The Charter for Sustainable Cleaning

Template for the Charter entrance check and Charter additional CSP check by an accepted verifier

Version 1.0, 15 May 2020

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Preface regarding the Charter transition

The attached document forms part of the technical framework developed for the Charter for Sustainable Cleaning and predates the current transition of the Charter's recognition and communication arrangements, as well as the name change of A.I.S.E. to Detergents Europe. The Charter is transitioning away from the company and product logos historically used to identify participation in the initiative and compliance with Advanced Sustainability Profile (ASP) requirements. The transition applies from **27 September 2026**, with all authorised use of the former Charter logos ending no later than **31 December 2027**.

This transition affects the use and communication of Charter logos and related recognition arrangements. It does not, in itself, discontinue or alter the underlying technical requirements, criteria, methodologies or reporting framework described in the attached document. Where operational arrangements have changed as part of the transition — in particular in relation to logo use and verification — the current Charter transition provisions apply.

Accordingly, the attached document should be read subject to the following clarifications:

1. Technical requirements remain applicable

Unless otherwise communicated by Detergents Europe, the technical Charter requirements and methodologies set out in the attached document — including, where applicable, CSP requirements, ASP criteria, Environmental Safety Check requirements, performance criteria, consumer-information requirements and associated reporting or compliance checks — remain applicable.

2. References to Charter and ASP logos

Any references in the attached document to the **availability, granting, use or display** of a Charter or ASP logo reflect the arrangements applicable when the document was issued. Such references do not constitute an authorisation for new or continued use of a Charter logo. Use of Charter logos during the transition is governed by the current Charter transition provisions, and all authorised use of the former Charter logos must cease no later than **31 December 2027**.

3. ASP compliance and product recognition

The phase-out of the Charter product logo does not affect the continued application of the ASP criteria. Products may therefore continue to be assessed against the applicable ASP criteria and, where those criteria are met, may continue to be recognised within the Charter framework as having ASP status. During the transition, however, ASP status does not in itself confer a right to use the Charter product logo. Nor does a positive result from an ASP compliance-check tool constitute certification or independent verification of the product or of its sustainability performance.

4. Verification during the transition

Where, after 26 September 2026, Charter logo-bearing products are placed on the market in consumer-facing contexts, the applicable additional independent third-party verification requirements set out in the Regulations of Use of the Charter 2020+ Trademarks must be observed. For logo-bearing products placed on the market before 27 September 2026 and remaining in the distribution chain, the applicable transition provisions concerning the assessment and treatment of such products apply. The verification arrangements described in the attached document continue to apply as part of the normal Charter framework and are supplemented, where relevant, by these transition-specific requirements.

5. Consumer-information elements

The phase-out of the Charter logos does not in itself affect other consumer-information elements referred to in the attached document. In particular, where Cleanright panels, safe-use information, dosage instructions or other end-user guidance form part of the applicable ASP criteria, those requirements continue to apply unless separately amended.

In the event of any inconsistency between this notice and the applicable Letter of Commitment or the Regulations of Use of the Charter 2020+ Trademarks, those binding Charter provisions prevail.

For further information on the Charter transition, please refer to the Charter Transition Guidance and FAQs.

A·I·S·E

International Association for Soaps, Detergents and Maintenance Products

A.I.S.E. CHARTER FOR SUSTAINABLE CLEANING

Template for the Charter Entrance Check and Charter Additional CSP Check by an Accepted Verifier

(Version 1.0, 15 May 2020)

Company:	
Verifier (Organisation):	
Verifier, who performed the visit:	
Actual visit date:	
Comments:	

Essential CSPs

CSP A: Raw material selection and safety evaluation policy

Raw Material Selection

Companies will work to continually improve raw material selection, balanced across the three sustainability pillars (social, economic and environmental) by the following actions:

1. Setting and reviewing specifications for individual raw materials that seek to optimise sustainability in sourcing and by ensuring efficient and reliable processing and formulation into products.
2. Selecting raw materials in a way that looks to:
   a. Establish safety through Raw Material Risk Assessment, by
      i. carrying out a risk-based assessment
      ii. minimising as much as possible the use of substances with intrinsic hazardous properties, such as carcinogenic, mutagenic, and toxic for reproduction (CMR), endocrine disruptors (ED) and Substances of Very High Concern as defined in Article 57 and identified in accordance with Article 59(1), of the "REACH Regulation" (EC) No 1907/2006 and subsequent amendments. This includes substances subject to restriction according to REACH Annex XV and substances regulated or restricted under other jurisdictions and regulations.
   b. Manage risks to human health and the environment, by favouring ingredients:
      i. where the margins of safety are wide
      ii. which are readily biodegradable
      iii. which are less likely to bio-accumulate

This includes minimizing as much as possible the use of ingredients that are persistent, bio-accumulative and toxic (PBT) and very persistent and very bio-accumulative (vPvB). It has to be noted that these indications apply, where relevant, in addition to the legislative requirements of the Detergents Regulation (EC) No 648/2004 and subsequent amendments regarding these specific parameters.

