



# The New Zealand Ecolabelling Trust

## Licence Criteria for Responsible Workplace

**EC-54-24**

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The New Zealand Ecolabelling Trust  
Office 503  
48 Greys Ave  
Auckland 1010  
New Zealand

Ph: +64 9 845 3330  
Email: [info@ecochoice.org.nz](mailto:info@ecochoice.org.nz)

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The criteria and supporting explanatory information have been prepared specifically for the New Zealand Ecolabelling Trust as part of the Eco Choice Aotearoa programme's life cycle approach and its principles and procedures for developing licence criteria for specific product categories. The New Zealand Ecolabelling Trust accepts no responsibility for any use by any party of information in the document in any other context or for any other purpose.

Website: [www.ecochoiceaotearoa.org.nz](http://www.ecochoiceaotearoa.org.nz)

## Specification change history

Minor clarifications, corrections or technical changes made since the specification was last reviewed and issued in May 2024.

Date	Version	Change

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# 1. Introduction

Eco Choice Aotearoa (ECA) is an environmental labelling programme created to help businesses and consumers identify products and services that ease the burden on the environment. The programme results from a New Zealand Government initiative and has been established to improve the quality of the environment by minimising the adverse, and maximising the beneficial environmental impacts generated by the production, distribution, use and disposal of products, and the delivery of services. The programme is managed by the New Zealand Ecolabelling Trust (the Trust).

ECA operates to the ISO 14024:2018 standard "Environmental labels and declarations – Type I environmental labelling – Principles and procedures" and the Trust is a member of the Global Ecolabelling Network (GEN) an international network of national programmes also operating to the ISO 14024 standard. ISO 14024 requires environmental labelling specifications to include criteria that are objective, attainable and verifiable. It requires that interested parties have an opportunity to participate and have their comments considered. It also requires that environmental criteria be set, based on an evaluation of the environmental impacts during the actual product or service life cycle, to differentiate products and services on the basis of preferable environmental performance.

The life cycle approach is used to identify and understand environmental issues (adverse or beneficial impacts) across the whole life of a product or service (within a defined product or service category). This information is evaluated to identify the most significant issues and from those to identify the issues on which it is possible to differentiate environmentally preferable products or services from others available in the New Zealand market. Criteria are then set on these significant and differentiating issues. These must be set in a form and at a level that does differentiate environmentally preferable products or services, is attainable by potential ECA licence applicants and is able to be measured and verified. As a result of this approach, criteria may not be included in an ECA specification on all aspects of the life cycle of a product or service. If stages of a product or service life cycle are found not to differentiate environmentally preferable products or services, or to have insufficient data available to allow objective benchmarking in New Zealand, those stages will not generally be included in the criteria in the specification. For some issues, however, (such as energy and waste) criteria may be set to require monitoring and reporting. These criteria are designed to generate information for future reviews of specifications.

The New Zealand Ecolabelling Trust Board is pleased to publish this specification for Responsible Workplace. The specification has been published to take into account substances and processes harmful to the environment, energy and waste management and consumption of resources.

This specification sets out the requirements that Responsible Workplaces will be required to meet in order to be licensed to use the ECA Label. The requirements include environmental criteria and service characteristics. The specification also defines the means to be used to demonstrate and verify conformance with the environmental criteria and service characteristics.

This specification is based on mapping of the life cycle to determine key stages/processes from an environmental perspective, information from specifications for similar services from other GEN-member labelling programmes and relevant information from other ECA specifications.

This specification is valid for a period of five years. Twelve months before the expiry date (or at an earlier date if required), the Trust will initiate a further review process for the specification.

## 2. Background

Most businesses in New Zealand have a workplace or office. Workplaces may be stand-alone or part of a larger operation or activity, for example, an administration office, head office or regional office.

While many businesses focus on the environmental impacts of the product or service they produce/offer, the workplace itself can have an impact on the environment in several ways too. These impacts include, but are not limited to:

- Energy consumed by powered electronic and ICT equipment; embodied in the materials used for the office fit-out, or consumables used; and operational consumption (i.e., use of air conditioning, heating systems and lighting);
- Waste generated being sent to landfills including e-waste;
- Carbon emissions caused by travel (fleet vehicles and use of airlines domestically and internationally);
- Air and water quality; cleaning chemicals, emissions generated through the use of imaging equipment and organisation fleets, can all have a detrimental effect on air quality in the environment which can have a negative effect on human health;
- The types and quantities of consumables used can have detrimental impacts on the environment such as those related to sourcing and production;
- The materials used in the fit-out of office facilities and in the production of ICT equipment can also place a significant burden on the environment;
- Any hazardous substances used in manufacturing can also become incorporated into these materials and can result in discharges from the finished product which can have adverse effects on human health during use (for example heavy metal use in electronics);
- Workplaces can contribute positively by implementing careful and considered sustainable procurement policies for goods and services, and by actively participating in energy conservation reviews and processes;
- BRANZ (The Building Research Association of New Zealand) has previously identified that in New Zealand, most business premises are in tenanted buildings and a majority of these buildings are managed by a building manager and/or landlord. Depending on lease agreements, organisations will have differing levels of control over things like building maintenance and building facilities such as air-conditioning/heating. While not an explicit requirement, ECA encourages businesses in these circumstances, to use their influence with the building manager or landlord and reference this specification; and
- Based on a review of currently available information, the following category requirements will produce environmental benefits by:
  - Improving energy use efficiency and conservation;
  - Reducing hazardous substance use, discharges and emissions to the environment;
  - Reducing the exposure of people to hazardous substances;
  - Encouraging the use of renewable resources and sustainable management of renewable resources;
  - Minimising waste; and
  - Improving water use efficiency and conservation.

Applicants/licence-holders of the Responsible Workplace certification will be subject to biennial site audits of the individual office, or as otherwise agreed with the Trust.

