



THE VOICE OF THE
CLEANING & HYGIENE
PRODUCTS INDUSTRY



**CHARTER FOR
SUSTAINABLE CLEANING**
AN INITIATIVE OF DETERGENTS EUROPE

The Charter for Sustainable Cleaning

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

Version 3.0, 15 June 2020

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.



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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.



International Association for Soaps,
Detergents and Maintenance Products



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

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

(Version 3.0, 15 June 2020)

I. Introduction

Manufacturing companies committed to the A.I.S.E. Charter for Sustainable Cleaning as ordinary members are required to pass a Charter Entrance Check, and three years after an Additional CSP Check, which will continue to be performed every three years on a growing percentage of the production. These on-site checks are performed by an **accepted** independent verification organisation. The purpose of these CSP Checks is to determine if the applicant company has implemented the Charter Sustainability Procedures (CSPs) or equivalent management processes to the standard required by the Charter (i.e. six (6) essential CSPs which have to be in place at the time of the Entrance Check, covering a minimum of 75% of the company's production, and six (6) additional which have to be implemented within three (3) years of the company joining the Charter, on more than 75% of the production). The company is responsible for organising the verification process in due time. The CSP check is irrespective of the checking of key performance indicators (KPI) and verification of compliance of products with Charter Advanced Sustainability Standards (ASP, i.e. the Charter product standards), which are centrally organised by A.I.S.E. with an independent third-party verifier.

With the revision for Charter 2020+, the full CSP verification was simplified, recognising the growing demand on requested checks and audits: after a successful Entrance Check and the completion of three subsequent full CSP 3-yearly verifications, **ordinary Charter members will annually run and formally record a self-evaluation on all CSPs** and notify A.I.S.E. of the outcome (in case the outcome is negative, the ordinary member is authorised to repeat the self-evaluation on all CSPs and will notify A.I.S.E. of the outcome – should an ordinary member not pass successfully this second self-evaluation, A.I.S.E. will mandate an accredited Charter verifier to carry out a complete on-site CSP verification). The condition to apply the annual self-certification is that the company will demonstrate progress via its KPI reporting. In addition, A.I.S.E. will centrally organise random full CSP verifications, which will be carried out by a certified third-party verifier.

