

Nordic Ecolabelling for
Hotels, restaurants and conference facilities



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Consultation proposal

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This document is a translation of an original in Norwegian. 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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What is a Nordic Swan Ecolabelled hotel, restaurant and/or conference facility?

A Nordic Swan Ecolabelled hotel, restaurant and/or conference facility meets the most stringent environmental requirements in its industry and has a tight overall grip on its environmental work.

The business works actively and in a structured manner to reduce its consumption of resources and optimise its operation. The Nordic Swan Ecolabel is an effective tool for reducing the environmental and climate footprint of the business.

The set requirements include:

- Limit values for energy consumption
- A requirement for energy efficiency and energy-saving measures
- A ban on fossil fuels
- Limit values for water consumption and water-reduction measures
- A requirement for effective sorting at source to ensure waste recycling and recovery of resources
- Comprehensive requirements on the reduction of food waste, as a contribution towards the UN's Sustainable Development Goals, which include a target to halve food waste by 2030
- A ban on unnecessary disposable items
- A requirement for sustainable food that has less of an impact on the environment, thus helping to achieve the UN's SDGs, which require a transition to more sustainable food and agriculture
- A requirement for a high proportion of organic food and drink
- 100% of the chemicals for general cleaning, dishwashing and laundry must be ecolabelled
- A requirement for the purchase of ecolabelled goods and services

Why choose the Nordic Swan Ecolabel?

- A Nordic Swan Ecolabelled hotel, restaurant and/or conference facility may use the Nordic Swan Ecolabel trademark for marketing. The Nordic Swan Ecolabel is a very well-known and well-reputed trademark in the Nordic region.
- The Nordic Swan Ecolabel is a simple way of communicating environmental work and commitment to customers.
- The Nordic Swan Ecolabel clarifies the most important environmental impacts and thus shows how a company can cut emissions, resource consumption and waste management.
- Environmentally suitable operations prepare for future environmental legislation.
- Nordic Ecolabelling can be seen as providing a business with guidance on the work of environmental improvements.
- The Nordic Swan Ecolabel covers not only environmental issues but also quality requirements, since the environment and quality often go hand in

hand. This means that a Nordic Swan Ecolabel licence can also be seen as a mark of quality.

What can carry the Nordic Swan Ecolabel?

Definition of what can carry the Nordic Swan Ecolabel:

Hotels, food services and conference facilities can be awarded the Nordic Swan Ecolabel. See definitions below.

Hotels

Establishments that offer accommodation can be Nordic Swan Ecolabelled. This primarily means hotels, but youth hostels are also eligible.

Food services

The term food service includes all businesses that serve prepared food. This includes restaurants, lunch restaurants, staff restaurants, canteens, institutional kitchens at schools or hospitals, street kitchens, cafés, etc. Catering, takeaway and fast-food operations can also be awarded the Nordic Swan Ecolabel.

Conference facilities

A conference centre is a business with access to meeting rooms, conference rooms or assembly rooms that enable the customer to hold a conference involving talks, seminars, information meetings, debates and so on. The main revenue comes from this type of business.

Conference facilities that do not offer accommodation may be Nordic Swan Ecolabelled if one of the following conditions for food service is met:

1. The licence includes an in-house Nordic Swan Ecolabelled food service
2. Food is provided by a Nordic Swan Ecolabelled subcontractor
3. The subcontractor supplying the food meets all the obligatory requirements for food suppliers, see Table 1 for details.

Where conference facilities use non-Nordic Swan Ecolabelled subcontractors to supply food (point 3), the following applies:

- All obligatory requirements for food suppliers, as stated in Table 1, must be fulfilled. The requirements apply only for the delivery of food that is supplied to the Nordic Swan Ecolabelled conference facility
- Documentation is to be obtained by the conference facility, and checked by Nordic Ecolabelling
- Nordic Ecolabelling must conduct an on-site inspection of the food supplier
- Annual follow-up of the food supplier

The application fee includes inspection of one food supplier. If the conference facility wishes for multiple food suppliers to be inspected, an application must be submitted to expand the licence. A food supplier that is not itself Nordic Swan Ecolabelled cannot use the Nordic Swan Ecolabel in its marketing.

The definition of conference facilities does not include businesses such as concert halls, theatres, exhibition centres and so on, whose main revenue comes from

events other than gatherings that involve talks, seminars, information meetings, debates, etc. It is also not possible to Nordic Swan Ecolabel an event such as an annual conference or festival under these criteria.

Combinations of businesses

If several different businesses are part of the same operation, or are marketed as a single unit, all of them must be included in the licence. For example, a hotel with its own food service and conference facilities must apply for the Nordic Swan Ecolabel for all three types of business in the same application.

The different combinations of businesses may be hotel with food service and conference facilities, hotel with food service, hotel with conference facilities, conference facility with food service, and conference facility with external food supplier.

See Table 1 under “How to apply?”, “What is required?” for an overview of which requirements the different combinations of businesses need to fulfil.

Businesses with spa

If the spa operation is part of the business that is applying for a Nordic Swan Ecolabel, its energy consumption must be included, unless the spa operation has its own energy meter. Note that it is not possible to market a business as a “Nordic Swan Ecolabelled spa” even if its consumption is included, because the Nordic Swan Ecolabel’s criteria do not cover the actual spa and its treatments. The spa’s water consumption can be deducted if the spa has its own water meter.

Geographical restriction

The levels of the Nordic Swan Ecolabel’s requirements have been set based on Nordic conditions, but businesses outside the Nordic region may still apply for the Nordic Swan Ecolabel.

Limit values have only been developed for the Nordic region. If businesses outside the Nordic region wish to apply for the Nordic Swan Ecolabel, Nordic Ecolabelling will consider the possibility of developing requirements for the region in question.

How to apply

Application and costs

For information about the application process and fees for this product group, please refer to the respective national website. For addresses see page 3.

What is required?

The application must consist of an application form/web form and documentation showing that the requirements are fulfilled.

The criteria for hotels, restaurants and/or conference facilities comprise a combination of obligatory requirements and point score requirements. The letter “O” and a number indicate obligatory requirements. These requirements must always be fulfilled. The letter “P” and a number distinguish point score requirements. Each requirement of this type gives a point score. These scores are

then totalled. A minimum total score must be achieved to fulfil the licence constraints.

In cases where several different businesses are perceived or marketed as a single unit, all of them must be included in the application and the licence. For instance, a hotel with its own restaurant and conference facilities must fulfil the obligatory requirements and the point score requirements for the combination “Hotel, food service and conference facility”.

Table 1 gives an overview of which obligatory requirements the business must fulfil for the different combinations of businesses, which point score requirements they can choose, and the points threshold they must reach.

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

- ✉ Enclose
- 📁 Upload
- 📄 State data in electronic application
- 📍 Requirement checked on site

To be awarded a Nordic Swan Ecolabel licence:

- All obligatory requirements must be fulfilled.
- A minimum of the total point score must be achieved, according to the requirement O47
- Nordic Ecolabelling must inspect the site.

All information submitted to Nordic Ecolabelling is treated confidentially. Suppliers can send documentation directly to Nordic Ecolabelling, and this will also be treated confidentially.

Table 1 Overview of which requirements the business and different combinations of businesses must fulfil and which point score requirements they can choose between. The table uses the following abbreviations: Hotel (H), Food service/restaurant (F), Conference facility (C), Food supplier (FS).

Req. number	Requirement	HSK	HS	HK	SK	H	S	K	Food suppl.
O1	Description of the business	X	X	X	X	X	X	X	X
	Environmental management								
O2	Regulatory requirements	X	X	X	X	X	X	X	X
O3	Responsible person	X	X	X	X	X	X	X	X
O4	Annual follow-up of the licence	X	X	X	X	X	X	X	
O5	Requirement for continuous improvements	X	X	X	X	X	X	X	
P1	Resource-saving measures for hotels (2 points)	X	X	X		X			
O6	Changes and unforeseen non-conformities	X	X	X	X	X	X	X	X
O7	Communication with staff	X	X	X	X	X	X	X	

	Energy requirements for hotels, with or without a food service, with or without conference facilities								
O8	Fossil fuel	X	X	X		X			
O9	Energy consumption	X	X	X		X			
O10	Limit values for energy consumption	X	X	X		X			
O11	Energy efficiency	X	X	X		X			
O12	Controlling energy consumption	X	X	X		X			
O13	Energy and CO ₂ -reducing measures	X	X	X		X			
P2	CO ₂ Calculation	X	X	X		X			
P3	Certified electricity	X	X	X		X			
	Energy requirements for food services and/or conference facilities								
O14	New purchases of energy-intensive equipment				X		X	X	
O15	Training in efficient use of energy-intensive equipment				X		X	X	
O16	Energy and CO ₂ -reducing measures				X		X	X	
	Water requirements for hotels, with or without a food service, with or without conference facilities								
O17	Water consumption	X	X	X		X			
O18	Limit values for water consumption	X	X	X		X			
O19	New purchases	X	X	X		X			
O20	Water-reducing measures	X	X	X		X			
	Water requirements for food services and/or conference facilities								
O21	New purchases				X		X	X	
O22	Training in efficient use of water				X		X		
	Waste requirements								
O23	Amount of general waste	X	X	X	X	X	X	X	
O24	Limit value for general waste	X	X	X	X	X	X	X	
O25	Sorting at source	X	X	X	X	X	X	X	
O26	Waste sorting for guests	X	X	X	X	X	X	X	
O27	Work on food waste	X	X	X	X	X	X	X	
O28	Measures to reduce food waste	X	X	X	X	X	X		
O29	Ban on disposable items across the whole business	X	X	X	X	X	X	X	
O30	Disposable items not permitted in hotel rooms	X	X	X		X			
O31	Disposable items in contact with food and drink, for takeaway, catering and fast-food services	X	X	X	X	X	X	X	
	Sustainable food and drink								
O32	Table serving of water	X	X	X	X	X	X	X	
O33	Minimum threshold for proportion of organic food and drink	X	X	X	X	X	X		X
P4	Organic food and drink (max 5 points)	X	X	X	X	X	X		
P5	Locally produced food and drink (max 2 points)	X	X	X	X	X	X		

O34	Vegetarian dish	X	X		X		X		X
O35	Measures to promote food with low carbon footprint	X	X		X		X		
O36	Sustainable fish and shellfish	X	X	X	X	X	X		X
O37	Palm oil	X	X	X	X	X	X		X
O38	Ban on genetically modified food (GMO)	X	X	X	X	X	X		X
P6	No use of genetically modified feed (1 point)	X	X	X	X	X	X		
	Consumption of chemicals								
O39	Purchasing of chemicals	X	X	X	X	X	X	X	
O40	Information on chemicals	X	X	X	X	X	X	X	
O41	Ecolabelled chemicals	X	X	X	X	X	X	X	
O42	Dosing	X	X	X	X	X	X	X	
P7	Nordic Swan Ecolabelled laundry service (3 points)	X	X	X	X	X	X	X	
O43	Requirement for businesses with a non-ecolabelled external laundry service	X	X	X	X	X	X	X	
O44	Other chemicals	X	X	X	X	X	X	X	
O45	Water treatment	X	X	X	X	X			
	Purchasing of ecolabelled goods and services								
O46	Purchasing of ecolabelled printed matter, tissue paper and copy/printing paper	X	X	X	X	X	X	X	
P8	Purchasing of ecolabelled products and services	X	X	X	X	X	X	X	
	Summary of the points								
O47	Obligatory requirement concerning points achieved	X	X	X	X	X	X	X	
	Summary of the table								
	Maximum possible points	29	26	26	21	24	19	12	0
	Minimum limit, points obtained	10	9	9	7	8	6	4	0
	Number of requirements, mandatory and points	50	50	48	41	48	40	29	9
	Number of mandatory requirements	42	42	40	36	40	35	27	9
	Number of point requirements	8	8	8	5	8	5	2	0

Licence validity

The Nordic Swan Ecolabel licence is valid providing 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 is automatically extended, and the licensee informed.