During the years in between, licence holders will provide all required verification documents to The Trust by the agreed date and inform it of any significant changes to policies or procedures.

As information and technology change, category requirements will be reviewed, updated, and possibly amended.

### 3. Interpretation

**Disinfecting** means the process of killing the majority of microorganisms (bacteria, viruses) on an article. Disinfecting significantly reduces the level of microorganisms but does not sterilise.

**Energy Management Programme** means a programme to achieve and sustain efficient and effective use of energy including policies, practices, planning activities, responsibilities and resources that affect the organisation's performance for achieving the objectives and targets of the Energy Policy.

**EPEAT** refers to the European Product Environmental Assessment Tool which is a global Type 1 ecolabel for the IT sector run by the Global Electronics Council.

**GEN** refers to the Global Ecolabelling Network.

**HSNO** means the Hazardous Substances and New Organisms Act 1996.

**ICT** means Information and Communication Technology.

**ISO** means International Organisation for Standardisation.

**Label** means the ECA Label.

**Living Wage** means a concept launched in New Zealand in 2012. It is the hourly wage a worker needs in order to pay for the necessities of life and participate as an active citizen in the community.

**Nordic Swan** refers to the Type 1 ecolabel administered by The Nordic Council of Ministers representing Denmark, Finland, Iceland, Norway and Sweden.

**PPE** means personal protective equipment, e.g., gloves, goggles etc.

**Preference:** means choosing an ECA-Licensed product or service if one is available that meets fitness for purpose requirements for the intended use. Where an ECA option is not available, products or services with other environmental credentials should be chosen over products or services with no environmental credentials.

**Recycled** includes:

- Post-Consumer: Material generated by households, or by commercial, industrial and institutional facilities in their role as end-users of a product, which can no longer be used for its intended purpose. This includes returns of material from the distribution chain.
- Pre-Consumer: Material diverted from the waste stream during a manufacturing process. Excluded is the re-utilisation of materials such as rework, or scrap generated in a process and capable of being reclaimed within the same process that generated it.

**Safety Data Sheet** means a document that describes the properties and uses of a substance, that is, identity, chemical and physical properties, health hazard information, precautions for use and safe handling information in accordance with the New Zealand Chemical Industry Council – Preparation of Safety Data Sheets Code of Practice.

**Surfactant** means any substance that is intended to reduce surface tension thereby helping water to surround and remove soils from surfaces.

**TCO Certified** is a global Type 1 ecolabel for Information and Communication Technology products.

**Volatile organic compound (VOC)** means any organic compound which has a vapour pressure more than 0.1mm Hg at 25 °C. Organic compounds with a boiling point higher than 250 °C, measured at a standard pressure of 101.3 kPa, are not considered to be VOCs.

**Waste Management Programme** means a programme to achieve and sustain efficient and effective minimisation and disposal of waste including policies, practices, planning activities, responsibilities and resources that affect the organisation's performance for achieving the objectives and targets of the Waste Policy.

**Water Management Programme** means a programme to achieve and sustain efficient and effective use of water including policies, practices, planning activities, responsibilities and resources that affect the organisation's performance for achieving the objectives and targets of the Water Policy.

## 4. Category Definition

The “Workplace” category includes the provision and management of office-based activities. Workplaces may be stand-alone, or part of a larger operation or activity (for example an administration office, head office or regional office) which has a minimum of five staff.

The category does not cover the services provided, or products or services supplied/ manufactured by the organisation.

To be licensed to use the Label, the “Workplace” must meet the Trust’s eligibility criteria in clause 5, modern slavery and social accountability criteria in clause 6, health, safety and wellbeing criteria in clause 7, environmental criteria set out in clause 8 and performance characteristics set out in clause 9.



## 5. Eligibility

### Criteria

Applicants must meet the category definition of “Workplace”. An organisation whose primary business inflicts unnecessary environmental or social harm, will not be granted a license by the Trust.

The Trust reserves the right to revoke the ecolabel if ‘severe controversy’ occurs, such as an event, series of events or circumstances, which (in the opinion of the Trust):

- a. As a result of an action or inaction by a licensee or any member of the licensee’s group, has a material adverse effect on the environment or community;
- b. Materially contravenes or conflicts with the environmental, social and/or sustainable nature of the licence, or the values of Eco Choice Aotearoa; or
- c. Results in negative public discussion or negative media coverage regarding a licensee or any member of the licensee’s group compliance with environmental, social and/or sustainable initiatives relating to the business of that entity.

### Consequences of a Severe Controversy

- a. If a Severe Controversy occurs, the Trust reserves the right to ‘suspend’ use of the ecolabel.
- b. The licensee and the Trust must consult in good faith within a period of 14 days, starting on the date of that notice ("Consultation Period") to determine whether the licensee and the Trust can agree terms pursuant to which the Trust would be prepared to continue to offer its ecolabel to the licensee.
- c. If no agreement can be reached under paragraph (b) during the Consultation Period, or the licensee chooses not to participate in consultation, Eco Choice can revoke the ecolabel on notice in writing to the licensee.

There is an obligation on the licensee to notify Eco Choice Aotearoa if a Severe Controversy occurs.

## 6. Modern Slavery and Social Accountability

### Criteria

- a. The applicant/licence holder must have a policy/policies on human rights, diversity & inclusion, and anti-bullying. At a minimum, it should comprise:
- An explicit commitment to respect all internationally recognized human rights standards in the United Nations International Bill of Human Rights<sup>1</sup> and the International Labour Organization (ILO) Declaration on the Fundamental Principles and Rights at Work (see below);
  - Stipulations concerning the company's expectations of personnel, business partners and other relevant parties e.g., a code of conduct; and
  - Information on how the company will implement its commitments and monitor compliance with it.