II. How can a verifier join the panel of A.I.S.E.-accepted verifiers?

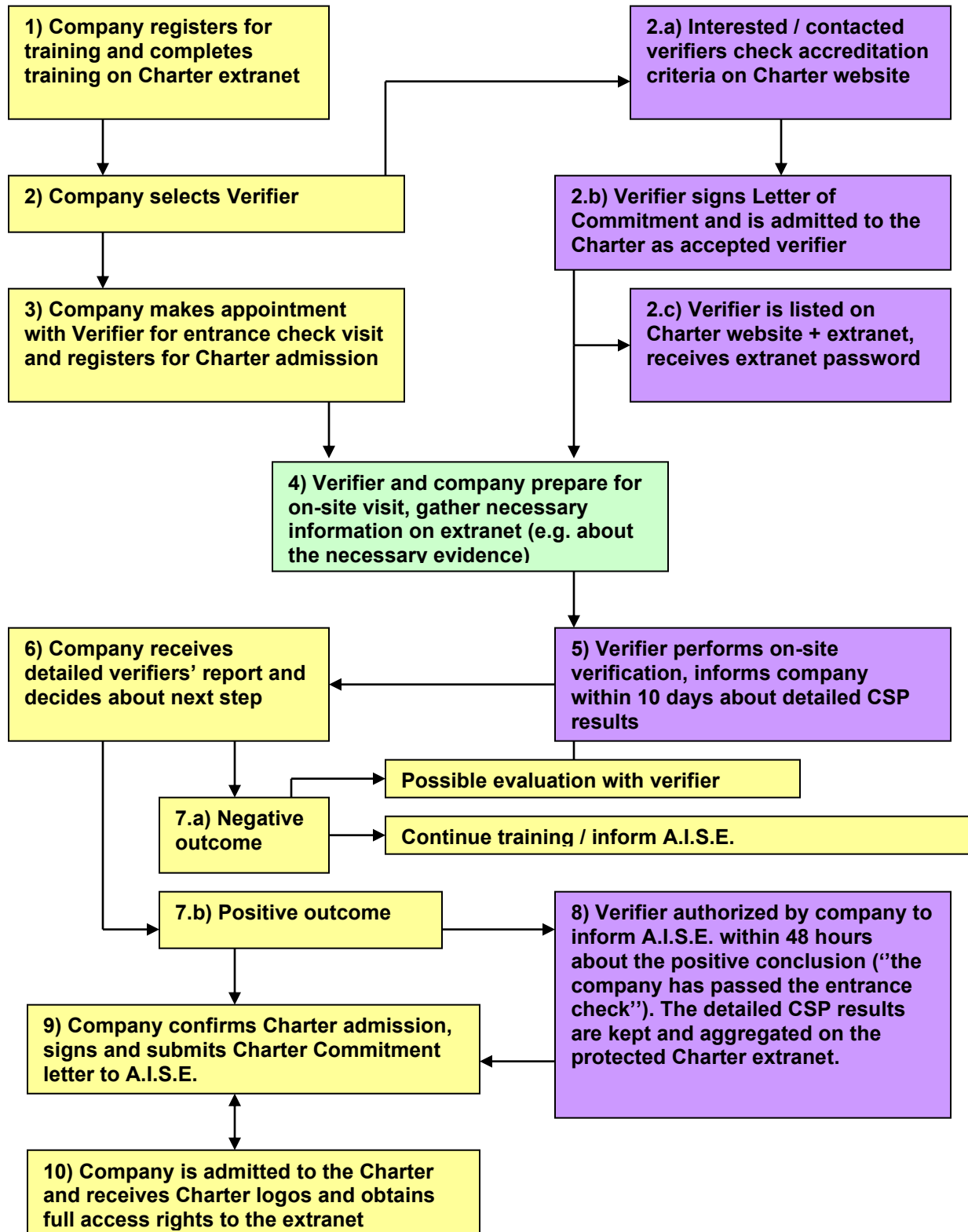
To join the panel of A.I.S.E.-accepted verifiers, verification organisations need to be officially accredited by a government-recognised national accreditation service and sign the **Verifier's "Letter of Commitment"**, to be sent to the A.I.S.E. Secretariat.

Subsequently the verifier will be listed as Accepted Verifier ("Verifier") on the Charter website (public part – name only) and on the Charter extranet (protected – full contact details including information about tariffs per country).