Revised criteria shall be published at least one year prior to the expiry of the present criteria. The licensee is then offered the opportunity to renew their licence.

On-site inspection

In connection with handling of the application, Nordic Ecolabelling normally performs an on-site inspection to ensure adherence to the requirements. For such

an inspection, data used for calculations, original copies of submitted certificates, test records, purchase statistics, and similar documents that support the application must be available for examination.

Queries

Please contact Nordic Ecolabelling if you have any queries or require further information. See page 3 for addresses. Further information and assistance (such as calculation sheets or electronic application help) may be available. Visit the relevant national website for further information.

1 General requirements of the business

01 Description of the business

Applicants must provide the following information about the business:

- Name, address
- Business definition and combination: hotel, food service or conference facility?
- Description of the business (text)
- Does the business have a bar?
- Does the business have a pool and/or spa?
- Does the business have a catering operation?
- Does the business offer takeaway? What type of takeaway?
- Total annual sales
- Food service sales (restaurant sales/food and beverage) as a percentage of total annual sales for the whole business.
- Total heated area, m² (heated to over 10°C)
- Number of guest rooms
- Number of guest nights per year
- Percentage occupancy per year (total occupancy per room per year, %)
- Number of food service guests, including catering and takeaway portions, per year
Catering and takeaway portions are a dish that is prepared for consumption somewhere other than where it was prepared.
- Number of conference guests per year
- Specific circumstances or other information you wish to give

Enter the information digitally, following the bullet list above.


Documentation stating the number of guests, food service sales as a percentage, total heated area, and percentage occupancy.

2 Environmental management

02 Regulatory requirements

The licensee must ensure compliance with statutory requirements, including those on the working environment, external environment, economy, hygiene and health. The company must not be subject to any form of negative ruling by the authorities that has not been corrected before the deadline given by the supervisory authority. Failure to comply with the requirement may result in Nordic Ecolabelling revoking the licence.


 Confirmation that the business complies with prevailing legislation.

 Signed application form

03 Responsible person

The company must appoint one person who has main responsibility for the application process, and for annual follow-up of the licence, and who ensures fulfilment of the Nordic Ecolabelling requirements during the validity period of the licence.

The business must inform Nordic Ecolabelling if the responsible person is changed.


 Name, email, phone number and job title of responsible person

04 Annual follow-up of the licence

Following requirements must be followed up once a year:

- General information O1. Percentage of food service sales, percentage occupancy, number of hotel-, restaurant- and conference guests
- Energy consumption, O9
- Water consumption, O17
- Amount of general waste, O23
- Work on food waste, O27
- Information on chemicals, O40
- Requirement concerning food suppliers (applies only to conference facilities without their own food service)

Nordic Ecolabelling's annual follow-up of the business may include a review of all requirements, or only selected ones. Information about follow-up and deadline for reporting is given in advance


 Confirmation that the business conducts annual follow-up of the licence.

05 Requirement for continuous improvements

Once a year, the business must set its own environmental targets for the year to come. At the same time, a review of the previous year's environmental targets must be conducted, to ensure that they have been followed up. The "responsible person" has responsibility for making sure that the review is completed.

As a starting point, the environmental targets must focus on improvements in at least two of the following categories:

- Energy
- Water
- Waste
- Food waste
- Organic food and drink
- Chemicals
- Purchasing

 Confirmation that an annual review of environmental work will be conducted, as part of which new targets will be set.


Report on the review work that includes the current environmental targets of the business.

P1 Resource-saving measures for hotels (2 points)

The business will receive 2 points for having procedures for the following:

- Replacement of towels only at the request of guests (for example, replacing towels left on the floor).
- Cleaning of guest rooms only at the request of guests.
- Chemical-free cleaning of the guest room's surfaces (excluding bathroom).

There must be clear guest information in the room. On request, Nordic Ecolabelling can provide communication material once a licence been awarded.

 Confirmation of compliance with the procedures.

Description of the procedures.

Copy of the information given to guests.

O6 Changes and unforeseen non-conformities

Planned changes, such as a change of chemical supplier, that have a bearing on the Nordic Swan Ecolabel's requirements are to be approved by Nordic Ecolabelling. Unforeseen non-conformities that affect the Nordic Swan Ecolabel's requirements must be reported in writing to Nordic Ecolabelling.

Procedures for changes and unforeseen non-conformities.

O7 Communication with staff

All employees who are involved in the everyday operation of the business must have sound environmental knowledge to ensure that the requirements of the Nordic Swan Ecolabel are fulfilled. The business must provide employees with basic training, containing as a minimum:

- information on the environmental work of the business

- what being Nordic Swan Ecolabelled means for the business
- what the employees can and must do to help with the environmental work

The training must take place no later than two months after licensing. All employees will then receive an annual orientation on general environmental issues, the environmental work of the business and the Nordic Swan Ecolabel. New employees must receive the necessary training within two months.

Nordic Ecolabelling can provide training material on request.

- ☒ Description of how the staff are trained in the environmental work of the business and what it means for the business to be Nordic Swan Ecolabelled.
- ☞ Confirmation that the staff receive training within two months of licensing.
- ☞ Confirmation that new employees receive training within two months.
- ☞ Confirmation that staff receive annual updates on the environmental work of the business and the Nordic Swan Ecolabel.

3 Energy requirements for hotels, with or without a food service, with or without conference facilities

Individual hotel businesses, or hotel businesses in combination with a food service and/or conference facilities, must meet the energy requirements in sections 3.1 and 3.2. Icelandic businesses are exempt from the “O10 Limit values for energy consumption” requirement, but must meet the requirements O11, O12 and O13.

Individual food services, food services in combination with conference facilities, and individual conference facilities must meet the energy requirements in chapter 4.

3.1 Requirements concerning energy consumption

O8 Fossil fuel

The business must not use fossil fuel to heat its premises or to produce hot water. Fossil gas may be used for cooking.

Exception: businesses that have a legal obligation to be connected to the gas network are permitted to use fossil gas.

- ☒ Confirmation that the business does not use fossil fuel to heat its premises or to produce hot water.

09 Energy consumption

The business must declare its annual energy consumption in kWh.

In addition, the energy consumption is to be placed in the context of area and guest numbers, with calculations for:

- kWh per square metre
- and
- kWh per guest night

Energy consumption is to be calculated based on purchased energy, such as electricity, district heating, district cooling and fuel. Self-generated renewable energy is not to be included in the calculation. Self-generated energy that is sold on can be deducted, if it can be documented.

Electricity for vehicle charging and internal laundering, and energy for the operation of a spa, may be deducted if it can be documented via separate meter readings, an estimate conducted by a third party, or other competent metrics. Electricity used in the production of self-generated energy, for example to power heat pumps, must not be deducted.

Icelandic businesses can report their district heating in cubic metres.

Area in square metres and number of guest nights are documented in O1. Area is defined as the internal space in the building that is heated to more than 10°C.

Annual follow-up: The business must document its energy consumption per square metre and per guest night, and compare the figures with the previous year, if Nordic Ecolabelling requests this at annual follow-up of the licence.

- ☒ Documentation of purchased energy over the past 12 months, or from a representative period of operation. For example, an invoice or confirmation from suppliers.
- ☒ Calculations showing annual energy consumption per square metre and per guest night.
- 🔑 Ongoing measurements are subject to on-site checks.
- 🏠 Annual reporting of energy consumption, if Nordic Ecolabelling requests this information.

Definitions

Purchased energy:

The energy (kWh) supplied to the business in the form of electricity, fuel, gas, district heating and district cooling. Self-generated renewable energy does not count as purchased energy.

Self-generated renewable energy:

Energy generated from the sun, wind, ground, air or water in the buildings or on/adjacent to the land of the business. This means solar power, wind power, hydro power from a river/fjord, heat/hot water from solar panels or heat pumps, and recovered heat from ventilation or wastewater.

O10 Limit values for energy consumption

The limit values are split into three categories, depending on the food service sales and/or occupancy rate of the business, calculated on an annual basis.

- Energy consumption must not exceed the “upper limit” in Table 2.
- If the energy consumption is lower than the “lower limit” in Table 2, the business is considered energy-efficient, and thus does not need to meet requirements O11, O12 and O13.
- If the energy consumption is between the lower and upper limit values, the following obligatory requirements must be fulfilled:
 - O11 Energy efficiency
 - O12 Controlling energy consumption
 - O13 Energy and CO₂-reducing measures

Icelandic businesses are exempt from the “Limit values for energy consumption” requirement, but must meet the requirements O11, O12 and O13.

Table 2 Energy limit values

Category		Lower limit	Upper limit
Without food service			
1	Business without food service Or Businesses with only breakfast service and/or simple bar food	160 kWh/m ²	300 kWh/m ^{2**}
With food service			
2	The business has food service sales accounting for less than 40% of total turnover for the business. And The occupancy rate is lower than 60%	190 kWh/m ²	350 kWh/m ^{2**}
3	The business has food service sales accounting for over 40% of total turnover for the business. Or The occupancy rate is higher than 60%	230 kWh/m ²	425 kWh/m ^{2**}

* Food service sales are sales exclusively from food and beverages (F&B). This covers sales of all food and drink, including for parties, à la carte, snack menus, shop, minibars, banquets, courses, and conferences. Food service sales do not include venue hire.

** The upper limit is raised with 5% for hotels located in zone 2, 15% for hotels located in zone 3, and 10% for hotels located in zone 4. The zones are found in Appendix 5.

Food service sales and occupancy are documented in O1.

 Confirmation of the category to which the business belongs.

 Energy consumption per square metre kWh/m².

3.2 Requirements concerning energy efficiency

The requirements in this chapter apply to businesses with energy consumption below the lower and upper energy limits as set out in Table 2, and to all Icelandic businesses.

O11 Energy efficiency

The business must meet one of the following conditions:

- The business has undergone an energy analysis over the course of the past three years, either in accordance with EN 16247-1 or conducted by an independent energy expert, with a focus on energy savings. Based on this analysis, the business must have in place a written procedure setting out targets and action plans for reducing energy consumption over the course of the licence period, with the objective of meeting the “lower limit” in Table 2. (The objective of meeting the “lower limit” does not apply to Icelandic businesses.)
- The business is certified in accordance with the international standard for energy management, ISO 50001.
- The business has an advanced management system for controlling heating and ventilation, in response to occupancy levels and seasons. A description of the management system and how the facility will be achieving energy efficiencies is to be submitted.

