



The New Zealand Ecolabelling Trust

Licence Criteria for Office Activities

EC-54-13

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Specification change history

Minor clarifications, corrections or technical changes made since the specification was last reviewed and issued in *January 2013*

Date	Version	Change

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Appendix A ICT Equipment Register *(with added examples)*

The criteria and supporting explanatory information have been prepared specifically for the New Zealand Ecolabelling Trust as part of the Environmental Choice New Zealand 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.

1 Introduction

Environmental Choice New Zealand (ECNZ) is an environmental labelling programme which has been created to help businesses and consumers find 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).

ECNZ operates to the ISO 14024:1999 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 product 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 ECNZ licence applicants and is able to be measured and verified. As a result of this approach, criteria may not be included in an ECNZ 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 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 Office Activities. The specification has been published to take account substances and processes harmful to the environment, energy and waste management and consumption of resources.

This specification sets out the requirements that Office Activities services will be required to meet in order to be licensed to use the ECNZ 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 has been prepared 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 ECNZ 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.

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2 Background

Many businesses in New Zealand are supported by office activities. Offices may be stand-alone for example professional service organisations, or may be a part of a larger operation or activity for example an administration office, head office or regional office.

While many businesses focus on the impacts of the product or service they produce, the office activities themselves can have an impact on the environment in a number of ways. These impacts include:

- energy consumed by powered electronic and ICT equipment; embodied in the materials used for the office fitout, 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;
- 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 a detrimental impact on the environment such as those related to sourcing and production; and
- the materials used in the fitout 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 in 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).

The offices have the opportunity to contribute positively by careful and considered procurement policies of ICT equipment, cleaning chemicals, consumables and services and by actively participating in energy conservation reviews and processes.

An interim report for the Building Energy and End-use Study¹ by BRANZ (The Building Research Association of New Zealand) has identified that in New Zealand a vast majority of organisation 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. This specification requires organisations with limited direct control on these areas to demonstrate how they actively use their influence with the building manager or landlord, in particular during lease negotiations and ongoing communications, to enable the organisation to meet the requirements in this specification.

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

¹ Study Report SR 277/1[2012] BEES Interim Report. Building Energy End-use Study year 5. Buildings- size, Management and Use. Kay Saville-Smith and Ruth Fraser. BRANZ 2012.

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- resources;
- minimising waste; and
- improving water use efficiency and conservation.

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.

GEN refers to the Global Ecolabelling Network.

HSNO means the Hazardous Substances and New Organisms Act 1996.

ISO means International Organisation for Standardisation.

Label means the ECNZ Label.

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

Preference: means choosing an ECNZ-Licensed product or service if one is available that meets fitness for purpose requirements for the intended use. Where an ECNZ 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 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.

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

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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

This category includes the provision and management of office-based activities. Offices may be stand-alone (for example professional service organisations) or may be a part of a larger operation or activity (for example an administration office, head office or regional office associated with a factory, warehouse, hospital or school) which has a minimum of five staff.

The category does not include the content or output of any professional or other services provided by the office activities, the wider products or services of the organisation to which the office operations belong (for example retail, restaurants/fast-food, warehousing etc) or staff canteen and meeting catering.

To be licensed to use the Label, the Office Activities must meet all of the environmental criteria set out in clause 5 and performance characteristics set out in clause 6.

5 Environmental Criteria

5.1 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
- building warrant of fitness.

The documentation required may include, as appropriate:

- procedures for approving and monitoring suppliers and supplies;

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- 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.

5.2 Procurement

5.2.1 Procurement Policy and Record Keeping

Criteria

- a The Licence applicant/holder must have and effectively implement a procurement policy covering all new purchases of products and services including lease agreements.
- b All of the following products purchased shall be environmentally preferable products licensed by ECNZ:
 - cleaning chemicals;
 - toiletries (liquid soaps);
 - sanitary papers;
 - plain white photocopy paper;
 - multifunctional devices (copiers/printers).
- c For other products/services, the procurement policy must give preference to products/services licensed by ECNZ when these are available. Where an ECNZ licensed product or service is not available, preference should be given to those that demonstrate a preferable environmental attribute (for example Energy Star). The Licence holder shall request, record and review details of any other environmental credentials from the supplier.
- d The procurement policy shall also address the product specific requirements set out in clauses 5.2.2– 5.2.4.
- e 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 5.2.2 to 5.2.4. 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 Licence applicant/holder's procurement policy;
- documentation demonstrating that the products purchased are ECNZ Licensed;
- any environmental credentials for non-ECNZ licensed products;
- an annual report on the implementation of the procurement policy will be required at each supervision assessment.