3. Companies shall in addition consider, on a case-by-case basis bearing in mind life-cycle management principles, opportunities to use:
   a. specific recycled materials where these are available
   b. specific sustainably-sourced raw-materials, incl. bio-based materials

      In both these cases, a specific policy for the increasing use of such materials should be installed in the company. In case a company uses bio-based materials, the company shall have policies and procedures in place on sustainable sourcing of bio-based material, corresponding to the A.I.S.E. guiding principles on bio-based materials (www.aise.eu/biobased) as set out herewith:

      The bio-based material shall be sourced sustainably, taking into account the full value chain, i.e. it

- shall be renewable;
- shall not adversely affect food security;
- shall not result in the destruction of critical ecosystems, loss of habitat for endangered species or other negative impacts on the environment, such as that on biodiversity, land use or water quality;
- shall not result in burden-shifting, taking the full life-cycle into account;
- shall not involve unacceptable social conditions related to human rights, responsible labour practices, fair operating practices, and community involvement and development (these topics are addressed in detail in the 'A.I.S.E Social Responsibility Guidance' for manufacturing companies – www.aise.eu/csr.

Raw Material Safety Evaluation (via Risk Assessment)

Companies perform progressively and systematically or otherwise obtain appropriate safety evaluations for relevant raw materials used in their products.

Safety evaluations assess risks to:

- human health, for the end-user use phase, including intended use and considering foreseeable misuse, including accidents
- the environment, considering significant compartments for release during and after end-user use.

The risk assessment shall be either conducted in the framework of the applicable legislation, mainly the REACH Regulation, or, in those cases where REACH does not apply, in a consistent manner to its principles.

Companies shall also verify the formulations of products which intend to carry the Charter product ASP logo via the Charter ESC check. In addition to REACH, all relevant legislation shall be considered before assessing their formulations via the Charter Environmental Safety Check (ESC) approach. . Alternatively, companies shall obtain a documented safety evaluation from suppliers or through collaborative networks and confirm it as appropriate to the circumstances of their use.

For scenarios that show concern at the highest tier, steps shall be taken either to obtain additional data if it is believed this will usefully refine the assessment, or to reduce the risks associated with the use to an acceptable level through appropriate risk management measures.

Domain	Weighting	Score
1. Raw material specification procedure	25%	
2. Raw materials ordering procedure	25%	
3. Raw materials receiving procedure	25%	
4. Domain: Raw materials handling in production	25%	
Total Score CSP A		

Input

- 1. Raw material specification procedure

Domain level check

Management & Testing: A - Score 0 : Not done

Specifications

Specifications for each raw material are set and agreed with each of the key company functions involved (for example purchasing, technical, formulation, manufacturing, distribution, safety and environmental)
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation: A - Score 0 : No records / documentation

Initiation: A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability: A - Score 0 : Random access - no control over change the information

Specifications

Communication & Training — A - Score 0 : None

Internal company comments

(0/300)

Raw material selection

Raw material selection policy is in place to guide relevant company officers to favour raw materials that reduce potential environmental and/or health impacts. This policy should prompt consideration of raw materials on a case-by-case basis and take into account the global picture: risks to human health, environmental risk, resource use, waste and energy use.
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation — A - Score 0 : No records / documentation

Initiation — A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability — A - Score 0 : Random access - no control over change the information

Communication & Training — A - Score 0 : None

Internal company comments

(0/300)

Ingredients

Ingredients are favoured:
- with no intrinsic hazardous properties, such as carcinogenic, mutagenic, and toxic for reproduction (CMR), endocrine disruptors (ED)
- which are not Substances of Very High Concern (SVHCs) as defined in Article 57 of the “REACH Regulation” (EC) No 1907/2006 and subsequent amendments; this includes substances subject to restriction according to REACH Annex XV and substances regulated or restricted under other jurisdictions and regulations
- where the margins of safety are wide
- which are readily biodegradable
- which are less likely to bio-accumulate (this includes minimizing as much as possible the use of ingredients that are persistent, bio-accumulative and toxic (PBT) and very persistent and very bio-accumulative (vPvB)

Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

Pro-active search

Pro-active search for recycled and sustainably-sourced raw materials (incl. bio-based materials) is in place with a specific policy for the increasing use of such materials; in case a company uses bio-based material, policies and procedures are in place corresponding to the 'A.I.S.E. Guiding principles on sustainable sourcing of bio-based materials'
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

- 2. Raw materials ordering procedure

Domain level check

Management & Testing

Management & Testing	A - Score 0 : Not done

Selected company officers

Only selected users can order raw materials
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

Purchases

Purchases are made from an approved raw material list, which is complying with the raw material specifications
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

Ordering procedure

The ordering procedure covers the review and approval of customised orders which deviate from approved specifications
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information

Ordering procedure

Communication & Training: A - Score 0 : None

Internal company comments

(0/300)

Continuity plans

Business continuity plans are maintained and updated (agreements in place with alternative suppliers for all raw materials)
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation: A - Score 0 : No records / documentation

Initiation: A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability: A - Score 0 : Random access - no control over change the information

Communication & Training: A - Score 0 : None

Internal company comments

(0/300)

3. Raw materials receiving procedure

Domain level check

Management & Testing	A - Score 0 : Not done

Authorized orders

Only raw materials resulting from approved and authorized orders are received
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

Receiving documentation

Shipping and receiving documentation requirements are in place (e.g. MSDS)
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation

Receiving documentation

Initiation — A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability — A - Score 0 : Random access - no control over change the information

Communication & Training — A - Score 0 : None

Internal company comments

(0/300)

Materials inspected

Raw materials received are inspected
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation — A - Score 0 : No records / documentation

Initiation — A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability — A - Score 0 : Random access - no control over change the information

Communication & Training — A - Score 0 : None

Internal company comments

(0/300)

Receiving log

A receiving log is maintained
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

Analytical methods

Formal analytical methods for specification testing are in place or acceptance is based on certificate of analysis
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information

Analytical methods

Communication & Training | A - Score 0 : None

Internal company comments

(0/300)