- Confirmation of which energy efficiency condition the business meets.
- Description of the energy analysis, including a written procedure setting out targets and associated action plans for reducing energy consumption.
- Description of the management system.
- Proof of ISO 50001 certification.

O12 Controlling energy consumption

Guest rooms: Lighting and other electrical equipment must be switched off in guest rooms that are not in use. Either through

- 100% of the hotel’s guest rooms having demand-controlled lighting
- or
- personnel having procedures for switching off the lights in guest rooms (including the bathroom) and turning off the TV when they leave the room after cleaning. There must also be signs urging guests to switch off the lights and TV and close the windows when they leave the room.

Lighting in public areas: the business must have procedures, timers or demand controls/sensors in place to ensure that lighting is not left on unnecessarily in rooms/areas that are not in use.

Outdoor lighting and heating: the business must have procedures, timers or demand controls/sensors in place to ensure that outdoor lighting and heating is not left on unnecessarily.

Pool, hot tub and sauna: The business must have a cover for outdoor pools and hot tubs, plus demand and timer controls for saunas and hot tubs.

- Description of electronic equipment in the guest rooms or copy of procedures.

- Description of how lighting in public areas is controlled or copy of procedures.
- Description of how outdoor lighting and heating is controlled or copy of procedures.
- Copy of procedures for covering and controlling the energy use of pools, hot tubs and saunas.

O13 Energy and CO₂-reducing measures

The business must have put in place at least five energy and CO₂-reducing measures in the table below. Approved measures are measures implemented in the licensing process or measures that have already been introduced.

Table 3 Energy and CO₂-reducing measures

Theme	Measure
Own measures	The business has its own energy-saving measures. The measures must be measurable and each one must demonstrate a saving of at least 5% of the total energy demand.
Own energy production	The business has its own energy production, via solar panels or other means, that covers over 10% of the total energy demand. This does not apply to heat pumps.
Heat production	The business' heat production is demand-controlled. <i>In this instance, demand-controlled means heat production adapted to the number of people on the premises, and sensor-controlled. Timer controls are not accepted.</i>
Ventilation system	The business' ventilation system is demand-controlled. <i>In this instance, demand-controlled means an air supply adapted to the number of people on the premises, for example via CO₂ controls or sensors. Timer controls are not accepted.</i>
Heat pumps	The business has heat pumps installed to meet part of the demand for heating.
Heat exchangers	The business has heat exchangers that recover surplus heat for use in other areas of the business.
Light fittings	All light fittings in guest rooms and corridors are at least energy class A++ (e.g. LED).
Energy-efficient light fittings, new purchases	All products in one category – bathroom, kitchen, shower or sensor-controlled light fittings, are in energy class A. <i>The energy classification must be in accordance with the standard SS 820000:2010. "Sanitary fixtures – Method to determine the energy efficiency of mechanical washbasin and mixer taps"</i>
Extractor in kitchen	Turns on and off automatically via sensors or a timer.
Minibars	At least 90% of the hotel's rooms do not have a minibar.
Outdoor heating for restaurant	Where a business serves food and drink outdoors, it has no outdoor heating.
Electric vehicle charging	The business offers guests charging stations for electric vehicles.
Transport	The business has reduced the amount of transport by 25% over the past 12 months.
Eco-driving	100% of the drivers for one of the business' three largest suppliers have taken a course in economical/eco-driving.
Sustainable fuel	100% of the vehicles for one of the business' three largest suppliers are electric vehicles, use Nordic Swan Ecolabelled fuel or run on hydrogen.

- Description and documentation of the measures implemented.

P2 CO₂ calculation

The business will earn 2 points if it carries out a CO₂ calculation, under the following conditions:

- Calculation of CO₂ emissions using a method based on the GHG Protocol, for example the “Hotel Carbon Measurement Initiative” (HCMI¹).
- The business decides for itself which emission sources to include in the calculation. The same emission sources are to be included each year in order to see how the emissions develop.
- If the business intends to communicate its CO₂ calculations, it must be made clear which emissions sources and CO₂ factors have been used in the calculation.

Copy of CO₂ calculation.

Copy of CO₂ communication.

P3 Certified electricity

The business will earn 1 point by purchasing electricity certified with Bra Miljöval/Good Environmental Choice or similar*.

**The Nordic Ecolabelling is analysing which certification schemes will be accepted.*

Documentation confirming purchase of certified electricity.

4 Energy requirements for food services and/or conference facilities

Individual food services, food services in combination with conference facilities, and individual conference facilities must meet the energy requirements in chapter 4, O14, O15, and O16.

O14 New purchases of energy-intensive equipment

Restaurants must have procedures to ensure that documentation is collected from the producer/supplier, and that energy consumption is weighed up equally with price, when purchasing new energy-intensive equipment. The documentation is to be archived.

Procedures for purchasing energy-intensive equipment.

O15 Training in efficient use of energy-intensive equipment

The food service must have procedures in place for training employees in effective use of energy-intensive equipment, with a view to reducing energy consumption. New employees are to be trained within their first three months of employment.

The training must include, as a minimum:

- Use and maintenance of the kitchen equipment
- Energy-efficient use of the dishwasher

¹ Hotel Carbon Measurement Initiative v.1.1, Methodology, 2016:
https://www.thinktur.org/media/Hotel_Carbon_Measurement_Initiative_Methodology_v_-1_1.pdf

- Efficient use of the kitchen equipment, including demand-controls and energy-saving functions, if relevant
- When equipment should be completely turned off, depending on guest numbers
- Energy-efficient use of chillers and freezers

☒ Procedures for training employees in efficient use of energy-intensive equipment

O16 Energy and CO₂-reducing measures

The business must have put in place at least four energy and CO₂-reducing measures in the table below. Approved measures are measures implemented in the licensing process or measures that have already been introduced.

Table 4 Energy and CO₂-reducing measures

Theme	Measure
Own measures	The business has its own energy-reducing measures. It must be possible to estimate the effect of the measures and each one must demonstrate a saving of at least 5% of the total energy demand.
Energy measurement with associated action plan	The food service calculates its energy consumption by installing fixed electricity meters for energy-intensive equipment (fridge/freezer, stove, dishwasher etc.) where possible. The rest of the energy consumption can be estimated. An annual follow-up of consumption must be carried out, and an action plan with targets for reducing energy consumption must be drawn up.
Energy analysis with associated action plan	The food service has undergone an energy analysis over the course of the past three years, either in accordance with EN 16247-1 or conducted by an independent energy expert, with a focus on energy savings. Based on the analysis, the business must put in place an action plan containing targets for reducing energy consumption.
Own energy production	The business has its own energy production, via solar panels or other means, that covers at least 10% of the total energy demand. This does not apply to heat pumps.
Heat production	The business' heat production is demand-controlled. <i>In this instance, demand-controlled means heat production adapted to the number of people on the premises, and sensor-controlled. Timer controls are not accepted.</i>
Ventilation system	The business' ventilation system is demand-controlled. <i>In this instance, demand-controlled means an air supply adapted to the number of people on the premises, for example via CO₂ controls or sensors. Timer controls are not accepted.</i>
Heat exchangers	The business has heat exchangers that recover surplus heat for use in other areas of the business, or in nearby premises/buildings.
Light fittings	All light fittings in the food service and/or conference facility are at least energy class A++ (e.g. LED).
Energy-efficient light fittings, new purchases	All kitchen light fittings are energy class A. <i>The energy classification must be in accordance with the standard SS 820000:2010. "Sanitary fixtures – Method to determine the energy efficiency of mechanical washbasin and mixer taps"</i>
Extractor in kitchen	Turns on and off automatically via sensors.
Outdoor heating for restaurant	Where a business serves food and drink outdoors, it has no outdoor heating
Electric vehicle charging	The business offers its guests electric vehicle charging stations.
Transport	The business has reduced the amount of goods transport by 25% over the past 12 months.
Eco-driving	100% of the drivers for one of the business' three largest suppliers have taken a course in economical/eco-driving.
Sustainable fuel	100% of the vehicles for one of the business' three largest suppliers are electric vehicles, use Nordic Swan Ecolabelled fuel or run on hydrogen.

☒ Description and documentation of the measures implemented.

5 Water requirements for hotels, with or without a food service, with or without conference facilities

Individual hotel businesses, or hotel businesses in combination with a food service and/or conference facility, must meet the water requirements in chapter 5.

Individual food services, food services in combination with conference facilities, and individual conference facilities must meet the water requirements in chapter 6.

O17 Water consumption

The business must state the amount of water consumed in daily operations per year, expressed in cubic metres, m³. The information must come from the water supplier or be based on readings from the facility's own meters. If the business takes its own measurements, there must be procedures in place to describe how water consumption is measured.

Annual follow-up: the business must document its water consumption (m³/year), and compare it with the preceding year, if Nordic Ecolabelling requests this at annual follow-up of the licence.

- ☒ Documentation of the past year's water consumption in m³, using an invoice or information from the water supplier. Own measurements with associated procedures, if applicable.
- 🏠 Annual reporting of water consumption, if Nordic Ecolabelling requests this information.

O18 Limit values for water consumption

The business must meet the limit value for annual water consumption per guest as set out in the table below. The requirement applies to all water consumed in daily operations.

Water consumption from spa operations can be deducted if this can be documented. Water consumption for internal laundering of more than mops and cloths can be deducted if this can be documented.

If the limit value is not met at the time of application/renewal of the licence, a grace period of 12 months from issuing of the licence will be given to achieve the limit value. In this case, an action plan must be drawn up with targets for achieving the limit value. The action plan will be followed up by Nordic Ecolabelling over the course of the period, and the limit value will be checked after 12 months.

Icelandic businesses are exempted from the requirement.

Table 5 Limit values for water consumption

Business	Limit value
Hotel	150 litres/hotel guest
Hotel with pool	200 litres/hotel guest
Food service	30 litres/guest served
Catering	20 litres/catering portion
Conference facility	15 litres/conference guest

*If the business combines several operations, water consumption is calculated using the following formula: Limit value for whole business together = (150 litres/hotel guest * no. of hotel guests) + (30 litres/guest * no. of guests served) + (20 litres/catering portion * no. of catering portions) + (15 litres/guest * no. of conference guests) + (50 litres/guest * no. of external pool guests).*

Hotels with pools use the limit value of 200 litres/guest instead of 150 litres/guest.

Calculations showing that the limit is fulfilled.

Where relevant:

Action plan with targets for achieving the limit value for water consumption.

O19 New purchases

- **Mixer taps:** Newly purchased mixer taps for guest room washbasins must have a maximum flow rate of 3.5 litres per minute. Newly purchased mixer taps for public areas must either be sensor-controlled or have a maximum flow rate of 3.5 litres per minute.
- **Showers:** Newly purchased showers for guest rooms must have a maximum flow rate of 9 litres per minute.
- **Toilets:** When purchasing new cisterns and toilets, the cistern must have two flush settings, or a maximum consumption rate of 3 litres per flush.
- **Main dishwasher:** Newly purchased machines should have a maximum water consumption of:
 - Hood dishwasher 3.0 litres/rack
 - Conveyor dishwasher 2.0 litres/rack
 - Undercounter dishwasher 2.5 litres/rack

The main dishwasher means the dishwasher(s) that account for at least 70% of dishwashing within the business.

