

Nordic Ecolabelling for
**Food services and conference facilities
(without accommodation)**



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

Contact information

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

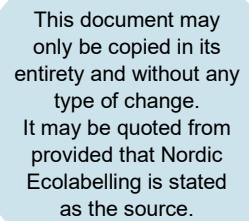
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What is a Nordic Swan Ecolabelled food service and conference facility?

A Nordic Swan Ecolabelled food service and conference facility meets strict environmental requirements and has taken a holistic approach to its environmental work. This means that it is among the best in its industry in terms of environmental performance.

The company works in a structured and active way to reduce its consumption of resources and to optimise its operations. The Nordic Swan Ecolabel is an effective tool for reducing the company's environmental and climate footprint and actively contributes to several of the UN's Sustainable Development Goals, especially the goal of responsible consumption and production.

A Nordic Swan Ecolabelled food service and conference facility:

- Reduces its environmental footprint by serving more sustainable food. For example, by offering vegetarian food, often using locally produced ingredients, and by avoiding endangered fish and seafood species. It does not use palm oil in the fryer.
- Serves a high proportion of organic food and drink.
- Works actively to prevent food waste.
- Sorts waste efficiently at source to ensure the possibility of material recycling and a more circular use of resources.
- Does not use disposable items in daily serving.
- Only uses disposable items that meet strict environmental requirements for takeaway and catering.
- Limits energy use and CO₂ emissions.
- Limits its water consumption.
- Limits harmful and unwanted chemicals by using ecolabelled products for general cleaning, dishwashing and laundry.
- Uses several ecolabelled products and services.
- Trains employees so that everyone is involved in the environmental work.

Why choose the Nordic Swan Ecolabel?

- A Nordic Swan Ecolabelled food service and conference facility (without accommodation) may use the Nordic Swan Ecolabel trademark for marketing. The Nordic Swan Ecolabel is a very well-known and well-reputed trademark in the Nordic region.
- The Nordic Swan Ecolabel is a simple way of communicating environmental work and commitment to customers.
- The Nordic Swan Ecolabel clarifies the most important environmental impacts and thus shows how a company can cut emissions, resource consumption and waste management.
- Environmentally suitable operations prepare for future environmental legislation.
- Nordic Ecolabelling can be seen as providing a business with guidance on the work of environmental improvements.

- The Nordic Swan Ecolabel covers not only environmental issues but also quality requirements, since the environment and quality often go hand in hand. This means that a Nordic Swan Ecolabel licence can also be seen as a mark of quality.

What can carry the Nordic Swan Ecolabel?

Definition of what can carry the Nordic Swan Ecolabel:

Food services

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

Conference facilities

A conference centre is a business, without accommodation, with access to meeting rooms, conference rooms or assembly rooms that enable the customer to hold a conference involving talks, seminars, information meetings, debates and so on. The main revenue comes from this type of business.

Conference facilities without accommodation may be Nordic Swan Ecolabelled if one of the following conditions for food service is met:

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

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

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

The application fee includes inspection of one food supplier (point 3). If the conference facility wishes for multiple food suppliers to be inspected, an application must be submitted to expand the licence. A food supplier that is not itself Nordic Swan Ecolabelled cannot use the Nordic Swan Ecolabel in its marketing.

The definition of conference facilities does not include businesses such as concert halls, theatres, exhibition centres and so on, whose main revenue comes from events other than gatherings that involve talks, seminars, information meetings,

debates, etc. It is also not possible to Nordic Swan Ecolabel an event such as an annual conference or festival under these criteria.

Combinations of businesses

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

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

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

Geographical restriction

The levels of the Nordic Swan Ecolabel’s requirements have been set based on Nordic conditions. Limit values have only been developed for the Nordic region. If businesses outside the Nordic region wish to apply for the Nordic Swan Ecolabel, Nordic Ecolabelling will consider the possibility of developing requirements for the region in question.

How to apply

Application and costs

For information about the application process and fees for this product group, please refer to the respective national website. For contact information see first in this document.

What is required?




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

The criteria for food services and conference facilities (without accommodation) comprise a combination of obligatory requirements and point score requirements. The letter “O” and a number indicate obligatory requirements. These requirements must always be fulfilled. The letter “P” and a number distinguish point score requirements. Each requirement of this type gives a point score. These scores are then totalled. A minimum total score must be achieved to fulfil the licence constraints.

In cases where several different businesses are perceived or marketed as a single unit, all of them must be included in the application and the licence. For instance, a food service with associated conference facilities must fulfil the obligatory requirements and the point score requirements for the combination “Food services and conference facilities (without accommodation)”.

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

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

-  Upload
-  State data in electronic application
-  Requirement checked on site

To be awarded a Nordic Swan Ecolabel licence:

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

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

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

Req. number	Requirement	FC	F	C	Food suppl.
O1	Description of the business	X	X	X	X
	Environmental management				
O2	Responsible person	X	X	X	X
O3	Annual follow-up of the licence	X	X	X	X
O4	Requirement for continuous improvements	X	X	X	
O5	Changes and unforeseen non-conformities	X	X	X	X
O6	Customer complaints	X	X	X	
O7	Communication with staff	X	X	X	
	Sustainable food and drink				
O8	Proportion of organic food and drink	X	X		X
O9	Limit value for organic food and drink	X	X		X
P1	Organic food and drink	X	X		
O10	Table serving of water	X	X	X	
P2	Locally produced food and drink	X	X		
O11	Vegetarian dish	X	X		X
O12	Measures to promote food with a low environmental impact	X	X		
O13	Sustainable fish and shellfish	X	X		X
O14	Palm oil	X	X		X
O15	Ban on genetically modified food (GMO)	X	X		X
P3	No use of genetically modified feed	X	X		
	Waste requirements				
O16	Sorting at source	X	X	X	