Explanatory Notes:

- Where it can be demonstrated that any of the procurement criteria in 5.2.1 are outside the control of the Licence applicant/holder, evidence should instead be provided of efforts to influence the purchaser (ie cleaning chemicals purchased by the cleaning contractor or facilities manager).

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- Give preference means choosing an ECNZ-Licensed product or service if one is available that meets fitness for purpose requirements for the intended use. Where an ECNZ 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 ECNZ licensed products/services is available on the Environmental Choice Website (http://www.environmentalchoice.org.nz/products_and_services/) and includes but is not limited to, contract cleaning and other services, furniture, flooring and paint, packaging and paperboard products, sanitary paper products, soaps, toiletries, chemical cleaning products and other consumables, printers/photocopiers and office paper.
- An annual report on the implementation of the procurement policy is expected to include:
 - i. record database of products purchased including quantities;
 - ii. brief descriptions of why particular products were purchased;
 - iii. any environmental credentials they may have; and
 - iv. explain any trends in quantities purchased such as increased purchasing due to organisation expansion or increased staff.

5.2.2 IT/Electronic Equipment

Criteria

- a The Licence applicant/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.
- b The procurement policy shall give preference to upgrading existing hardware where possible rather than replacing.
- c When replacement is necessary, the procurement policy must give preference to the purchase of personal computers and notebooks that have a TCO Certified or Nordic Swan Licence 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 Licence applicant/holder shall keep a register of all IT equipment as required in Appendix A.

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

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Explanatory Notes

- Reporting on the implementation of the ICT procurement policy will be required as part of the annual report in 5.2.1 at each supervision assessment.
- 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 5.4 ICT Management and 5.8.3 IT/Electronic Equipment waste.

5.2.3 Fleet Vehicles

Criteria

- a The Licence applicant/holder shall have and effectively implement a policy to select new vehicle type 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 petrol fuelled vehicles over diesel.
- c The procurement policy shall give preference to new vehicles that meet as a minimum:
 - v. five star safety standards;
 - vi. 4 star fuel efficiency standards; and
 - vii. Euro 5 or equivalent emission standards.Or to second hand vehicles that meet as a minimum:
 - i. five star safety standards;
 - ii. 4 star fuel efficiency standards; and
 - iii. Euro 4 or equivalent emission standards.

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 Licence applicant/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.
- Where it can be demonstrated that the vehicles are provided as part of a salary sacrifice, employment/remuneration package, then evidence should be given as to how the organisation uses its influence to assist employees to choose an environmentally preferable vehicle option.

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- 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 5.2.1 at each supervision assessment.

Related Criteria

See also 5.5 Fleet Management. Related criteria include: 5.11.1 Environmental Policy and Goals and 5.11.2 Travel Plan.

5.2.4 Cleaning Contracts

Criteria

The Licence applicant/holder shall have and implement a policy to prefer cleaning contractors that demonstrate good environmental practice and that are licensed under ECNZ specification EC-45-09 Cleaning Services and shall as a preference enter into a cleaning contract covered by the scope of the cleaning contractor's ECNZ licence.

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

- a A formal written service agreement or contract must be in place between the Licence applicant/holder and the cleaning service provider which includes the following:
 - i. measurable quality standards for cleaning services to achieve defined outcome. This must also apply to restorative floor maintenance but be consistent with manufacturer's recommendations to extend the life of flooring;
 - ii. minimisation of unnecessary cleaning where cleaning is carried out to a predetermined schedule;
 - iii. the requirements for ECNZ licensed cleaning products to be used;
 - iv. identification of disinfecting requirements and how these are to be kept to the minimum necessary;
 - v. a commitment from the service provider that they will work towards complying with the requirements of, and obtaining a licence for, EC-45-09 Cleaning Services;
 - vi. a commitment from the service provider to follow the waste minimisation policies; and
 - vii. 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 Licence applicant/holder shall discuss with its cleaning service provider about providing a service that includes abiding by the "Principles for a Sustainable Property Services Industry"² agreed by the Service & Food Workers Union (SFWU), the Building Service Contractors Association of New Zealand (BSCNZ), the Property Council of New Zealand and the New Zealand Government in March 2008.

