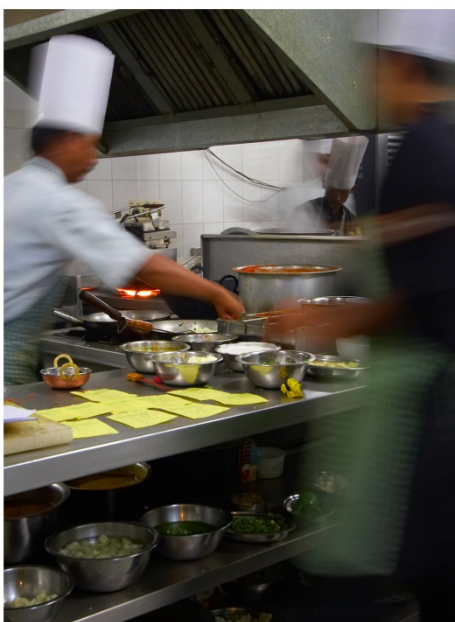


Nordic Ecolabelling for

Hotels, restaurants and conference facilities



Version 4.6 • 23 October 2013 - 31 December 2021

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This document is a translation of an original in Swedish. In case of dispute, the original document should be taken as authoritative.

Addresses

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

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It may be quoted from provided that Nordic Ecolabelling is stated as the source.

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

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

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

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

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

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

Why choose the Nordic Swan Ecolabel?

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

What can carry the Nordic Swan Ecolabel?

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

Hotels and youth hostels

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

Restaurants

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

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

Conference facilities

Conference facilities are defined as a combined service which includes access to premises like lecture rooms, meeting rooms or assembly rooms including different supporting services which make it possible for the customer to arrange a conference with for instance lectures, seminars, information or discussions and where the main source of income comes from these activities.

Conference facilities does not refer to businesses where the main source of income comes from other arrangements than lectures, seminars, information or discussions (like separate fairs, exhibition premises, theatres and concert halls or similar.) However, it is possible to gain a Nordic Swan Ecolabel licence for a conference business which incorporates exhibition premises or a concert hall within the remit of its operations. It is not possible to award a single conference/event (like an annual exhibition) the Nordic Swan Ecolabel.

Combination of businesses

If several of these different businesses are part of the same business or are marketed as a single unit, all of them must be included in the licence. Examples illustrating when businesses have to be included in the license or not is given in the background document. See table 1 for an overview of which requirements different businesses and combinations of businesses shall fulfil.

Conference facilities that do not offer accommodation can only be awarded the Nordic Swan Ecolabel if the licence includes Nordic Swan Ecolabelled restaurant service, either run by the conference itself or by having an agreement with external supplier. If the conference facility has its own restaurant, the requirements in this criteria document must be fulfilled. If the conference facility has an external supplier, then this supplier must be a Nordic Swan Ecolabelled restaurant.

Businesses with SPA

If there is a SPA within the applying business, the SPA-activities shall normally be included in the calculations of limit values for energy (obligatory requirement) and water (optional to fulfil). Notice that it is not possible to market the business as “Nordic Swan

Ecolabelled SPA” even if the consumption is included, because the requirements do not include health-bringing treatments that often are attended with SPA.

Geographical restriction

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

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

How to apply

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

To calculate the energy and carbon limit value, Nordic Ecolabelling’s energy tool must be used. The energy tool will be available in the electronic application guide, My Swan Account (see “Applying electronically”).

Applying electronically

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

To document the requirements on non-ecolabelled chemical products, it is recommended that producers/suppliers use Nordic Ecolabelling’s application guide My Swan Account. Access to My Swan Account is given when contacting Nordic Ecolabelling.

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

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

Different types of criteria

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

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

Icons in the text

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

- ☒ Enclose
- 🔍 On-site inspection

On-site inspection

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

Costs

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

Questions

Please contact Nordic Ecolabelling if you have any queries or require further information. See page 3 for addresses.

What are the requirements of the Nordic Ecolabelling?

To be awarded a Nordic Swan Ecolabel licence:

- basic information about the establishment must be submitted, see section 1.1. The report on energy consumption, water consumption, amount of unsorted waste, chemicals, purchasing and number of guests must relate to the past 12 months or the past year. In some requirements Nordic Ecolabelling can accept an estimation of an annual consumption based on statistics from a representative month/week. Please see the specific requirements for details.
- the limit value requirement for energy must be fulfilled, see section 1.3.
- another 1 of 2 limit value requirements (water or waste) must be fulfilled, see section 1.3.
- all other compulsory requirements for the specific business must be fulfilled, see table 1.
- at least 35% of the total points for the specific business must be achieved, see table 1: points summary.
 - restaurants must achieve at least 5 points under chapter 2 “Food”.
- restaurants not operated together with a hotel business or conference center can choose to meet the alternative requirements in chapter 5.

- Nordic Ecolabelling must conduct an on-site inspection to check compliance with the requirements.

Table 1 gives an overview of which requirements the business and different combinations of businesses must fulfil, which points score requirements they can choose, the max. points available and the points threshold they must reach. For details see the respective requirements.

Please notice that if several of these different businesses are part of the same business or are marketed/perceived as a single unit, all of them must be included in the licence. For instance a hotel with a restaurant shall fulfil the obligatory requirements and the point score requirements for the combination “hotel and restaurant”.

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

Types of business	Compulsory requirements	Optional points score requirements	Max. points available**	Points threshold that must be reached
Hotel	O1 O3 – O25 O27 – O34	P1 – P27 P34 – P38 P39*	73 p	26 p
Restaurant	O1 O4 – O25 O26 – O39	P1 – P33 P38 P39*	77 p	27 p
Alternative for restaurants ***	O1, O6, O9 O11 – O21 O23 – O24 O26 – O37 O39 O40–O46 (new requirements chapter 5)	P3, P9 P13 – P15 P20, P25 – P27 P29 – P32 P40 – P43 (new requirements chapter 5)	47 p	16 p
Conference facility	O1 – O2 O4 – O25 O27 – O34	P1 – P14 P16 – P27 P38 P39*	59 p	21 p
Hotel and restaurant	O1 O3 – O39	P1 – P38 P39*	88 p	31 p
Hotel and conference facility	O1 – O34	P1 – P27 P34 – P38 P39*	73 p	26 p
Restaurant and conference facility	O1 – O2 O4 – O24 O26 – O39	P1 – P33 P38 P39*	77 p	27 p
Hotel, restaurant and conference facility	O1 – O39	P1 – P38 P39*	88 p	31 p

* Requirement P38 applies to Iceland only.

** If the hotel do not serve breakfast within the hotel's facilities 1 possible point is lost. If the establishment has a pool, that adds 2 extra max. points. This also affects the point threshold that must be reached.

*** Restaurants that are not operated together with a hotel business or conference center can choose to achieve the alternative requirements in chapter 5.

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

1 Basic requirements

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

1.1 General description

To ensure that Nordic Ecolabelling's requirements are fulfilled, the following procedures must be implemented.

01 General description

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

- ☒ Duly completed Appendix 1 and belonging documentation as stated in the appendix.

1.2 Suppliers

02 Conference facilities: External suppliers of restaurant services

This requirement applies to conference facilities that do not provide accommodation and that must hire an external supplier to meet the business' food serving needs.

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

Exception: For public businesses that need to follow the Directive 2004/18/EC of the European parliament and of the Council regarding procedures for the award of public works contracts, supply contracts and service contracts, a declaration from Nordic Ecolabelling can be accepted as verification showing that the supplier fulfils the requirements to Nordic Swan Ecolabelled restaurants. Such a supplier cannot market itself as Nordic Swan Ecolabelled unless it has a valid licence. If Nordic Ecolabelling shall look into suppliers without awarding a licence, there will be an extra administrative fee.

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

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

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

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

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

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

Suppliers of breakfast must fulfil all the requirements as if breakfast were served by the hotel itself, i.e. all the requirements in section 1.9 "Serving food and drink".

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

- ☒ Copies of contracts with all suppliers of breakfast. See section 1.9 "Serving food and drink" for the documentation that is to be submitted regarding serving food and drink.

1.3 Limit values

There are three limit values:

- Energy
- Water
- Waste

The limit value requirement for energy consumption is compulsory and must always be fulfilled. To calculate energy consumption compliance, Nordic Ecolabelling's energy tool must be used. The energy tool will be available in the electronic application guide, My Swan Account.

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

04 Limit values for energy

The limit value requirement for energy consumption is compulsory.

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

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

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

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

If the business chooses, in the energy tool, local normal year average temperatures per month, (see energy tool), it must be possible for the data and its source to be viewed and verified. For businesses in Norway it is obligatory to use local normal year average temperatures per month.

All establishments must indicate the average temperature per month (temperature correction) for the same period as the energy consumption. It must be possible for the data and its source to be viewed and verified. The temperature data should be of the same locality, or from an area near the establishment where temperature data is available e.g. nearest meteorological weather station.

Measuring electricity consumption

Restaurants that are located in a building with central electricity measurement and that are unable to separate all or part of its electricity consumption from other businesses (e.g. a restaurant located in a shopping centre), must have a measurement of the electricity consumption. Alternative a or b should be used:

- a) the restaurant installs permanent electric meters on the energy-demanding installations (fridge, dishwasher, stove etc.). The rest of the electricity consumption can be estimated.
- b) energy review of a third party including reading of electric meters for energy-demanding installations (fridge, dishwasher, stove etc.) during a representative period, together with an estimation of the total annual consumption. The review shall be done every second year.

Nordic Ecolabelling may in exceptional cases allow an exemption for certain parts/ premises of the business which does not include energy-demanding installations or equipment. See the background document (chapter 5.3.2) for details.

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

Measuring heating and cooling

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

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

- ☒ Enclose a report and the basis for this (for instance copies of invoices, confirmation from the supplier, reading of meters or other documentation) on the business' consumption of purchased electricity, fuels, heating and cooling. Nordic Ecolabelling's energy tool is to be used for this reporting. See appendix 4 for what kind of information that is needed in the energy tool.

If, instead of the climate zone in the model, local normal year average temperatures per month are stated, the data and source are to be saved so that the details can be verified and approved. For businesses in Norway it is obligatory to use local normal year average temperatures per month.

- ☒ Enter the average temperature per month, period (year) and data sources for the same period as energy use.