O17	Amount of unsorted waste	X	X	X	
O18	Limit value for unsorted waste	X	X	X	
O19	Waste sorting for guests	X	X	X	
O20	Prevention of eatable food waste	X	X	X	
P4	Measures to prevent and reduce food waste	X	X		
O21	Ban on disposable items across the whole business	X	X	X	
O22	Disposable items in contact with food and drink, for takeaway, catering and fast-food services	X	X	X	
O23	Prohibition of PVC/PVDC in plastic film	X	X	X	
	Energy requirements				
O24	New purchases of energy-intensive equipment	X	X	X	
O25	Routines/system for daily energy saving	X	X	X	
O26	Training in efficient use of energy-intensive equipment	X	X		
P5	Energy and CO ₂ -reducing measures	X	X	X	
	Water requirements				
O27	New purchases, food services	X	X		
O28	New purchases, conference facilities	X		X	
O29	Training in efficient use of water, food services	X	X		
	Consumption of chemicals				
O30	Purchasing of chemicals	X	X	X	
O31	Information on chemicals	X	X	X	
O32	Ecolabelled chemicals	X	X	X	
O33	Dosing	X	X	X	
O34	Classification of other chemicals	X	X	X	
O35	Prohibited substances	X	X	X	
O36	Plastic granules for dishwashing	X	X	X	
	Purchasing of ecolabelled goods and services				
O37	Purchasing of ecolabelled printed matter, tissue paper and copy/printing paper	X	X	X	
P6	Purchasing of ecolabelled products and services	X	X	X	
	Summary of the points				
O38	Obligatory requirement concerning points achieved	X	X	X	
	Summary of the table				
	Maximum possible points	25	25	14	0
	Minimum limit, points obtained	10	10	6	0
	Number of requirements, mandatory and points	44	43	31	10
	Number of mandatory requirements	38	37	29	10
	Number of point requirements	6	6	2	0

Licence validity

The Nordic Swan Ecolabel licence is valid providing the criteria are fulfilled and until the criteria expire. The validity period of the criteria may be extended or adjusted, in which case the licence is automatically extended, and the licensee informed.

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

On-site inspection

In connection with handling of the application, Nordic Ecolabelling normally performs an on-site inspection to ensure adherence to the requirements. For such an inspection, data used for calculations, original copies of submitted certificates, test records, purchase statistics, and similar documents that support the application must be available for examination.

Queries

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

1 General requirements of the business

01 Description of the business

Applicants must provide the following information about the business:

- Name, address
- Business definition and combination: food service and/or conference facility?
- Is the food provided by a subcontractor?
- Description of the business (text)
- Does the business have a bar?
- Does the business have a catering operation?
- Does the business offer takeaway? What type of takeaway?
- Number of food service guests, including catering and takeaway portions, per year.
Catering and takeaway portions are a dish that is prepared for consumption somewhere other than where it was prepared.
- Number of conference guests per year
- Specific circumstances or other information you wish to give



Enter the information digitally, following the bullet list above.



Documentation stating the number of guests.

2 Environmental management

02 Responsible person

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

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



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

03 Annual follow-up of the licence

The business must comply with all obligatory requirements in the criteria during the validity period of the Nordic Swan Ecolabel licence.

Documentation from the following requirements may be requested and controlled annually:

- General information. Number of food service and conference guests
- Requirement regarding minimum threshold for proportion of organic food and drink
- Amount of unsorted waste
- Work with prevention of food waste
- Information on chemicals
- Requirement for continuous improvements.
- Requirement concerning food suppliers (applies only to conference facilities without their own food service)

- 2025: PVC/PVDC in plastic film

Annually Nordic Ecolabelling may review and control all requirements, or selected ones. Information about follow-up and deadline for reporting is given in advance.



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

O4 Requirement for continuous improvements

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

The environmental targets must focus on improvements in at least two of the following categories:

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



Description of the business own environmental targets.



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



Annual report/review work that includes the internal follow up and current environmental targets of the business.

O5 Changes and unforeseen non-conformities

Planned changes, such as a change of chemical supplier, that have a bearing on the Nordic Swan Ecolabel's requirements are to be approved by Nordic Ecolabelling. The "responsible person" has the responsibility to ensure that unforeseen non-conformities affecting the Nordic Swan Ecolabel's requirements are reported in writing to Nordic Ecolabelling.



Confirmation that the requirement is met is made by accepting the terms of Nordic Ecolabelling's digital application tool.

O6 Customer complaints

The company must ensure that the quality of the Nordic Swan Ecolabelled service does not deteriorate during the licence period. All customer complaints must be handled and archived.



Procedure for handling customer complaints.

O7 Communication with staff

All employees who are involved in the everyday operation of the business must have knowledge regarding the Nordic Swan Ecolabelling of the business. The business must provide employees with basic training, containing as a minimum:

- information on the environmental work of the business
- what being Nordic Swan Ecolabelled means for the business

- what the employees can and must do to help with the environmental work

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

Nordic Ecolabelling can provide training material on request.

- 🏠 Description of basic training – how the business trains staff in the environmental work of the business and what it means for the business to be Nordic Swan Ecolabelled.
- 🔒 Confirmation that the staff receive training within two months of licensing.
- 🔒 Confirmation that new employees receive training within two months.
- 🔒 Confirmation that staff receive annual updates on the environmental work of the business and the Nordic Swan Ecolabel.

3 Sustainable food and drink

3.1 Organic food and drink requirements

08 Proportion of organic food and drink

The company must state the proportion of purchased organic* food and drink per year.

** Organic means food and drink labelled in accordance with Regulation (EC) 2018/848, KRAV, Luomu, Nyckelpigan, Debio, Statskontrollert økologisk (Ømerket), Demeter or Tún-lífrænt.*

As a minimum, data from three months of operation can be used.

Swedish, Danish and Norwegian companies must report the purchasing volume in percent (%), either in terms of money or kilos.

Icelandic companies must report the number of products that are regular products in daily serving.

Finnish companies can choose whether they report the number of products that are regular products in daily serving, or the purchasing volume in percent (%), either in terms of money or kilos.

Limit values for the proportion of purchased organic food and drink are gradually increasing, for the years 2022 and 2024, and must be reported to Nordic Ecolabelling at annual follow-ups in 2023 and 2025, see requirements for “Limit value for organic food and drink”.