² Principles for a Sustainable Property Services Industry

<http://www.sfwu.org.nz/files/PRINCIPLES%20FOR%20THE%20PROPERTY%20SERVICES%20INDUSTRY%20FINAL%20COPY.pdf>

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- d The Licence applicant/holder shall undertake regular performance reviews 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-45-09 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 Licence applicant/holder. This statement shall be supported by:

- extracts of the relevant contract/service agreement;
- description of how scheduled cleaning minimises unnecessary cleaning;
- documentary evidence of assessment of environmental hazards with the service provider;
- documentary evidence of the contract cleaner complying with 5.2.4 Purchase of Cleaning Chemicals;
- records of contract negotiations, showing discussion on items in C and
- documentary evidence of the contract cleaner's commitment and progress in working towards complying with the requirements in EC-45-09.

Explanatory Notes:

- Where it can be demonstrated that the cleaning contract is managed by the facilities manager or landlord and is outside the control of the licence applicant/holder, evidence should be provided of efforts to influence facilities manager/landlord).
- Reporting on the implementation of the cleaning contracts and performance reviews will be required as part of the annual report in 5.2.1 at each supervision assessment.

Related Criteria

See also 5.2.1 Procurement Policy and Record Keeping, 5.8 Waste Management and 5.9 Use of Cleaning Chemicals.

5.3 Document Creation

Criteria

- a The Licence applicant/holder must have and implement effective policies and procedures to minimise unnecessary printing and copying (including outsourced printing).
- b The policy shall include a preference to use where appropriate:
- i. double sided (duplex) printing;
 - ii. black and white printing; and
 - iii. draft print settings or ink and toner saver software for reference and filing copies.
- c The Licence applicant/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.

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

Related Criteria

See also 5.2.1 Procurement Policy and Record Keeping and 5.8 Waste Management.

5.4 ICT Management

5.4.1 PC and Laptop Use

Criteria

- a The Licence applicant/holder must have and implement effective policies and procedures to minimise the energy use associated with the use of desk top and/or laptop computers. this could include but is not limited to:
 - active power management systems;
 - standardised activated energy saving modes on computers- such as sleep and hibernation modes;
 - requiring all non-essential computers to be switched off when not in use;
 - switching off the use of screen savers.
- b The Licence applicant/ holder must have and implement a policy to run regular updates and diagnostics to ensure all PC/Laptops continue to function efficiently and effectively.
- c The Licence applicant/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, signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by:

- a copy of the Licence Applicant/Holder's ICT policy and procedures;
- an annual report will be required at each supervision assessment.

Related Criteria

See also 5.2.2 IT/Electronic Equipment and 5.8.3 IT/Electronic Waste.

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5.4.2 Energy Efficient Server Technologies

Criteria

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

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 an annual report to The Trust on energy efficient technologies available for server utilization.

5.5 Fleet Management

Criteria

- a The Licence applicant/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 Licence applicant/holder must measure record and regularly review fuel types and consumption data for each fleet vehicle.
- c The Licence applicant/holder must have a management programme in place to reduce fuel consumption and increase efficiency of fleet and report on this annually to The Trust.

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 Licence Applicant/holders maintenance programme and records;
- copies of the Licence Applicant/holders consumption data for each fleet vehicle;
- copies of the Licence Applicant/holders fleet management programme; and
- annual reports to The Trust will be required at each supervision assessment.

Explanatory Notes

- Maintenance could include, regular servicing requirements, tire pressure checks, regular cleaning of 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, reducing unnecessary loading.

Related Criteria

See also 5.2.3 Fleet Vehicles and 5.11.2 Travel Plan and 5.11.5 Responsibilities.

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5.6 Energy Management

Criteria

- a The Licence applicant/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) ; and
 - initiatives taken to reduce energy use and improve energy efficiency in the office.

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 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.

Related Criteria

See also 5.7 Carbon Accounting and 5.11.5 Responsibilities

5.7 Carbon Accounting

Criteria

- a The Licence applicant/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 licence applicant/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 CO₂ 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.

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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 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 is different in different countries and can vary year to year. Information on New Zealand emission factors and calculators is available on the Ministry for the Environment Website at <http://www.mfe.govt.nz/publications/climate/guidance-greenhouse-gas-reporting-2011/index.html>
- The below definitions of scope 1-3 have been taken from the Greenhouse Gas Protocol A Corporate Accounting and Reporting Standard Revised Edition³.

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 CO₂ 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_x, 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).

³ <http://www.ghgprotocol.org/files/ghgp/public/ghg-protocol-revised.pdf>

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Related Criteria

See also 5.6 Energy Management and 5.11.5 Responsibilities.