III. Overview of the procedures for the Charter Entrance and the Additional CSP Check

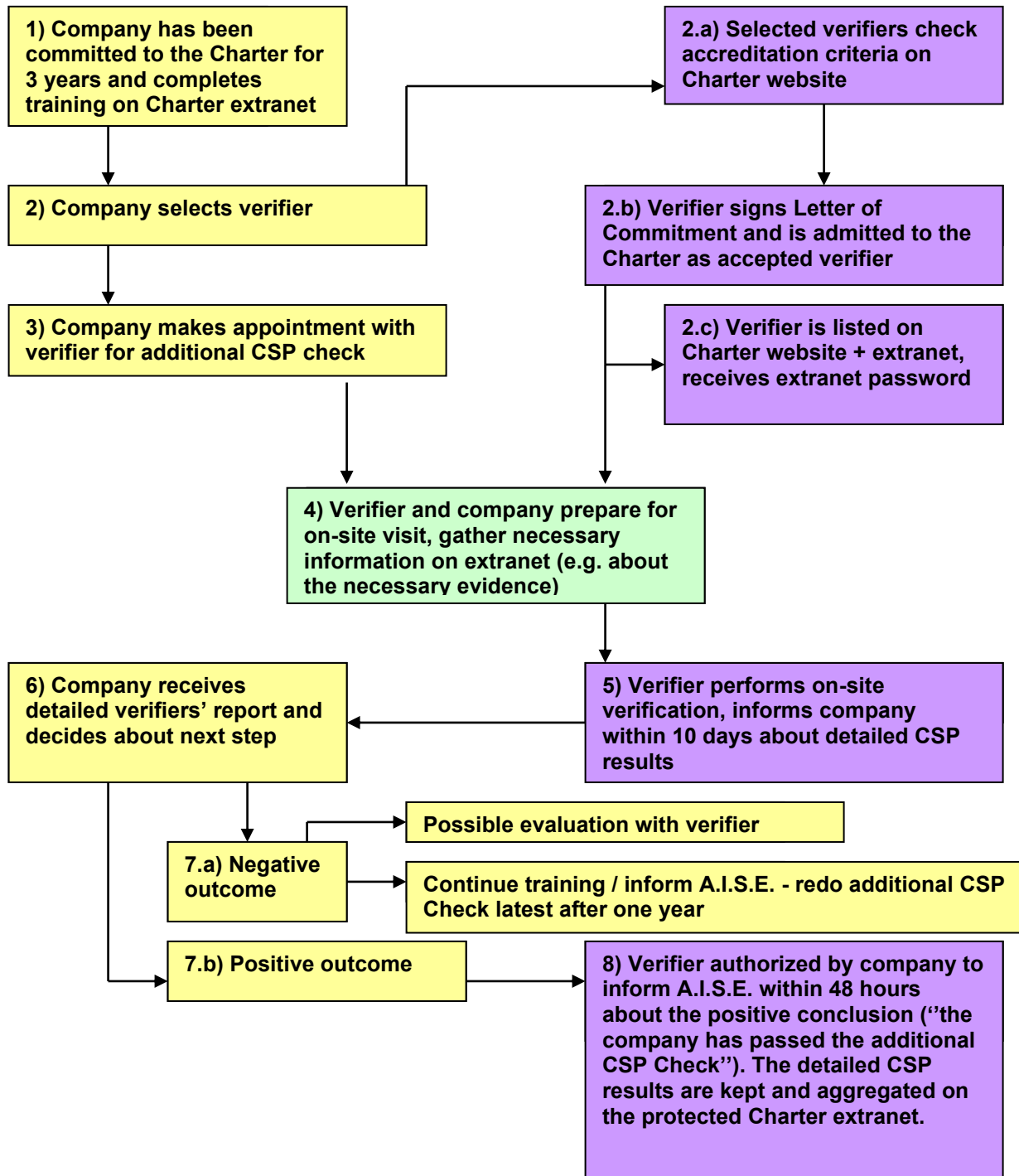
a) Charter Entrance Check

This chapter explains the step-by-step (1-10) procedure to become a Charter ordinary member (i.e. companies manufacturing) and clarifies the role of the Verifier.



b) Additional CSP Check

This chapter explains the step-by-step (1-8) procedure to perform the additional CSP Check and clarifies the role of the Verifier.



1) Web based training for CSPs

To support companies in the verification process they can use the Charter's web-based training system for CSPs that resembles to the Charter CSP Checks.

The training allows the applicant company to go through the complete CSP Check procedure, which is identical to the one performed by the selected Verifier on-site. The company needs to answer a set of questions and the web-based system automatically turns the answers into scores for each Charter Sustainability Procedure (CSP). This might help companies to monitor and document the progress with respect to the additional CSPs.

The extranet also contains detailed information about the evidence the company must provide in order to demonstrate to the Verifier that the CSP's are in place and being implemented as part of the company's management systems.

A minimum score of 60% or more for each of the CSPs will be sufficient.

2) Relationship between ISO 9001, ISO 14001 / EMAS & ISO 45001 and the Charter CSPs

A number of schemes exist with regard to quality management or environmental management systems, such as ISO 9001, ISO 14001 / EMAS and ISO 45001. However, those are common to any industry sector.