In addition to the above, the applicant/licence holder shall consider:

- Implementing the requirements of Social Accountability International Standard, SA8000.
  - Being a Living Wage employer (or equivalent).
  - Having a senior member of its organisation responsible for social and environmental sustainability.
- b. Where an applicant/licence holder has found instances of modern slavery in their business operations and or supply chains in the past two years, they must provide evidence of corrective action.

### Explanatory Notes

Information on the United Nations International Bill of Human Rights and the ILO Declaration on the Fundamental Principles and Rights at Work is provided in 0.

### Verification Required

Conformance with these requirements shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant/licence holder company. This statement shall be supported by:

- Copies of the relevant policies, procedures and plans.
- Records demonstrating the plans are being effectively implemented (including monitoring results).

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<sup>1</sup> <https://www.ohchr.org/en/what-are-human-rights/international-bill-human-rights>

## 7. Health, Safety and Wellbeing

### Criteria

The inclusion of a Health, Safety and Wellbeing section, is in recognition of Eco Choice Aotearoa's position that humans are part of the global ecosystem.

The applicant/licence holder will *consider*:

- Access to wellbeing programmes.
- Workstation assessments to be undertaken.
- Learning and development opportunities.
- Flexible working arrangements (if possible).
- End of trip facilities provided (e.g. bike storage, lockers, showers).
- Lighting, acoustic and thermal comfort are considered.
- Office layout orientated to maximise daylight and views.

Further, the applicant/licence holder will *provide*:

- Health, safety and wellbeing policy.
- Details regarding any health and safety incidents which have occurred during the past two years at the workplace and what follow-up actions have been taken.
- The results of an annual staff wellbeing survey measuring staff turnover, morale, motivation and suggestions for improvements.
- Summary of additional, voluntary health, safety and wellbeing activities for staff.

### Verification Required

Conformance with these requirements shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant/licence holder company. This statement shall be supported by copies of the documentation required under "criteria".

### Explanatory Notes

- It is assumed the applicant/ licence holder will comply with requirements of the [Health and Safety at Work Act 2015](#).
- Worksafe has a reference guide for requirements Health and Safety at Work Act 2015 <https://www.worksafe.govt.nz/managing-health-and-safety/getting-started/health-and-safety-at-work-quick-reference-guide/>.
- The Trust recognises that beyond the legal requirements of the Health and Safety at Work Act 2015, the applicant/ licence holder's ability to comply with some elements of this clause will be dependent on the size/capacity of the organisation.

## 8. Environmental Criteria

### 8.1 Legal Requirements

#### Criteria

The office facility must comply with the provisions of all relevant environmental laws and regulations that apply to its facilities and operations.

#### Verification Required

Conformance with this requirement shall be demonstrated by providing a written statement on regulatory compliance, signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by documentation identifying the applicable regulatory requirements and demonstrating how compliance is monitored and maintained.

#### Explanatory Notes

Relevant laws and regulations could, for example, include those that relate to:

- Zoning regulations around activity and use;
- Building consents; and
- Building warrant of fitness.
- The documentation required may include, as appropriate:
  - Procedures for approving and monitoring suppliers and supplies; and
  - Information provided to customers and contractors regarding regulatory requirements.

It is not intended to require Licence holders to accept increased legal responsibility or liability for actions that are outside their control.

### 8.2 Procurement and Record-Keeping

#### Criteria

- a. The applicant/ licence holder must have, and effectively implement a sustainable procurement policy covering all new purchases of products and service including office fit-outs or refurbishments and lease agreements.
- b. The following products purchased, shall be certified as environmentally preferable by ECA:
  - Cleaning chemicals;
  - Personal care items (liquid soaps etc);
  - Sanitary papers;
  - Plain white photocopy paper;
  - Multifunctional devices (copiers/printers);
  - New furniture, fittings or flooring;
  - Paint;
  - HVAC;
  - Insulation;
  - Carpet and rugs; and
  - Construction and Deconstruction Waste Services.

For other products/services, the procurement policy must give preference to products/services licensed by ECA when these are available. Where an ECA-licensed product or service is not available, preference shall be given to those that demonstrate a preferable environmental and/or social attribute (for example Energy Star, products with recycled content, products with minimal and recyclable packaging, that use local supply chains, or from a social enterprise) from a local business.

- c. All new domestic kitchen appliances shall meet or exceed where applicable:
  - 4 Star WELs rating.
  - 4 Star Energy rating.

- d. All new Bathroom water fittings shall meet or exceed a 4 Star WELS rating.
- e. The Licence holder shall request, record and review details of any other environmental credentials from the supplier.
- f. Second-hand goods, for instance, office furnishings, are also acceptable.
- g. The procurement policy shall address the product-specific requirements set out in clauses 8.2.1 and 8.2.3.
- h. The Licence holder shall provide annual reports to The Trust on the implementation of its procurement policy and include the information required from the product specific requirements in 8.2.1 and 8.2.3. Including providing the reason for purchase decisions where the required preferences have not been able to be met.

#### **Verification Required**

Conformance with this requirement shall be stated in writing, signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by:

- The applicant's/licence holder's procurement policy;
- Documentation demonstrating that the products purchased are ECA licensed;
- Any environmental credentials for non-ECA licensed products;
- An annual report on the implementation of the procurement policy will be required at each supervision assessment; and
- If any of the criteria in 8.12 is outside the control of the Licence holder, evidence should instead be provided of efforts to influence the purchaser by providing a copy of this specification.

#### **Explanatory Notes**

- Give preference means choosing an ECA-Licensed product or service if one is available that meets fitness for purpose requirements for the intended use. Where an ECA option is not available, products or services with other environmental credentials should be chosen over products or services with no environmental credentials.
- A list of ECA licensed products/services is available on the Eco Choice Aotearoa website.
- An annual report on the implementation of the procurement policy is expected to include:
  - Record database of products purchased including quantities;
  - Brief descriptions of why particular products were purchased;
  - Any environmental credentials they may have; and
  - Explain any trends in quantities purchased such as increased purchasing due to organisation expansion or increased staff.