Alternative a) for restaurants: report showing electricity consumption from permanent electric meters and how the estimation of the total electricity consumption is done.

Alternative b) for restaurants: report from third party showing electricity consumption from the measurements and estimation of the total annual consumption. Procedure showing how the restaurant secure that this is done every second year.

P1 Energy

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

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

- ☒ Report showing total points score in line with the table above. Nordic Ecolabelling's energy tool is to be used.

05 Limit values for water consumption

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

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

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

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

The following limit values apply to the different businesses:

Hotels: 200 litres/hotel guest

Hotels with pool: 275 litres/hotel guest

Restaurants: 45 litres/restaurant guest

Catering: 45 litres/catering portion

Conference facilities: 25 litres/conference guest

External pool guests: 75 litres/external pool guest

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

Limit value for water consumption for the entire business = 200 litres/guest * no. hotel guests + 45 litres/guest * no. restaurant guests + 45 litres/catering portion * no. catering portions + 25 litres/guest * no. conference guests + 75 litres/guest * no. external pool guests

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

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

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

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

- ☒ Enclose a specification of the total annual water use of the business plus copies of invoices or a declaration from a supplier confirming the data.
- ☒ Enclose a specification of the number of guests in each respective activity (hotel, restaurant, conference facility and external pool guests), and a calculation showing water use per guest as set out in the requirement above.

P2 Water

The business is allocated a different number of points depending on how low its water consumption is compared with a limit value as shown in the table below. The limit value is calculated in requirement O5.

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

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

06 Limit values for waste

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

If you choose to meet the Alternative Requirements for Restaurants, Chapter 5, the limit value for waste is not optional.

The limit value applies to all unsorted waste arising from daily operations and goes to incineration or landfill.

The following limit values apply to the different businesses:

Hotels: 0.20 kg/hotel guest

Restaurants: 0.80 kg/restaurant guest

Catering: 0.80 kg/catering portion

Conference facilities: 0.20 kg/conference guest

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

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

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



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

If the alternative requirements for restaurants, chapter 5, are chosen and the waste contractor does not weigh unsorted waste, the company's own measurement of waste quantities can be accepted as a basis for approval by Nordic Ecolabelling for at least twice a year and during a representative week. A description on how the measurement period can be considered representative is required.

P3 Waste

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

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

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



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

07 Constant measurements of limit values

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

Energy use – monthly when the establishment is open. For restaurants that do not have permanent electric meters which cover the whole consumption of electricity, the following applies:

- Restaurants that have chosen alternative a) must read and document the electricity consumption every month from the permanent electric meters.
- Restaurants that have chosen alternative b) must do measurements every second year.

Water consumption – every month that the facility is open.

Amount of waste – annual report from the waste contractor, alternatively measurements at least one representative week per year when the facility is open.

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

1.4 Energy

08 Fossil oil in oil boilers for heating premises or water

Fossil oil in oil boilers at the premises must not account for more than 30% of the heating need.

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

The share from the oil boiler is calculated as follows:

*Share from oil boiler kWh/year = volume oil per year (m³/year) * efficiency of the oil boiler * energy factor (kWh/kg) * density (kg/liter) * 1000 (l/m³)*

Energy factor for oil is 11,29 kWh/kg

Density for light fuel oil: 0,89 kg/liter

Density for heavy fuel oil: 0,98 kg/liter

If more specific information is available from the fuel supplier (for energy factor the lowest heating value for the fuel shall be used), these can be used instead.

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

P4 Carbon dioxide

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

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

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

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

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

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

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

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

P5 Solar thermal panels and solar photovoltaic panels

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

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

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

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

- ☒ Document with calculation showing that solar thermal panels cover more than 20% of the total heating need or that the solar photovoltaic panels cover more than 2% of the total electricity need. The calculations are to be based on the theoretical output or actual delivered energy of solar thermal panels/solar photovoltaic panels.

P6 Heat pumps for heating premises or water

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

With heat pumps means all pumps designed for space heating (brine/water heat pumps like vertical geothermal, sea water, horizontal geothermal, air/water heat pumps and air/air heat pumps). Balanced ventilation with heat recovery is not considered as heat pumps.

The calculations shall be based on the heat pumps' annually estimated operating time and their Seasonal Coefficient of Performance (so called SCOP). If the SCOP is not known, the efficiency for brine/water heat pumps is set to 2.5 for heating and hot tap water. For air/water and air/air heat pumps the efficiency is set to 2.0 for heating and hot tap water.

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

- ☒ Document with calculation showing that heat pumps cover more than 30% of the total heating need.

P7 Refrigerants

If over 50% of the refrigerants in the business, based on fill weight, have a GWP₁₀₀ value below 5 (e.g. hydrocarbons (propane, butane, etc.), ammonia (NH₃) or carbon dioxide (CO₂)): 2 p

The requirement covers all aggregates for cold-storage chambers, for refrigerators/freezers, coolers for drinks, minibars and similar.

The requirement does not include heating pumps or air conditioners.

- ☒ Summary of all the cooling appliances, which refrigerants are used and the fill weight, plus a calculation of the proportion of refrigerants with a GWP₁₀₀ value lower than 5. Alternatively, the latest annual refrigerant report may be submitted.

P8 Energy analysis

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

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

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

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

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

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

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

P9 Lighting

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

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

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

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

- ☒ Summary of the number of light sources in the business (indoor and outdoor) and a calculation of the share of light sources in energy class A or B, or that are LED

P10 Automated lighting controls

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

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

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

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

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

P11 Ventilation controls

Is $\geq 90\%$ of the ventilation's air flow in volume tailored to demand in the conference premises and/or dining rooms that are being ventilated (ventilation from food preparation is excluded): 3 p

Is $\geq 50\%$ of the ventilation's air flow in volume tailored to demand in the conference premises and/or dining rooms that are being ventilated (ventilation from food preparation is excluded): 1 p

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

Even air conditioning is considered as ventilation.

- ☒ Summary of how the ventilation fans and units are controlled, and the percentage of the ventilation that is tailored to demand in the conference premises and/or dining rooms that are ventilated.

1.5 Chemicals**O9 Ecolabelled dishwashing chemicals**

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

The percentage proportion is calculated based on the amount purchased in kg, litres or kr/€.

Ecolabelled means a product labelled with the Nordic Swan Ecolabel, the EU Ecolabel or Good environmental choice.

- ☒ List all the products used for dishwashing in the electronic application guide. State the amounts of each product purchased on an annual basis. Upload copies of invoices or other documentation showing the purchased products and their amounts.

O10 Ecolabelled laundry chemicals

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

The percentage proportion is calculated based on the amount purchased in kg, litres or kr/€.

Ecolabelled means a product labelled with the Nordic Swan Ecolabel, the EU Ecolabel or Good environmental choice

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

- ☒ List all products used for washing textiles in the electronic application guide. State the amount of each product purchased on annual basis. Upload copies of invoices or other documentation showing the purchased products and their amounts.

O11 Ecolabelled cleaning products

80% of the amount of cleaning products must be ecolabelled. This requirement covers products intended for daily cleaning of areas such as floors, bathrooms, toilets and kitchens. Floor care* decalcification agents, pool chemicals and special cleaning products are not included. Special cleaning products (see definition under) refer to products that are only used periodically, i.e. not for daily cleaning.

Floor care that is part of the daily cleaning, for instance wash-and-wax care products shall be included.

The percentage proportion is calculated based on the amount purchased in kg, litres or kr/€.

Ecolabelled means a product labelled with the Nordic Swan Ecolabel, the EU Ecolabel or Good environmental choice

Special cleaning products are defined as:

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

Cleaning: Stain remover for solid surfaces, chewing gum remover, carpet cleaner, drain cleaner, interior cleaners etc.



List all products used for daily cleaning in the electronic application guide. State the amount of each product purchased on annual basis. Upload copies of invoices or other documentation showing the purchased products and their amounts.

012 Requirements for non-ecolabelled products

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

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

5% of the special cleaning products (of amount purchased in kg or litres) and pool chemicals, are exempted from the requirement. See definition of special cleaning products in O10 and O11.

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

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

The product must not contain the following substances¹:

- Alkylphenol ethoxylates (APEO) or alkylphenol derivatives (APD)
- Diallyldimethylammonium chloride (DADMAC)
- Linear alkylbenzene sulphonates (LAS)
- Reactive chlorine compounds
- Silver nanoparticles

¹ Ingoing substances are defined, if not otherwise mentioned, as all substances in the chemical product – including additives (e.g. preservatives or stabilisers) in the raw materials/ingredients, but not residuals from the production, incl. the production of raw materials. Residuals from production and from production of raw materials are defined as residuals, pollutants and contaminants derived from the production of the raw materials, which are present in the final product in amounts less than 100 ppm (0.0100 %w/w, 100 mg/kg), but not substances added to the raw materials or product intentionally and with a purpose – regardless of amount. Residuals in the raw materials above 1.0 % are regarded as ingoing substances. Known substances released from ingoing substances are also regarded as ingoing substances.

- Substances of very high concern (SVHC)
- PBT (Persistent, bioaccumulable and toxic) or vPvB (very persistent and very bio-accumulable), under EU Regulation (EC) No 1907/2006, Annex XIII, see <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2006:396:0001:0849:SV:PDF>

Exceptions to the prohibition on products classified as dangerous to the environment are made for products that are classified due to content of quaternary ammonium compounds. Exceptions from the prohibition on reactive chlorine compounds is made if the authorities require that these are to be used (for example to disinfect shower heads in Norway) and for use in pools. Exception is also given under specific circumstances, like outbreak of infectious diseases.

- ☒ List all the products that are not ecolabelled in the electronic application guide. State the amount of each product purchased on an annual basis. Upload copies of invoices or other documentation showing the purchased products and their amounts.

The chemical producer/supplier shall use the electronic application guide in My Swan Account (MSA) in order to get their products controlled. See appendix 3 for what kind of information demanded in MSA.

The 5% of the special cleaning products that are exempted from the requirement need not to be controlled and approved by Appendix 3. On-site inspection.