Sample testing

Periodical sample testing is performed for raw materials accepted based on certificate of analysis
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation | A - Score 0 : No records / documentation

Initiation | A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability | A - Score 0 : Random access - no control over change the information

Communication & Training | A - Score 0 : None

Internal company comments

(0/300)

4. Domain: Raw materials handling in production

Domain level check

Management & Testing | A - Score 0 : Not done

Material safety data sheet

A material safety data sheet is available per raw material before use in production or use for other purposes such as development, engineering or cleaning.
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation | A - Score 0 : No records / documentation

Initiation | A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability | A - Score 0 : Random access - no control over change the information

Communication & Training | A - Score 0 : None

Internal company comments

(0/300)

Safety evaluation

Only those raw materials are put into production for which a safety evaluation, covering both human health and the environment, exists. This safety evaluation might be obtained through:
conduction in the framework of the applicable legislation, mainly the REACH Regulation, or, in those cases where REACH does not apply, in a consistent manner to its principles.
verification of product formulations which intend to carry the Charter product ASP logo via the Charter ESC check. In addition to REACH, all relevant legislation shall be considered before assessing their formulations via the Charter Environmental Safety Check (ESC) approach. . Alternatively, companies shall obtain a documented safety evaluation from suppliers or through collaborative networks and confirm it as appropriate to the circumstances of their use.
for scenarios that show concern at the highest tier, steps shall be taken either to obtain additional data if it is believed this will usefully refine the assessment, or to reduce the risks associated with the use to an acceptable level through appropriate risk management measures.
Documentation
Initiation

Safety evaluation

Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

CSP D: Resource Use Policy

Companies shall establish and maintain control arrangements that seek to continually improve sustainability, balanced across the three sustainability pillars by using more efficiently the four key resources used in their own or other production process and in the use of their products:

- Energy
- Water
- Raw materials
- Packaging

Domain	Weighting	Score
1. Resource use in production	80%	
2. Targets and objectives (internal)	20%	
Total Score CSP D		

Input

Delegate

- 1. Resource use in production

Domain level check

Management & Testing

Management & Testing: A - Score 0 : Not done

Water use

Water use is monitored in production and processes to improve water use are set up
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation: A - Score 0 : No records / documentation

Initiation: A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability: A - Score 0 : Random access - no control over change the information

Water use

Communication & Training — A - Score 0 : None

Internal company comments

(0/300)

Energy use

Energy use is monitored in production and processes to improve energy use are set up
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation — A - Score 0 : No records / documentation

Initiation — A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability — A - Score 0 : Random access - no control over change the information

Communication & Training — A - Score 0 : None

Internal company comments

(0/300)

Raw material

Raw material use is monitored in production and processes to minimize raw materials waste are set up
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

Packaging use

Packaging use is monitored in production and processes to minimize packaging waste are set up
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information

Packaging use

Communication & Training | A - Score 0 : None

Internal company comments

(0/300)

2. Targets and objectives (internal)

Domain level check

Management & Testing

Management & Testing | A - Score 0 : Not done

Targets and objectives

Targets and objectives for reducing waste and reduction in the consumption of packaging and utilities (energy, water) balanced against the three pillars of sustainability are set
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation | A - Score 0 : No records / documentation

Initiation | A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability | A - Score 0 : Random access - no control over change the information

Communication & Training | A - Score 0 : None

Targets and objectives

Internal company comments

(0/300)

CSP E: Social Responsibility (SR) policy and Occupational health and safety management

a) Companies shall establish, document, implement, maintain and continually improve a corporate social responsibility policy.

Global trends and changing stakeholder expectations make companies realize the value of incorporating social beside environmental sustainability into core operations. Companies with integrated social and environmental sustainability strategies, governance structure and implementation underpinned by mature management systems are better prepared to face financial and non-financial risks, challenges, and grab emerging opportunities to gain long-term competitive advantage.
Building and maintaining such systems requires executive buy-in, involvement of staff and stakeholder engagement in order to:

- Assess risks related to social sustainability areas
- Define what social areas are important for, i.e. have relevant impact on, the business and its environment
- Diligently and responsibly manage priority risk areas from commitment to supplier engagement
- Be transparent about structure, processes, performance, success and challenges.

Targeting those aspects, comprehensive Social Responsibility Guidance and a self-evaluation tool are provided by A.I.S.E. (see www.aise.eu/csr).

b) Companies shall establish, document, implement, maintain and continually improve an occupational health and safety management system (OHSMS) in relation to their manufacturing activities.

The OHSMS, which will be appropriate to the nature and scale and occupational health and safety impacts of their activities, products and services; will ensure that:

- Hazards arising from and within their manufacturing activities that may have a significant impact on occupational health and safety are identified and risk assessments made
- Significant occupational health and safety risks that are identified by these assessments are eliminated or controlled effectively
- Emergency situations and potential accidents that may impact occupational health and safety have been identified, procedures to prevent or mitigate such impacts are in place, and these are periodically tested and reviewed
- Senior management review takes place at planned intervals and assesses opportunities for improvements and changes to the system and to objectives and targets

Specifically, where the manufacturing operations involve use or handling of enzymes, companies will follow the A.I.S.E. “Guidelines for the Safe Handling of Enzymes in Detergent Manufacturing” or other approaches which give an equivalent level of protection. In addition, it is also possible to make use of the material developed by A.I.S.E. and AMFEP (European Association of Enzymes Manufacturer) to train employees on safety procedures in this regard (available here).