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

- *If the restaurant is approved by Det Økologiske Spisemærke as gold, silver or bronze, the approval can be used as documentation.*
- *If the restaurant is KRAV-certified to level 1 (in accordance with KRAV's percentage alternative), level 2 or level 3, the certification can be used as documentation.*

- *If the restaurant has Debio bronze approval (according to Debio's percentage alternative), or Debio silver or gold, the approval can be used as documentation.*
- *It is optional whether you want to use money or kilograms in the calculation of % share.*
- *It is optional if you want to include drinks in the calculation. On the other hand, it is recommended to include drinks in the calculation if this is appropriate for the business.*
- *Drinks include meal beverages such as soft drinks, juices, wine, beer and sides, with and without alcohol, as well as spirits.*
- *Examples of cases where it is not appropriate to include drinks in the calculation may be places with a large bar turnover, where much of what is sold is not organic.*
- *Please note that Det Økologiske Spisemærke requires the inclusion of drinks in the calculation.*
- *Mineral water and other products that cannot be labelled as organic can be excluded from the calculation.*
- *MSC-labelled fish and shellfish cannot be labelled as organic, but can be included in the calculation if the restaurant wishes, but must not exceed 50% of the calculated share. (Det Økologiske Spisemærke does not approve the inclusion of MSC-labelled fish.). Wild-caught fish without MSC labelling cannot be considered organic.*
- *If the food service buys in wild game meat, this can be deducted from the total purchase value. Deer, wild boar, reindeer and other animals that are farmed/reared do not count as wild game.*

Calculating the proportion of organic products for Iceland and Finland:

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



Documentation/calculation of last year's purchases of organic food and drink.

09 Limit value for organic food and drink

The limit value is a minimum limit for purchased organic food and drink.

Due to different access to organic goods in the Nordic countries, the limit values are differentiated according to the table below.

Swedish, Norwegian and Danish companies:

It is mandatory to meet the limit value of purchased organic food and drink, for 2022. This will be verified in the annual follow-up in the upcoming years.

I.e. this means that purchasing data from 2022 will be used for the annual follow-up in 2023.

Finnish and Icelandic companies:

The limit value for organic food and drink is increasing in two steps. It is mandatory to meet the limit values for 2022 and 2024, with annual follow-up in the year 2023 and the year 2025, according to the table below.

This means that purchasing data from 2022 will be used for the annual follow-up in 2023, and purchasing data from 2024 will be used for the annual follow-up in 2025. The limit value that applies from 2024 onwards will apply throughout the licence period.

Danish, Swedish, Norwegian, Finnish and Icelandic companies:

As a minimum, purchasing data from three months of operation can be used.

Companies that have a licence and do not meet the limit values in the annual follow-up in 2023/2025 will lose their licence.

Applicants that do not have good enough procurement data/supporting documentation to meet the limit value at the time of application can be granted a licence, subject to the requirement being met after a given period of time (minimum three months). This may be relevant if the business is newly established or if the operation of the business has been abnormal due to renovations, a pandemic or similar.

Table 2 **Differentiated limit values for the Nordics, for the proportion of purchased organic food and drink. Denmark, Sweden and Norway must meet the limit value of purchases calculated in %, while Iceland must meet the limit value for the number of products in daily serving. Finland can choose between purchases calculated as a percentage, or the number of products in daily serving**

Country	Limit value 1: For purchases from the year 2022, which is reported at the annual follow-up in 2023	Limit value 2: For purchases from 2024, which is reported at the annual follow-up from year 2025 and future years.
Denmark	30%	30%
Sweden	15%	15%
Norway	5%	5%
Finland	13 products, or 5%	19 products, or 7%
Iceland	10 products	16 products



Confirmation that the food service commits to meet the limit values.



Annual follow-up 2023 and 2025: Documentation/calculation in accordance with requirements for “Proportion of organic food and drink”, which shows that the limit value for organic food and drink is met.

P1 Organic food and drink

The food service is awarded points, as set out in the table below, if the proportion of organic food and drink exceeds the mandatory limit value. A maximum of 5 points can be achieved in this point score requirement.

Table 3 **Nordic score table for purchased organic food and drink. Denmark, Sweden and Norway are awarded points for the share of purchases calculated as a percentage, while Iceland is given points for the number of regular products in daily serving. Finland is given points for either purchases calculated as a percentage, or the number of regular products in daily serving.**

Country	2 points	3 points	4 points	5 points
Denmark (%)	≥ 30 - < 40	≥ 40 - < 60	≥ 60 - < 90	≥ 90
Sweden (%)	≥ 15 - < 30	≥ 30 - < 50	≥ 50 - < 90	≥ 90
Norway (%)	≥ 5 - < 15	≥ 15 - < 50	≥ 50 - < 90	≥ 90
Finland (%)	≥ 7 - < 15	≥ 15 - < 50	≥ 50 - < 90	≥ 90
Finland (products)	≥ 19 - < 25	≥ 25 - < 30	≥ 30 - < 35	≥ 35
Iceland (products)	≥ 16 - < 20	≥ 20 - < 25	> 25 - < 30	≥ 30

🏠 Documentation/calculation in accordance with the requirement for “Proportion of organic food and drink”.

3.2 Other requirements sustainable food and drink

O10 Table serving of water

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

Exempt from the requirement:

Sales of bottled water via takeaway, catering and fast-food.

Sale/serving of bottled water is permitted due to abnormal operational circumstances, such as uncertainty about water quality, whether infection control considerations must be taken into account, or similar situations.

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

🔒 Confirmation that water bottled off-site is not served during table service and buffets.

👤 Checked on site.

P2 Locally produced food and drink

The food service is awarded points for each category in which they have one or more locally produced* products. To earn points, the products must be available in one season. A maximum of 2 points can be achieved in this point score requirement.

Each category gives 0.5 points:

- Dairy products (milk, cheese, etc.)
- Eggs

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

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

☞ Confirmation and overview of purchased locally produced products and categories that earn points.

🏠 Confirmation from the supplier, showing the origin of the products.

🔍 Checked on sight.

O11 Vegetarian dish

The food service must offer one or more vegetarian* main courses on the menu, for both lunch and dinner. This also applies to catering and takeaway.

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

☞ Confirmation that the requirement is met.

🏠 Description of how the requirement is met.

🔍 Checked on sight.

O12 Measures to promote food with a low environmental impact

The food service must implement at least two measures to promote food with a low carbon footprint. See measures that promote food with a low environmental impact in Appendix 1 for inspiration.

The measures are approved following assessment by Nordic Ecolabelling.

Food services that only serve vegetarian food meet the requirement.

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

Where relevant

☞ Confirmation that the food service only serves vegetarian food.

O13 Sustainable fish and shellfish

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

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

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

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

Table 4 “B-list” (critically endangered (CR), endangered (EN))

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

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

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

Labels for standards other than MSC may be used if Nordic Ecolabelling has approved them. The standards must meet Nordic Ecolabelling's requirements for sustainability labelling of raw ingredients from fish and shellfish, see Appendix 3. ASC is currently not approved.