P12 Chemical-free cleaning methods

Chemical-free cleaning methods are used for daily cleaning of all table/cupboard/floor/wall/ceiling surfaces in communal areas, guest rooms and conference premises. Kitchens, dining rooms, bathrooms and toilets are exempt. The use of chemicals to remove stains on floors and for cleaning windows is permitted where special needs arise, i.e. not daily: 1 p

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

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

O13 Dosage of dishwashing chemicals

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

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

- ☒ Document showing which dishwashers have an automatic system for dosing of detergent.
- ☒ Documentation from an independent third party or from the supplier of the dosage equipment, e.g. service inspection report, showing that checks have been carried out and the dates of these.

O14 Dosage of cleaning chemicals

All chemicals) used for daily cleaning of surfaces such as floors, bathrooms, toilets and kitchens must be dosed automatically or dosed manually using dosage equipment.

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

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

☒ Declaration stating that the requirement is fulfilled

🔑 On-site inspection

P13 Automatic dosage of cleaning chemicals

More than 50% of all chemicals (calculated per litre or kg of purchased products) used for daily cleaning of surfaces such as floors, bathrooms, toilets and kitchens are dosed automatically and a check of the dosage equipment is carried out by an independent third party or from the supplier of the dosage equipment at least two times a year: 1 p

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

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

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

P14 Dosage of dishwasher drying agents

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

If no drying agents are used: 2 p.

☒ Document showing that all pass-through/flight dishwashers and hood dishwashers have automatic dosage systems for dosing drying agents, alternatively a confirmation that no drying agents are used.

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

P15 External laundry (max. 4 points)

Businesses which provide accommodation:

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

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

Businesses that serve food (without accommodation):

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

Businesses that wash all textiles themselves:

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

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

O15 Purchasing procedures – chemical products

The business must have purchasing procedures and a person responsible for purchasing appointed per department for cleaning, kitchen, dining room, restaurant and laundry. The person responsible for purchasing ensures that the business uses the selected chemical products as set out in requirements O9-O12. If the person responsible for purchasing changes, procedures must be in place ensuring that the chemical products documented in O9 - O12 will still be purchased.


- ☒ Purchasing procedures for chemical products.
- ☒ List of the people responsible for the purchasing of chemical products in each department in line with the above, and a procedure that ensures the handoff of information to new responsible for purchasing.

O16 Handling of chemical products

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

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

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

- ☒ Up-to-date list of all chemical products used in the business. Procedures that show how it is ensured that the list is kept up to date.
-  On-site checks that there are clear, easily understandable and easily accessible instructions to the staff regarding the dosage and handling of chemical products.

1.6 Water**P16 Water consumption for dishwashers (max. 2 points)**

The main dishwashers do not consume more final rinse water than:

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

For pass-through/flight dishwasher the water consumption shall be given with a contact time of 2 minutes in accordance with DIN 10510.

Main dishwasher means the dishwasher(s) that clean at least 70% of the dishes.

- ☒ Technical information on the main dishwasher's consumption of the final rinse water.

P17 Water-saving taps

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

If $\geq 90\%$ of the number of washbasin mixer taps are water-saving taps with a maximum flow rate of 8 litres/minute: 1 p

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

- ☒ Calculation of the percentage of mixer taps with a maximum flow rate of 5 and 8 litres/minute respectively.
- ☒ Technical data on the flow rate of mixer taps, or measurements showing the flow rate as litres/minute.

P18 Water-saving showers

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

If $\geq 90\%$ of the number of showers are water-saving with a maximum flow rate of 11 litres/minute: 1 p

- ☒ Calculation of the percentage of water-saving showers with a maximum flow rate of 8 and 11 litres/minute respectively.
- ☒ Technical data on the flow rate of showers, or measurements showing the flow rate as litres/minute.

P19 Toilets

If $\geq 50\%$ of the number of toilets are dual flush: 2 p

If $\geq 20\% - < 50\%$ of the toilets are dual flush: 1 p

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

- ☒ Summary showing calculations of the percentage of toilets with dual flush.

1.7 Waste**017 Sorting**

Sorting at source is compulsory for at least three fractions from the list below:

- Glass (clear and coloured glass)
- Metal
- Organic waste (food waste and garden waste)
- Paper (waste paper and office paper)
- Cardboard (corrugated and paperboard)
- Rigid plastic
- Soft plastic

The chosen fractions are to be sent for material recovery. Organic waste is to be sent for biological treatment/recycling to be considered as a fraction. With biological treatment/recycling means for example composting, biofuel production or animal feed. Please note that the regulation regarding organic waste to animal feed must be fulfilled.

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

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


- ☒ Document showing which fractions are chosen. If organic waste, rigid plastic or soft plastic is among the sorted fractions, a description of how they are recycled is necessary.

018 Waste sorting for guests

Conference facilities and hotels: Guests must be able to sort their waste into at least 2 fractions (mixed fraction not included) in the conference room and guest room, or sorting must be carried out by staff. A combination of guests sorting their own waste and staff sorting is also acceptable.

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

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

- ☒ Specification of the waste fractions guests can sort themselves in conference rooms/ guest rooms and how guests are informed of the fractions they are able to sort.
- ☒ Procedures for staff on sorting, where staff is responsible for sorting.
-  On-site inspection.

P20 Treatment of organic waste (max. 3 points)

Organic waste is sorted and sent for biological treatment/recycling, such as compost, animal feed or for use in biofuel production. Please note that the regulation regarding organic waste to animal feed must be fulfilled.

Hotels and conference facilities: 2 p

Restaurants: 3 p

Organic waste comprises both food waste and garden waste.

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

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

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

1.8 Purchasing

Requirements to purchase of food and beverages are described in chapter 1.9 and 2.

O19 When purchasing low energy light bulbs, fluorescent tubes and LEDs

When purchasing the following applies:

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

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

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

Alternatively the low energy light bulbs, fluorescent tubes and LED light sources are ecolabelled.

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

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

- ☒ Procedures ensuring purchasing of low energy light bulbs, fluorescent tubes and LEDs.

O20 Ecolabelled kitchen rolls, paper towels and toilet paper

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

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

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

021 Ecolabelled photocopying paper

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

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

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

P21 Ecolabelled consumables (max. 6 points)

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

Ecolabelled means a product labelled with the Nordic Swan Ecolabel or the EU Ecolabel. For chemical products (soap and shampoo, floor care products, industrial cleaning and degreasing agents, cleaning agents for use in the food industry and soaking agents) Good Environmental Choice is also considered as ecolabelled.

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

The business purchases the following ecolabelled products:

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

- ☒ List of purchased goods showing the product name, supplier, licence number and area of use.
- ☒ Calculation showing, for each consumer item, what percentage of total purchases the ecolabelled products account for.

022 Nordic Swan Ecolabelled printed matter

At least 50% of total printed matter purchased by the business must be printed by a Nordic Swan Ecolabelled printing firm and be Nordic Swan Ecolabelled.

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

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

- ☐ List showing the name and licence number of the printing firms used, and the Nordic Swan Ecolabelled printed matter that the business orders.
- ☐ Document from printing firms or a calculation from the business showing what percentage of total purchases of printed matter is Nordic Swan Ecolabelled (can be stated by number/Kr/€).

P22 Nordic Swan Ecolabelled printed matter

If $\geq 90\%$ of the printed matter ordered by the business is printed by a Nordic Swan Ecolabelled printing firm and is Nordic Swan Ecolabelled: 2 p

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

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

- ☐ List showing the name and licence number of the printing firms used, and the Nordic Swan Ecolabelled printed matter that the business orders.
- ☐ Document from printing firms or a calculation from the business showing what percentage of total purchases of printed matter is Nordic Swan Ecolabelled (can be stated by number/Kr/EUR).

P23 Ecolabelled durable goods (max. 4 points)

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

Ecolabelled means a product labelled with the Nordic Swan Ecolabel or the EU Ecolabel. For textiles products labelled with Good Environmental Choice Class 1 and 2 and GOTS are also considered ecolabelled.

The business purchases the following ecolabelled durables:

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

- ☐ List of purchased durable goods showing the product name, supplier, licence number and area of use. If textiles are washed by an external supplier and the supplier can declare the percentage of ecolabelled/ecological textiles delivered, the requirement is considered fulfilled.
- ☐ Calculation showing, for each durable item, what percentage of total purchases the ecolabelled products account for.

P24 Ecolabelled services (max. 2 points)

At least 50% of the following services are ecolabelled:

Services	Score
Cleaning	2 p
Alternative dry cleaning/no dry cleaning	1 p
Fabric towel reels	1 p
Car washing	1 p
Other	1 p per service, max. 2 p

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

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

- ☐ List of purchased services showing the supplier, licence number and area of use.
- ☐ Calculation showing, for each service area, what percentage of total purchases the ecolabelled services account for.

1.9 Serving food and drink

Hotels serving only breakfast and hotels and conference facilities with only kitchens for re-heating meals, plus hotels with external suppliers of breakfast on the hotel premises (see O3) must meet all the obligatory requirements in this section 1.9.

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

Restaurants with production kitchens must meet requirements O23 and O24, and can get points in P25 in this section 1.9 “Serving food and drink” and the requirements of Chapter 2 “Food”.

O23 Disposable items

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

Exceptions:


- take away food, room-service, catering and fast food serving, see requirement O24
- napkins, toothpicks, and tea bags
- items for sale or as give aways in individual portion packs, e.g. ice cream, candy, chocolate and soft drinks
- straws and cocktail sticks handed out personally, e.g. in bars

With fast food serving means simple, ready-to-eat meals.

For a coffee-machine in the lobby where the guest itself buys coffee for take-away, disposable mugs and lids are allowed. The mugs and lids shall fulfil O24.

Nordic Ecolabelling may grant exemption from the requirement under special circumstances, for example, if the dishwasher is temporarily out of order, for reasons of hygiene, or on occasions when an exceptionally large amount of guests have to be served. The use of disposable items must in this case be justified. In the description it should be clearly described that the number of guests is considerably more than the number of guests normally served.

☒ Declaration that the requirement is met as above.

 On-site inspection.

024 Disposable items for take away, room-service, catering and fast food establishments

75% by weight of the disposable items used in take away, room service, catering and fast food establishments annually must be made from renewable materials, e.g. paper, cardboard, wood or renewable plastic. Ecolabelled disposable items are considered to comply with the requirement.

The materials must not include PVC.

The requirement does not comprise napkins, toothpicks, items for sale in individual portion packs, straws and cocktail sticks.