Domain	Weighting	Score
1. Social Responsibility risk assessment and definition	40%	
2. Social Responsibility Supplier engagement	10%	
3. Occupational health and safety risk assessment	25%	
4. Occupational health and safety procedures	15%	
5. Occupational health and safety targets and objectives (internal)	10%	
Total Score CSP E		

Input

Delegate

- 1. Social Responsibility risk assessment and definition

Domain level check

Management & Testing

Management & Testing — A - Score 0 : Not done

Risk assessment

Risks related to social sustainability areas are assessed, e.g. via the A.I.S.E. CSR Assessment Toolkit (www.aise.eu/csr).
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation — A - Score 0 : No records / documentation

Initiation — A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability — A - Score 0 : Random access - no control over change the information

Communication & Training — A - Score 0 : None

Internal company comments

(0/300)

Definition of social areas

Important social sustainability areas are defined, i.e. areas that have relevant impact on the business and its environment (see A.I.S.E. Corporate Social Responsibility Guidance (www.aise.eu/csr)).
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

2. Social Responsibility Supplier engagement

Domain level check

Management & Testing

Management & Testing	A - Score 0 : Not done

Supplier engagement

Suppliers, showing evidence of having social responsibility policies in place, are favoured.
Documentation
Initiation

Supplier engagement

Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

3. Occupational health and safety risk assessment

Domain level check

Management & Testing

Management & Testing	A - Score 0 : Not done

Risk assessment

Risk assessment process is in place providing:
the identification of hazards that could arise from and within the manufacturing activities, including non-standard activities, and that may have a significant impact on occupational health and safety
the assessment of the potential of each of these hazards to cause harm
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Risk assessment

Documentation A - Score 0 : No records / documentation

Initiation A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability A - Score 0 : Random access - no control over change the information

Communication & Training A - Score 0 : None

Internal company comments

(0/300)

4. Occupational health and safety procedures

Domain level check

Management & Testing

Management & Testing A - Score 0 : Not done

Safe handling

Procedures for safe handling and operation are in place (based on the risk evaluation, e.g. by using the A.I.S.E. Enzymes Guidelines), including the use of collective and personal protection equipment
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation A - Score 0 : No records / documentation

Initiation A - Score 0 : Control activity not undertaken

Safe handling

Accessibility, Availability and Modifiability | A - Score 0 : Random access - no control over change the information

Communication & Training | A - Score 0 : None

Internal company comments

(0/300)

Emergency situations

Emergency situations and potential accidents are identified and procedures to prevent or mitigate health and safety impacts of such events are in place; contingency and natural disaster plans are in place
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation | A - Score 0 : No records / documentation

Initiation | A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability | A - Score 0 : Random access - no control over change the information

Communication & Training | A - Score 0 : None

Internal company comments

(0/300)

Safety concerns

There is a mechanism in place to report safety concerns, occupational accidents or injuries. Issues are investigated and addressed.
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

Maintenance program

A maintenance program for equipment is established. Employee reports of malfunctioning equipment which may result in occupational health or safety issues are investigated and addressed.
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information

Maintenance program

Communication & Training — A - Score 0 : None

Internal company comments

(0/300)

5. Occupational health and safety targets and objectives (internal)

Domain level check

Management & Testing

Management & Testing — A - Score 0 : Not done

Targets and objectives

Targets and objectives are set for continuous improvement in overall health and safety outcomes
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation — A - Score 0 : No records / documentation

Initiation — A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability — A - Score 0 : Random access - no control over change the information

Communication & Training — A - Score 0 : None

Targets and objectives

Internal company comments	

(0/300)

CSP F: Manufacturing environmental management

Companies shall establish, document, implement, maintain and continually improve an environmental management system (EMS) in relation to their manufacturing activities.

The EMS, which will be appropriate to the nature and scale and environmental impacts of their activities, products and services, will ensure that:

- Significant environmental aspects of the company's operations that may adversely impact the environment are identified
- Objectives and targets are set and documented, a programme to achieve those objectives and targets is in place, and roles and responsibilities are defined and documented
- All employees are trained, competent for the tasks they perform, and aware of the consequences of failures
- Operations that are associated with identified significant environmental aspects are planned to ensure they are carried out under specified conditions
- Emergency situations and potential risk areas that may impact the environment have been identified and procedures to prevent or mitigate associated environmental impacts are in place, and periodically tested and reviewed
- Procedures are in place to:
  - Monitor and measure the identified, significant environmental aspects, regularly via the annual Charter KPI reporting. In addition, the global SDGs and accompanying reporting guidelines (e.g. UN Global Compact and GRI) provide a comprehensive framework for companies for this purpose via https://www.globalreporting.org/information/SDGs/Pages/Reporting-on-the-SDGs.aspx .
  - Periodically evaluate compliance with legal and other relevant requirements
  - Control non-conformities and take corrective and preventive actions
  - Maintain appropriate records
- Senior management review takes place at regular intervals and assesses opportunities for improvements and changes to the policy, the system and objectives and targets

Domain	Weighting	Score
1. Environmental risk assessment	50%	
2. Environmental safety procedures	30%	
3. Targets and objectives (internal)	20%	
Total Score CSP F		

Input

Delegate

- 1. Environmental risk assessment

Domain level check

Management & Testing

Management & Testing	A - Score 0 : Not done

Risk assessment

Risk assessment process is in place providing:
the identification of potential risks that could arise from and within the manufacturing activities, including non-standard activities, and that may have a significant impact on environmental safety
the assessment of the potential of each of these potential risks
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

2. Environmental safety procedures

Domain level check

Management & Testing

Management & Testing	A - Score 0 : Not done

Safe handling

Procedures for environmentally safe handling and operation are in place (based on the risk assessment)
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