The Charter system offers a tailored approach to quality/environmental management schemes for the detergent and maintenance products industry sector. However, where companies are already certified under ISO 9001, ISO 14001 / EMAS and ISO 45001, there is a system of "equivalences" or "synergies" in place. This principle is based on the assumption that for those Charter CSP control activities which are essentially the same as the relevant elements of the above standards, those can be regarded by the independent verifier as having been already verified. The aim is to avoid duplication of company resources spent on audits. However, the CSPs include several additional or separate management controls which relate to wider sustainability considerations, tailored to the detergents and maintenance products sector.

For this purpose, A.I.S.E. has developed guidance documents for the company and the verifier on

- a) which CSPs are covered by the requirements of the above-mentioned standards and
- b) how to handle those equivalences during the CSP Checks

3) Company selects a Verifier and applies for admission

Once the company feels ready for the on-site verification, they can apply for the CSP Check. To start the procedure, the company needs to contact a Verifier and make an appointment for the on-site visit. The Charter's web-based system includes a search engine that allows the company to find a Verifier that is active in the company's region.

The company is free to choose any Verifier that is listed on the "accepted verifiers" panel. If the company would like to work with a verifier that is not yet listed, they need to ask the verifier to sign the "Verifiers Letter of Commitment" and submit it to A.I.S.E.

The new Verifier will be listed on the Charter's web-based system shortly after A.I.S.E.'s approval that the Verifier can provide sufficient proof of its official accreditation.

The company has to apply for the verification by entering companies' and verifier's details (including the date of the on-site-check) into Charter' web-based system.

4) Verifier prepares the on-site visit

Typically, the on-site-check will be performed in head office of the company while a check of the factories is not required. Where a company operates in more than one country or has more than one head office it will nevertheless conduct the verification in one location. Minor differences between the questions for Household and PC&H (Professional Cleaning & Health) companies should be taken into account.

The Charter's web-based system helps the Verifier to gather the necessary information to prepare the on-site check (see: Guidance to the Charter Entrance and Additional CSP Check). For example, the extranet provides the Verifier and the company with an overview of kind of evidence the visited company needs to have in place for the CSP Checks.

After the company has submitted the form, the Verifier automatically receives - via the Charter extranet system - an e-mail invitation for the on-site check. NB: the Verifier shall only perform the on-site visit upon receiving the official e-mail invitation!

Each accepted Verification Company receives a personal username and password that allows the Verifier to log in to the Charter extranet.

After authorisation, the Verifier will find a menu item in the left navigation called: "CSP Verificatiion". On the top left of the navigation bar, the screen will display a list of the companies that have chosen the Verifier in question to perform their Entrance Check/Additional CSP Check.

5) Verifier performs the on-site verification

The CSP Checks have been designed in such a way that the on-site visit can be performed in one day if the company is well prepared to provide the Verifier with immediate and correct evidence.

How to provide evidence?

There are two possibilities on how to provide evidence (the company is free to choose one of those):

- a) CSP check is not combined with an audit: there should be a debate on the nature of evidence before the check itself. Build on the training done by the company through the Charter online system, the verifier should identify possible gaps and inform the company what evidence in detail would be requested.
- b) CSP check is combined with an audit (e.g. in the context of an ISO or other standard): the evidence will be provided during the audit. Build on the training done by the company through the Charter online system, the verifier should identify possible gaps and inform the company what evidence in detail would be requested

6) Verifier fills in the verification results and informs the company first

The Verifier must use the electronic calculation and reporting files published on the protected 'Verifiers section' of the Charter extranet. These look very similar to the forms the company has been able to use during the training period.

The Verifier must inform the company **first** about the detailed outcome of the visit. The Verifier should send its report to the company within 10 working days after the visit has been performed.

7) Company is informed about its result

If the outcome is **positive** the company authorises the Verifier to pass on the overall conclusion to A.I.S.E., without the details of the results per CSP but with the message that "the visited company has passed the Entrance/Additional CSP Check".