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

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

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

🔍 Checked on site.

O14 Palm oil

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

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

🔍 Checked on site.

O15 Ban on genetically modified food (GMO)

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

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

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

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

P3 No use of genetically modified feed

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

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

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

This means:

- Food marked with an organic label, Swedish Sigill, VLOG/Ohne gentechnik or an equivalent label meets the requirement.
- Food from producers who have contracts with farmers concerning the use of GMO-free feed.
- Food from farmers who can document that they use GMO-free feed.
- Food from countries where genetically modified feed is not used. This is milk, eggs and meat from Norway and Sweden, milk from Finland and lamb from Iceland. These are countries where the relevant producers have taken a nationwide decision to use GMO-free feed. (No genetically modified feed is approved in Norway.)

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

4 Waste requirements

4.1 Unsorted waste, limit value and waste management

O16 Sorting at source

- The company must sort all waste that is generated. The waste must be sorted at source into relevant fractions, and in accordance with what the waste contractor is able to take away for recycling. See the table below for examples of fractions.
- Organic waste must be sent for recycling/biological treatment, such as biogas production or compost. If the waste contractor cannot offer recycling of biological waste, this must be documented.
- It is mandatory for everyone to sort hazardous waste (the fractions are therefore not mentioned in the table below). This includes, for example, hazardous chemicals, electrical waste, small electronics, light bulbs and batteries – types of waste that can be generated in large quantities over a year.

Table 5 **Examples of fractions that may be relevant in the various Nordic countries**

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



Overview of the waste fractions that are sorted.



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

🏠 Document the processing of food waste and other organic waste.

🔍 Checked on site.

O17 Amount of unsorted waste

Businesses that obtain information on the amount of unsorted waste from their waste contractor:

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

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

Annual follow-up: The company must document the amount of unsorted waste (kg/year), and compare with the previous year.

Businesses that are unable to obtain information on the amount of unsorted waste from their waste management contractor:

- Must obtain written confirmation from their waste management contractor that it is not possible to source data on unsorted waste and its weight.
- Must then draw up an action plan containing targets and associated measures with a constant focus on reducing the amount of unsorted waste from daily operations. The action plan is to be approved by Nordic Ecolabelling. The “limit value for unsorted waste” will not be relevant.

🏠 Documentation of the past year’s unsorted waste in kg, for example an invoice or information from the waste management contractor.

🏠 Annual reporting of unsorted waste.

Alternatively:

🏠 Documentation from the waste management contractor, confirming that it is not possible to source data on unsorted waste and its weight.

🏠 Action plan containing targets and measures for reducing the amount of unsorted waste from daily operations.

O18 Limit value for unsorted waste

The requirement does not apply to those who do not have the opportunity to obtain information on the amount of unsorted waste in kg per year.

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

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

Table 6

Limit value for unsorted waste

Business	Limit value
Food service	0.40 kg/guest served
Catering/takeaway	0.40 kg/catering portion
Conference facility	0.10 kg/conference guest

If the business combines several operations, unsorted waste is calculated using the following formula: Limit value for whole business together = (0.40 kg/guest * no. of guests served) + (0.40 kg/catering portion * no. of catering portions) + (0.10 kg/guest * no. of conference guests).

☞ Calculations showing that the limit is fulfilled.

Where relevant

🏠 Action plan with measures and targets for achieving the limit value for unsorted waste.

O19 Waste sorting for guests

- **Conference facility:** Guests must, as a minimum, be able to sort paper and unsorted waste. If food is served, the guests must also be able to sort food waste.
- **Food service:** If the guests deal with their used plates, cutlery and so on themselves, they must be able to sort both food waste and unsorted waste, as a bare minimum. Clear instructions must be posted concerning waste sorting.

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

🔍 Checked on site.

4.2 Food waste**O20 Prevention of eatable food waste**

The business must work actively to reduce its eatable food waste that is fit for human consumption. Nordic Ecolabelling requires the following:

- **Responsible person:** The food service must have one person with main responsibility for the follow-up of the requirement “prevention of eatable food waste”.
- **Measurement:** The food service must measure the quantity of eatable food waste that arises. The quantity shall be measured by weight and related to the number of guests served. The measurement is to be carried out in two alternative ways:
 - Alternative 1: Measurement of eatable food waste at least twice a year, for a minimum of two weeks each time. Nordic Ecolabelling’s electronic “template for reporting eatable food waste” can be used in the work.
 - Alternative 2: Daily measurement of food waste.

Eatable food waste covers all elements of food that are produced for human consumption, but that are either discarded or removed from the

food chain for purposes other than human food, from the point when animals and plants are slaughtered or harvested.¹

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

Here, by eatable food waste, we do not mean food that is unfit for human consumption, i.e. the parts that are inedible, such as bone remnants, shells, peelings, cores, etc.

Food waste cover both eatable and non-eatable food. Non-eatable food waste is inedible parts, such as. bone remains, shells, peels, kernels, etc.

- **Annual follow-up of food waste:** The food service must document its eatable food waste / food waste (weight per guest served), and compare it with the preceding year. For alternative 1: The measurement must take place in the same weeks/periods each year.
- **Analysis:** The food service must go through its food waste data and look out for trends concerning where the eatable food waste occurs.
- **Information:** Inform guests about the food service's efforts to prevent food waste, and encourage them to contribute.
- **Training:** The food service must train its staff* with the aim of reducing food waste. The training must include, as a minimum:
 - Training in the difference between eatable and uneatable food waste
 - Training in measuring and reporting eatable food waste / food waste
 - Training in analysing/investigating where the food waste occurs
 - Training in preventive measures and reduction measures
 - Training in communicating** with guests about how the food service works on food waste

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

***Nordic Ecolabelling can provide communication material on request.*

If the restaurant is connected to an approved national framework for food waste, for example an industry agreement between the authorities and the food industry, documentation from the work can be used, and the requirement is considered fulfilled. Agreements that have been approved are the Norwegian "Tilslutningserklæring, bransjeavtale om reduksjon av matsvinn" and the Danish "Danmark mod madspild".

Other industry agreements can be approved on request and after examination by Nordic Ecolabelling.



Contact info: Name, email, job title/role of person with main responsibility for food waste.