5.8 Waste Management

5.8.1 Waste Policy and Processes

Criteria

- a The Licence applicant/holder must have and implement effective waste management policies and procedures and/or a waste management programme. This policy shall take into account requirements in 5.8.2 recycling and 5.8.3 IT/Electronic Equipment Waste.
- b The Licence holder must report annually to The Trust on waste management including:
 - 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 cover the items in 5.5.2 Recycling and 5.5.3 IT/Electronic Equipment Waste; and
 - initiatives taken to reduce waste generation and improve recovery/recycling of waste.

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 5.2.4 Cleaning Contracts and 5.11.5 Responsibilities.

5.8.2 Recycling

Criteria

- a All items that are acceptable for local recycling must be separated from general waste and a designated area for collection established.
- b Used office paper and cardboard must be collected separately and recycled using appropriate recycling services.
- c Office equipment, fluorescent tubes, batteries or any other materials with hazardous content must be collected for reuse, recycling or appropriate disposal.
- d Empty toner and printing ink cartridges must be collected and recycled using an appropriate recycling service.

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 recycling management policies, procedures and programmes.

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Explanatory Notes

Reporting on the implementation of the recycling policies and quantities will be required as part of the annual report in 5.8.1 at each supervision assessment.

Related Criteria

See also 5.2.4 Cleaning Contracts.

5.8.3 IT/Electronic Equipment Waste

Criteria

The Licence applicant/holder must have a policy to:

- i. collect all IT equipment, electrical and electronic, including mobile phones and tablets;
- ii. reuse or recycle using an appropriate e-waste recycling provider; and
- iii. make these collection, reuse and recycling options available to staff.

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 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 5.8.1 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 5.2.2 IT/Electronic Equipment and 5.4 ICT Management.

5.9 Use of Cleaning Chemicals

Criteria

- a The Licence applicant/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 assessable to staff using the chemicals in case of a spill or accident.
- c The Licence applicant/holder shall maintain records of quantities of each chemical used or purchased on a minimum quarterly basis.

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:

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- 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 ECNZ licenced cleaning products are required to have a SDS available for users to access for information about how to manage spills or accidental ingestion.
- Where a Licence applicant/holder is using a Cleaning provider that is licensed under EC-45-09 they are exempt from 5.9 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 5.2.4 Cleaning Contracts.

5.10 Maintenance

5.10.1 Maintenance of Equipment

Criteria

- a The Licence applicant/holder must have a maintenance programme that inspects, cleans and maintains the performance of all office equipment as recommended by the manufacturer. This maintenance must be recorded.
- b The Licence applicant/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, 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

Where the HVAC systems are not in direct control of the Licence applicant/holder, evidence should be provided of efforts to influence the facilities manager/landlord and records for the maintenance of the buildings HVAC system should be obtained from the facility manager.

5.10.2 Maintenance of Facilities

Criteria

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

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example light bulbs)

- c A maintenance register must be kept showing dates of when faults were reported and when repairs were undertaken

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:

- documentary evidence of a maintenance programme;
- example maintenance logs; and
- copies of the registers.

Explanatory Notes

Where fittings are not in direct control of the Licence applicant/holder, records for the maintenance should be obtained from the building manager. Log dates of when faults were reported to the Building Manger and when the repair was undertaken should be kept by the Licence applicant/holder.

5.11 Management Systems and Procedures

5.11.1 Environmental Policy and Goals

Criteria

The Licence applicant/holder must have 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, 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 Licence applicant/holder's organisation.

5.11.2 Travel Plan

Criteria

- a The Licence applicant/holder must have a documented Travel Plan and a process for communicating this to staff, clients and contractors.
- b The Licence applicant/holder must have a process for reviewing the Travel Plan to ensure that it remains up-to-date.

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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 plan;
- information on how this is made available to staff, clients and contractors; and
- evidence of the review process.

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 ⁴.

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

An example of travel planning for business could include taking into account access to video/tele conferencing facilities as alternatives to face to face meetings to cut down on the need for business travel.

5.11.3 Work Instructions/Standard Operating Procedures (SOPs)

Criteria

- a The Licence applicant/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 be readily available to staff and contractors.
- c The Licence applicant/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. This statement shall be supported by:

- the index or contents listing of work instructions
- examples of work instructions
- evidence of the monitoring, review and reporting process

⁴ Travel Planning Tool Kit <http://www.nzta.govt.nz/traffic/businesses/toolkit.html>

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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 to light switches “turn off the lights”) or staff briefings may be sufficient.

5.11.4 Staff Awareness and Training

Criteria

- a The Licence applicant/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 Licence applicant/holder must ensure that the appropriate staff have the skills and knowledge to select environmentally preferable equipment and materials and effectively implement the Licence applicant/holder’s procurement policy as outlined in 5.2 Procurement.