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

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

P25 Ecolabelled disposable items

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

If no disposable items are used: 1 p

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

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

025 Minimum proportion of organic food and drink for hotels serving breakfast (not wild-caught fish and shellfish)

Restaurants that serve breakfast must have at least 5% organic food and beverages of the annual volume purchased (not included the volume of wild-caught fish and shellfish). Alternatively, hotels that serve breakfast must have at least 10 products that are offered every day. Coffee, tea and spices may only be counted as one product each.

Organic food and drink means products labelled under EU Regulations EC 834/2007, EC 710/2009 (farmed fish and shellfish) or EG 203/2013 e.g. KRAV, Luomu, Debio, Statskontrollerat ekologiskt (Ö-märket) and Tún-liffrænt.

Volume purchased means the total amount purchased annually (in Kr/€).

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

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

1.10 Transport

026 Transport using own vehicles for catering businesses

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

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

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

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

- ☒ Declaration from the course provider stating that the drivers have completed a course in eco-driving/economical driving and procedures describing how the business ensures that newly employed drivers complete training within 6 months.
- ☒ Procedures ensuring that, from the date of the application for a Nordic Swan Ecolabelling licence, newly purchased vehicles meet the latest adopted Euronorm standards.

P26 Other transport using own vehicles

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

- ☒ Summary with calculation showing the percentage of Nordic Swan Ecolabelled fuel purchased in the past year.

P27 Other transport (not using own vehicles) (max 1 p)

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

- the business has reduced the number of transporters (who regularly deliver goods) by 25% in the last 12 months.
- over 50% of a supplier's drivers have completed a course in eco-driving/economic driving.
- over 50% of a supplier's vehicle fleet runs on Nordic Swan Ecolabelled fuel.

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

- ☒ Declaration that the requirement is met as above.

1.11 Procedures

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

If the hotel has a certified environmental management system under ISO 14001 or EMAS, which includes the following procedures, it is sufficient for the auditor to certify that the requirements of this section 1.11 and requirements O7 and O15 have been implemented.

O27 Statutory procedures

The business must ensure compliance with the applicable legislation regarding the working environment, the external environment, finances, hygiene and health. The

business may not have any form of negative comment from an authority or agency which has not been rectified within the deadline set by the monitoring authority or agency. If this requirement is not met, Nordic Ecolabelling may revoke the licence.

- ☒ Duly signed application form.

028 Information about the Nordic Swan Ecolabel for staff

All employees and external contract staff must be informed annually about the hotel's environmental work and what is included in the Nordic Swan Ecolabel licence. Each department must receive information on which environmental improvements the business is working to achieve. Information must also be provided on the results of measurements of limit values and changes regarding Nordic Swan Ecolabel procedures. New employees shall be given the information within 4 weeks.

- ☒ The business is to document the information that is provided to all employees annually, and that the information is available to all personnel within the business and to staff externally hired. The staffs who have attended information meetings must be documented.
- ☒ Procedures that the business has in place to inform staff about work under the Nordic Swan Ecolabel, plus a procedure for ensuring that new employees receive an induction explaining what Nordic Ecolabelling/the Nordic Swan Ecolabel licence involves within 4 weeks.

029 Customer information

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

Hotels with conference facilities that must hire an external supplier to meet the business' food serving needs have to inform their customers upon booking if the supplier does not have a Nordic Swan Ecolabel licence.

- ☒ Description of how/where in the establishment and on the website guests is informed that the business is Nordic Swan Ecolabelled, alternatively how customers are informed about external suppliers of food not being Nordic Swan Ecolabelled.

030 Purchasing and supplier procedures

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

- purchasing of consumables (requirements O19, O20, O21, O22)
- purchasing of organic food and beverages (O25 for hotels with breakfast, O38)
- change of printing and textile service supplier

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

031 Own checks on environmental work

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

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

☒ Procedures for carrying out an own check plan.

032 Annual follow-up

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

No documentation is required at the time of application.

033 Documentation of Nordic Ecolabelling's criteria

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

🔍 On-site inspection.

034 Marketing

The requirement is removed as decided by the Board of Directors 17 November 2014.

2 Food

The requirements in this chapter apply to all types of restaurant businesses, including cafés and catering. However, hotels that only serve breakfast, snacks and simple, light meals are not included, i.e. kitchens that only heat up food. In addition to the requirements below, all the obligatory requirements, with the exception of O25, in Chapter 1 "Basic requirements", must be met.

035 Origin of meat and fish

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

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

036 Non-sustainable ingredients – fish and shellfish

A) The following species that are critically endangered or endangered on the IUCN's² red list may not be served in a Nordic Swan Ecolabelled restaurant:

- Shark
- Skate
- Wild-caught Sturgeon (Acipenseriformes)

² <http://www.iucnredlist.org/>

- Atlantic bluefin and southern bluefin tuna (*Thunnus thynnus* and *Thunnus maccoyii*)
- Eel (*Anguilla anguilla*)

B) The following species may not be served in a Nordic Swan Ecolabelled restaurant, if they appear on the country's official red list³ of endangered species in the country where the fish is caught.

Fish species	Redlisted as CR (Critically Endangered) or EN (Endangered) in the following countries:
Catfish (<i>Anarhichas lupus</i>)	Sweden (EN)
Halibut (<i>Hippoglossus hippoglossus</i> / <i>Reinhardtius hippoglossoides</i>)	Sweden (EN)
Redfish (<i>Sebastes mentella</i> , <i>Sebastes marinus</i>)	Norway (EN)
Sea trout (Salmon <i>Trutta</i>)	Finland (CR)

C) Tropical prawns, e.g. scampi/tiger prawns/king prawns/giant prawns (penaeid family: *Penaeus* sp., *Metapenaeus* sp. and *Macrobrachium rosenbergii*) may not be served in a Nordic Swan Ecolabelled restaurant.

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

Exception from the requirement is given for traditional serving of the shark species *Somniosus microcephalus* and skate species *Dipturus batis*/*Raja batis* for restaurants on Iceland. There must be full traceability from the fish capture area and fish port and declaration from the supervisory fish authority proving that the catch fulfils legislation.

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



Describe the procedures the restaurant has in place for checking that the requirement has been met as above. If serving fish on list B, full traceability is required back to the fishing ground, see also O35. For serving of *Somniosus microcephalus* and *Dipturus batis*/*Raja batis* the fishing ground, fish port and declaration from the supervisory fish authority must be documented.

037 Ban on the use of food containing GMOs

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

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

GMO means genetically modified organism.



Procedure to ensure that the business does not serve food that according to national legislation is labelled with that it contains GMO.

³ Denmark's redlist: On the following link, choose the species group "Ferskvandsfisk":

<http://bios.au.dk/videnudveksling/fagligt/dyrplanter/redlistframe/artsgrupper/>

Finland on page 336 in the report on the following link: http://www.ym.fi/fi-fi-Ajankohtaista/Julkaisut/Erillisjulkaisut/Suomen_lajien_uhanalaisuus_Punainen_kirj%284709%29

Norway: On the following link, choose "Fish": <http://www.artsportalen.artsdatabanken.no/>

Sweden: On the following link, choose "Fish (Pisces)": <http://www.artfakta.se/GetSpecies.aspx?SearchType=Advanced>

038 Minimum proportion of organic foodstuffs and beverages

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

Restaurants in Finland, Norway, and the Baltic states must offer at least 5 organic foods and beverages daily. To count, the organic foodstuffs and beverages must constitute a significant part of the dish, e.g. potatoes, meat, fish, egg, dairy products or vegetables. Restaurants in Iceland must also offer at least 5 organic foods and beverages daily, but they are not limited to ingredients that constitute a significant part of the dish.

Restaurants in Finland, Norway, Iceland and the Baltic states may also choose to document the requirement as the proportion of annual volume purchased.

Catering restaurants in Iceland that serves only one dish per day and no other alternative, may serve the 5 organic ingredients distributed monthly, ie. at least 5 meals per month has to be served containing different organic foods and beverages..

Exceptions for businesses with a large bar or nightclub:

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

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

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

Organic means food/ drink labelled under the EU's Regulations EC 834/2007, EC 710/2009 (farmed fish and shellfish) or EC 203/2013 e.g. KRAV, Luomu, Debio, Statskontrollerat ekologiskt (Ö-märket) and Tún-ljfrant.

Wild caught fish and shellfish cannot be certified organic and is therefore, in theory, not to be included in the calculations. Nordic Ecolabelling can, on the other hand, accept wild caught fish and shellfish as part of the calculations if the restaurant so wishes. Wild caught fish and shellfish are then to be included in the total volume purchased while fish and shellfish certified according to a standard accepted by Nordic Ecolabelling are added to the the total volume of organic foodstuffs and drinks.

Due to the varying accessibility of organic products in the Nordic countries and the Baltic States, different requirements are set on this point. Volume purchased means the amount purchased annually (in Kr/€).

- ☒ Declaration that the requirement has been met and list of the proportion of purchased organic food and beverages of the annual volume purchased. The business must submit documentation showing what percentage of the annual volume of purchases is accounted for by organic food and beverages. The documentation must at least cover 1 month's purchasing which is representative. If the restaurant has included wild caught fish and shellfish in the calculations, the documentations must also cover these purchases.
- ☒ Alternatively, enclose a summary of the purchased organic food and beverages that are offered on a daily basis. The producer, supplier and organic label are to be reported for each food product and beverage.
- ☒ For catering restaurants in Iceland serving only one dish per day and no other alternative, a list of the purchased organic food and beverages that constitute ingredients in at least 5 meals per month. The producer, supplier and organic label are to be reported for each food product and beverage.
- ☒ Separate reporting of alcohol purchasing that can be discounted must be shown.

P28 Organic food and beverages

Points are scored in accordance with the proportion of organic purchasing of food and beverages. Calculated on the basis of one of the following options:

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

Organic means food/drink labelled under the EU's Regulations EC 834/2007, EC 710/2009 (farmed fish and shellfish) or EC 203/2013 e.g. KRAV, Luomu, Debio, Statskontrollerat ekologiskt(O-märket) and Tún-liffrant.

Due to the varying accessibility of organic products in the Nordic countries, different requirements are set on this point. For restaurants in Denmark and Sweden the requirement is calculated on the basis of percentage of the annual volume purchased. Volume purchased means the amount purchased annually (in Kr/€).

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

Catering restaurants in Iceland serving only one dish per day and no other alternative, points are given according to the table above for the number of organic food and beverages in addition to the 5 ingredients served per month according to O38.