### **8.2.1 IT/Electronic Equipment**

#### **Criteria**

- a. The applicant/licence holder shall have a policy to select new ICT equipment based on the primary use of and the fitness for purpose of the ICT equipment to be purchased and record and review this on a regular basis. Preference will be given to goods that are TCO Certified, have a Nordic Swan ecolabel or are listed as silver or above on the EPEAT product database.
- b. The procurement policy shall give preference to upgrading existing hardware where possible rather than replacing it.
- c. When replacement is necessary, the procurement policy must give preference to the purchase of computers and notebooks that have a TCO Certified or Nordic Swan ecolabel or are listed as silver or above in the EPEAT product database.
- d. Servers and LCD/LED monitors purchased must be either TCO Certified or have an Energy Star rating.
- e. The applicant/licence holder shall keep a register of all IT equipment as required in 0.

#### **Verification Required**

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by:

- The applicant's/licence holder's procurement policy;
- Documentation demonstrating computers and notebooks purchased have a TCO-certified or Nordic Swan ecolabel or are listed on the EPEAT database;
- Documentation demonstrating that the servers and monitors purchased are TCO Certified or energy star rated; and
- A copy of the IT equipment register.

#### **Explanatory Notes**

- Reporting on the implementation of the ICT procurement policy will be required as part of the annual report in 8.2 at each supervision assessment.
- For ICT equipment, in the first instance, refer to the TCO Certified Product Finder <https://tcocertified.com/product-finder/>.
- Give preference means choosing a product or service with the required environmental criteria if one is available that meets fitness for purpose requirements for the intended use. Where the required options are not available, products or services with other environmental credentials should be chosen over products or services with no environmental credentials.

#### **Related Criteria**

See also 8.4 ICT Management and 8.8.2 IT/Electronic Equipment waste.

#### **8.2.2 Fleet Vehicles**

##### **Criteria**

- a. The applicant/ licence holder shall have and effectively implement a policy to select new vehicle types based on the primary use of the vehicle and the fitness for purpose and record and review this on a regular basis.
- b. The procurement policy shall give preference where the fleet vehicle is being driven mainly in urban areas to select PHEV or EV vehicles over petrol or diesel fuelled.
- c. The procurement policy shall give preference to new vehicles that meet as a minimum:
  - Five-star safety standards;
  - 4-star fuel efficiency standards; and
  - Euro 5 or equivalent emission standards.
 Or to second-hand vehicles that meet as a minimum:
  - Five-star safety standards;
  - 4-star fuel efficiency standards; and
  - Euro 4 or equivalent emission standards.

##### **Verification Required**

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by:

- The applicant/ licence holder's fleet procurement policy;
- Documentation recording primary use and vehicle type selected –including reasoning; and
- Documentation demonstrating that vehicles purchased/leased meet the required standards in c).

##### **Explanatory Notes**

- Give preference means choosing a vehicle that meets the criterion if one is available and is fit for purpose.
- Reporting on the implementation of the fleet procurement policy including the reasoning for purchase of vehicle types will be required as part of the annual report in 8.2 at each supervision assessment.

## Related Criteria

See also 8.5 Fleet Management. Related criteria include 8.11.1 Environmental Policy and Goals and 8.11.2 Travel Policy.

### 8.2.3 Cleaning Contracts

#### Criteria

The applicant/ licence holder shall have and implement a policy to prefer cleaning contractors that demonstrate good environmental practices and that are licensed under ECA specification. EC-45-18 Cleaning Services and shall as a preference, enter a cleaning contract covered by the scope of the cleaning contractor's ECA licence.

Where the cleaning service provider is not ECA licensed the following criteria (a)-(d) apply:

- a. A formal written service agreement or contract must be in place between the applicant/ licence holder and the cleaning service provider which includes the following:
  - Measurable quality standards for cleaning services;
  - Minimisation of unnecessary cleaning where cleaning is carried out to a predetermined schedule;
  - The requirements for ECA-licensed cleaning products to be used;
  - Identification of disinfecting requirements and how these are to be kept to the minimum necessary;
  - A commitment from the service provider that they will work towards complying with the requirements of, and obtaining a licence for, EC-45-18 Cleaning Services;
  - A commitment from the service provider to follow the waste minimisation policies; and
  - Provision for regular performance reviews based on the above performance measures.
- b. The contracts manager shall discuss any client/building-specific environmental requirements with the cleaning service provider and assess potential hazards and identify these in the cleaning service agreement. Drains connected to sewers suitable for cleaning staff use shall be identified, as shall, any stormwater drains to avoid.
- c. The applicant/ licence holder shall undertake a performance review and report annually to The Trust on the implementation of the cleaning contract conditions including the progress made by the contract provider in meeting the requirements for EC-45-18 Cleaning Services.

#### Verification Required

Conformance with this requirement shall be stated in writing, signed by the Chief Executive Officer or other authorised representative of the applicant/licence holder. This statement shall be supported by:

- Extracts of the relevant contract/service agreement;
- Documentary evidence of assessment of environmental hazards with the service provider; and
- Documentary evidence of the contract cleaner complying with 8.2 Purchase of Cleaning Chemicals;

#### Explanatory Notes

- If the cleaning contract is managed by the facilities manager or landlord and is outside the control of the applicant/licence holder, evidence to show that should be provided,
- Reporting on the implementation of the cleaning contracts and performance review will be required as part of the annual report in 8.2 at each supervision assessment.

#### Related Criteria

See also 8.2 Procurement Policy and Record Keeping, 8.8 Waste Management and 8.9 Use of Cleaning Chemicals.