Description of how the measurements are performed and logged. Alternative 1: Description of how the measurement periods are considered to be representative.

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

- ☰ Alternative 1: Documentation of the amount of eatable food waste per guest. Nordic Ecolabelling's electronic "template for reporting eatable food waste" can be used in the work.
- ☰ Alternative 2: Documentation of the amount of food waste per guest.
- ☰ Annual reporting of food waste / eatable food waste, with weight related to number of guests served.
- ☰ Description of the analysis of food waste / eatable food waste data, focusing on how and where the eatable food waste occurs.
- ☰ Copy of information for guests that clarifies how the food service works to reduce eatable food waste, and how the guests may contribute.
- ☰ Description of how the food service trains its staff.

P4 Measures to prevent and reduce food waste

The restaurant is given points for implementing preventive measures and/or reduction measures. Each measure is given one point.

A maximum of 3 points can be achieved in this point score requirement.

The measures are approved following an assessment by Nordic Ecolabelling. For inspiration, see "Tips for measures to prevent and reduce food waste" in Appendix 4.

- ☰ Description of the measures implemented by the food service.

4.3 Disposable items

O21 Ban on disposable items

The use of disposable items is not permitted. In this instance, disposable items are:

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

Businesses with takeaway, catering and fast-food services are subject to certain exemptions from the requirement, see requirement "Disposable items in contact with food and drink, for takeaway, catering and fast-food services".

- ☰ Confirmation that no disposable items are used by the business.
- ☑ Checked on site.

O22 Disposable items in contact with food and drink, for takeaway, catering and fast-food services

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

- Be Nordic Swan Ecolabelled. Nordic Swan Ecolabelled disposable items are rewarded in "Purchase of ecolabelled products and services".

And/or:

- Be made from renewable raw materials such as paper, cardboard, bagasse, palm leaves, and bio-based plastic that can be recycled* in current recycling systems.

**Bio-based plastic is a plastic that is based on renewable raw materials, for example bio-based polyethylene (PE). Nordic Ecolabelling only approves bio-based plastic that can be recycled in current recycling systems for plastics. Disposable items made of biodegradable/compostable plastic that cannot be recycled, such as polylactic acid (PLA), are not approved.*

And/or:

- Be made from a minimum of 50% recycled plastic**

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

Exemptions from the requirement:

Laminate and plastic coatings are allowed on paper and cardboard-based products or as “windows”, e.g. in a paper bag, as these can be separated from the paper/cardboard material in the recycling facilities.

Lids are exempted from the requirement, provided that it is easy to separate the lid from other packaging. The exception only applies if the lid consists exclusively of PET/PE or PP, without added pigment. Other materials are not allowed.

The use of aluminium trays is permitted for multiple portions, where return of serving equipment is not possible.



Confirmation that the disposable items used fulfil the requirement.



Overview of all the disposable items purchased, and information about the Nordic Swan Ecolabel and licence number, ingoing materials such as renewable raw materials and the proportion of recycled content, plus the “food safe” wine glass and fork symbol. The disposable items purchased as “exceptions” in accordance with the description in the requirement must be shown in the overview.



Checked on site.

O23 Prohibition of PVC/PVDC in plastic film

From 1 January 2025, all plastic film used for packaging must be free of PVC/PVDC.

All use of plastic film containing PVC/PVDC must be phased out by this date.

Annual follow-up: At the annual follow-up for the year 2025, the business must document that no plastic film containing PVC/PVDC has been used.

Businesses that only use PVC/PVDC-free plastic film meet the requirement.



Confirmation that all use of plastic film containing PVC/PVDC must be phased out by 1 January 2025.



Confirm that none of the plastic film used contains PVC or PVDC.



Product name of plastic film used.

5 Energy requirements

O24 New purchases of energy-intensive equipment

Restaurants must have procedures to ensure that documentation is collected from the producer/supplier, and that energy consumption is taken into account and assessed when purchasing new energy-intensive equipment. The documentation must be archived.

The requirement applies to companies that are responsible for their own purchasing of energy-intensive equipment.

🏠 Procedures for purchasing energy-intensive equipment.

O25 Procedures/systems for daily energy saving

The company must have procedures/systems in place for daily energy saving:

- Electrical equipment must be switched off when not in use.
- Lighting must be switched off in areas that are not in use.
- Outdoor lighting must be time- or demand-controlled.
- Outdoor heating must be demand-controlled with associated procedures.

The procedures must contain a description in accordance with the bullet points in the requirement, and include a responsible person for the implementations.

🏠 Procedures/systems for daily energy saving for electrical equipment, indoor and outdoor lighting, and outdoor heating.

O26 Training in efficient use of energy-intensive equipment

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

The training must include, as a minimum:

- Use and maintenance of the kitchen equipment
- Energy-efficient use of the dishwasher
- Efficient use of the kitchen equipment, including demand-controls and energy-saving functions, if relevant
- When equipment should be completely turned off
- Energy-efficient use of chillers and freezers

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

P5 Energy and CO₂-reducing measures

The business receives points for energy and CO₂-reducing measures in accordance with the table below. Approved measures are already implemented measures, or measures that have been planned in the coming year, no later than one year from the date that the licence commences. A maximum of 4 points can be achieved in this point score requirement.