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 relevant staff training material and programmes;
- documentary evidence that all staff are trained in a planned manner;
- documentary evidence on the procurement officers’ skills and knowledge relevant to implementing the procurement policy.

5.11.5 Responsibilities

Criteria

The Licence applicant/holder must ensure that there is appropriate staff that have, as part of their position description, responsibility for implementing and reporting on the policies for procurement, fleet management, energy management, carbon accounting, waste management and maintenance.

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 relevant staff position descriptions or other documents setting out allocation of responsibilities.

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Explanatory Notes

The responsibility for these areas can be split between different staff and different departments.

Related Criteria

See also 5.2 Procurement, 5.3 Fleet Management, 5.6 Energy Management, 5.7 Carbon Accounting, 5.8 Waste Management and 5.10 Maintenance.

5.12 Office Refurbishment or Alterations

Criteria

- a When undertaking refurbishment or alteration of an office facility the Licence holder must:
 - i. Consider and maximise the use of natural light and efficient lighting technologies;
 - ii. Consider and design to ensure the existing HVAC system is efficient and is compatible with new layout;
- b All of the following products purchased for the fitout shall be environmentally preferable products licensed by ECNZ:
 - carpet;
 - paints; and
 - office furniture.
- c All domestic kitchen appliances shall meet or exceed where applicable:
 - i. 4 Star WELs rating;
 - ii. 4 Star Energy rating.
- d All Bathroom water fittings shall meet or exceed a 4 Star WELs rating

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:

- demonstrates how the lighting and HVAC systems were incorporated and considered in the design of the new lay out.
- documentation demonstrating that the products purchased are ECNZ Licensed;
- any environmental credentials for non-ECNZ licensed products;

Explanatory Notes

- Where a Licence applicant/ holder has achieved a 4 star (or higher) Green Star Certification from the New Zealand Green Building Council, This may be used to demonstrate compliance with this criteria provided the points achieved are in the categories required by these criteria
- Where it can be demonstrated that any of the criteria in 5.12 are outside the control of the Licence holder, evidence should instead be provided of efforts to influence the purchaser (i.e. with the building owner or property manager for HVAC systems or bathrooms).

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5.13 Moving Office Location

Criteria

- a When moving location a Licence holder must demonstrate that consideration has been given to the Organisation Travel Plan and that it has considered:
 - i. location and availability of public transport for staff; and
 - ii. location to organisation clients.
- b When moving location a licence Holder must demonstrate that consideration has been given to the efficiency of building, for example but not limited to, the energy, water and material use within the building.
- c The fitout of the new office shall comply with 5.12 Office Refurbishment
- d The Licence holder must ensure that all relevant consents are granted and that the organisation complies with the regulatory requirements of the new location.

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:

- evidence of the review of the organisation travel plan and the implications/ changes required for the new office location;
- evidence showing the selection criteria for the new premises; and
- identifying the applicable regulatory requirements and demonstrating how compliance is monitored and maintained.

NOTE: Where building has achieved a 4 star (or higher) Green Star Office Certification from the New Zealand Green Building Council, This may be used to demonstrate compliance with 5.12 b).

6 Performance Characteristics

Criteria

The Licence applicant/holder must have a programme to measure and review staff metrics such as absenteeism, staff turnover and staff motivation.

Verification Required

Conformance with this requirement shall be demonstrated by providing a written statement of compliance, signed by the Chief Executive Officer or other authorised representative of the applicant organisation. This statement shall be supported by documentation:

- detailing the staff metrics programme in place; and
- evidence of review.

Explanatory Notes

Examples of this could include 360 degree feedback or climate/surveys, as well as basic staff statistics.

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7 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 office activity 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 a non-compliance occurs, the licence may be suspended or terminated as stipulated in the Licence Conditions. The licensee may appeal any such suspension.

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

Using the Environmental Choice Label

The Label may appear on marketing materials for the Office Activities, provided that the office meets the requirements in this specification and in the Licence Conditions.

Wherever it appears, the Label must be accompanied by the words “Office Activities” and by the Licence Number eg ‘licence No1234’.

The Label must be reproduced in accordance with the Environmental Choice NZ programme’s keyline art for reproduction of the Label and the Licence Conditions.

Any advertising must conform to the relevant requirements in this specification, in the Licence Conditions and in the keyline art.

Failure to meet these requirements for using the Environmental Choice NZ Label and advertising could result in the Licence being withdrawn.

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