### 8.3 Document Creation

#### Criteria

- a. The applicant/ licence holder must have and implement effective policies and procedures to minimise unnecessary printing and copying (including outsourced printing). Please note, digital documents and distribution is always preferred.
- b. The policy shall include a preference to use where appropriate:
  - Double-sided (duplex) printing.
  - Black and white printing; and
  - Draft print settings or ink and toner saver software for reference and filing copies.
- c. The applicant/ licence holder shall maintain records of quantities of paper, toner and inks used or purchased on a minimum quarterly basis.
- d. The licence holder shall provide annual reports to The Trust on the printing policy including:
  - The purchase records;
  - An analysis of the trends; and
  - Any initiatives taken to reduce consumption.

#### Verification Required

Conformance with this requirement shall be stated in writing, and signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by:

- A copy of the applicant's/ licence holder's printing policy;
- A copy of records demonstrating quantities of paper, toner and inks used or purchased on a quarterly basis; and
- An annual report will be required at each supervision assessment.

#### Related Criteria

See also 8.2 Procurement Policy and Record Keeping and 8.8 Waste Management.

### 8.4 ICT Management and Maintenance

#### 8.4.1 Use of Digital Devices

#### Criteria

- a. The applicant/licence holder must have and implement effective policies and procedures to minimise the energy use associated with the use of digital devices, this could include but is not limited to:
  - Active power management systems;
  - Standardised activated energy-saving modes on computers (sleep and hibernation modes);
  - Requiring all non-essential computers to be switched off when not in use; and
  - Switching off the use of screen savers.
- b. The applicant/licence holder must have and implement a policy to run regular updates and diagnostics to ensure all digital devices continue to function efficiently and effectively.
- c. The applicant/ licence holder must have a programme in place to monitor, implement and review the policies and procedures on a regular basis and report to The Trust on the implementation of the policy on an annual basis.

#### Verification Required

Conformance with this requirement shall be stated in writing, and signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by:

- A copy of the applicant/ licence holder's ICT policy and procedures; and
- An annual report will be required at each supervision assessment.



## Related Criteria

See also 8.2.1 IT/Electronic Equipment and 8.8.2 IT/Electronic Waste.

### 8.4.2 Energy-Efficient Server Technologies

#### Criteria

- a. Applicants/licence holders must have and implement an ongoing programme to review and consider the fit for their business on energy efficient technologies available for server utilisation, such as, but not limited to, cloud computing and virtualisation technology.
- b. Applicants/licence holders must report annually to The Trust on the progress of the programme.

#### Verification Required

Conformance with this requirement shall be stated in writing, and signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by an annual report to The Trust on energy-efficient technologies available for server utilization.

### 8.5 Fleet Management

#### Criteria

- a. The applicant/ licence holder must have and implement a program to maintain the performance of all Fleet Vehicles as recommended by the manufacturer. This maintenance must be recorded.
- b. The applicant/licence holder must measure, record, and regularly review fuel types and consumption data for the fleet (overall).
- c. The applicant/licence holder must have a management programme in place to reduce fuel consumption and increase efficiency of the fleet and report on this to The Trust.
- d. The applicant/licence holder must conduct a feasibility study into replacing fleet with hybrid/electric cars and advise the Trust of progress during its bi-annual verification.
- e. The applicant/licence holder must measure and report on fleet emissions to The Trust, providing context if emissions noticeably increase or decrease.

#### Verification Required

Conformance with this requirement shall be stated in writing, and signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by:

- Copies of the applicant/licence holders maintenance programme and records;
- Copies of the applicant/licence holders fleet management programme;
- Copies of the applicant/licence holders feasibility study into replacing fleet with hybrid/electric cards;
- Total emissions generated by the applicant/licence holders fleet, including methodology; and
- Annual reports to The Trust will be required at each supervision assessment.

#### Explanatory Notes

- Maintenance could include, regular servicing requirements, tire pressure checks, and regular cleaning of the vehicle.
- The management programme may include items such as but not limited to: route planning, trip timing (i.e., avoiding congestion times) driver behaviour and abilities, driver training, regular tire/oil checks, investigating the use of fuel-efficient tyres, and reducing unnecessary loading.
- The Ministry for Business, Innovation and Employment (MBIE) and Sustainable Business Network's (SBN) Climate Toolbox can assist in calculating fleet (and other) emissions <https://www.tools.business.govt.nz/climate/carbon-footprint>.

## Related Criteria

See also 8.2.2 Fleet Vehicles and 8.11.2 Travel Policy

### 8.6 Energy Management

#### Criteria

- a. The applicant/ licence holder must have and implement effective energy management policies for the office and procedures and/or an energy management programme.
- b. Licence holders must report annually to The Trust on energy management, including:
  - Total energy use of the office (including gas, electricity, oil etc) measured in kilowatt-hours (kWh);
  - Energy used per FTE OR energy used per head of staff (including onsite contractors);
  - Energy used by square metre of office space;
  - Identification of main energy uses;
  - Breakdown of total energy use to types of energy used (i.e., gas, electricity, oil etc);
  - Initiatives taken to reduce energy use and improve energy efficiency in the office; and
  - Improvement objectives and targets for reduction of energy use and associated CO<sub>2</sub> emissions, over time.

#### Verification Required

Conformance with this requirement shall be stated in writing, and signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by documentation that:

- Describes the energy management policies, procedures and programmes; and
- Includes annual reports on energy use and management.

#### Explanatory Notes

- The reporting must be for the licensed office and must be measured separately from other operations.
- The Ministry for Business, Innovation and Employment (MBIE) and Sustainable Business Network's (SBN) Climate Toolbox can assist in calculating emissions caused by energy use (and other factors) <https://www.tools.business.govt.nz/climate/carbon-footprint>.