For conveyor dishwashers, water consumption is to be stated in relation to a contact time of 2 min. in line with DIN 10510.

Procedures confirming that the business meets the requirements concerning new purchases of mixer taps, showers, toilets and main dishwashers.

O20 Water-reducing measures

The business must have put in place at least two water reducing measures as set out in the table below:

Table 6 **Water-reducing measures**

Theme	Measure
Own measures	Own measures that reduce water consumption by at least 5% per measure. For example, technical devices that reduce water consumption in water-intensive equipment.
Mixer taps	At least 90% of all mixer taps for washbasins have a limited water flow of no more than 5 litres per minute.
Showers	At least 90% of all showers are water-saving showers with a flow of no more than 9 litres per minute.
Toilets	90% of all cisterns for the business' toilets have two flush settings, or a maximum consumption rate of 3 litres per flush.
Main dishwasher	In its final rinse cycle, the main dishwasher consumes no more than: Hood dishwasher 3.0 litres/rack Conveyor dishwasher 2.0 litres/rack Undercounter dishwasher 2.5 litres/rack

Own measures must be submitted to Nordic Ecolabelling for approval. The measures must be measurable.

- Description and documentation of the water-reduction measures implemented.

6 Water requirements for food services and/or conference facilities

Individual food services, food services in combination with conference facilities, and individual conference facilities must meet the water requirements in chapter 6.

O21 New purchases

- **Main dishwasher:** Newly purchased machines should have a maximum water consumption of:
 - Hood dishwasher 3.0 litres/rack
 - Conveyor dishwasher 2.0 litres/rack
 - Undercounter dishwasher 2.5 litres/rack

The main dishwasher means the dishwasher(s) that account for at least 70% of dishwashing within the business.

For conveyor dishwashers, water consumption is to be stated in relation to a contact time of 2 min. in line with DIN 10510.

- **Mixer taps:** Newly purchased mixer taps for public areas must either be sensor-controlled or have a maximum flow rate of 3.5 litres per minute.
- **Toilets:** When purchasing new cisterns and toilets, the cistern must have two flush settings, or a maximum consumption rate of 3 litres per flush.

- Procedures confirming that the business meets the requirements concerning new purchases of main dishwashers, mixer taps and toilets.

O22 Training in efficient use of water

The business must have procedures for training employees in efficient use of water. New employees are to be trained within their first two months of employment.

Training in efficient use of water must include the following themes, as a minimum:

- Dishwashing
- Cooking
- Cleaning the kitchen

- Procedures for training employees in efficient use of water.

7 Waste requirements

7.1 General waste, limit value for waste management

O23 Amount of general waste

The business must state the amount of general waste generated from daily operations, expressed in kilograms per year. The data is to be provided from the waste management contractor.

General waste means all unsorted waste that arises from daily operations and is sent to landfill or for incineration.

Businesses that are unable to obtain information on the amount of general waste in kg per year must obtain written confirmation from their waste management contractor that it is not possible to source data on general waste and its weight. The business must then draw up an action plan containing targets and associated measures with a constant focus on reducing the amount of general waste from daily operations. The action plan is to be approved by Nordic Ecolabelling. "O24, Limit value for general waste" will not be relevant.

Annual follow-up: the business must document its general waste (kg/year), and compare it with the preceding year, if Nordic Ecolabelling requests this at annual follow-up of the licence.

- Documentation of the past year's general waste in kg, for example an invoice or information from the waste management contractor.

Annual reporting of general waste, if Nordic Ecolabelling requests this information.

If the business is unable to obtain information on the amount of general waste in kg per year

- Documentation from the waste management contractor, confirming that it is not possible to source data on general waste and its weight.
- Action plan containing targets and measures for reducing the amount of general waste from daily operations.

O24 Limit value for general waste


The business must meet the limit value for the annual amount of general waste per guest as set out in the table below. The requirement applies to all general waste that arises from daily operations.

If the limit value is not met at the time of application/renewal of the licence, a grace period of 12 months from issuing of the licence will be given in order to achieve the limit value. In this case, an action plan must be drawn up with measures and targets for achieving the limit value. The action plan will be followed up by Nordic Ecolabelling over the course of the period, and the limit value will be checked after 12 months.

Table 7 **Limit value for general waste**

Business	Limit value
Hotel	0.10 kg/hotel guest
Food service	0.30 kg/guest served
Catering	0.20 kg/catering portion
Conference facility	0.10 kg/conference guest

If the business combines several operations, general waste is calculated using the following formula: Limit value for whole business together = (0.10 kg/ guest * no. of hotel guests) + (0.30 kg/guest * no. of guests served) + (0.20 kg/catering portion * no. of catering portions) + (0.10 kg/guest * no. of conference guests).

 Calculations showing that the limit is fulfilled.

Where relevant

Action plan with measure and targets for achieving the limit value for general waste.

O25 Sorting at source

The business must sort all waste generated in all the fractions offered by the waste management contractor, based on what is relevant for the business in question.

Table 8 **Compulsory fractions per country**

Sweden	Norway	Denmark	Finland	Iceland
Clear glass	Glass and metal	Clear and coloured glass is mixed together	Mixed glass	Glass
Coloured glass				
Metal packaging		Metal waste	Metal packaging	Metal packaging
Organic waste	Food waste (organic waste)	Organic waste	Biowaste/organic waste	Organic waste
Garden waste	Park and garden waste (organic)	Garden	Garden waste	Garden waste
Paper	Paper	Paper	Paper	Paper
Corrugated board and paperboard	Board (corrugated and paperboard)	Cardboard	Board (corrugated and paperboard)	Cardboard
Paper packaging				
Rigid plastics	Rigid plastics	Rigid and soft plastics are combined, but may also be separate fractions	Rigid plastics in mixed waste/general waste	Plastics
Soft plastics	Plastic foils (soft plastics)		Plastic foils, plastic packaging	
Ceramics	Ceramics	Ceramics, landfill	Ceramics in mixed waste	Ceramics/inert waste
Cooking fat	Cooking oil	Cooking fat/oil	Cooking fat/oil	Cooking oil

- Food waste and other organic waste must be sent for biological processing/recycling, for example to produce biogas or compost.
- Other fractions are to be sent for material recovery. If certain fractions cannot be collected by the waste management contractor, these can be exempted from the requirement.
- Everyone is legally required to sort hazardous waste, which is why it is not mentioned in the list of fractions above. This includes, for example, electrical waste, small electronics, light bulbs and batteries, a large amount of which can be generated over the course of a year.



Confirm which waste fractions are sorted.



Confirmation from the waste management contractor, showing which fractions can, and possibly cannot, be sorted.



Document the processing of food waste and other organic waste.



On-site inspection.

O26 Waste sorting for guests

- **Hotel:** Guests must be able to sort their waste into at least 2 fractions, in addition to general waste, in the different areas of the hotel. This applies to guest rooms, reception and any public areas.
If it is not possible to offer waste sorting in guest rooms, staff must sort the waste into the fractions set out in the requirement concerning “sorting at source”. If staff sort the waste, written procedures must be in place for the processing of waste, guests must be informed that their waste will be sorted, and Nordic Ecolabelling must be given an explanation as to why waste sorting in the guest rooms is not possible.
- **Conference facility:** Guests must, as a minimum, be able to sort paper and general waste. If food is served, the guests must also be able to sort food waste.
- **Food service:** If the guests deal with their used plates, cutlery and so on themselves, they must be able to sort both food waste and general waste, as a bare minimum. Clear instructions must be posted concerning waste sorting.

☒ Description of the facility for sorting into different fractions in different parts of the business. The requirement can also be documented with photos.

☒ Copy of guest information and staff procedures for sorting waste from guest rooms, if relevant.

👤 On-site inspection.

7.2 Food waste

O27 Work on food waste

The business must work actively to reduce its food waste. Nordic Ecolabelling requires the following:

- **Responsible person:** The food service must have one person with main responsibility for food waste. For tips on measures to reduce food waste, see Appendix 1.
- **Measurement:** The food service must measure the quantity of food waste* that arises. Food waste is to be measured by weight and related to the number of guests served. The measurement of food waste is to be carried out at least twice a year, for a minimum of two weeks each time.
** Food waste covers all elements of food that are produced for human consumption, but that are either discarded or removed from the food chain for purposes other than human food, from the point when animals and plants are slaughtered or harvested.²*
- **Annual follow-up of food waste:** The food service must document its food waste (weight per guest served), and compare it with the preceding year, if Nordic Ecolabelling requests this at annual follow-up of the licence. The measurement must take place in the same weeks/periods each year.

² Industry agreement on reducing food waste between the authorities and the food industry in Norway: <https://www.regjeringen.no/contentassets/1c911e254aa0470692bc311789a8f1cd/matsvinnvtaale.pdf>



- **Analysis:** The food service must go through its food waste data and look out for trends concerning where the food waste occurs.
- **Information:** Through clear information, the food service must make its guests aware of their food waste, and if possible encourage the guests to help reduce the waste.
- **Training:** The food service must train its staff** with the aim of reducing food waste. The training must include, as a minimum:
 - Training in the difference between avoidable and unavoidable food waste
 - Training in measuring and reporting food waste
 - Training in analysing/investigating where the food waste occurs
 - Training in communicating with guests about how the food service works on food waste.

*** Staff means everyone who works in purchasing, menu planning, food preparation, food service, dishwashing and clearing up.*

Nordic Ecolabelling can provide communication material on request.

Food waste may arise in a food service due to factors such as incorrect storage, incorrect preparation, overproduction, or waste at serving or on the plate.

Food waste may comprise food that is both fit and unfit for human consumption. Food waste that is unfit for human consumption refers to the parts that are inedible, such as bone remnants, shells, peelings, cores, etc. Food waste covers all elements of food that are produced for human consumption, but that are either discarded or removed from the food chain for purposes other than human food.

-  Contact info: Name, email, job title/role of person with main responsibility for food waste.
- Description of how food waste measurements are performed and logged.
Description of how the measurement periods are considered to be representative.
- Documentation of the amount of food waste per guest.
-  Annual reporting of food waste, with weight related to number of guests served, if Nordic Ecolabelling requests this information.
- Description of the analysis of food waste data, focusing on how the food waste occurs.
- Copy of information for guests that clarifies the challenges surrounding food waste, how the food service works to reduce food waste, and how the guests may be able to help.
- Description of how the food service trains its staff.

O28 Measures to reduce food waste

Measures: The food service must have put in place at least 2 measures to reduce food waste as set out in the table below:

Table 9 Measures to reduce food waste

Measure	Description of measure
Own measures	The food service conducts its own measures to reduce food waste. The measures must be measurable.
Use of surplus produce	The food service uses surplus produce from growers or supermarkets, either regularly or on a fixed contract.
Sale of surplus food	The food service sells surplus food, either from its own premises, at a lower price, or through alternative sales channels.
Donation	The food service has a fixed agreement with an organisation to donate surplus food.