If the outcome of the CSP Check is **negative** the company can apply for a second Check and redo the CSP Check latest after one year.

NB: it is up to the company to inform A.I.S.E.

No one, but the Verifier and the visited company will have access to the detailed results of the CSP Check through the password protected extranet. However, the company can decide to share the results - under confidentiality agreement - with A.I.S.E.

8) A.I.S.E. receives information about the success of the CSP Check

Subject to authorisation by the visited company, the verifier will report the end-result to A.I.S.E.

As indicated before, this report will only consist of the conclusion whether the visited company has passed the CSP Check. No reference is made to the details of the overall score, nor to the scores per question. The detailed CSP results are kept on the extranet for aggregation and benchmarking purposes.

The Verifier should be able to send its conclusion to A.I.S.E. **immediately (within 48 hours)** after authorisation of the company.

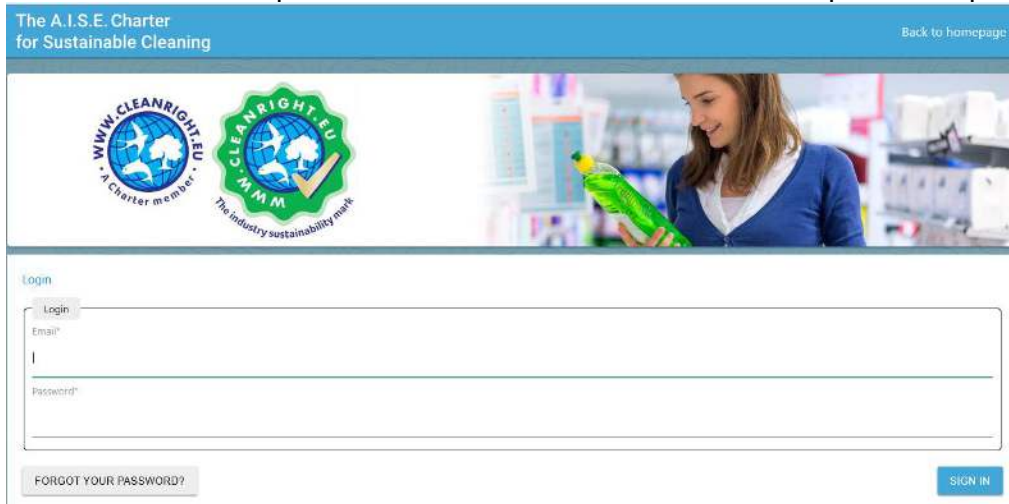
IV. Detailed instructions on how to use the Charter's web-based system

As these website pages contain highly confidential information the identified Verifier only has access to this part of the extranet; individual company data will only be accessible to the company itself and the Verifier.

A. Authorisation on the extranet

Go to www.sustainable-cleaning.com, click on 'Login' (top right) and enter your email address and password on the login box.