## Related Criteria

See also 8.7 Carbon Accounting

### 8.7 Carbon Accounting

#### Criteria

- a. The applicant/licence holder must have a programme in place for measuring and reporting on carbon emissions sources.
- b. The reporting must cover scope 1 and 2 of The Greenhouse Gas Protocol and travel, or cover standards as required by recognised carbon neutral or emission trading schemes. Any calculation of carbon emissions must use relevant national emission factors for electricity generation.
- c. The applicant/licence holder must have a management programme in place to reduce carbon equivalent emissions and increase efficiency.
- d. Licence holders must report annually to The Trust on carbon accounting, including:
  - Total CO<sub>2</sub> emissions (tonnes);
  - Identification of main emission sources;
  - Initiatives taken to reduce carbon emissions and improve efficiency; and
  - Initiatives, if any, taken to report on scope 3 other than travel.

## Verification Required

Conformance with this requirement shall be stated in writing, and signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by documentation that:

- Describes the carbon emission management policies, procedures and programmes; and
- Includes annual reports on carbon emissions and management.

## Explanatory Notes

- These carbon accounting requirements are intentionally limited to carbon dioxide emissions and not other greenhouse gases (GHG) except where other GHG are included in the national emission factors for electricity generation. This is in recognition of the difficulty of obtaining information on other GHG emissions.
- It is important that the relevant national emission factors for electricity generation are used as these reflect the mix of energy sources (hydro, gas, coal etc) which vary by country and from year to year. Information on New Zealand emission factors and calculators is available on the Ministry for the Environment Website at <https://environment.govt.nz/guides/measuring-and-reporting-greenhouse-gas-emissions-guide-for-organisations/#steps-to-measure-your-organisation-and-039s-emissions>.
- Small to medium-sized enterprises may find the Ministry for Business, Innovation and Employment and Sustainable Business Network's Climate Toolkit and carbon calculator helpful for reporting purposes <https://www.tools.business.govt.nz/climate/carbon-footprint>.

The below definitions of scope 1-3 have been taken from the Greenhouse Gas Protocol A Corporate Accounting and Reporting Standard Revised Edition<sup>2</sup>.

### Scope 1: Direct GHG emissions

Direct GHG emissions occur from sources that are owned or controlled by the organisation, for example, emissions from combustion in owned or controlled boilers, furnaces, vehicles, etc., emissions from chemical production in owned or controlled process equipment.

Direct CO<sub>2</sub> emissions from the combustion of biomass shall not be included in scope 1 but reported separately.

GHG emissions not covered by the Kyoto Protocol, e.g., CFCs, NO<sub>x</sub>, etc. shall not be included in scope 1 but may be reported separately.

### Scope 2: Electricity indirect GHG emissions

Scope 2 accounts for GHG emissions from the generation of purchased electricity consumed by the organisation. Purchased electricity is defined as electricity that is purchased or otherwise brought into the organizational boundary of the organisation. Scope 2 emissions physically occur at the facility where electricity is generated.

### Scope 3: Other indirect GHG emissions

Scope 3 is an optional reporting category that allows for the treatment of all other indirect emissions. Scope 3 emissions are a consequence of the activities of the organisation but occur from sources not owned or controlled by the organisation. Some examples of scope 3 activities are extraction and production of purchased materials; transportation of purchased fuels; and use of sold products and services. Scope 3 also includes waste, business travel (public transport, use of own vehicles, staff travel and procurement).

## Related Criteria

See also Clause 8.5 Fleet Management and Clause 8.6 Energy Management

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<sup>2</sup> <http://www.ghgprotocol.org/files/ghgp/public/ghg-protocol-revised.pdf>

## **8.8 Waste Management**

### **8.8.1 Recycling and Waste Policy**

#### **Criteria**

- a. The applicant/licence holder must have and implement effective waste management policies and procedures and/or a waste management programme. This policy shall consider requirements in 8.7.2 IT/Electronic Equipment Waste.
- b. All items that are acceptable for local recycling must be separated from general waste and a designated area for collection established.
- c. Used office paper and cardboard must be collected separately and recycled using appropriate recycling services.
- d. Office equipment, fluorescent tubes, batteries, or any other materials with hazardous content must be collected for reuse, recycling, or appropriate disposal.
- e. Empty toner and printer ink cartridges must be collected and recycled using an appropriate recycling service.
- f. The licence holder must report annually to The Trust on waste management including:
  - o Waste and recycling generated which may be reported as kg waste or by bag or equivalent measure that will allow trends to be observed and include 8.8.2 IT/Electronic Equipment Waste;
  - o Initiatives taken to reduce waste generation and improve recovery/recycling of waste; and
  - o Improvement objectives and targets for reduction of waste generation, and the increase of reuse and recycling rates over time, where practical.

#### **Verification Required**

Conformance with this requirement shall be stated in writing, signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by documentation that:

- Describes the waste management policies, procedures and programmes; and
- Includes annual reports to The Trust on waste generation, minimisation and management.

#### **Related Criteria**

See also Clause 8.2.3 Cleaning Contracts.

### **8.8.2 IT/Electronic Equipment Waste**

#### **Criteria**

The applicant/licence holder must have a policy to:

- Collect all IT equipment, electrical and electronic, including mobile phones and tablets.
- Reuse or recycle using an appropriate e-waste recycling provider; and
- Make these collection, re-use and recycling options available to staff.

#### **Verification Required**

Conformance with this requirement shall be stated in writing, and signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by documentation that describes the e-waste recycling management policies, procedures and programmes.

#### **Explanatory Notes**

- Reporting on the implementation of the recycling policies and quantities will be required as part of the annual report in 8.10.1 at each supervision assessment.
- E-waste is to include all electronic equipment, mobile phones, PCs and Laptops and any other ICT equipment.

## Related Criteria

See also Clause 8.2.1 IT/Electronic Equipment and Clause 8.4 ICT Management.