Own measures must be submitted to Nordic Ecolabelling for approval. The measures must be measurable. See “Tips on measures to reduce food waste” in Appendix 1 for inspiration. If a business conducts multiple measures of its own, these will count as multiple food waste reduction measures.

The food waste reduction measures must be maintained/updated on an ongoing basis.

☒ Description of the measures implemented by the food service.

7.3 Disposable items

O29 Ban on disposable items across the whole business

The use of disposable items is not permitted.

In this instance, disposable items are:

- Plates, bowls, cups, glasses, and cutlery
- Drinking straws, cocktail sticks, and toothpicks in plastic
- Single portions and small packs (butter, jam, pâté, milk, coffee capsules, etc.)

Businesses with hotel rooms are also subject to requirement O30.

Businesses with takeaway, catering and fast food services are subject to certain exemptions from the requirement, see requirement O31.

☒ Confirmation that no disposable items are used by the business.

🔑 On-site inspection.

O30 Disposable items not permitted in hotel rooms

The hotel rooms must not contain disposable items.

In this instance, disposable items are:

- Shampoo, conditioner, soap, lotion etc. that cannot be refilled
- Products that cannot be reused, such as slippers, shower caps, cotton buds, brushes, nail files, shoe polish, etc.

- Disposable cups and glasses
- Coffee and cocoa capsules

Single-portion packs of hot chocolate, tea, instant coffee, cocoa, and sugar and milk substitutes, in plastic or paper, are permitted.

It is permitted to provide disposable items on request, and have them available in reception, for example.



Confirmation that no disposable items are used in hotel rooms.



On-site inspection.

O31 Disposable items in contact with food and drink, for takeaway, catering and fast-food services

Disposable items in metal, such as aluminium, are not approved.

Disposable items made of biodegradable/compostable plastic that cannot be recycled, such as polylactic acid (PLA), are not approved.

Cardboard/paper products with a window in biodegradable/compostable plastic are exempt from the requirement.

Disposable items used by the business for takeaway, catering and fast-food services must:

- be Nordic Swan Ecolabelled. Nordic Swan Ecolabelled disposable items are rewarded in “Purchase of ecolabelled products and services”

And/or

- be made from renewable raw materials such as paper, cardboard, bagasse, palm leaves, etc.

And/or

- be made from bio-based plastic that can be recycled in current recycling systems for plastics

And/or

- comprise a minimum of 50% recycled fossil-based plastic** that can be recycled in current recycling systems for plastics

** Bio-based plastic is a plastic that is based on renewable raw materials, for example bio-based polyethylene (PE). Recycled bio-based plastic is a plastic that can be recycled in current recycling systems for plastics.*

*** Disposable items that contain recycled fossil-based plastic require documentation confirming a minimum of 50% recycled content, and must be marked with the “food safe” symbol of a wine glass and a fork.*



Confirmation that no disposable items made of metal, or biodegradable plastic that cannot be recycled, are used.



Overview of all the disposable items purchased, and information about the Nordic Swan Ecolabel and licence number, ingoing materials such as renewable

raw materials and the proportion of recycled content, plus the “food safe” wine glass and fork symbol.

🔑 On-site inspection.

8 Sustainable food and drink

Hotels that only serve breakfast, snacks and simple meals are exempt from the requirements of "O34 Vegetarian dish" and "O35 Measures to promote food with low carbon footprint".

O32 Table serving of water

The serving of bottled water is prohibited where the business has table service of food and drink. In this instance, bottled water means still water bottled off-site. The requirement does not apply to carbonated water.

Exempt from the requirement: Sales of bottled water via room service, takeaway, catering, fast-food, and a hotel shop.

Restaurants that have both table service and take away can sell water but must also have tap water clearly visible as an alternative for their guests.

🔑 Confirmation that water bottled off-site is not served.

🔑 On-site inspection.

O33 Minimum threshold for proportion of organic food and drink

Differentiated requirements have been set in this area, due to the varying access to organic* goods in the Nordic countries:

- **Danish food services:** At least 30% of the annual purchase volume must be organic, based on purchase value or weight.
- **Swedish food services:** At least 20% of the annual purchase volume must be organic, based on purchase value or weight.
- **Norwegian food services:** At least 10% of the annual purchase volume must be organic, based on purchase value or weight.
- **Finnish food services:** At least 20 organic products must be permanent features of daily service.
- **Icelandic food services:** At least 10 organic products must be permanent features of daily service.

* *Organic means food and drink labelled in accordance with Regulation (EC) 834/2007**, KRAV, Luomu, Nyckelpigan, Debio, Statskontrollert økologisk (Ø-merket), Demeter or Tún-lífrænt.*

** *On 01.01.2021, Regulation (EC) 834/2007 will be replaced with (EU) 2018/848.*

Calculating the proportion of organic food and drink for food services in Denmark, Sweden, and Norway:

- *MSC-labelled fish and shellfish cannot be labelled as organic but can be included in the calculation if the food service wishes, although it must not exceed 50% of the calculated amount.*
- *It is up to the licence applicant to decide whether to include drinks in the calculation. In this instance, drinks mean mealtime drinks such as carbonated drinks, fruit juice, juice drinks, wine, beer, and cider, with or without alcohol, plus spirits.*
- *Mineral water and other products that cannot be labelled as organic must be taken out of the calculation.*
- *If the food service buys in wild game meat, this can be deducted from the total purchase value. Deer, wild boar, reindeer, and other animals that are farmed/reared do not count as wild game.*

Calculating the proportion of organic products for Iceland and Finland:

- *An organic product must be a permanent feature of daily service in order to count as 1 product.*
- *It is fine to count several different organic products within one product category (e.g. two types of cheese/juice/bread/wine, etc.).*
- *Different flavours of herbs and spices and all kinds of tea only count as 1 product.*
- *Different types of milk such as oat milk and almond milk count as separate products, while milk from the same type of brand/producer, such as low-fat and extra low-fat milk, count as 1 product.*
- *MSC-labelled fish and shellfish cannot be labelled organic but can be included in the calculation if the food service wishes, although it must not exceed 50% of the product number.*
- *Seasonal produce that is only available at certain times of the year must be replaced with other organic products to count.*

☒ **Danish food services:** Calculation showing that least 30% of the annual purchase volume is organic. The calculation must contain data from at least 3 months of purchases, either in DKK or kg. If the food service is approved by Det Økologiske Spisemærke to gold, silver, or bronze level, this may be used as documentation.

☒ **Swedish food services:** Calculation showing that least 20% of the annual purchase volume is organic. The calculation must contain data from at least 3 months of purchases, either in SEK or kg. If the food service is KRAV-certified to level 1 (using KRAV's percentage option), or level 2, this may be used as documentation.

☒ **Norwegian food services:** Calculation showing that least 10% of the annual purchase volume is organic. The calculation must contain data from at least 3 months of purchases, either in NOK or kg. If the food service is approved by Debio to silver or gold level, this may be used as documentation. If the food service is approved by Debio to bronze level, this is acceptable if Debio's percentage option is used.

- ☒ **Finnish food services:** Documentation showing which organic products are permanent features of daily service. See “Examples of how to count products”.
- ☒ **Icelandic food services:** Documentation showing which organic products are permanent features of daily service. See “Examples of how to count products”.
- ☒ If the applicant does not meet the requirement at the time of application, an action plan approved by Nordic Ecolabelling is required, showing that the minimum threshold will be met within the next year. The requirement and documentation will be followed up by Nordic Ecolabelling.
- 🔍 On-site inspection.

P4 Organic food and drink (max 5 points)

Denmark, Sweden, and Norway:

The food service will be awarded points according to the proportion of organic food and drink purchased on an annual basis.

Finland and Iceland:

The food service will be awarded points according to how many organic food and drink products are permanent features of daily service.

Table 10 **Points table for organic food and drink**

POINTS	NORWAY, %	SWEDEN, %	DENMARK, %	FINLAND, NO.	ICELAND, NO.
5	>30	>40	>60	>50	>40
4	≥25–<30	≥35–<40	≥50–<60	41-50	31-40
3	≥20–<25	≥30–<35	≥40–<50	31-40	21-30
2	≥15–<20	≥25–<30	≥35–<40	25-30	16-20
1	>10–<15	>20–<25	>30–<35	20-25	10-15

P5 Locally produced food and drink (max 2 points)

The food service is awarded points for each category in which they have one or more locally produced* products. To earn points, the products must be available all year round. Seasonal produce that is only available at certain times of the year must be replaced with other local produce at other times of the year in order to count.

Each category gives 0.5 points:

- Dairy products (milk, cheese, etc.)
- Eggs
- Grains and baking ingredients
- Fruit and berries
- Vegetables, root vegetables and mushrooms
- Drinks (juice, beer, etc.)
- Poultry (chicken, turkey, etc.)
- Fish and seafood
- Meat (beef, pork, lamb, goat, wild game, etc.)
- Other (honey, oil, herbs, etc.)

** In order for food and drink to count as locally produced, all production, rearing, hunting, harvesting, picking, processing and storage must take place within 250 km of the business. For businesses north of 62°N, the limit is 500 km. For fish, the distance that counts is from the fishing port. There must be full traceability along the supply chain from the food service back to the producer/place of production. If the product is processed/semi-processed, documenting the main ingredient is sufficient.*

- Confirmation and overview of purchased locally produced products and categories that earn points.
- Confirmation from the supplier, showing the origin of the products.
- On-site inspection.

O34 Vegetarian dish

The food service must have one or more vegetarian* main courses on the menu, for both lunch and dinner.

** Vegetarian means food from the plant kingdom such as grain products, vegetables, fruit, berries, potatoes, nuts, and seeds, but also dairy products, eggs, honey and so on.*

- Copy of menu and/or description of what is served.

O35 Measures to promote food with low carbon footprint

The food service must put in place at least two of the measures set out in the table below.

Food services that only serve vegetarian food or fish meet the requirement.

Table 11 Measures to promote food with a low carbon footprint

Measure	Description
Own measures	Own measurable measures
Vegetarian day	One or more vegetarian days a week
Reduced use of meat	Reduced use of meat in fixed recipes
Reduced portion sizes	Better balance of portions (for example a smaller burger and more vegetables)

Own measures must be submitted to Nordic Ecolabelling for approval. The measures must be measurable.

- Description of the measures implemented by the food service to promote food with a low carbon footprint.

Where relevant

- Confirmation that the food service only serves fish or vegetarian food.

O36 Sustainable fish and shellfish

A: These species, which are endangered, must not be served by a Nordic Swan Ecolabelled food service:

- shark
- all species of skate
- wild-caught sturgeon
- endangered Atlantic bluefin tuna
- eel

*An exception is made in Iceland for traditional serving of the shark species *Somniosus microcephalus* and the skate species *Dipturus batis* / *Raja batis* and *Raja Amblyraja radiata*.*

B: These species, which are threatened, must not be served if they are fished in the stated country (status on country's red list of endangered species in brackets):

Table 12 "B-list" (critically endangered (CR), endangered (EN))

Fish species	Country
Catfish	Sweden (EN)
Halibut	Sweden (EN)
Redfish	Norway (EN)
Sea trout	Finland (EN)
Brown trout	Finland (EN)
Rabbit fish	Sweden (EN)
Roundnose grenadier*	Sweden (CR)
White ling*	Sweden (EN)
Pollack	Sweden (CR)
Blue ling*	Norway (EN)
European weather loach / <i>Misgurnus fossilis</i> *	Denmark (CR)
European whitefish	Finland (EN)
Landlocked salmon*	Finland (CR)
Arctic char*	Finland (CR)
Grayling*	Finland (CR)

C: Tropical prawns, i.e. scampi, must not be served.