- ☒ Declaration that the requirement is met, plus a summary of what proportion of the total annual volumes purchased is made up of organic food products and drinks. The business must enclose documentation to support the percentage of the annual volume of organic food and beverages purchased. The documentation must at least cover 1 month's purchasing which is representative. If the restaurant has included wild caught fish and shellfish in the calculations, the documentations must also cover these purchases.
- ☒ Alternatively, enclose a summary of the purchased organic food and beverages that are offered on a daily basis. The producer, supplier and organic label are to be reported for each food product and beverage.
- ☒ For catering restaurants in Iceland serving only one dish per day and no other alternative; a list of the purchased organic food and beverages that constitute ingredients in at least 5 meals per month. The producer, supplier and organic label are to be reported for each food product and beverage.

P29 Proportion of fish and shellfish labelled as sustainable

If at least 10% of all wild-caught fish or shellfish and/or farmed fish served is certified as sustainable to a standard approved by Nordic Ecolabelling: 2 p

If at least 5% of all wild-caught fish or shellfish and/or farmed fish served is certified as sustainable to a standard approved by Nordic Ecolabelling: 1 p

The standard must meet the guidelines set out in Appendix 5. Each standard for wild-caught or farmed fish and shellfish is assessed based on guidelines for assessing sustainability labelling of fish and shellfish, see Appendix 5. The fish- and shellfish standards that have been approved by Nordic Ecolabelling will be available for the licensees in the electronic application guide.

Farmed fish and shellfish certified according to EC 710/2009 is to be accounted for in O38/P28.

If you choose to meet the Alternative Requirements for Restaurants, Chapter 5, is farmed fish and shellfish certified according to EC 710/2009 to be accounted for in O45/P42.

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

039 Vegetarian dishes

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

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

Catering restaurants serving only one dish per day and no other alternative, must serve at least two vegetarian dishes per month.

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

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

- ☒ Declaration with description and copy of menu.

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

The restaurant is vegetarian: 3 p

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

The restaurant/room service of the hotel offers at least 3 vegetarian main courses at lunch and dinner every day: 2 p

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

For catering restaurants serving only one dish per day and no other alternative following points are given:

The catering restaurant is vegetarian: 3 p

The catering restaurant serves minimum 4 vegetarian dishes per month: 2 p

The catering restaurant serves minimum 3 vegetarian dishes per month: 1 p

On the vegetarian day, only vegetarian food is served at the restaurant, i.e. no meat or fish. On the meat-free day no meat is served at the restaurant. A vegetarian day cannot simultaneously be counted as a meat-free day. Exemption from the requirement is given for serving of food to separate, private parties if this part of the business constitute less than 20% of the restaurant's total turnover.

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

- ☒ For catering restaurants serving only one dish per day and no other alternative; copy of the menus with vegetarian dishes served monthly.

P31 Locally produced food and beverages

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

Locally produced food and beverages can be both grown and wild-caught/picked.

Nordic Ecolabelling approves food as locally produced if the origin of the product (farm, fishing port, wilderness or forest) is known and if all growing/catching/picking/processing and storage has taken place within a radius of 250 km of the business, and if there is full traceability from the restaurant back to the product's origin (farm, fishing

port, wilderness or forest). For businesses located north of 62°N a radius of 500 km is accepted.

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

* If self-produced products are used, the proportion is stated in weight or by volume. Wine, spirits, coffee or tea are excluded from the calculation.

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

- ☒ List of locally produced products purchased on an annual basis, their producers (farm/fishing port/wilderness/forest) and confirmation that they comply with the maximum distance in kilometres as above. Appendix 6 can be used.
- ☒ Documentation showing full traceability along the supply chain.

P32 Drinking water

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

Bottled water means water bottled at a brewery. The requirement only applies to water served in the restaurant. Room service, take away and catering is exempted.

- ☒ Declaration that the above requirement is fulfilled. Description of what the business offers as an alternative to bottled water.
- 🔍 On-site inspection.

P33 Measuring organic waste

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

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

3 Guest rooms

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

P34 Disposable items

There are no disposable items in the bathrooms/guest rooms: 4 p

There are disposable items on max 25% of the bathrooms/guest rooms: 3 p

With disposable items means toilet articles like shampoo, soap and conditioner that are not refillable and other products that are not refillable, like shower caps, brushes/combs, nail files, shoe shine and more. The requirement does not apply to disposable items that the guest can request at reception, e.g. disposable toothbrushes, shoe polish, sewing kits, slippers, etc. Nor does the requirement cover individual portion packs of tea, coffee, chocolate milk, cocoa, or other individual portions of beverage, sugar or milk substitute.

- ☒ Declaration confirming that there are no disposable items in bathrooms/guest rooms, alternatively a list over how many bathrooms/guest rooms that have disposable items
- 🔍 On-site inspection.

P35 Television sets, standby mode

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

There are no television sets in guest rooms: 2 p

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

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

P36 Minibars

$\geq 90\%$ of the minibars consume at most 0.6 kWh/day: 2 p

$\geq 90\%$ of the minibars consume at most 0.8 kWh/day: 1 p

Guest rooms do not have minibars: 3 p

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

- ☒ Declaration from supplier or summary giving product specification from supplier of the minibars' energy consumption.
- ☒ Calculation showing the percentage of minibars.

P37 Rooms adapted for allergy sufferers

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

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

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

4 Pools

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

P38 Pools – disinfection

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

- ☒ Description of how the pool water is cleaned and disinfected.

P39 Hot springs: (applies to Iceland only)

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

- ☒ Specification of the meters specifically for the pool facilities.

5 Alternative requirements for restaurants

Restaurants have the option of fulfilling the alternative requirements set out in this chapter (5) in order to obtain a Nordic Swan Ecolabel licence. This section is thus an alternative to some of the requirements in chapters 1 and 2 and contains requirements concerning energy, water, waste and food. The company must choose whether they will meet all the requirements in chapter 5 or all the requirements in chapters 1 and 2.

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

Restaurants that are operated together with a hotel business are not able to choose the alternative requirements in this chapter, since it is required that the hotel and the restaurant apply for a licence together using the criteria in chapters 1–4. This is because the two entities have joint energy and water consumption, waste management and purchasing procedures.

5.1 Overall requirements

In addition to the obligatory requirements O40–O46 and the optional point score requirements P40–P43 contained in this chapter (Alternative requirements for restaurants), the restaurant must also fulfil certain obligatory requirements in chapters 1 and 2 of the criteria document. At the same time the restaurant has the possibility to choose from different point score requirements in the same chapter.

The table below provides an overview of the obligatory requirements that the restaurant must fulfil and the point score requirements that the restaurant is able to choose between.

Company	Obligatory requirements	Optional point score requirements
Restaurants not linked to hotels	O1, O6, O9 O11–O21 O23–O24 O26–O37 O39 O40–O46 (new requirements chapter 5)	P3, P9 P13–P15 P20, P25–P27 P29–P32 P40–P43 (new requirements chapter 5)

** O26 applies only to catering activities that exceed 30% in sales of the total business*

5.2 Energy

040 Purchases of new energy-demanding equipment

The restaurant should have routines that show that when energy-demanding equipment is purchased, the energy use of the equipment must be considered and information about energy use should be requested from the manufacturer / supplier.

☒ Procedures for purchasing new energy-demanding equipment.

041 Training in efficient use of energy-demanding equipment

The restaurant must have procedures in place for training employees in the efficient use of energy-demanding equipment, with the aim of reducing energy consumption.

The training must include the following as a minimum:

- How the kitchen's equipment works.
- Care and maintenance of equipment.
- Energy-saving actions while using dishwasher machines.
- Efficient use of the various kitchen appliances, including the energy-saving function if there is one.
- When should certain parts of the equipment be on or off, depending on guest flow.
- Use and care of fridges and freezers for more efficient energy use.

New employees must receive the training within their first three months of employment.



Procedures for training employees in the efficient use of energy-demanding equipment.

042 Energy and water-efficiency actions

The restaurant must carry out at least two of the energy and water-saving actions in the table below.

No.	Action	Description
1	Energy	An energy analysis has been performed by an independent expert/third party in the past three years, with a view to reducing energy consumption. Based on the analysis, the restaurant must draw up an action plan stating what should be done to reduce energy consumption.
2	Electricity measurement and associated action plan	The restaurant calculates its energy consumption by installing fixed electricity meters, where possible, for energy-demanding equipment (fridge, freezer, hob, oven, dishwasher, etc.). The rest of the energy use can be estimated. An annual follow-up of consumption must be carried out and an action plan drawn up with the aim of reducing consumption.
3	Own actions to reduce energy consumption (Note: does not apply to lighting)	Own actions that reduce the energy consumption by at least 5% per action. For example, technical installations in energy-demanding equipment, ventilation and heating.
4	Own actions to reduce water consumption	Own actions that reduce the water consumption by at least 5 % per action. For example, technical installations in water-demanding equipment that reduce water consumption
5	Measurement of water consumption plus associated action plan	Measurement of the restaurant's annual water consumption, either through own metering in the restaurant or via information from the water supplier. An annual follow-up of water consumption must be carried out and an action plan drawn up with the aim of reducing consumption.
6	Water consumption for dishwashers	The main dishwasher* does not consume more final rinse water than: 1) main machine 3.0 litres/basket 2) pass-through dishwasher 2.0 litres/basket 3) under-counter machine 2.0 litres/basket * Main dishwasher means the dishwasher(s) that wash at least 70% of the dishes.



1. Energy analysis: Description of the energy analysis or a copy of the report. The description must contain information about what the energy analysis covers.

The restaurant must have an action plan showing what needs to be done to reduce energy consumption in light of the energy analysis.

Proof of the competence of the independent energy expert / third-party that conducted the energy analysis.

- ☒ 2. Electricity measurement: Overview of the annual energy consumption from fixed electricity meters, plus an estimate of other energy consumption and an explanation of how the consumption is estimated. Description of the action plan aimed at reducing consumption.
- ☒ 3. Description of own energy-saving actions with calculations / estimates showing that each action has reduced energy consumption by at least 5%.
- ☒ 4. Description of own water-saving actions with calculations / estimates showing that each action has reduced water consumption by at least 5%.
- ☒ 5. Measuring water consumption: Overview of the restaurant's annual water consumption plus copies of invoices, or documentation from the supplier confirming consumption. Description of the action plan aimed at reducing consumption.
- ☒ 6. Water consumption for dishwashers: Technical data for the main dishwasher's consumption of final rinse water.