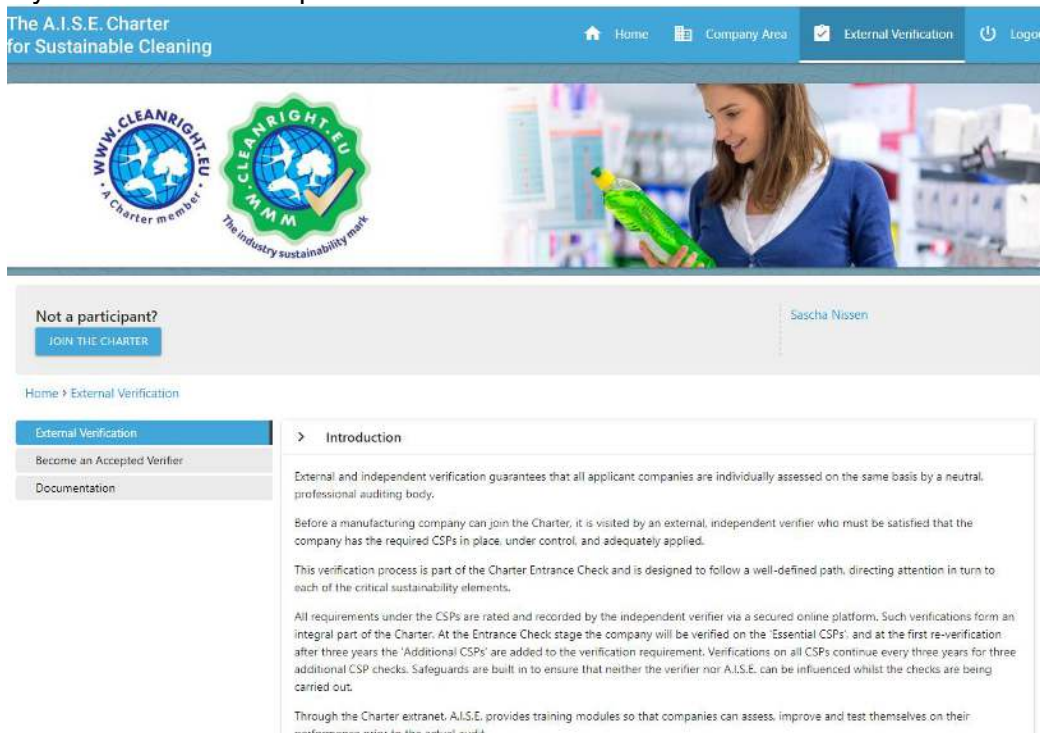
Note that the "Remember password" box should never be used on a public computer.



The screenshot shows the login page of the A.I.S.E. Charter for Sustainable Cleaning. At the top, there is a blue header with the text "The A.I.S.E. Charter for Sustainable Cleaning" and a "Back to homepage" link. Below the header is a banner image featuring two logos: "WWW.CLEANRIGHT.EU A Charter member" and "WWW.CLEANRIGHT.EU The industry sustainability mark", and a woman holding a green cleaning bottle. The main content area has a "Login" section with fields for "Email" and "Password", a "FORGOT YOUR PASSWORD?" link, and a "SIGN IN" button.

B. Go to the Verifier's area

Move your mouse to the top of the screen and click on "External Verification".

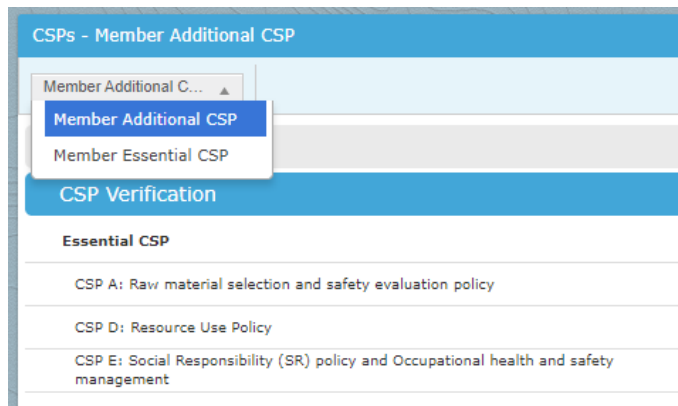


The screenshot shows the "External Verification" page of the A.I.S.E. Charter for Sustainable Cleaning. The top navigation bar includes links for "Home", "Company Area", "External Verification", and "Logout". Below the navigation bar is a banner image with the same logos and woman as the login page. The main content area has a "Not a participant?" section with a "JOIN THE CHARTER" button. Below this is a "Home > External Verification" breadcrumb. On the left, there is a sidebar with "External Verification" selected, showing options for "Become an Accepted Verifier" and "Documentation". The main content area is titled "Introduction" and contains text explaining the external verification process, including the role of the independent verifier, the Entrance Check, and the re-verification process.