Bycatch of species on list A, B or C must not be served. MSC-labelled fish and shellfish may always be served.

Labels for standards other than MSC may be used if Nordic Ecolabelling has approved them. The standards must meet Nordic Ecolabelling's requirements for sustainability labelling of raw ingredients from fish and shellfish. ASC is currently not approved.

The list of non-sustainable seafood may be revised if new information is received.

For an overview of all the fish species in different Nordic languages, see Appendix 2.

- ☒ Describe the procedures that the food service has in place to ensure fulfilment of the requirement. Serving of fish on the B-list requires full traceability back to the fishery.

🔗 On-site inspection

O37 Palm oil

Palm oil must not make up any part of the frying oil used by the food service.

🔗 Confirmation that the frying oil used by the food service is free from palm oil.

🔗 On-site inspection.

O38 Ban on genetically modified food (GMO)

Nordic Swan Ecolabelled food services are prohibited from using or serving genetically modified food*.

The food service must have procedures in place to ensure that genetically modified food is not purchased.

** Genetically modified food is food that, under national legislation, is labelled as containing genetically modified ingredients or ingredients produced from genetically modified organisms (GMO). Particularly relevant products are those based on soya, maize, rapeseed, or sugar beet.*

- ☒ Procedures to ensure that the business does not serve food that, under national legislation, is labelled as containing genetically modified ingredients or ingredients produced from genetically modified organisms (GMO).

P6 No use of genetically modified feed (1 point)

The food service earns 1 point if all the basics – milk, eggs and meat* – come from animals that have not been fed genetically modified feed**.

** Pure meat products, not including processed meat such as ham and so on.*

*** Feed that, under national legislation, is labelled as containing genetically modified ingredients or ingredients produced from genetically modified organisms (GMO).*

This means:

- Food marked with an organic label, Swedish Sigill, VLOG / Ohne gentechnik or an equivalent label meets the requirement
- Food from producers who have contracts with farmers concerning the use of GMO-free feed
- Food from farmers who can document that they use GMO-free feed
- Food from countries where genetically modified feed is not used. This is milk, eggs and meat from Norway and Sweden, milk from Finland and lamb from Iceland. These are countries where the relevant producers have taken a

nationwide decision to use GMO-free feed. (No genetically modified feed is approved in Norway.)

- ☒ Procedures that ensure the exclusive purchase of milk, meat and eggs that are marked with an organic label, Swedish Sigill, VLOG / Ohne gentechnik or equivalent labels; that are from producers who have contracts with their suppliers concerning the use of GMO-free feed; that are from farmers who can document with an invoice/delivery note that they use GMO-free feed; or that are produced in countries where genetically modified feed is not used (applies to milk, eggs and meat from Norway and Sweden, milk from Finland and lamb from Iceland).

9 Consumption of chemicals

O39 Purchasing of chemicals

- **Responsible person:** The business must have one person with main responsibility for the purchasing of chemicals.
- **Purchasing procedures:** The business must have procedures in place for the purchasing of chemicals to ensure that the business only uses approved chemicals and dosing equipment as set out in the chapter “Consumption of chemicals”. The procedures must also ensure that the business informs Nordic Ecolabelling if the person responsible for this area changes.

🔗 Name, email, phone number and job title of responsible person.

☒ Purchasing procedures for chemicals.

O40 Information on chemicals

Overview of all the chemicals expected to be used in the future. For each chemical, state the name, manufacturer, function, frequency of use and ecolabel, where relevant. Appendix 3 may be used.

Safety data sheets and user information must be available wherever the chemicals are used.

Annual follow-up: The business must submit a report on all the chemical products purchased, if Nordic Ecolabelling requests this at annual follow-up of the licence.

☒ Overview of all the chemicals used by the business. Name, manufacturer, function, frequency of use and ecolabel (where relevant). Appendix 3 or spreadsheet may be used.

🔗 Confirmation that user information and safety data sheets (in line with Annex II to REACH, Regulation (EC) 1907/2006) are available within the business.

🔗 On-site inspection.

- 🏠 Annual reporting of purchased chemicals if Nordic Ecolabelling requests this information.

O41 Ecolabelled chemicals

100% of the products used for general cleaning, dishwashing and internal laundry must be ecolabelled.

Ecolabelled chemicals are products that carry the Nordic Ecolabel, the EU Ecolabel or the Bra Miljöval (Good Environmental Choice) label.

Concerning cleaning: *The requirement applies to products used for general cleaning, at least twice a week, on all flooring and surfaces, as in guest rooms, conference rooms, kitchens, bathrooms, toilets, public areas and staff offices.*

The following do not fall into the general cleaning category: *Floor treatments, descalers, swimming pool chemicals, dishwasher and coffee machine cleaners, drain cleaner, metal polish, freezer room cleaners, stainless steel polish, oven cleaner, grill cleaner, steel cleaner, chewing gum remover, stain remover for carpets and interiors.*

Concerning dishwashing: *The requirement applies to all detergents used in dishwashers and for manual dishwashing. Rinsing agents and descalers are excluded.*

Concerning internal laundry: *The requirement applies to all laundry chemicals (including fabric softeners) used to launder textiles within the business itself.*

- ☒ Ecolabelled chemicals are documented as part of “O40 Information on chemicals”.

O42 Dosing

All chemicals used for general daily cleaning, dishwashing and laundry are to be dosed automatically or manually using dosing equipment.

- ☒ Overview/description of the dosing equipment used for the different chemicals. Appendix 3 may be used. Photos can also be used as documentation.

- 🔍 On-site inspection. Service reports from checks of automatic dosing equipment are to be available for inspection.

P7 Nordic Swan Ecolabelled laundry service (3 points)

Businesses that use a Nordic Swan Ecolabelled laundry service are awarded 3 points.

To obtain the points, the majority of the business' laundry must be cleaned by the Nordic Swan Ecolabelled laundry service. Internal laundering of mops and cloths is fine.

If using a non-ecolabelled laundry service, requirement O43 must be fulfilled.

- Confirmation of a contract with a Nordic Swan Ecolabelled external laundry service.
- Licence number and name of laundry service.

O43 Requirement for businesses with a non-ecolabelled external laundry service

- **Explanation:** Businesses that are unable to use a Nordic Swan Ecolabelled laundry service must explain why.
 - **Chemicals:** Non-ecolabelled chemicals used by the laundry service to launder the business' textiles must meet the requirement concerning other chemicals, O44. The chemical requirements in O44 must be documented by the chemical manufacturer.
 - **Procedure:** The business must have a procedure in place to request a Nordic Swan Ecolabelled laundry service in a procurement context.
- Explanation of why the business is unable to use a Nordic Swan Ecolabelled laundry service, and the name of the laundry service used.
 - Overview of the chemicals used by the non-ecolabelled laundry service to launder the business' textiles, plus the name of the chemical supplier.
 - Procedure showing that a Nordic Swan Ecolabelled laundry service is requested in a procurement context.

O44 Other chemicals

Other chemicals* used regularly by the business must meet the requirements concerning hazard classification and ingoing substances. The requirement also applies to laundry detergents used by non-ecolabelled laundry services. (Documentation is not necessary if a Nordic Swan Ecolabelled laundry service is used.)

** Other chemicals used regularly by the business are rinsing agents, descalers, drain cleaners, floor treatments, disinfectants, oven and grill cleaners and air fresheners.*

Exceptions: Cleaning products used for maintenance, such as dishwasher and coffee machine cleaners, metal polish, freezer room cleaners, stainless steel polish, floor care products and stain removers for carpets and interiors, are exempted from the requirement.

Hazard classification:

Other chemicals must not be classified in any of the hazard categories set out in the table below.

Table 13 **Classification of chemicals**

CLP Regulation 1272/2008		
Hazard statement	Hazard category	Hazard code
Hazardous to the aquatic environment	Acute category 1 Chronic categories 1-4	H400*, H410*, H411, H412, H413
Acute toxicity	Categories 1-4	H300, H310, H330, H301, H311, H331, H302** H312**, H332**
Specific target organ toxicity – single or repeated exposure	STOT SE categories 1-2 STOT SE Category 3 (solely applies to spray products) STOT RE category 1-2	H370, H371, H372, H373 H335 (solely applies to spray products***)
Serious eye damage/eye irritation	Category 1 (solely applies to spray products)	H318 (solely applies to spray products***)
Aspiration hazard	Category 1	H304
Sensitisation on inhalation or skin contact	Category 1/1A/ 1B	H334, H317 or labelled with EUH 208: "Contains 'name of the sensitising substance'. May cause an allergic reaction".****
Carcinogenic	Category 1A/1B/2	H350, H351
Germ cell mutagenicity	Category 1A/1B/2	H340, H341
Reproductive toxicity	Category 1A/1B/2	H360, H361, H362

* An exception is made for products that are classified as environmentally hazardous due to their content of quaternary ammonium compounds.

** Professional products may be labelled H302, H312 and H332 if the packaging is designed so that the user is not in contact with the product.

This also applies to products where the classification is the result of containing oxalic acid (CAS no. 144-62-7) or peracetic acid (CAS no. 79-21-0). These are exempted from the requirement.

*** Products in spray bottles or equivalent equipment with nozzles that do not form a cloud of spray may be labelled H335 and H318.

**** Laundry detergents that are labelled H334, H317 or labelled with the EUH 208 statement "Contains (name of the sensitising substance). May cause an allergic reaction" due to enzyme content are exempted. It is assumed, however, that the enzymes are encapsulated or in a slurry.

Substances that may not be included:

Other chemicals must not contain the following substances:

- Chlorinated organic compounds and hypochlorites
Chlorinated compounds whose use is required by the authorities, for example to clean shower heads in Norway, are exempted from the requirement.
- Alkylphenol ethoxylates (APEO) and/or alkylphenol derivatives (APD)
- Linear alkylbenzene sulphonates (LAS)
- BHT (butylated hydroxytoluene, CAS no. 128-37-0)

An exception is made for BHT in fragrances at an amount of ≤ 100 ppm on condition that the amount in the cleaning agent does not exceed 1 ppm.