Emergency situations

Emergency situations and potential accidents are identified and procedures to prevent or mitigate environmental safety impacts of such events are in place; contingency and natural disaster plans with respect to environmental safety are in place
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information

Emergency situations

Communication & Training — A - Score 0 : None

Internal company comments

(0/300)

Safety concerns

There is a mechanism in place to monitor and report environmental safety concerns or environmental safety accidents. Issues are investigated and addressed.
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation — A - Score 0 : No records / documentation

Initiation — A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability — A - Score 0 : Random access - no control over change the information

Communication & Training — A - Score 0 : None

Internal company comments

(0/300)

Maintenance program

A maintenance program for environmental control equipment is established. Investigation and resolution of employee reports of malfunctioning equipment which may result in environmental safety issues is undertaken.
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

3. Targets and objectives (internal)

Domain level check

Management & Testing

Management & Testing	A - Score 0 : Not done

Targets and objectives

Targets and objectives are set for continuous improvement
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

CSP H: Product Recall

Companies shall establish and maintain control arrangements for the recall of products that have been distributed in the event that faults become evident.

These arrangements will ensure that:

- criteria are defined and communicated to all relevant personnel to require them to raise an alarm with designated persons should a fault that may require a recall be discovered
- suppliers understand their duty to notify the Company, and have appropriate contact information, should they become aware of faults that may cause the Company's products to pose a risk, cause gross dissatisfaction or be unacceptable in terms of legal compliance
- the Company responds quickly and decisively to manage any required product recall so as to minimise or eliminate:
  - danger or risk to consumers and the local community
  - risk to customers or other trade partners
  - risk to employees
  - risk to the company's reputation and its shareholders
- suspect and retrieved stock can be securely isolated until disposal arrangements are in place

Domain	Weighting	Score
1. Product recall procedure	80%	
2. Product recall communication	20%	
Total Score CSP H		

Input

Delegate

- 1. Product recall procedure

Domain level check

Management & Testing

Management & Testing — A - Score 0 : Not done

Standard operating procedures

Standard operating procedures with respect to product recalls are in place guiding the company's employees on how to react in a situation where a product recall may be necessary, allowing them to respond quickly to:
deciding whether a recall is necessary and how it will be conducted
managing the recall so as to minimise or eliminate danger or risks to consumers an the local community, risk to customers or other trade partners, risk to employees, risk to the company's reputation and its shareholders

These operating procedures should:
define guidelines for the handling of recalls depending on the severity of the fault and its potential accidents
define criteria that should lead to raising the alarm to all relevant employees, detailing the company people they should contact and the internal escalation procedure
ensure that key information needed to identify the affected products can be quickly established (product name/brand name/variety/pack size/production codes/etc.)
ensure that recall activity is monitored by the appropriate personnel (operations, QA/QC, public affairs, insurance, etc.)
ensure that suspect and retrieved stock can be securely isolated until disposal arrangements are in place
put in place agreements with suppliers and distributors, stipulating their duty to notify the Company in case they become aware of faults, detailing the company officers they should contact

Standard operating procedures

ensure a consumer "careline" facility via free phone number and/or e-mail address or online response service is operated to receive enquiries, comments and complaints about the products and their performance and acceptability
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

2. Product recall communication

Domain level check

Management & Testing

Management & Testing	A - Score 0 : Not done

Communication guidelines and procedures

Communication guidelines and procedures in case of recall are in place so as to eliminate or minimize risk to:
consumers and local community
customers and other trade partners
employees
shareholders (incl. reputation)
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

CSP I: Finished Product Safety Evaluation

Companies shall establish and maintain control arrangements for the safety evaluation of their products to ensure that they are safe for consumers / customers to use.
In a professional setting such safety evaluation should include optional devices and / or personal protection equipment to reduce exposure to the (end) user.

This requirement supplements the safety evaluation of individual ingredients (CSP "A") and addresses the safety of the formulated product including its physical form, its mode of use and its packaging.

The safety evaluation shall, before the product is put on the market:

- evaluate the safety of the product in terms of foreseeable misuse and accidents as well as intended use.
- verify that the product has been:
- where relevant, appropriately classified, labeled, and packaged in accordance with the requirement of the CLP Regulation (EC) No 1272/2008 and its amendments. Some A.I.S.E. Guidelines on Classification and Labeling have also been developed to help companies in complying with their duties and they are available on the A.I.S.E. website (www.aise.eu).
- In accordance with the relevant transport regulations.

Domain	Weighting	Score
1. Finished product safety evaluation	50%	
2. Classification, labelling and packaging of finished products	50%	
Total Score CSP I		

Input

Delegate

- 1. Finished product safety evaluation

Domain level check

Management & Testing

Management & Testing	A - Score 0 : Not done

Safety evaluation

Safety evaluation process is in place providing:
the identification of hazards that could arise throughout use and disposal of finished products including its physical form, its mode of use and its packaging (covering intended handling, foreseeable misuse and accidents)
the assessment of the potential of each of these hazards to cause harm to consumers or professional customers
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

Risk assessment

No finished product is put on the market before a risk assessment on the finished product has been conducted and necessary amendments have been made
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken

Risk assessment

Accessibility, Availability and Modifiability — A - Score 0 : Random access - no control over change the information

Communication & Training — A - Score 0 : None

Internal company comments

2. Classification, labelling and packaging of finished products

Domain level check

Management & Testing

Management & Testing — A - Score 0 : Not done

Classification

Classification of all finished products is in place (category of danger, health and ecotoxicological hazards)
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation — A - Score 0 : No records / documentation

Initiation — A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability — A - Score 0 : Random access - no control over change the information

Communication & Training — A - Score 0 : None

Classification

Internal company comments		(0/300)

Additional CSPs

CSP B: Raw material and packaging suppliers selection

Raw material suppliers' selection

Companies will work to continually improve, balanced across the three sustainability pillars, by selecting suppliers for raw materials for their products who are similarly working to improve the sustainability of their own operations.