### 8.9 Use of Cleaning Chemicals

#### Criteria

- a. The applicant/licence holder shall maintain a register of safety data sheets (SDS) for all cleaning chemicals used that are classified as hazardous under HSNO regulations or a declaration from the chemical supplier that the product is non-hazardous under the HSNO regulations.
- b. The register must be kept in an area that is accessible to staff using the chemicals in case of a spill or accident.

#### Verification Required

Conformance with this requirement shall be stated in writing, and signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by:

- SDSs for all cleaning products used; and
- Documentary evidence of chemical consumption, quantities may be recorded by volume, weight, number of bottles etc as long as the measure is consistent and will allow changes in consumption to be observed.

#### Explanatory Notes

- Even household domestic cleaners can be hazardous, for example, oven cleaners, toilet cleaners etc. All ECA licensed cleaning products are required to have an SDS available for users to access for information about how to manage spills or accidental ingestion.
- Where a applicant/licence holder is using a Cleaning provider that is licensed under EC-45-18, they are exempt from Clause 8.8 Use of Cleaning Chemicals.
- Information on HSNO classifications should be available on the product's Safety Data Sheet (SDS) or from the supplier.

## Related Criteria

See also Clause 8.2.3 Cleaning Contracts.

### 8.10 Maintenance

#### 8.10.1 Maintenance of Equipment

#### Criteria

- a. The applicant/licence holder must have a maintenance programme that inspects, cleans, and maintains the performance of all office equipment as recommended by the manufacturer.
- b. The applicant/licence holder must have a maintenance program that inspects, cleans, and maintains the Heating Ventilation and Air Conditioning (HVAC) systems as recommended by the manufacture/installer.

#### Verification Required

Conformance with this requirement shall be stated in writing, and signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by:

- Documentary evidence of a maintenance programme; and
- Example maintenance logs.

#### Explanatory Notes

ECA understands licence holders may not always have control over the purchase or maintenance of HVAC systems. In such instances, and if a maintenance log is unable to be provided, the licence holder is exempt from reporting requirements.

## **8.10.2 Maintenance of Facilities**

### **Criteria**

- a. All plumbing must be maintained so that there is no leaking water from pipes or fittings.
- b. The applicant/licence holder shall maintain a register of electrical fittings and have a process in place to replace them with efficient energy rated fittings in maintenance cycles (for example light bulbs).

### **Verification Required**

Conformance with this requirement shall be stated in writing, and signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by documentary evidence of a maintenance programme.

### **Explanatory Notes**

- ECA understands licence holders may not always have control over maintenance. In such instances, and if a maintenance log is unable to be provided, the licence holder is exempt from reporting requirements.

## **8.11 Management Systems and Procedures**

### **8.11.1 Environmental Policy and Goals**

#### **Criteria**

The applicant/licence holder must implement a documented environmental policy and goals that expressly address its office activities and a process for communicating these to staff, clients, and contractors.

#### **Verification Required**

Conformance with this requirement shall be stated in writing, and signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by:

- Copies of environmental policy and goals; and
- Information on how these are made available to staff, clients and contractors.

#### **Explanatory Notes**

The environmental policy may be standalone, or part of a wider policy or goal documents of the applicant/licence holder's organisation.

### **8.11.2 Travel Policy**

#### **Criteria**

- The applicant/licence holder must have a documented Travel Policy which includes instructions on limiting environmental impacts such as limiting air travel, hiring PHEV or EV vehicles etc. There should also be a clear process for communicating the policy to staff and contractors.

#### **Verification Required**

Conformance with this requirement shall be stated in writing, signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by:

- Copies of the travel policy; and
- Information on how this is made available to staff and contractors.

#### **Explanatory Notes**

The NZTA has a workplace travel planning toolkit to help organisations to create a travel plan and address business travel needs as well as staff's travel to and from work:

<http://www.nzta.govt.nz/traffic/businesses/workplace.html>

### 8.11.3 Work Instructions/Standard Operating Procedures (SOPs)

#### Criteria

- a. The applicant/licence holder must have written procedures and/or work instructions to cover situations where their absence could lead to failure to comply with the Licence holders:
  - Environmental policy and goals;
  - Procurement policy;
  - Cleaning policy;
  - Waste, energy and water management policies;
  - Requirements on how to use the technologies (HVAC and lighting systems); and
  - Expectations for staff (energy, printing, waste and recycling strategies).
- b. Work instructions and/or procedures must be easily understood and readily available to staff and contractors.
- c. The applicant/licence holder must have a process for monitoring, reviewing and reporting on the work instructions/procedures and ensure that they are up-to-date.

#### Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant organisation.

#### Explanatory Notes

Having clear work instructions and standard operating procedures along with appropriate staff training ensures that knowledge of the correct procedures and skills that are required are passed on and that staff understand the implications and importance of minimising the environmental impacts of the office activities. The operating procedures only need to be documented when this level of formality is required. In many cases, simple systems (such as signage on recycling bins or near light switches “turn off the lights”) or staff briefings may be sufficient.

### 8.11.4 Staff Awareness and Training

#### Criteria

- a. The applicant/licence holder must have and implement an awareness and training programme to ensure that staff and contractors are made aware of the importance of minimising environmental impacts, the environmental policy and goals of the office facility and the relevant requirements of this specification and the office standard operating procedures and work instructions.
- b. The training programme must include induction training for new staff and contractors and an ongoing review and follow-up training to ensure staff and contractor awareness and performance to requirements is maintained.
- c. The applicant/licence holder must ensure that the appropriate staff have the skills and knowledge to select environmentally preferable equipment and materials and effectively implement the applicant/licence holder’s procurement policy as outlined in Clause 8.2 Procurement.

#### Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by copies of relevant staff training material and programmes.