- EDTA and its salts
Solid soap products (such as e.g. soap flakes) may be included with a maximum overall content of up to 0.06% EDTA and phosphonates.
- DTPA
- Nanomaterials/particles
Nanomaterial/particles are defined in accordance with the European Commission's definition of nanomaterial dated 18 October 2011 as "a natural, incidental or purposely manufactured material containing particles, in an unbound state or as an aggregate or as an agglomerate and where, for at least 50% of the particles in the number size distribution, one or more external dimensions is in the size range 1–100 nm". Examples include ZnO, TiO₂, SiO₂, Ag and laponite with particles of nanosize at concentrations above 50%. Polymer emulsions are not considered to be a nanomaterial.
- Poly- and perfluorinated alkylated substances (PFAS)
Floor care products are exempt from the requirement.
- Methylidibromo glutaronitrile (MG)
- Microplastics
*Microplastic means particles with a size of below 5 mm of insoluble macromolecular plastic, obtained through one of the following processes:
(a) a polymerisation process such as polyaddition or polycondensation or a similar process using monomers or other starting substances
(b) chemical modification of natural or synthetic macromolecules
(c) microbial fermentation.*
- Nitromusk and polycyclic musk compounds
- Substances considered to be potential endocrine disruptors in category 1 or 2 on the EU's official priority list. The full list can be found at http://ec.europa.eu/environment/chemicals/endocrine/pdf/final_report_2007.pdf (Appendix L, page 238 ff)
- Substances evaluated by the EU to be PBT (persistent, bioaccumulable and toxic) or vPvB (very persistent and very bioaccumulable), in accordance with the criteria in Annex XIII of REACH, and substances that have not been assessed yet, but fulfil these criteria.
- Substances on the Candidate List: <http://echa.europa.eu/candidate-list-table>
- Substances classified as CMR (categories 1 and 2) in accordance with CLP.

The requirements apply to all ingoing substances in the product, but not to impurities unless stated otherwise in a specific requirement. Ingoing substances and impurities are defined below.

Ingoing substances: *All substances in the product, including additives (e.g. preservatives and stabilisers) in the raw materials. Substances known to be released from ingoing substances (e.g. formaldehyde, arylamine, in situ-generated preservatives) are also regarded as ingoing substances.*

Impurities: *Residues, pollutants, contaminants etc. from production, incl. production of raw materials that remain in the raw material/ingredient and/or*

in the product in concentrations less than 100 ppm (0.0100 wt%, 100 mg/kg) in the product

Impurities in the raw materials exceeding concentrations of 1.0% are always regarded as ingoing substances, regardless of the concentration in the product.

Examples of impurities are residues of reagents incl. residues of monomers, catalysts, by-products, scavengers (i.e. chemicals that are used to eliminate/minimise undesirable substances), and detergents for production equipment and carry-over from other or previous production lines.

- See requirement concerning “Information on chemicals”.
- Appendix 4, declaration from the manufacturer, for each chemical used.
- Safety data sheet in line with Annex II to REACH (Regulation (EC) 1907/2006), for each chemical used.
- If the product is labelled H302, H312 or H332, a description or photo of the packaging’s design must be enclosed.
- Declaration that products classified as H318 and H335 are not to be used in spray bottles in either diluted or undiluted form (see Appendix 4).

O45 Water treatment

Purifying all the water coming into the business is not permitted. In this instance, purification refers to the use of chemicals, biocides or ionisation, e.g. copper-silver ionisation.

An exception is made if an independent third party has conducted a risk assessment, and can document the need for water treatment.

The chemicals used in this case must meet the requirement concerning “Other chemicals”, O44. Safety data sheets and Appendix 4 are to be provided as documentation.

- Confirmation that no chemicals are used by the business to treat the water.

Where relevant

- Risk assessment or equivalent, which documents the need for water treatment.
- Appendix 4, declaration from the manufacturer, for each chemical used.
- Safety data sheet in line with Annex II to REACH (Regulation (EC) 1907/2006), for each chemical used.

10 Purchasing of ecolabelled goods and services

O46 Purchasing of ecolabelled printed matter, tissue paper and copy/printing paper

- **Printed matter:** 100% of outsourced printed matter ordered by the business must be from an eco-labelled printing company. The business

must have procedures for requesting ecolabelled printed matter when placing an order.

Printed matter means, for example, information material for guests, advertising, brochures, notepads and letter paper with logo. The requirement also applies to printed matter that chain businesses order centrally.

- **Tissue paper:** 100% of purchased tissue paper, such as toilet paper, kitchen roll and paper towels must be ecolabelled.
- **Copy/printing paper:** 100% of purchased copy/printing paper for daily use must be ecolabelled.

In this instance, ecolabelled means products with the Nordic Swan Ecolabel or the EU Ecolabel.

- ☞ Confirmation of a contract with a Nordic Swan Ecolabelled printing company.
- ☒ Licence number and name of printing company.
- ☒ Procedures or other documentation confirming that Nordic Swan Ecolabelled printed matter is requested.
- ☒ Documentation of purchased tissue paper and copy/printing paper, showing that the purchases are ecolabelled.
- 🔍 On-site inspection.

P8 Purchasing of ecolabelled products and services

Different businesses can achieve different maximum points totals, as defined in the table below.

Table 14 **Maximum points total per business type**

The table uses the following abbreviations: Hotel (H), Food service/restaurant (F), and Conference facility (C)

Business type	HFC	HF	HC	FC	H	F	C
Maximum possible points, P6	13	10	10	10	8	8	6

The business receives points for purchasing ecolabelled products and services, as set out in the table below. To obtain the points, 100% of each category must be ecolabelled, unless otherwise specified in the table.

Ecolabelled means products with the Nordic Swan Ecolabel or the EU Ecolabel.

Nordic Swan Ecolabelled laundry services are awarded points in requirement P7, in the chapter on chemicals. Products that are obligatory in other requirements in the criteria are not eligible for points in the requirement.

Table 15 **Ecolabelled products and services that are eligible for points**

Ecolabelled products and services	Points
Cleaning service	3
Nordic Swan Ecolabelled food service (only relevant for one-day conferences)	3
Dry cleaning	1
Coffee service	1
Fabric hand towel rolls	1
Soap and shampoo, in guest rooms and public toilets	3
Disposable items	1 per category (max 2 categories)
Napkins	1 per category/size (max 2 categories)
Microfibre mops and cloths	1
Batteries	1
Toner cartridges	1
Flipcharts	1
Pens, whiteboard markers, marker pens for flipchart, etc.	1
Candles	1 per category (max 2 categories)
Office equipment (PC, computers, photocopiers, etc.)	1 per category (max 2 categories)
Televisions	1
Furniture	2 per category (max 3 categories)
Flooring	2
Textiles (sheets, bed linen, towels, tablecloths and napkins)	2 per category (max 2 categories)
Workwear, at least one category of staff	1
Nordic Swan Ecolabelled fuel for company vehicles	1
Other	1 per service/category, max 2 p

☒ Overview of purchased products and services, supplier, and licence number.

🔍 On-site inspection.

11 Summary of points


047 **Obligatory requirement concerning points achieved**

The business must meet a minimum points total for the type of business, as stated in the table below. The table also shows how many points are available for the various point score requirements.

Table 16 **Calculation of points**

The table uses the following abbreviations: Hotel (H), Food service/restaurant (F), and Conference facility (C)

Point score requirements	HFC	HF	HC	FC	H	F	C
P1 Resource-saving measures for hotels	2	2	2		2		
P2 CO ₂ Calculation	2	2	2		2		
P3 Certified electricity	1	1	1		1		
P4 Organic food and drink	5	5	5	5	5	5	
P5 Locally produced food and drink	2	2	2	2	2	2	
P6 No use of GMO	1	1	1	1	1	1	
P7 Nordic Swan Ecolabelled laundry service	3	3	3	3	3	3	3
P8 Purchasing of ecolabelled products and services	13	10	10	10	8	8	9
Calculation of points							
Maximum possible points	29	26	26	21	24	19	12
Minimum points total, obligatory	10	9	9	7	8	6	4

 Summary of points.

Regulations for the Nordic Ecolabelling of services

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

The descriptive 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.nordic-ecolabel.org/regulations/

Follow-up inspections

Nordic Ecolabelling may decide to check whether the hotel/restaurant and/or conference facility fulfils Nordic Ecolabelling requirements during the licence period. This may involve a site visit, random sampling or a similar test.

The licence may be revoked if it is evident that the hotel/restaurant and/or conference facility does not meet the requirements.

Criteria version history

Nordic Ecolabelling adopted version X.X of the criteria for XX on DAY MONTH YEAR. The criteria are valid until DAY MONTH YEAR.

Appendix 1 Tips on measures to reduce food waste

“Nudging”, which means encouraging behaviour that leads to less food waste without guests thinking about it (smaller plates, for example, are a nudge).

Plate waste can be reduced by serving smaller portions of the main dish, smaller portions of optional sides, allowing guests to choose whether they want bread with their meal, using smaller plates, offering a doggie-bag, communicating with the guests, and so on.

Buffet waste can be cut by reducing the selection on the buffet, reducing the size of serving dishes, optimising procedures for refilling, pricing by weight or size, having a good idea of the number of visitors, maintaining food at the correct temperature, etc. Another option would be to sell surplus food at a reduced price, or through alternative sales channels, or to donate the food to a charity.

Preparation-related waste can be reduced through good menu planning, and good use of ingredients. Being inventive about the reuse of food is also a key factor. In this case, it is crucial to observe food safety rules.³

Stock-related waste can be prevented by having good purchasing procedures, and having a good overview of what goods are already in stock. Optimal storage is also important, to prevent packaging being damaged, and fruit and vegetables from being crushed to pieces.

The focus is often on what the food service can do to reduce its own waste. However, it is also possible to take the opposite approach and help someone else who has too much food waste, by using surplus food from producers or stores.

³ Veileder for trygg gjenbruk av mat i serveringsbransjen:
<https://www.matvett.no/uploads/documents/Veileder-for-trygg-gjenbruk-av-mat.pdf>

Appendix 2 Requirement concerning sustainable fish and shellfish in Nordic languages and English

A: The species, which are endangered, must not be served in a Nordic Swan Ecolabelled restaurant:

- all species of shark (en) / haj (sv) / haj (dk) / hai (fi) / hai (no) / hákarl (is)
- all species of skate (en) / rocka (sv) / rokke (dk) / rauskut (fi) / rokke, skate (no) / skata (is)
- wild-caught sturgeon (en) / stör (sv) / stør (dk) / sampikalat (fi) / stør (no) / styrja (is) (Acipenseriformes)
- Atlantic and southern bluefin tuna (en) / tunfiskartene blåfenad och sydlig (sv) / blåfinnet og sydlig tun (dk) / tonnikalaja eteläntonnikalaja (fi) / makrellstørje og sørlig blåfinnet tunfisk (no) / túnfiskur (is) (Thunnus thynnus and Thunnus maccoyii)
- eel (en) / ål (sv) / ål (dk) / ankerias (fi) / ål (no) / áll (is) (Anguilla anguilla)

An exception is made in Iceland for traditional serving of the shark species Somniosus microcephalus and the skate species Dipturus batis / Raja batis.