P40 Energy and water-efficiency actions (max 6 points)

The restaurant will receive points depending on how many actions have been taken in O42 in addition to the two obligatory actions.

"Own actions" earn 1 point per action (max 3 points).

Other actions earn 2 points per action.

The restaurant can earn a maximum of 6 points in this requirement.

- ☒ Summary of actions taken plus calculation of points.

5.3 Waste

In addition to the above requirements O43 and O44 in this chapter, the following obligatory requirements concerning the waste related to restaurants must also be fulfilled:

- O6 Limit values for waste
- O17 Sorting at source
- O18 Waste sorting for guests

In addition to point score requirement P41 in this chapter, the following point score requirement for the waste related to restaurants may also be fulfilled:

- P3 Waste. It is possible to earn between 1 and 3 points if the quantity of waste is between 10% and 50% lower than the limit value
- P20 Treatment of organic waste. 3 points

O43 Constant measurements of waste amounts

Written procedures must be in place for the measurement and documentation of amounts of unsorted waste. The restaurant must have an annual summary from the waste contractor, or alternatively measurements at least twice a year and during one representative week on each occasion.

- ☒ Procedures that describe how the business guarantees measurement and documentation in line with the above.

044 Measurement of food waste

The restaurant must measure the amount of food waste that occurs per restaurant guest. The amount of food waste must be measured by weight and related to the number of diners in the restaurant. The measurement of food waste is to take place at least twice a year and during one representative week on each occasion. Nordic Ecolabelling may ask to see the results as part of its annual follow-up.

Food waste is defined as food that could have been served if it had been handled differently.⁴ It occurs due to incorrect storage or due to overproduction. Food waste can also occur at the serving stage.

In addition to the avoidable food waste outlined above, there is also unavoidable food waste. Examples of unavoidable food waste include egg shells and bones.⁵ Unavoidable food waste (inedible parts of ingredients, such as shells, bones, meat residues) is not to be included in the measurement.

- ☒ Description of how food waste is measured and how the measurements are logged.
- ☒ Summary of food waste measurements. Attach a description of how the measurement periods can be considered representative.

P41 Actions to reduce environmental impact by reducing food waste

The restaurant receives points if the actions in the table below form part of normal operations.

No.	Action	Points (max 6 points)
1	Through clear information, the restaurant encourages its guests to help reduce their food waste.	1
2	The restaurant carries out other actions that generate a clear reduction in food waste. Examples of such actions include serving fewer options, changes to buffet logistics, pricing per weight, the option of a doggie bag, and so on.	1 points per action, max 4 points
3	The restaurant trains its staff with the aim of reducing food waste.	1
4	The restaurant has a fixed agreement with an organisation to donate surplus food.	2
5	The restaurant sells surplus food from its regular operations at a cheaper price.	1

- ☒ 1. Description of how the restaurant informs and encourages its guests to help reduce their food waste. Alternatively, reference may be made to plans for future activities.
- ☒ 2. Description of other actions that have been carried out and that have led to a significant reduction in food waste. Nordic Ecolabelling must approve the actions in order for the points to be awarded.
- ☒ 3. Description of the procedures for the training and the content of the training.
- ☒ 4. Food donation agreement with an organisation.
- ☒ 5. Description of how the restaurant sells surplus food at a cheaper price.

⁴ Swedish National Food Agency, Swedish Board of Agriculture and Swedish Environmental Protection Agency. Slutrapport – Regeringsuppdrag för minskat matsvinn 2013–2015, “En bra start”.

⁵ Swedish National Food Agency, Swedish Board of Agriculture and Swedish Environmental Protection Agency. Slutrapport – Regeringsuppdrag för minskat matsvinn 2013–2015, “En bra start”.

5.4 Food

In addition to the obligatory requirement O45 in this chapter, the following obligatory requirements concerning food must also be fulfilled:

- O35 Origin of meat and fish
- O36 Non-sustainable ingredients – fish and shellfish
- O37 Ban on the use of food containing GMOs
- O39 Vegetarian dishes

In addition to point score requirement P42 in this chapter, the following point score requirements for food may also be fulfilled:

- P29 Proportion of fish and shellfish labelled as sustainable. Max 2 points
- P30 Vegetarian restaurant, vegetarian and/or meat-free day. Max 3 points
- P31 Locally produced food and beverages. Max 1 point
- P32 Drinking water. 1 point

O45 Minimum proportion of organic food and beverages

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

Danish restaurants: At least 30% of the annual volume purchased must be organic, calculated by purchase value or weight.

Alcohol and other drinks (with the exception of flavouring-free water) are to be included in the calculation. MSC-labelled fish should not be included in the calculation.

Swedish restaurants: At least 20 % of the annual volume purchased must be organic/KRAV-certified, calculated by purchase value.

Organic means food/drink labelled under the EU's Regulations EC 834/2007, EC 710/2009 (farmed fish and shellfish) or EC 203/2013 e.g. KRAV, Luomu, Debio, Statskontrollerat ekologiskt (Ø-märket) and Tún-lifrænt.

MSC-labelled fish and shellfish cannot be labelled as organic, but it can be included in the calculation if the restaurant so wishes. It is up to the restaurant to decide whether it wants to include alcohol in the calculation. If the restaurant buys in wild game, the purchase value of this is to be excluded from the total purchase value. Deer, wild boar, other animals that are bred in captivity, as well as reindeer, do not count as wild animal

Norwegian restaurants can choose to document the requirement in two different ways:

Alternative 1: At least 15% of the annual volume purchased must be organic, calculated by purchase value or weight.

Alternative 2: At least 15 organic products must be used regularly, and at least 5 of the 15 products must be fixed basics such as milk, eggs, bread, fruit, vegetables and so on.

It must be clear to the customer which 15 products are organic.

MSC-labelled fish and shellfish cannot be labelled as organic, but it can be included in the calculation if the restaurant so wishes. The % of MSC-labelled fish must not, however, exceed 50% of the calculated total. It is up to the restaurant to decide whether it wants to include alcohol in the calculation.

Finnish restaurants can choose to document the requirement in two different ways:

Alternative 1. At least 8 products certified under the Luomua, Ladybird or EU organic labels must be used regularly.

The term "regular", as used by EkoCentria, requires that organic products are used at least twice a week or more.

Alternative 2. At least 30% of the annual volume purchased must carry the Luomua, Ladybird or EU organic label, calculated by purchase value or weight.

Alcohol and other drinks are to be included in the calculation. MSC-labelled fish should not be included in the calculation.

Icelandic and Baltic restaurants must offer at least 5 organic foods and beverages on a daily basis. For Baltic restaurants, the organic food and beverages must constitute a significant part of the dishes, e.g. potatoes, meat, fish, egg, dairy products or vegetables. Icelandic restaurants are not subject to the restriction that food and beverages must constitute a significant part of the dishes.

Organic means food/drink labelled under the EU's Regulations EC 834/2007, EC 710/2009 (farmed fish and shellfish) or EU 203/2013, e.g. KRAV, Finland's Luomua ("Sun label"), Debio, Statskontrollerat ekologiskt (Ö-märket) and Tún-lifrænt.



Danish restaurants:

Calculation showing that at least 30% of the annual volume purchased is organic. The calculation must contain details from at least 3 months of purchases, either in kg or DKK.

If the restaurant has a Gold, Silver or Bronze rating from Det Økologiske Spisemærke, this can be used as documentation.



Swedish restaurants:

Calculation showing that at least 20% of what is served is organic, with the calculation based on the purchase value in SEK/EUR. The calculation must contain details from at least 1 year of purchases.

If the restaurant is KRAV-certified to level 1 (according to the alternative with percentage in the requirements of KRAVs), level 2 or level 3, this can be used as documentation.



Norwegian restaurants:

Alternative 1: Calculation showing that at least 15% of the annual volume purchased is organic. The calculation must contain details from at least 1 month of purchases, either in kg or NOK.

Alternative 2: An overview of which 15 products are regularly offered and documentation of how the customer is informed that the products are organic. Photographs are an acceptable form of documentation.

If the restaurant is Debio-certified to level Bronze, Silver or Gold, this can be used as documentation.



Finnish restaurants:

Alternative 1: An overview of which 8 products are regularly offered and which hold Luomua, Ladybird or EU organic certification.

Alternative 2: Calculation showing that at least 30% of the annual volume purchased is certified under the Luomua, Ladybird or EU organic labels. The calculation must contain details from at least 1 year of purchases, either in kg or EUR.

If the restaurant is certified at level "Luomua **/**" and is at "Step 4" in the "Steps to Organic" (Portaat luomuun) programme, this can be used as documentation.



Icelandic and Baltic restaurants:

Documentation giving an overview of which organic products are offered daily in the restaurant.

P42 Organic food and beverages

Points are awarded for the proportion of organic purchasing of food and beverages as set out in O44.

Proportion of organic food and beverages purchased							Points
Norway no. Alt. 1	Norway % Alt. 2	Sweden %	Denmark %	Finland no. Alt. 1	Finland % Alt. 2	Iceland och Baltics no.	
>50	>90	>90	>90	>35	>50	>30	6
41-50	≥70-≤90	≥70-≤90	≥80-≤90	31-35	≥45-≤50	21-29	5
36-40	≥40-<70	≥55-<70	≥70-<80	25-30	≥40-<45	16-20	4
29-35	≥30-<40	≥45-<55	≥60-<70	19-24	≥36-<40	12-15	3
23-28	≥25-<30	≥30-<45	≥45-<60	14-18	≥33-<36	9-11	2
16-22	>15-<25	>20-<30	>30-<45	9-13	>30-<33	6-8	1

Different numbers of points are given from country to country due to the variation in the availability of organic products.



Danish restaurants:

Calculation showing that at least 30% of the annual volume purchased is organic. The calculation must contain details from at least 3 months of purchases, either in kg or DKK.

If the restaurant has a rating from Det Økologiske Spisemærke, this can be used as documentation.



Swedish restaurants:

Calculation showing how much of what is served is organic, with the calculation based on the purchase value in SEK/EUR. The calculation must contain details from at least 1 year of purchases.

If the restaurant is KRAV-certified, this can be used as documentation.