## 9. Supplementary Environmental or Social Initiatives

### Criteria

Applicants/licence holders must report annually to the Trust on other environmental or social initiatives, if any are not covered by this EC-54 specification and are being implemented or planned for the ECA-licensed workplace(s).

### Verification Required

Conformance with this requirement shall be stated in writing, signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by:

- A continual improvement programme to invest and focus on improving environmental and social performance; or
- An annual report to the Trust on the activities implemented or planned that demonstrate environmental or social improvement.

### Explanatory Notes

This criterion is intended to provide applicants/licence holders the opportunity to provide further information in relation to their environmental and social performance which may not be included in the EC-54 Responsible Workplace specification.

Whilst the EC-54 Responsible Workplace specification is intended to represent the best achievable practice, the Trust recognises that efforts to improve environmental and social performance are moving at pace worldwide and there may be initiatives which applicants/licence holders are implementing or have planned, which achieve positive outcomes outside of those in the specification requirements.

A continual improvement programme is a conscious, deliberate decision to continually invest and focus on getting better. By having a continual improvement programme in place, an applicant/licence holder can assess the current state, map the desired outcomes, chart the improvement journey and then implement, test, adjust and scale as necessary.



## 10. Requirements and Notes for Licence Holders

### Monitoring Compliance

Prior to granting a licence, The Trust will prepare a plan for monitoring ongoing compliance with these requirements. This plan will reflect the type and size of the workplace covered by the licence and the level of documentation appropriate to provide confidence in ongoing compliance with criteria. This plan will be discussed with the licence applicant and when agreed will be a condition of the licence.

As part of the plan, the Trust will require access to relevant quality control and service delivery records and the right of access to the office facilities. Relevant records may include formal quality management or environmental management system documentation (for example, ISO 9001 or ISO 14001 or similar).

The monitoring plan will require the Licence holder to advise The Trust immediately of any non-compliance with any requirements of this specification which may occur during the term of the licence. If non-compliance occurs, the licence may be suspended or terminated as stipulated in the Licence Conditions. The licensee may appeal any such suspension.

The Trust will maintain the confidentiality of identified confidential information provided and accessed during verification and monitoring of licences.

### Using the Eco Choice Aotearoa Label

The Label may appear on marketing materials for the workplace, provided that the workplace meets the requirements in this specification and in the Licence Conditions. Wherever it appears, the Label must be accompanied by the Licence Number e.g. 'licence No1234' (it is optional to include the specification name).

The Label must be reproduced in accordance with the ECA brand kit, which includes examples of keyline art for reproduction of the Label; and in accordance with the ECA Licence Conditions. Any advertising must conform to the relevant requirements in this specification, in the Licence Conditions and in the key line art. Failure to meet these requirements for using the ECA Label and advertising could result in the Licence being withdrawn.







# Appendix B: Modern Slavery and Social Accountability

## B1 International Bill of Human Rights

In December 1948, the United Nations General Assembly adopted the Universal Declaration of Human Rights (UDHR). In December 1966, the UN General Assembly adopted two international treaties that would further shape international human rights: the International Covenant on Economic Social and Cultural Rights (ICESCR), and the International Covenant on Civil and Political Rights (ICCPR). These are often referred to as “the International Covenants.” Together, the UDHR and these two Covenants are known as the International Bill of Human Rights.

The ICESCR and the ICCPR set out the civil, political, economic, social and cultural rights that everyone is entitled to:

ICESCR	ICCPR
<ul style="list-style-type: none"> <li>• Freedom from discrimination</li> <li>• Right to equality between men and women</li> <li>• Right to life</li> <li>• Freedom from torture</li> <li>• Freedom from slavery</li> <li>• Right to liberty and security of person</li> <li>• Right to be treated with humanity in detention</li> <li>• Freedom of movement</li> <li>• Freedom of non-citizens from arbitrary expulsion</li> <li>• Right to fair trial</li> <li>• Right to recognition before the law</li> <li>• Right to privacy</li> <li>• Freedom of religion and belief</li> <li>• Freedom of expression</li> <li>• Right of peaceful assembly</li> <li>• Freedom of association</li> <li>• Right to marry and found a family</li> <li>• Right of children to birth registration and a nationality</li> <li>• Right to participate in public affairs</li> <li>• Right to equality before the law</li> <li>• Minority rights.</li> </ul>	<ul style="list-style-type: none"> <li>• Freedom from discrimination</li> <li>• Right to equality between men and women</li> <li>• Right to work</li> <li>• Freedom to choose and accept work</li> <li>• Right to just and favourable conditions at work</li> <li>• Right to form trade unions</li> <li>• Right to strike</li> <li>• Right to social security</li> <li>• Right of mothers to special protection before and after birth</li> <li>• Freedom of children from social and economic exploitation</li> <li>• Right to an adequate standard of living</li> <li>• Freedom from hunger</li> <li>• Right to health</li> <li>• Right to education</li> <li>• Freedom of parents to choose schooling for their children</li> <li>• Right to take part in cultural life</li> <li>• Right to enjoy benefits of science</li> <li>• Right of authors to moral and material interests from works</li> <li>• Freedom to undertake scientific research and creative activity.</li> </ul>

## B2 ILO Declaration

From ILO Declaration on the Fundamental Principles and Rights at Work, there are the following core labour standards:

- Freedom of Association and Protection of the Right to Organise Convention, 1948 (No. 87)
- Right to Organise and Collective Bargaining Convention, 1949 (No. 98)
- Forced Labour Convention, 1930 (No. 29)
- Abolition of Forced Labour Convention, 1957 (No. 105)
- Minimum Age Convention, 1973 (No. 138)
- Worst Forms of Child Labour Convention, 1999 (No. 182)
- Equal Remuneration Convention, 1951 (No. 100)
- Discrimination (Employment and Occupation) Convention, 1958 (No. 111).