B: These species, which are threatened, must not be served if they are fished in the stated country (status on country's red list of endangered species in brackets, critically endangered (CR), endangered (EN)):

Fish species	Country
catfish (en) / havskatt (sv) / havkat (dk) / merikissa (fi) / steinbit (no) / steinbitur (is) (Anarhichas lupus)	Sweden (EN)
halibut (en) / hälleflundra (sv) / hellefisk, helleflyndre (dk) / ruijanpallas, pallas (fi) / kveite (no) / lúða (is) (Hippoglossus / Reinhardtius hippoglossoides)	Sweden (EN)
redfish (en) / kungsfisk, rödfisk, uer (sv) / rødfisk (dk) / punasimppu, puna-ahven (fi) / uer (no) / karfi (is) (Sebastes mentella, Sebastes marinus)	Norway (EN)
sea trout (en) / havsöring (sv) / havørred (dk) / meritaimen, merivaeltiset kannat (fi) / sjørret (no) / sjóbirtingur (is) (Salmo trutta m. trutta)	Finland (EN)
brown trout (en) / öring i insjövattnen söder om latituden 67°00'n (sv) / taimen sisävesissä 67°00'n leveyspiirin eteläpuolella (fi) / ørred (dk), ørret (no), urriði (is) (Salmo trutta)	Finland (EN)
rabbit fish (en) / havsmus (sv) / havmus (dk), sillikuningas (fi) / havmus, havkatt (no) / há mús (is) (Chimaera monstrosa)*	Sweden (EN)
roundnose grenadier (en) / storfjällig skolest (sv) / skolæst (dk) / lestikala (fi) / skolest (no) / slétthali (is) (Coryphaenoides rupestris)*	Sweden (CR)
white ling (en) / långa (sv) / lange (dk) / molva (fi) / lange (no) / langa (is) (Molva molva)*	Sweden (EN)
pollack (en) / lyrtorsk (sv) / lubbe, lyssej (dk) / lyrratorska (fi) / lyr (no) / lýr (is) (Pollachius pollachius)*	Sweden (CR)
blue ling (en) / birkelånga (sv) / blålange (dk) / tylppäpyrstömolva (fi) / blålange (no) / blålånga (is) (Molva dypterygia)*	Norway (EN)
European weather loach (en) / dyndsmerling (dk) (Misgurnus fossilis)*	Denmark (CR)

European whitefish (en) / anadromiskt vandringsik (sv) / sik (dk) / merialueen vaellussiika (fi) / sik (no) / tjarnasíld (is) (Coregonus lavaretus)*	Finland (EN)
landlocked salmon (en) / insjö lax (sv) / (dk) / järvilohi (fi) / innsjø laks (no) / lax í stöðuvötnum (is) (Salmo salar m. sebago)*	Finland (CR)
Arctic char (en) / röding i Vuoksens vattendrag (sv) / fjeldørred, rødding (dk) / nierä Vuoksen vesistössä (fi) / røye (no) / silungur í vatnasviði Vuoksens (is) (Salvelinus alpinus)*	Finland (CR)
grayling (en) / harr i Östersjön (sv) / stalling (dk) / harjus Itämeressä (fi) / harr (no) / harri í Eystrasalti (is) (Thymallus thymallus)*	Finland (CR)

* Species that are new to the list in version 5.0 of the criteria.

C: Tropical prawns, i.e. scampi, tiger prawns, king prawns, giant prawns (en) / tropisk reke, dvs. scampi, tigerräkor, kungsräkor, jätterräkor (sv) / tropisk reje (dk) / jättikatkarapu (fi) / tropisk reke (no) / trópísk risarækja (is) (Penaeus sp., Litopennaeus sp. and Metapenaeus sp. in the family Penaeidae and Macrobrachium rosenbergii) must not be served.

Bycatch of species on list A, B or C must not be served. MSC-labelled fish and shellfish may always be served. Labels for standards other than MSC may be used if Nordic Ecolabelling has approved them. The standards must meet Nordic Ecolabelling's requirements for sustainability labelling of raw ingredients from fish and shellfish. ASC is currently not approved.

The list of non-sustainable seafood may be revised if new information is received.

Describe the procedures that the food service has in place to ensure fulfilment of the requirement. Serving of fish on the B-list requires full traceability back to the fishery.

On-site inspection

Appendix 3 Chemicals to be used in the future

Product name	Function/area of use	Chemical supplier	Ecolabel and licence number (if ecolabelled)	Frequency of use Daily use, regular or for maintenance	Dosing device: description, automatic or manual

Appendix 4 Appendix for manufacturer of non-ecolabelled chemicals

Name of product(s): _____

Manufacturer's name: _____

This declaration is based on the knowledge we have available on the product, based on tests and/or declarations from raw material producers, at the time of application. Subject to any developments and new knowledge. Should such knowledge become available, the undersigned is obligated to submit an updated declaration to Nordic Ecolabelling.

Does the laundry chemical have any of the following hazard classifications? (requirement O5)

CLP Regulation 1272/2008				
Hazard statement	Hazard category	Hazard code	Yes (insert cross)	No (insert cross)
Hazardous to the aquatic environment	Acute category 1 Chronic categories 1-4	H400*, H410*, H411, H412, H413	<input type="checkbox"/>	<input type="checkbox"/>
Acute toxicity	Categories 1-4	H300, H310, H330, H301, H311, H331, H302** H312**, H332**	<input type="checkbox"/>	<input type="checkbox"/>
Specific target organ toxicity - single exposure/repeated exposure	STOT SE categories 1-2 STOT SE Category 3 (solely applies to spray products) STOT RE category 1-2	H370, H371, H372, H373 H335 (solely applies to spray products***)	<input type="checkbox"/>	<input type="checkbox"/>
Serious eye damage/eye irritation	Category 1 (solely applies to spray products)	H318 (solely applies to spray products***)	<input type="checkbox"/>	<input type="checkbox"/>
Aspiration hazard	Category 1	H304	<input type="checkbox"/>	<input type="checkbox"/>
Sensitisation on inhalation or skin contact	Category 1/1A/ 1B	H334, H317 or labelled with EUH 208: "Contains 'name of the sensitising substance'. May cause an allergic reaction". ****	<input type="checkbox"/>	<input type="checkbox"/>
Carcinogenic	Category 1A/1B/2	H350, H351	<input type="checkbox"/>	<input type="checkbox"/>
Germ cell mutagenicity	Category 1A/1B/2	H340, H341	<input type="checkbox"/>	<input type="checkbox"/>
Reproductive toxicity	Category 1A/1B/2	H360, H361, H362	<input type="checkbox"/>	<input type="checkbox"/>

Please note that the manufacturer of the raw material/product is responsible for the classification.

** An exception is made for products that are classified as environmentally hazardous due to their content of quaternary ammonium compounds.*

**** Professional products may be labelled H302, H312 and H332 if the packaging is designed so that the user is not in contact with the product. Laundry detergents where the classification is the result of the content of oxalic acid (CAS no. 144-62-7) or peracetic acid (CAS no. 79-21-0) are exempted from the requirement.**

***** Products in spray bottles or equivalent equipment with nozzles that do not form a cloud of spray may be labelled H335 and H318.**

****** Laundry detergents that are labelled H334, H317 or labelled with the EUH 208 statement "Contains (name of the sensitising substance). May cause an allergic reaction" due to enzyme content are exempted. It is assumed, however, that the enzymes are encapsulated or in a slurry.**

Does the laundry chemical contain the following substances? (requirement O5):	Yes (insert cross)	No (insert cross)
Chlorinated organic compounds and hypochlorites	<input type="checkbox"/>	<input type="checkbox"/>
Chlorinated organic compounds	<input type="checkbox"/>	<input type="checkbox"/>
Alkylphenol ethoxylates (APEO) and/or alkylphenol derivatives (APD)	<input type="checkbox"/>	<input type="checkbox"/>
Linear alkylbenzene sulphonates (LAS)	<input type="checkbox"/>	<input type="checkbox"/>
BHT (butylated hydroxytoluene, CAS no. 128-37-0)	<input type="checkbox"/>	<input type="checkbox"/>
EDTA** and its salts	<input type="checkbox"/>	<input type="checkbox"/>
DTPA	<input type="checkbox"/>	<input type="checkbox"/>
Nanomaterials/particles***	<input type="checkbox"/>	<input type="checkbox"/>
Poly- and perfluorinated alkylated substances (PFAS)****	<input type="checkbox"/>	<input type="checkbox"/>
Methyldibromo glutaronitrile (MG)	<input type="checkbox"/>	<input type="checkbox"/>
Microplastics	<input type="checkbox"/>	<input type="checkbox"/>
Optical brighteners	<input type="checkbox"/>	<input type="checkbox"/>
Nitromusk and polycyclic musk compounds	<input type="checkbox"/>	<input type="checkbox"/>
Substances considered to be potential endocrine disruptors in category 1 or 2 on the EU' s priority list of substances that are to be investigated further for endocrine disruptive effects. The full list can be found at http://ec.europa.eu/environment/chemicals/endocrine/pdf/final_report_2007.pdf (Appendix L, page 238 ff)	<input type="checkbox"/>	<input type="checkbox"/>
Substances evaluated by the EU to be PBT (persistent, bioaccumulable and toxic) or vPvB (very persistent and very bioaccumulable), in accordance with the criteria in Annex XIII of REACH, and substances that have not been assessed yet, but fulfil these criteria	<input type="checkbox"/>	<input type="checkbox"/>
Substances on the Candidate List: http://echa.europa.eu/candidate-list-table	<input type="checkbox"/>	<input type="checkbox"/>
Substances classified as CMR (categories 1 and 2) in accordance with CLP	<input type="checkbox"/>	<input type="checkbox"/>

** Chlorinated compounds whose use is required by the authorities, for example to clean shower heads in Norway, are exempted from the requirement*

*** Solid soap products (e.g. soap flakes) may be included with a maximum overall content of up to 0.06% EDTA and phosphonates.*

**** Nanomaterial/particles are defined in accordance with the European Commission's definition of nanomaterial dated 18 October 2011 as "a natural, incidental or purposely manufactured material containing particles, in an unbound state or as an aggregate or as an agglomerate and where, for at least 50% of the particles in the number size distribution, one or more external dimensions is in the size range 1–100 nm." Examples include ZnO, TiO₂, SiO₂, Ag and laponite with particles of nanosize at concentrations above 50%. Polymer emulsions are not considered to be a nanomaterial.*

***** Sealers, floor polish and floor wax are exempted.*

The requirements apply to all ingoing substances in the product, but not to impurities unless stated otherwise in a specific requirement. Ingoing substances and impurities are defined below.

Ingoing substances: All substances in the product, including additives (e.g. preservatives and stabilisers) in the raw materials. Substances known to be released from ingoing substances (e.g. formaldehyde, arylamine, in situ-generated preservatives) are also regarded as ingoing substances.

Impurities: Residues, pollutants, contaminants etc. from production, incl. production of raw materials that remain in the raw material/ingredient and/or in the product in concentrations less than 100 ppm (0.0100 wt%, 100 mg/kg) in the product

Impurities in the raw materials exceeding concentrations of 1.0% are always regarded as ingoing substances, regardless of the concentration in the product.

Examples of impurities are residues of reagents incl. residues of monomers, catalysts, by-products, scavengers (i.e. chemicals that are used to eliminate/minimise undesirable substances), and detergents for production equipment and carry-over from other or previous production lines.

Place and date	Company name/stamp
Responsible person	Signature of responsible person
Telephone	Email

Appendix 5 Climate zones