Companies shall establish a register of approved suppliers; suppliers shall not be admitted to this register for example:

- unless they have demonstrated they are able to supply raw material(s) to the required specification
- unless they have management systems in place to classify and label products as regards hazards to health or the environment as required by law

Companies shall favour, wherever practical and viable alternatives are available, suppliers who:

- have quality management and assurance systems in place to guarantee timely supply of material within specification
- have social responsibility and occupational health and safety control arrangements in place to guarantee the safety and welfare of their workforce and that they comply with all legal requirements in this area (see also CSP E)
- have environmental management systems in place to ensure that the impact on the environment from their manufacturing operations are appropriately managed and minimised and that they comply at least with the relevant legal requirements
- have sustainability policies in place to address the wider environmental impacts of their activities and to promote continual improvement

Packaging and packaging material suppliers' selection

Companies shall work to continually improve, balanced across the three sustainability pillars, by selecting suppliers for packaging and packaging materials for their products who are similarly working to improve the sustainability of their own operations.

Companies shall establish a register of approved suppliers; suppliers shall not be admitted to this register unless they have demonstrated that they are able to supply packaging and packaging material(s) to the required specification

Companies shall favour wherever practical and viable alternatives are available suppliers who have:

- quality management and assurance systems in place to guarantee supply of packaging and packaging material within specification
- occupational health and safety policies and procedures in place to guarantee the safety and welfare of their workforce and that they comply at least with all legal requirements in this area
- environmental management systems in place to ensure that risks to the environment from their manufacturing and distribution operations are appropriately managed and minimised and that they comply at least with all legal requirements in this area
- sustainability policies in place to address the wider environmental impacts of their activities and to promote continual improvement

Domain	Weighting	Score
1. Selection of raw material / packaging suppliers	100%	
Total Score CSP B		

Input

Delegate

- 1. Selection of raw material / packaging suppliers

Domain level check

Management & Testing	A - Score 0 : Not done

Register

A register of approved raw material and packaging suppliers (database/list) is in use. The register of approved raw material and packaging suppliers documents the suppliers' capabilities and what relevant control systems they have in place
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

Vendor classification system

A vendor classification system is in place
When practical and viable, suppliers showing evidence of improving sustainability of their own operations, are favoured:
suppliers having quality
suppliers having social responsibility and occupational health
suppliers having environmental management systems in place;
suppliers having sustainability policies in place
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation

Vendor classification system

Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

CSP C: Packaging design and selection

Whilst packaging should clearly fulfil its essential functions, companies shall design packaging and select packaging materials for their products in a way that seeks to improve the sustainability of those products and their packaging across their life-cycles.

The packaging system design and material selection shall seek to:

- minimise packaging volume and weight,
- minimise environmental impacts and improve sustainability of the complete packaging system (i.e. primary, secondary and tertiary packaging) across the whole life cycle of the system. To the extent that it can help achieve this, the packaging system shall be designed to be practically recyclable in the markets where the products will be placed on the market. To support all companies manufacturing and/or placing detergents, cleaners and maintenance products on the market, A.I.S.E. has developed high-level principles to design sustainable plastic packaging for products, with a focus on recyclability - download the guidelines here. In addition, companies shall
  - consider the use of recycled material where economically available, legally allowable and technically feasible
  - consider the use of reuse/refill packs and/or returnable containers
- permit recovery after use as materials, as energy or by composting. Wherever practicable, the packaging components should be easily separable to facilitate recovery
- encourage environmentally responsible use of the contents and disposal of the used packaging
- minimise contamination that may arise as emissions or leach from the material when packaging waste is incinerated or landfilled
- not inappropriately appeal to children (e.g. toy-shape products specifically intended to attract children).

The optimisation with regard to resource use is expected to positively impact simultaneously both, the environmental footprint and the economics of a given packaged product. However, optimising resource use must not be done at the expense of the related social aspects (e.g. child-resistant closures, consumer convenience, etc.).

Domain	Weighting	Score
1. Packaging material specification and design procedure	100%	
Total Score CSP C		

Input

Delegate

- 1. Packaging material specification and design procedure

Domain level check

Management & Testing

Management & Testing — A - Score 0 : Not done

Material specification and design guidelines and specifications

Packaging material specification and design guidelines and specifications are set and agreed on with each of the key company functions involved (for example purchasing, manufacturing, SHE)
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Material specification and design guidelines and specifications

Documentation

A - Score 0 : No records / documentation

Initiation

A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability

A - Score 0 : Random access - no control over change the information

Communication & Training

A - Score 0 : None

Internal company comments

(0/300)

Selection and design policy

There is a packaging material selection and design policy in place to guide the relevant people to:
reduce packaging consumption by minimizing volume and weight;
favour packaging design and materials that minimize potential environmental impacts (e.g. see ‘A.I.S.E. high-level principles to design sustainable plastic packaging for products, with a focus on recyclability’ - www.aise.eu/packaging);
favour packaging design and materials that permit environmental responsible use of the contents and disposal of packaging;
favour packaging design and materials that permit recovery after use;
without compromising economic and social sustainability (fitness for purpose and safety).
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation

A - Score 0 : No records / documentation

Initiation

A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability

A - Score 0 : Random access - no control over change the information

Selection and design policy

Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

Recycled and renewable packaging

Pro-active search for recycled and renewable packaging materials without offsetting other factors
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

CSP G: Distribution Risk Assessment

Companies shall establish and maintain control arrangements for the safety evaluation of their products to ensure that they are safe throughout the distribution chain from manufacturer to consumer and survive in acceptable condition.

