimization with regard to resource use is expected to positively impact simultaneously both, the environmental footprint and the economics of a given packaged product. However, optimizing 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, labelled, 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:

- a. evaluate the safety of the product in terms of foreseeable misuse and accidents as well as intended use.
- b. verify that the product has been:
 - appropriately classified, labelled, 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)

Companies shall provide direct access to information to guide consumers in the sensible use, sustainable use and safe disposal of products and packaging.

Specifically:

- packs shall carry safety/sensible advice devised and set out in accordance with A.I.S.E. guidelines using pictograms and standard phrases grouped together in a Sensible Advice Box to draw consumers’ attention
- products shall provide appropriate instructions for use including information on dosage or quantities to be used
- washing machine laundry detergents shall carry the “Wash-right” advice panel showing the consumer how to minimise the environmental impact of washing with the product
- products shall carry ingredient labeling in line with relevant EU legislation

For professional customers labels are not the only carriers for communication; in a business-to-business situation companies shall provide additional communication means such as personal contacts (account management),

training (in-house or on-site) and technical service and (technical) product information sheets.

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 solicit and review 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 establish and maintain:

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