Table 7 Energy and CO₂-reducing measures

Theme	Measure	Points
Energy measurement with associated action plan	The food service calculates its energy consumption by installing fixed electricity meters for energy-intensive equipment (fridge/freezer, stove, dishwasher etc.) where possible. The rest of the energy consumption can be estimated. An internal annual follow-up of consumption must be carried out, and an action plan with targets for reducing energy consumption must be drawn up.	3
Energy analysis with associated action plan	The food service has undergone an energy analysis over the course of the past three years, either in accordance with EN 16247-1 or conducted by an independent energy expert, with a focus on energy savings. Based on the analysis and energy consulting, the business must put in place an action plan containing targets for reducing energy consumption.	4
Own energy production	The business has its own energy production, via solar panels or other. This does not apply to heat pumps.	2
Demand-controlled heat production	The business' heat production is demand-controlled. <i>In this instance, demand-controlled means heat production adapted to the number of people on the premises, and sensor-controlled. Timer controls are not accepted.</i>	2
Demand-controlled ventilation system	The business' ventilation system is demand-controlled. <i>In this instance, demand-controlled means an air supply adapted to the number of people on the premises, for example via CO₂ controls or sensors. Timer controls are not accepted.</i>	2
Time-controlled heating	The heating of the business is time-controlled.	1
Time-controlled ventilation system	The company's ventilation system is time-controlled.	1
Heat exchangers	The business has heat exchangers that recover surplus heat for use in other areas of the business, or in nearby premises/buildings, such as heat recovery of greywater.	1
Light fittings	All light fittings in the food service and/or conference facility are LED or have the highest energy class possible.	1
Extractor fan in kitchen	Extractor fan in the kitchen turns on and off automatically via sensors or timers.	1
Electric vehicle charging	The business offers its guests electric vehicle charging stations.	1
Reduced transport	The business has reduced the amount of goods transport by 25% over the past 12 months.	1
Eco-driving	100% of the drivers for one of the business' three largest suppliers have procedures that ensure training in economical/eco-driving.	1
Sustainable fuel	100% of the vehicles for one of the business' three largest suppliers are electric vehicles, use Nordic Swan Ecolabelled fuel or run on hydrogen.	1
CO ₂ calculation	Companies with measurements and an overview of their own energy consumption can receive points for carrying out a CO ₂ calculation, under the following conditions: <ul style="list-style-type: none"> • Calculation of CO₂ emissions based on GHG Protocol • The company itself decides which emission sources to include in the calculation. The same sources of emissions must be included every year in order to be able to see the development in emissions. • If the company communicates its CO₂ calculations, it must be clear which emission sources and CO₂ factors are included in the calculation. 	1
Own measures	The company has its own energy-reducing measures. The measures must be measurable and show a significant reduction in energy consumption. The measures must be approved by Nordic Ecolabelling. You can achieve a maximum of two points for "own measures".	1 (max 2)



Description and documentation of the measures implemented.

6 Water requirements

027 New purchases, food services

Main dishwasher: Newly purchased machines should have a maximum water consumption of:

- Hood dishwasher: 3.0 litres/rack

- Conveyor dishwasher: 2.0 litres/rack
- Undercounter dishwasher: 2.5 litres/rack

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

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

The requirement only applies to companies that are responsible for their own purchasing of water-intensive equipment.

- ☞ Procedures confirming that the business meets the requirements concerning new purchases of main dishwashers.

O28 New purchases, conference facilities

Newly purchased mixer taps, toilets and urinals should have a maximum water consumption in accordance with the table below.

Water-demanding equipment	Maximum water consumption
Mixer taps, public areas	5 litres per minute at a pressure of 3 bar or sensor-controlled
Toilet cisterns	With two flushing options: 3/6 litres per touch One flushing option: 4 litres per touch
Urinals	3,5 litres per touch at a pressure of 3 bar

The requirement only applies to companies that are responsible for their own purchasing of water-intensive equipment.

- ☞ Procedures confirming that the company meets the requirements for new purchases of mixer taps, toilets and urinals.

O29 Training in efficient use of water, food services

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

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

- Dishwashing
- Cooking
- Cleaning the kitchen

- ☞ Procedures for training employees in efficient use of water.

7 Consumption of chemicals

O30 Purchasing of chemicals

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

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

☞ Purchasing procedures for chemicals.

O31 Information on chemicals

Overview of all the chemicals expected to be used in the future. For each chemical, state the name, supplier, manufacturer, function, frequency of use and ecolabel, where relevant. Appendix 5 may be used.

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

Annual follow-up: The business must submit a report on all the chemical products purchased.

☞ Overview of all the chemicals used by the business. Name, supplier, manufacturer, function, frequency of use and ecolabel (where relevant). Appendix 5 or spreadsheet may be used.

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

☞ Checked on site.

☞ Annual reporting of purchased chemicals.

O32 Ecolabelled chemicals

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

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

Concerning cleaning: *The requirement applies to products used for general cleaning, on all flooring and surfaces, including conference rooms, kitchens, glass, mirrors, toilets, public areas and staff offices.*

Ozonated water (ozone water) and electrochemically activated water (ECA water) are not permitted to be used either for general cleaning or disinfection.

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

Concerning dishwashing: *The requirement applies to all detergents and drying agents used in dishwashers and for manual dishwashing. Soaking agents and descalers are excluded and must fulfil the requirement concerning “other chemicals”.*

Concerning internal laundry: *The requirement applies to all laundry chemicals (including fabric softeners, wash booster, bleach and stain remover) used to launder textiles within the business itself.*

☞ Ecolabelled chemicals are documented as part of “Information on chemicals”.

O33 Dosing

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

- 🏠 Overview/description of the dosing equipment used for the different chemicals. Appendix 5 may be used. Photos can also be used as documentation.
- 🔑 Checked on site. Service reports from checks of automatic dosing equipment are to be available for inspection.

O34 Classification of other chemicals

Other chemicals used regularly by the business must not be classified according to the table below.

Other chemicals used regularly by the business are soaking agents, descalers, drain cleaners, disinfectants to surfaces, oven and grill cleaners, air fresheners and floor care products. Floor care products include basic polish, floor polish, floor wax, washing polish and detergent with wax, as well as polish remover and wax remover.

Safety data sheets for other chemicals used during the licence period must be documented by the company applying for the Nordic Swan Ecolabel.

Ecolabelled chemicals that carry the Nordic Swan Ecolabel, the EU Ecolabel or the Bra Miljöval (Good Environmental Choice) label fulfil the requirement.

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

Table 8 Prohibited classifications of other chemicals

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

Please note that the manufacturer is responsible for the correct classification.

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

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

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

☞ Safety data sheet in accordance with current European legislation (Annex II to REACH Regulation, 1907/2006/EC) for all “other chemicals” used.

☞ If the product is marked H302, H312, H332, a description or picture of the packaging design must be attached.

☞ Confirmation that products classified as H318 and H335 should not be used on spray bottles, that form a cloud of spray.

O35 Prohibited substances

Floor care products:

Floor care products must not contain following substances:

- Poly- and perfluorinated alkylated substances (PFAS).

The requirement can be documented by ordering floor care products free from perfluorinated and polyfluorinated alkylated compounds (PFAS). For example, copy of the contract or an agreement with the supplier of chemicals.

Floor care products include basic polish, floor polish, floor wax, washing polish and detergent with wax, as well as polish remover and wax remover.

Disinfectants to surfaces:

- Ozonated water (ozone water) is not permitted to be used as a disinfectant.