The safety evaluation shall, before the product is put on the market:

- evaluate the safety of the product during distribution in terms of foreseeable mishandling and accidents as well as intended handling.
- verify that the product has been appropriately classified, labeled, and where applicable packaged, in accordance with the legislation governing the Transport of Dangerous Goods.

Domain	Weighting	Score
1. Classification, labelling and packaging procedures for distribution	50%	
2. Distribution procedures	50%	
Total Score CSP G		

Input

Delegate

- 1. Classification, labelling and packaging procedures for distribution

Domain level check

Management & Testing

Management & Testing: A - Score 0 : Not done

Product classification

A product classification system is in place (category of danger, health and eco-toxicological hazards)
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation: A - Score 0 : No records / documentation

Initiation: A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability: A - Score 0 : Random access - no control over change the information

Product classification

Communication & Training | A - Score 0 : None

Internal company comments

(0/300)

Packaging

Packaging materials and containers are designed giving consideration to the nature of the product and method of shipment
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation | A - Score 0 : No records / documentation

Initiation | A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability | A - Score 0 : Random access - no control over change the information

Communication & Training | A - Score 0 : None

Internal company comments

(0/300)

2. Distribution procedures

Domain level check

Management & Testing

Domain level check

Management & Testing A - Score 0 : Not done

Safe handling, storage and distribution

Procedures for (environmentally) safe handling, storage and distribution are in place (based on the safety evaluation), including the use of collective and personal protection equipment
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation A - Score 0 : No records / documentation

Initiation A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability A - Score 0 : Random access - no control over change the information

Communication & Training A - Score 0 : None

Internal company comments

(0/300)

Emergency situations

Emergency situations and potential accidents are identified and procedures to prevent or mitigate health and (environmental) safety impacts of such events are in place
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation A - Score 0 : No records / documentation

Emergency situations

Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

CSP J: Safe use and Best use information usage policy (household sector)

Safe use icons usage policy

Companies shall establish a policy of providing direct access to information to guide consumers and users in the safe use and disposal of products and packaging. Specifically, this policy shall have as its aim that the safe use advice be used on household products as set out in the corresponding A.I.S.E. guidelines using pictograms and standard phrases are properly communicated to consumers (accessible via www.aise.eu/library/artwork.aspx) .

For professional products, this policy shall be aimed to maximizing the usage of relevant pictograms developed by A.I.S.E. for the Professional Cleaning & Health (PC&H) sector (accessible via www.aise.eu/library/artwork.aspx).

For products carrying or intended to carry the Charter ASP logo, this is a specific requirement specified in the product category ASP criteria.

In a business-to-business situation, companies shall provide additional communication means such as personal contacts (account management), training (in-house or on-site), technical service and technical product information sheets.

Best use information usage policy

The company shall establish a policy of providing to the consumer and end-user adequate best use information in order to encourage sustainability in the use phase. This may be through on-pack or other reference to the www.cleanright.eu portal and/or through the use of relevant A.I.S.E. category best use information across relevant SKUs, subject to product appropriateness, suitability and label space.

For products carrying or intended to carry the Charter ASP logo, there is a specific requirement for specified information according to category (best use cleanright tips).

For the purpose of verification, the company shall provide evidence of the existence of such a policy and that it is included in compliance reviews. The details of specific requirements to be communicated by companies as per industry guidance is provided in each Advanced Sustainability profile, per product category.”

Domain	**Weighting**	**Score**
1. Safe use information	35%	
2. Best use information	35%	
3. Customer service for consumers	30%	
Total Score CSP Ja		

Input

Delegate

- 1. Safe use information

Domain level check

Management & Testing

Management & Testing — A - Score 0 : Not done

Safe use information

A policy is in place of using wherever practicable the A.I.S.E. Safe Use pictograms and standard phrases, grouped together in a "Safe use advice box" to draw customer's attention to safety in the end use phase
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation: A - Score 0 : No records / documentation

Initiation: A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability: A - Score 0 : Random access - no control over change the information

Communication & Training: A - Score 0 : None

Internal company comments

(0/300)

Language

Language of information is aligned with geography
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation: A - Score 0 : No records / documentation

Initiation: A - Score 0 : Control activity not undertaken

Language

Accessibility, Availability and Modifiability | A - Score 0 : Random access - no control over change the information

Communication & Training | A - Score 0 : None

Internal company comments

(0/300)

2. Best use information

Domain level check

Management & Testing

Management & Testing | A - Score 0 : Not done

Best use information

A policy is in place aimed at the promotion of the www.cleanright.eu portal on pack and/or other communication and maximising the usage of relevant A.I.S.E. best use information per product category (see www.aise.eu for category best use information; note: for products, carrying the Charter product ASP logo, there is a specific requirement for specified best use information according to the product category).
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation | A - Score 0 : No records / documentation

Initiation | A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability | A - Score 0 : Random access - no control over change the information

Best use information

Communication & Training | A - Score 0 : None

Internal company comments

(0/300)

Language

Language of information is aligned with geography
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation | A - Score 0 : No records / documentation

Initiation | A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability | A - Score 0 : Random access - no control over change the information

Communication & Training | A - Score 0 : None

Internal company comments

(0/300)

Domain level check

Management & Testing

Management & Testing	A - Score 0 : Not done

Complaints

There is a procedure in place for responding to customer enquiries, complaints or comments
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

CSP K: Product Performance and Product Review

Product Performance

Companies shall have in place and operate a process to review the environmental aspects of new products, designed to reduce their environmental impact across the overall product life cycle through the application of life cycle thinking and assessment.