Norwegian restaurants:

Alternative 1: Calculation showing how much of the annual volume purchased is organic. The calculation must contain details from at least 1 month of purchases, either in kg or NOK.

Alternative 2: An overview of which products are regularly offered and documentation of how the customer is informed that the products are organic. Photographs are an acceptable form of documentation.

If the restaurant is Debio-certified, this can be used as documentation.



Finnish restaurants:

Alternative 1: An overview of which products are regularly offered and which hold Luomua, Ladybird or EU organic certification.

Alternative 2: Calculation showing how much of the annual volume purchased is certified under the Luomua, Ladybird or EU organic labels. The calculation must contain details from at least 1 year of purchases, either in kg or EUR.

If the restaurant is certified at level “Luomua **/**” and is at “Step 4” in the “Steps to Organic” (Portaat luomuun) programme, this can be used as documentation.



Icelandic and Baltic restaurants:

Documentation giving an overview of which organic products are offered daily in the restaurant.

5.5 Other requirements

P43 Ecolabelled goods and services (max 4p)

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

Ecolabelled product means a product labelled with the Nordic Swan Ecolabel or the EU Ecolabel. For textiles, products labelled with Bra Miljöval Class 1 and 2 and GOTS also count as ecolabelled. Chemical products with the Bra Miljöval label also count as ecolabelled.

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

The business purchases the following ecolabelled goods and services:

Ecolabelled goods and services (amount purchased as % of total purchased volume)	Points
Paper napkins ≥ 50%	1 p
Candles ≥ 50%	1 p
Soaking agents ≥ 50%	1 p
Furniture per category, chairs, tables, etc. ≥ 10%	1 p per product, max 2 p
Textiles (tablecloths and napkins) ≥ 20%	1 p
Workwear, at least one staff category, at least one garment	0.5 p
Coffee services	1 p
Cleaning	1 p
Car washing	1 p
Other ≥ 50%	1 p per product, max 2 p



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



Calculation showing, for each good or service, what percentage of total purchases the ecolabelled products account for.

O46 Points total

The restaurant needs to earn at least 16 points. This is 35% of the maximum available points: 46. The table shows how many points are available within the various point score requirements.

Requirement	Description of requirement	Max points
P3	Waste	3
P9	Lighting	3
P13	Automatic dosage of cleaning chemicals	1
P14	Dosage of dishwasher drying agents	2
P15	External laundry	3
P20	Treatment of organic waste	3
P25	Ecolabelled disposable items	1

P26	Other transport using own vehicles	1
P27	Other transport not using own vehicles	1
P29	Proportion of fish and shellfish labelled as sustainable	2
P30	Vegetarian restaurant, vegetarian and/or meat-free day	3
P31	Locally produced food and beverages	1
P32	Drinking water	1
P40	Energy and water-saving actions	6
P41	Actions to reduce environmental impact by reducing food waste	6
P42	Organic food and beverages	6
P43	Ecolabelled products and services	4
Maximum points available		47

The points are totalled automatically in My Swan Account.

Regulations for the Nordic Ecolabelling of services

To easily identify Nordic Swan Ecolabelled services, the licence number and a descriptive sub text shall always accompany the Nordic Swan Ecolabel.

The described sub text for 055 Hotels, restaurants and conference facilities is:

Hotel/Restaurant/Café/Canteen/Conference centre

More information on graphical guidelines, regulations and fees can be found at www.svanen.se/regulations/ or at www.nordic-ecolabel.org/regulations/

Follow-up inspections

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

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

Criteria version history

Nordic Ecolabelling adopted the criteria for hotels, restaurants and conference facilities on 23 October 2013 and they apply until 31 December 2018.

The Secretariats managers meeting decided on 3 April 2014 to make changes in requirement O4 Limit values for energy, O38 Minimum proportion of organic foodstuffs and beverages, O39 Vegetarian dishes, P30 Vegetarian restaurant, vegetarian and/or meat-free day and an addition of a new requirement O34 Marketing. There were also some editorial changes made in the criteria document and an adjustment of the level of total amount of points required for hotels and restaurants. The Board of Directors decided on 14 May 2014 to make changes in requirement O12. The Board of Directors decided on 10

June 2014 to make changes in requirement O2 Conference facilities: External suppliers of restaurant services, O15 Purchasing procedures – chemical products, P14 Dosage of dishwasher drying agents, O19 When purchasing Newly purchased low energy lamps, fluorescent tubes and LEDs, O25/O38 Minimum proportion of organic foodstuffs and beverages, P28 Organic food and beverages and P29 Proportion of fish and shellfish labelled as sustainable. The new version, including all changes listed above, is 4.1.

The Management group of product development for the Nordic Ecolabelling decided on 10 December 2014 to make changes in requirement O5 Limit values for water consumption, O6 Limit values for waste, O11 Ecolabelled cleaning products, P23 Ecolabelled durable goods, P24 Ecolabelled services, O25/O38 Minimum proportion of organic foodstuffs and beverages and P28 Organic food and beverages. In addition some editorial changes were made. On 17 November 2014 the Board of Directors decided to remove requirement O34 Marketing from all criteria documents. The new version is 4.2.

The Nordic Ecolabelling's Criteria Group decided on 17 March 2015 to make a clarification of the documentation requirement in O17. The new version is 4.3.

The Nordic Ecolabelling's Criteria Group decided on 11 November 2015 to make changes in requirement O38 Minimum proportion of organic foodstuffs and beverages and P28 Organic food and beverages. The new version is 4.4.

The Nordic Ecolabelling Board decided on 8 November 2017 to introduce a new chapter regarding Alternative requirements for restaurants (chapter 5). The Nordic Ecolabellings's Criteria Group decided on 14 December 2017 to extend the criteria for 24 months until 31 December 2020. The new version is 4.5.

Nordic Ecolabelling decided on 19 December 2018 to prolong the criteria with 12 months to the 31 december 2021. The new version is called 4.6.

The Nordic Ecolabel licence will continue to apply as long as the criteria are fulfilled and until the criteria expire. The validity period of the criteria may be extended or adjusted, in which case the licence will automatically be extended and the licensee informed.

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

New criteria

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

- Tightening up the requirement levels for limit values, particularly the energy limit value and primary energy.
- Reviewing if the limit value on chemicals should be reintroduced.
- Reviewing the possibility to increase the share of ecolabelled cleaning products.
- Reviewing the need to amend/adjust the product group definition for restaurants.
- Tightening up the requirement levels for the proportion of organic food and beverages in restaurants and look at the possibility to set requirement to organic

food and beverages in % of total purchased volume also for Norway, Finland, Iceland and the Baltic countries

- Tightening up the requirement regarding fish and shellfish, especially deep water fishing
- Consider requirement to other commodities than fish.
- Drawing up requirements for limit values for organic waste for restaurants.
- Reviewing the opportunity to reward the use of alternative disinfection methods in pools.
- Consider requirements to pool chemicals.
- Reviewing the requirement on locally produced food and beverages.
- Consider obligatory requirement to fulfil the limit value for waste for businesses that have disposable items in the rooms.
- Reviewing the possibility to set a requirement to that disposable items in guest rooms must be ecolabelled.

Appendix 1 Information regarding the business

General information (to be completed by everyone):

	Details from business	Comments	Documentation requirement
Company name			
Address			
Phone			
Email			
Accommodation offered			
Breakfast offered (state if offered via a subcontractor)			
Lunch/dinner offered (state if offered via a subcontractor)			State the subcontractor's licence number
Conference facilities offered			
Pool/spa offered			
Own bar/nightclub?			
Is the business part of a chain or other cooperation organisation? Which one?			
Total sales per year			
Contact person for application			
Licence administrator			
Licence marketing administrator			
Data to be used in the energy tool			
Total area ⁶			Tenancy agreement or drawing where the total area is stated.
No. of floors			No. of floors are inspected on-site.
Detached, end block or mid-block building			Type of building is inspected on-site.
Is the establishment open seasonally? State which months			
External laundry service (state name and if Nordic Swan Ecolabelled)			If the laundry service is Nordic Swan Ecolabelled, state the licence number.

Supplementary information for businesses with accommodation:

	Details from business	Comments	Documentation requirement
Accommodation sales (incl. breakfast for hotels)			
No. of guest rooms			
Occupancy ⁷			

⁶ Total area means spaces that are intended to be heated to at least 10°C but not garages.

⁷ Occupancy means occupancy per room or per permanent bed in percent per year.

Data to be used in the energy tool			
Hotel area ⁸			On-site inspection
No. of guest nights ⁹			Overview based on the booking system or a like.
Amount of bed linen and towels and other hotel items laundered			

Supplementary information for businesses with restaurant:

	Details from business	Comments	Documentation requirement
Type of restaurant			
Restaurant has fast food service, catering or take away			
Restaurant sales (incl. sales for catering, bar and nightclub)			
Data to be used in the energy tool			
Restaurant area ¹⁰			On-site inspection
No. of restaurant guests ¹¹			The base for calculation of the number of guests (either based on the number of guests in at least two weeks during a representative period, alternatively a calculation based on average check (if guests are not calculated otherwise, for instance servings)). The number can be rounded off to the nearest thousand if there are more than 100,000 guests and to the nearest hundred if there are fewer than 100,000 guests.
No. of catering portions			
Amount of tablecloths and other restaurant items laundered			

⁸ If the business only comprises hotel service the hotel area equals the total area. If the business includes some other type of business, entrance lobby, guest rooms, toilets, staff rooms, additional stores and bin rooms are to be counted as hotel area..

⁹ A hotel guest is a guest who stays at the hotel overnight. A hotel guest that spend 2 nights at the hotel is counted as 2 hotel guests, 2 guests that stays 2 nights in a double room is counted as 4 hotel guests. The number can be rounded off to the nearest thousand if there are more than 100,000 guests and to the nearest hundred if there are fewer than 100,000 guests.

¹⁰ If the business only include a restaurant the restaurant area equals the total area. The restaurant area in a hotel and/or conference facility means the total area of the restaurant kitchen, including dishwashing area, food store, dry store, chilled room and freezer room plus all serving areas, including breakfast room, dining room and bar directly connected to dining room. Other areas that are used occasionally when serving many guests like entrance lobby, conference rooms, party floors, banquet halls and a like are not considered as restaurant area.