Please note that ozonated water is also not permitted to be used for general cleaning.

- It is not permitted to use disinfectants that contain following substances:
 - Reactive chlorinated compounds, such as sodium hypochlorite
 - Organic chlorinated compounds

Electrochemically activated water (ECA water) forms hypochlorite and is not permitted.

Exemption: Chlorinated compounds whose use is required by the authorities, for example for cleaning showers in Norway, are exempted from the requirement. Exemptions are also made in the event of an outbreak of diseases, an outbreak of mould or a need for decontamination.

☞ Confirmation that the company always order floor care products free from PFAS. For example, copy of the contract or an agreement with the supplier of chemicals.

☞ Confirmation that the company's disinfectants fulfil the requirement.

☞ Safety data sheet for all surface disinfectants used, which show that they are free of reactive and organic chlorinated compounds, documented in the requirement for "classification of other chemicals".

☞ Description of how the company ensures that the requirement is met.

O36 Granules for dishwashing

The requirement is only relevant if your company use granules for dishwashing.

- Employees who handle the dishwasher must be trained to prevent emissions during maintenance and refilling of granules.
- The use of non-degradable plastic granules must be phased out. From 1 April 2024, all use must be phased out. Granules used after this date must be documented degradable in soil, according to the ISO standard 17556:2019.

☞ Confirmation that employees receive training in preventing emissions of granules during maintenance and refilling.

☞ Confirmation that non-degradable plastic granules will be phased out from 1 April 2024.

📁 Documentation that granules used after 1 April 2024 are degradable in soil according to ISO standard 17556:2019.

8 Purchasing of ecolabelled goods and services

O37 Purchasing of ecolabelled printed matter, tissue paper and copy/printing paper

- **Printed matter:** 100% of outsourced printed matter must be from a Nordic Swan Ecolabelled printing company, or be certified with the EU Ecolabel. The business must have procedures for requesting ecolabelled printed matter when placing an order.

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

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

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

☞ Confirmation of a contract with a Nordic Swan Ecolabelled printing company, or a printing company that supplies printed matter with the EU Ecolabel.

☞ Licence number and name of printing company.

📁 Procedures or other documentation confirming that ecolabelled printed matter is requested.

📁 Documentation of purchased tissue paper and copy/printing paper, showing that the purchases are ecolabelled.

🔍 Checked on site.

P6 Purchasing of ecolabelled products and services

The business receives points for purchasing ecolabelled products and services, as set out in the table below. To obtain the points, 100% of each category must be ecolabelled, unless otherwise specified in the table. A maximum of 10 points can be achieved in this point score requirement.

Ecolabelled means products with the Nordic Swan Ecolabel or the EU Ecolabel or the Bra Miljöval (Good Environmental Choice) label.

Products that are obligatory in other requirements in the criteria are not eligible for points in this requirement.

Table 9 **Products and services that are eligible for points**

Ecolabelled products and services	Points
Nordic Swan Ecolabelled cleaning service and/or window service	3
Nordic Swan Ecolabelled laundry service	3
Nordic Swan Ecolabelled food service (only relevant for conference facilities)	3
Dry cleaning	1
Nordic Swan Ecolabelled coffee service	3
Fabric hand towel rolls	1
Soap	1
Disposable items	1 per category (max 2 categories)
Napkins	1 per category (max 2 categories)
Microfibre mops and cloths	1
Candles	1 per category (max 2 categories)
Furniture	2 per category (max 3 categories)
Outdoor furniture	2 per category (max 3 categories)
Textiles (tablecloths and napkins)	1 per category (max 2 categories)
Workwear, at least one category of staff	1
Nordic Swan Ecolabelled fuel for company vehicles	1
Other ecolabelled products. For example: televisions, batteries, toner cartridges, flipcharts, whiteboard markers and so on.	1 per category, max 3 points
Purchased electricity is ecolabelled with Bra Miljöval, EKOEnergy or equivalent *	1
Other	Points
Reuse of furniture, materials, textiles and other items if this occurs to a significant extent. Nordic Ecolabelling determines whether the extent qualifies for points.	1 per category, maximum 2 points

* *Ecolabels for electricity must comply with Nordic Ecolabelling's guidelines for certification. Bra Miljöval and EKOEnergy meet the guidelines and are approved.*

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

🔍 Checked on site.

9 Summary of points

O38 Obligatory requirement concerning points achieved

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

Table 10 **Calculation of points. The table uses the following abbreviations: Food service/restaurant (F) and Conference facility (C)**

Point score requirements	Maximum points available		
	FC	F	C
Business			
P1 Organic food and drink	5	5	
P2 Locally produced food and drink	2	2	
P3 No use of GMO	1	1	
P4 Measures to prevent and reduce food waste	3	3	
P5 Energy- and CO ₂ reducing measures	4	4	4
P6 Purchase of ecolabelled products and services	10	10	10
Calculation of points			
Maximum points available, total	25	25	14
Obligatory minimum, total	10	10	6



Summary of points.

Regulations for the Nordic Ecolabelling of services

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

The descriptive sub-text for 110 Food services and conference facilities (without accommodation) is:

**Food service/Canteen/Restaurant/Café/Catering/Institutional kitchen/
Conference facility**

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

Follow-up inspections

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

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

Criteria version history

Nordic Ecolabelling adopted version 1.0 of the criteria for Food services and conference facilities (without accommodation) on 21 June 2021. The criteria are valid until 30 June 2026.

On 14 September 2021, Nordic Ecolabelling decided to adjust two requirements. «O36 Granules for dishwashing» is updated with guidelines to be followed when testing plastic granules and degradability in soil have been added. In addition, "O35 Prohibited substances in other chemicals" must be documented by the chemical supplier. The new version is called 1.1.

On 13 May 2022, Nordic Ecolabelling decided to adjust two requirements. The requirement «Prevention of eatable food waste» has been updated with alternative measurement of food waste. In addition, «Prohibited substances» is simplified to apply only to floor care products and disinfectants. The new version is called 1.2.

On 10 October 2023 Nordic Ecolabelling decided to add a clarification in the requirements for chemicals and explain that ozone water is not permitted. On 14 November 2023 Nordic Ecolabelling decided to prolong the validity of the criteria to the 30 June 2027. Furthermore, Nordic Ecolabelling decided to adjust two requirements. The requirement "Prohibition of PVC/PVDC in plastic film" has been adjusted and the ban applies from 1 January 2025. In addition, the requirement for "Granules for washing up" has been adjusted and the ban applies from 1 April 2024. Granules used after this date must be documented degradable in soil according to the ISO standard 17556:2019. On 5 March 2024 Nordic Ecolabelling decided to adjust the requirement for annual follow-up, to make it clearer and more flexible. The new version is called 1.3.