Where companies put in place new measures designed to reduce the environmental footprint of products across their life cycle (e.g. instructions to consumers to use a specific 'low dose' of a detergent or to wash at a specific temperature), they shall have made a reasonable assessment that:

a. the product is still able to deliver an acceptable level of cleaning/maintenance performance to the consumer and
b. there will be a net reduction in environmental impact across the life cycle of the product as a result of those new measures (other factors being equal), avoiding burden shifting.

Product Review

Companies shall establish a policy of receiving and reviewing consumer and customer experience of their products on the market as a basis for continual improvement in sustainability, including minimizing risks to human health and the environment. Specifically, companies shall include in this policy the following aims:

1. A consumer 'care-line' facility available via a 'freephone' telephone number (and / or an e-mail address or online response service) to receive enquiries, comments and complaints from consumers about the products and their performance and acceptability. This facility should be operated under procedures which will ensure that:
   i. enquiries are appropriately answered, and complaints are investigated, and a suitable response made
   ii. reference is made to suitably qualified or responsible persons as necessary or legally required
   iii. enquiries, comments and complaints are logged in appropriate detail to provide a basis for review and corrective action or improvement
2. A procedure for acquiring and reviewing available information on accidents with the products, for example as made available via Poison Control Centers
3. A procedure for organising and reviewing all available feedback on a regular basis and 'as needed', whether from routine use, failures, accidents or emergencies as a basis for continual improvement.

Domain	Weighting	Score
1. New products development	40%	
2. Product review policy	40%	
3. Targets and objectives (internal)	20%	
Total Score CSP K		

Input

Delegate

- 1. New products development

Domain level check

Management & Testing

Management & Testing — A - Score 0 : Not done

Life cycle thinking

"Life cycle thinking" is applied in the development of new products, meaning that when new measures are put in place to improve the sustainability profile of products across their life cycle, an evaluation is made that:
the product is still able to deliver an acceptable level of cleaning performance
there will be a net improvement
This will cover a.o.:
that products are thoroughly assessed for sustainability on a life cycle basis;
that assessment results are used during product development in order to optimise product performance in terms of both meeting consumer needs and maximum eco-efficiency.
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

2. Product review policy

Domain level check

Management & Testing

Management & Testing	A - Score 0 : Not done

Product review policy

A product review policy is in place, taking into account:
that improvement initiatives are identified based on the review of all available feedback and experience (routine use, failures, accidents, emergencies)
that ideas for improvement are fed into the design process)
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

Feedback

Means are provided to people from inside and outside the company to feedback experience, comments, problems and complaints about the products
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation	A - Score 0 : No records / documentation
Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information

Feedback

Communication & Training — A - Score 0 : None

Internal company comments

(0/300)

Accidents

Procedures are in place to check periodically any available sources of data on accidents with the company's products (e.g. via poison control centres)
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation — A - Score 0 : No records / documentation

Initiation — A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability — A - Score 0 : Random access - no control over change the information

Communication & Training — A - Score 0 : None

Internal company comments

(0/300)

3. Targets and objectives (internal)

Domain level check

Management & Testing: A - Score 0 : Not done

Eco-efficiency

Objectives and targets for achieving eco-efficiency are set
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation: A - Score 0 : No records / documentation

Initiation: A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability: A - Score 0 : Random access - no control over change the information

Communication & Training: A - Score 0 : None

Internal company comments

(0/300)

Improvement

Opportunities for improvement are stimulated and properly assessed
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation: A - Score 0 : No records / documentation

Improvement

Initiation	A - Score 0 : Control activity not undertaken
Accessibility, Availability and Modifiability	A - Score 0 : Random access - no control over change the information
Communication & Training	A - Score 0 : None
Internal company comments	

(0/300)

CSP L: Internal sustainability target setting

The company shall establish a set of internal targets for improving the company's sustainability performance. These targets shall cover the KPIs used in the A.I.S.E. KPI reporting, plus any other KPIs which the company considers relevant to its internal processes. For the purpose of verification, the company shall provide evidence of the existence of such targets, that actions are being taken to achieve them and that they are reviewed at least annually. Those internal targets will remain confidential to the company/verifier's review.

Domain	Weighting	Score
1. Internal targets	100%	
Total Score CSP L		

Input

Delegate

- 1. Internal targets

Domain level check

Management & Testing

Management & Testing: A - Score 0 : Not done

Targets

Targets for improving the company's sustainability performance are set annually.
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation: A - Score 0 : No records / documentation

Initiation: A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability: A - Score 0 : Random access - no control over change the information

Communication & Training: A - Score 0 : None

Targets

Internal company comments

(0/300)

Evaluation

A system for evaluating the company's performance against its annual sustainability targets is in place
Documentation
Initiation
Accessibility, Availability and Modifiability
Communication & Training

Documentation — A - Score 0 : No records / documentation

Initiation — A - Score 0 : Control activity not undertaken

Accessibility, Availability and Modifiability — A - Score 0 : Random access - no control over change the information

Communication & Training — A - Score 0 : None

Internal company comments

(0/300)