¹¹ A restaurant guests is a guest who visits and stays in the restaurant. This comprise guests that eats and/or drinks in the restaurant (which includes breakfast, lunch and dinner guests), and bar guests, concert guests and nightclub guests. For hotels that also have their own restaurant, this means that guests who use the restaurant are to be reported separately as restaurant guests. The number of breakfast guests assumes to be the same as the number of hotel guests.

Supplementary information for businesses with conference facilities:

	Details from business	Comments	Documentation requirement
Conference sales			
Data to be used in the energy tool			
Conference facility area ¹²			
No. of conference guests ¹³			Overview based on the booking system or a like. Alternatively a calculation of the number of guests (either based on the calculation of guests during at least two weeks in a representative period or a calculation based on average check (if guests are not calculated otherwise)).

¹² If the business only comprise of conference facilities the conference area equals the total area. If hotel is included in the business, entrance lobby, guest rooms, toilets, staff rooms, additional stores and bin rooms are to be counted as hotel area . If a restaurant is included in the business the area for the restaurant kitchen including dishwashing areas, food storage, cool storage rooms and all serving areas including dining rooms for breakfast, lunch and dinner and bars in direct connection with the dining rooms are to be calculated as restaurant area. Conference facility areas that occasionally are used as serving areas like party floors, entrance lobbies and a like are to be calculated as conference facility area, not restaurant area.

¹³ A conference guest is a guest who takes part in activities on the premises of the conference facility (which may also include other types of business, e.g. stage performances). A conference guest shall be calculated as a restaurant guest only if they eat breakfast, lunch or dinner. Coffee-/tea-breaks with simple serving will not qualify the conference guests to be calculated as restaurant guests. A conference guest participating for 2 days is calculated as 2 conference guests. If the conference guest eats 2 lunches and 1 dinner at the facility, the guest shall also be calculated as 3 restaurant guests. The number can be rounded off to the nearest thousand if there are more than 100,000 guests and to the nearest hundred if there are fewer than 100,000 guests.

Supplementary information for businesses with pool:

	Details from business	Comments	Documentation requirement
No. of poolguests ¹⁴			Overview of the number of guest nights based on the booking system or a like.
No. of external pool guests ¹⁵			Overview based on the booking system or a like. Alternatively a calculation of the number of guests (either based on the calculation of guests during at least two weeks in a representative period or a calculation based on average check (if guests are not calculated otherwise)).
Data to be used in the energy tool			
Pool area for heated pool			
Associated pool areas ¹⁶			

¹⁴ In this context, pool guests are the same as hotel guests.

¹⁵ External pool guest means a guest who only uses the pool facilities and does not spend the night at the hotel. They are counted in the limit value for water, but do not need to be entered in the energy model, as this calculates energy consumption per m² of pool area.

¹⁶ Associated pool areas are surrounding areas that are related to the use of the pool, such as pool rooms, saunas, showers and changing rooms.

Appendix 2 Marketing

Appendix 2 Marketing is removed as decided by the Board of Directors 17 November 2014.

Appendix 3 Chemical products for hotels, restaurants and conference facilities

Documentation of requirements

The appendix illustrates what information producers/suppliers shall give in the electronic application guide, My Swan Account.

A producer/supplier that wants to get their products controlled must apply for access to My Swan Account and accept the terms in My Swan Account.

The documentation will be handled confidentially. My Swan Account only gives information that the product is controlled and the product name and suppliers to the business that has applied for a Nordic Swan Ecolabel licence. See more about security in User Agreement.

Products covered by the requirements

The requirements given are for non-ecolabelled products for dishwashing, laundry detergents, cleaning products, disinfectants, soaking agents, rinsing agents, decalcification agents, floor care products and special cleaning.

Definition of special cleaners

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

Laundry: Stain remover, washing enhancer and similar.

Cleaning: Stain remover for solid surfaces, chewing gum remover, carpet cleaner, , drain cleaner, interior cleaners and similar.

Requirements to be fulfilled

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

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

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

The product must not contain the following substances¹⁷:

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

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

¹⁷ Ingoing substances are defined, if not otherwise mentioned, as all substances in the chemical product – including additives (e.g. preservatives or stabilisers) in the raw materials/ingredients, but not residuals from the production, incl. the production of raw materials. Residuals from production and from production of raw materials are defined as residuals, pollutants and contaminants derived from the production of the raw materials, which are present in the final product in amounts less than 100 ppm (0.0100 %w/w, 100 mg/kg), but not substances added to the raw materials or product intentionally and with a purpose – regardless of amount. Residuals in the raw materials above 1.0 % are regarded as ingoing substances. Known substances released from ingoing substances are also regarded as ingoing substances.

Appendix 4 Information about Nordic Ecolabelling's energy tool and calculations on energy and carbondioxide

To calculate compliance with the energy limit value, Nordic Ecolabelling's energy tool must be used. The energy tool will be available in the electronic application guide, My Swan Account.

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

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

The energy tool gives a target value in the form of specific supplied energy in kWh/m², annual energy consumption for the business and annual CO₂ emissions for the business.

In the energy model, the business must state:

- Country, climate zone or local normal year average temperatures per month (local normal year average temperatures per month is obligatory for establishments in Norway).
- The average temperature per month for the same period (year) as the energy consumption. The temperature data should be of the same locality, or from an area near the establishment where temperature data is available e.g. nearest meteorological weather station.
- Number of buildings, types of building and area for different activities (area for hotel, restaurant, conference facility that is intended to be heated to 10°C). Details concerning the layout of the establishment (number of buildings and types of building, number of floors, area for different activities) have an impact on the part of the target value that is accounted for by heating in the buildings. The fact of whether the walls (and the area associated with these) adjoin another building or empty space must be stated, since this affects transmission losses in the building. The target value is calculated specifically per area, so that a large building is assumed to use more energy than a small one, but the same amount per specific area. The area must be stated for all the buildings that the business makes use of.

- Number of guests distributed per activity.
Some of the energy consumption depends on the number of guests and the type of activity. The model is designed so that specific energy use per square metre of area and year is the main measure of energy performance for the business.
- Seasonal variation. For all types of business, there is an option to correct for seasonal variations, since occupancy affects consumption of electricity and heating. The target value and limit value for energy consumption are corrected for this. Demand for heating is assumed to depend on the outdoor temperature, while other parameters are driven only by the nature of the business, irrespective of outdoor temperature.
- If there is a pool or spa, the area of the pool (square metres of water surface) and the associated area around the pool are to be stated. The estimated energy consumption equates to the energy consumption of the pool and the associated area surrounding it.
- If laundry is laundered in the applicant building or/and sent to an external laundry firm. The amount is to be stated in kg. Documentation of the amount of laundry is to be stated (e.g. give an account for internal laundry or a report from the external laundry firm). This does not apply to daily laundering of items such as mops, dusters and the like, but does apply to large quantities of laundry, such as bed linen, towels and tablecloths. If laundry is laundered in the applicant building, this energy consumption is assumed to be included in the energy consumption stated by the business. In this case, the amount of laundry will be added to the target value, using energy factors associated with laundry being laundered by a Nordic Swan Ecolabelled laundry firm. If the laundry is sent to an external laundry firm, the applicant must state whether or not this laundry firm carries the Nordic Swan Ecolabel. Based on this, a certain quantity of energy and CO₂ emissions is added to the applicant building's values. Here too, the target value will be adjusted upwards by the energy values for Nordic Swan Ecolabelled laundry, based on the quantity of laundry. If the applicant building sends its laundry to a laundry firm that is not Nordic Swan Ecolabelled, it will be more difficult to achieve the target value.

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

The following primary energy factors for carbon dioxide are used:

Carbon dioxide factors

Carbon dioxide factor	
Electricity	0.3852
Oil-fired boiler in the building	0.28082
District heating	0.1243
Natural gas	0.20442
Town gas	0.281
LPG	0.2342
District cooling	0.251

Sources:

1 Energi & Miljöfakta, www.energiochmiljo.se.

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

3 Nordic Ecolabelling's criteria for Grocery Stores

Appendix 5 Guidelines for assessing sustainability labelling for fish and shellfish

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

General requirements regarding standards for sustainability labelling of fish and shellfish

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

- The standard shall follow all relevant laws and agreements and comply with the conventions and guidelines of the FAO and the UN:
 - 1982 UN Convention on the Law of the Sea
 - 1995 UN Fish Stocks Agreement
 - FAO Guidelines for the ecolabelling of fish and fishery products from marine capture fisheries
 - FAO Guidelines for aquaculture certification
 - FAO Code of Conduct for Responsible Fisheries
- The standard must balance economic and environmental interests. The standard must be drawn up in an open process in which environmental, economic and social stakeholders have been invited to take part. This means that there as a minimum must be a public consultation about the standard.
- The standard and documents related to the standard must be public.
- The standard is evaluated and revised on a regular basis so that the process is developed and environmental impact reduced on an ongoing basis.
- Nordic Ecolabelling places particular emphasis on the standard having absolute criteria that protect against illegal fishing and depletion of natural biodiversity.

Requirements regarding standards for wild-caught fish and shellfish

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

Requirements regarding farmed fish and shellfish

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

Requirements on certification systems and certification bodies

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

Requirement regarding CoC (Chain of Custody) certification

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

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

Documentation

- Copy of standard
- Contact information (name, address and telephone number) to the organization who has developed the standard and audit report.
- References to persons who represents stakeholders who have been invited to participate in the standard development.

Please note that Nordic Ecolabelling may request further documentation to examine whether the requirements of the standard and certification system in question can be approved.

Appendix 6 Locally produced food and beverages

Locally produced food and beverages can be both farmed and wild caught/picked. Nordic Ecolabelling approves food as locally produced if the origin of the product (farm, fishing port, wilderness or forest) is known and if all growing/catching/picking/processing and storage has taken place within a radius of 250 km of the business, and if there is full traceability from the restaurant back to the product's origin (farm, fishing port, wilderness or forest). For businesses located north of 62°N a radius of 500 km is accepted.

If self-produced food or beverages are used, the proportion is stated in weight or by volume. Wine, spirits, coffee or tea are excluded from the calculation.

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

Food/beverage	Products origin (farm/fishing port/wilderness/forest)	Distance from the products origin to the restaurant	Volume

Total purchased volume: _____

Amount of locally produced products: _____

Date	Responsible individual (name in block letters)
Phone	Signature of responsible individual