On 28 May 2024 Nordic Ecolabelling decided to adjust the Swedish and the Norwegian limit value for organic food and drink. The limit value for the year 2024 was lowered, and the level for 2023 is maintained. The new version is called 1.4.

Appendix 1 Tips on measures that promote food with a low environmental impact

Tips for measures that promote food with a low environmental impact:

Nordic Ecolabelling wants to encourage food services to implement measures that promote food with a low environmental impact.

The food service is free to be creative and implement their own measures that can reduce the environmental impact. The measures must clearly show a reduction in the environmental impact, which can easily be communicated to guests and staff.

Examples of measures may be:

- Vegetarian days
- Reduction of meat in regular recipes
- Reducing portions (for example, reducing the size of the hamburger or steak served and increasing the amount of vegetables)
- Fish and shellfish with reduced environmental impact, for example fish marked with government-approved labels such as “Naturskånsom” from the Danish Fisheries Agency, or serving at least 5 different species, where at least 2 are caught wild
- Meat that is locally produced where the animals have been grazing (naturally grazed meat). See for example <http://www.naturbete.se/>

The list of tips is updated by Nordic Ecolabelling

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

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

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

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

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

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

landlocked salmon (en) / insjö lax (sv) / (dk) / järvilohi (fi) / innsjø laks (no) / lax í stöðuvötnum (is) (Salmo salar m. sebago)	Finland (CR)
Arctic char (en) / röding i Vuoksens vattendrag (sv) / fjeldørred, rødding (dk) / nieriä Vuoksen vesistöissä (fi) / røye (no) / silungur í vatnasviði Vuoksens (is) (Salvelinus alpinus)	Finland (CR)
grayling (en) / harr i Östersjön (sv) / stalling (dk) / harjus Itämeressä (fi) / harr (no) / harri í Eystrasalti (is) (Thymallus thymallus)	Finland (CR)

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

Bycatch of species on list A, B or C must not be served. MSC-labelled fish and shellfish may always be served. Labels for standards other than MSC may be used if Nordic Ecolabelling has approved them. The standards must meet Nordic Ecolabelling's requirements for sustainability labelling of raw ingredients from fish and shellfish, see Appendix 3. ASC is currently not approved.

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

Appendix 3 Guidelines for assessing sustainability labelling of fish and shellfish

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

General requirements regarding standards for sustainability labelling of fish and shellfish

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

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

Requirements regarding standards for wild-caught fish and shellfish

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

Requirements regarding farmed fish and shellfish

- The standard must contain criteria concerning environmental aspects that ensure sustainable farming, which includes requirements on fishing for feed purposes.
- Animal health and welfare.
- Food safety.
- Requirements on certification systems and certification bodies.
- The certification system must be transparent, have major national or international credibility and be able to verify that the requirements of the standard are met.
- The certification body must be impartial and trustworthy, i.e. certification must be carried out by an accredited, competent third party.
- The certification system must be suitable to verify that the requirements of the standard have been met. The methods used in certification must be replicable and applicable for fishing/farming. Certification must primarily take place in accordance with a specific standard.
- Checks must be carried out of the standard of the fishing/farming before the certificate is issued.
- The certified fishing/farming must be checked/audited on a regular basis.

Requirement regarding CoC (Chain of Custody) certification

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

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

Documentation

- Copy of standard
- Contact information (name, address and telephone number) for the organisation that developed the standard and audit report.
- Details of stakeholder representatives who have been invited to participate in the standard development.

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

Appendix 4 Tips on measures to prevent and reduce food waste

Examples of preventive measures:

- “Nudging”, which means encouraging behaviour that leads to less food waste without guests thinking about it (smaller plates, for example, are a nudge).
- Plate waste can be reduced by serving smaller portions of the main dish, smaller portions of optional sides, allowing guests to choose whether they want bread with their meal, using smaller plates, offering a doggie-bag, communicating with the guests, and so on.
- Buffet waste can be cut by reducing the selection on the buffet, reducing the size of serving dishes, optimising procedures for refilling, pricing by weight or size, having a good idea of the number of visitors, maintaining food at the correct temperature, etc. Another option would be to sell surplus food at a reduced price, or through alternative sales channels, or to donate the food to a charity.
- Preparation-related waste can be reduced through good menu planning, and good use of ingredients. Being inventive about the reuse of food is also a key factor. In this case, it is crucial to observe food safety rules.²
- Stock-related waste can be prevented by having good purchasing procedures, and having a good overview of what goods are already in stock. Optimal storage is also important, to prevent packaging being damaged, and fruit and vegetables from being crushed to pieces.

Examples of reducing measures:

- Use excess ingredients: The restaurant can use surplus food and ingredients from manufacturers or grocery stores, either regularly or by appointment.
- Sale of surplus food: The restaurant can sell surplus food, from its usual business, at a lower price, or through alternative sales channels.
- Donation: The restaurant may have a permanent agreement with an organisation to donate excess food.
- Links to pages that can inspire other initiatives:
 - Matvetts tiltaksbank: <https://www.matvett.no/bransje/tiltaksbank>
 - «National action plan for reduced food waste in Sweden»: <https://www.livsmedelsverket.se/produktion-handel-kontroll/produktion-av-livsmedel/matsvinn-foretag/rapporter-och-publikationer>
 - Denmark against food waste, the food industry’s guide to reducing food waste: <https://danmarkmodmadsplid.dk/>
 - “Stop food waste” tips for what can you do: <https://stopspildafmad.org/om-madspild/hvad-kan-du-goere/>

Own measures must be submitted to Nordic Ecolabelling for approval.

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

² Veileder for trygg gjenbruk av mat i serveringsbransjen:

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

Appendix 5 Chemicals to be used in the licence period

Product name	Chemical supplier	Function/area of use	Use: General cleaning, dishwashing, and internal textile wash?	Ecolabelled, yes/no?	Licence number (if ecolabelled)	Other chemical? State function.	Is the prouct extempt form the requirement? State function.	Dosing device: description, automatic or manual