C. Select “CSP Verification” in the left navigation

D. Company overview screen

This screen displays an overview of the companies that have chosen you to perform their CSP Check.

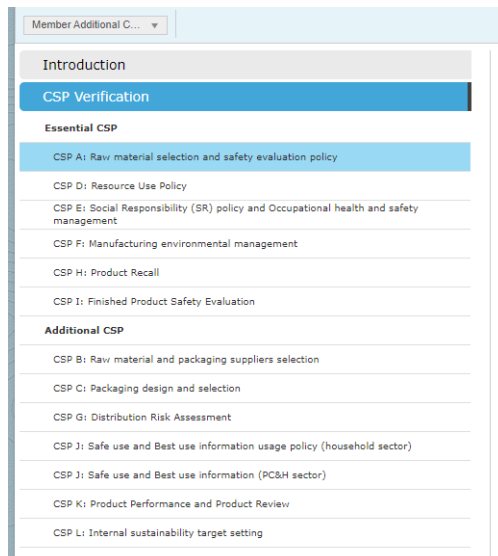


E. Select a company

You can start to fill-out the Entrance/Additional CSP Check results by clicking the name of a company that is displayed in the drop-down menu.

F. Download empty template report

Via the ‘Introduction’ chapter you can download a template report that contains the information needed to perform the online visit. You may want to print this report and use it during the visit. The document has been created in such a way that you can mark/write the results of the visit directly on the document, or complete it with the computer. After the visit, you can use this document as the source for reporting the result of the Entrance/Additional CSP Check in the online system. To start filling in the results, click on the individual CSPs below ‘CSP Verification’.



G. CSP overview screen (select a domain)

This screen provides an overview of the domains of the chosen CSP. A CSP can have one or more domains. Every domain has a weight and a status. The weighted percentages indicate how the score of the domain relates to the total score of the CSP.

The status indicates if the reporting on the domain has been completed or not.

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		
> 2. Raw materials ordering procedure		
> 3. Raw materials receiving procedure		
> 4. Domain: Raw materials handling in production		

H. Control Activities screen (enter verification scores)

This screen gives an overview of the control activities and checks within the chosen domain.

The “Management & Testing” check is scored globally for the domain. The other checks (Documentation / Initiation / Accessibility, Availability and Modifiability / Communication & Training) are scored per control activity.

One domain can contain one or more control activities. In the screen below, the control activity is “Specifications”.

The control activities do not have a weighted percentage and count equally in the score calculations.

The next step is to click on the drop-down menu and pick the score. Each control activity contains a comment box, which allows you to enter notes that are important to take into account when evaluating the score of the Additional CSP Check. These notes will be visible for the company that is being checked.

Total Score CSP A

Input

▼ 1. Raw material specification procedure

Domain level check

① Management & Testing

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

① Documentation

① Initiation

① Accessibility, Availability and Modifiability

① Communication & Training

I. Select a score for each check within the control activity

When you click on the drop-down menu, a detailed explanation for the individual scores will help you to select the most appropriate score for the check.

When you click on one of the items from the drop-down menu, the answer will be displayed in the textbox next to the check.

You can change the answer by clicking on the selected answer via the drop-down menu.

① Documentation

① Initiation

① Accessibility, Availability and Modifiability

① Communication & Training

① Internal company comments

(0/300)

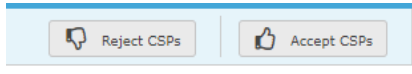
J. The following domain

The following domain can be found just below the current domain you have completed.

K. Result of the CSPs

The extranet system calculates the scores per CSP and the result. Please make sure that you have answered / provided scores to all the questions. To finalise the check per CSP, you have to either accept or reject the CSP:

- Accept: in case the result is above 60% or higher.
- Reject: in case the result is below 60%.



At the end of the check by the verifier an overview is shown in which it states that the CSP check is compliant. The emails are then sent and in the CSP module the results of the audit become visible for the member company.

To date, it is not possible to download or exports the results of an audit, neither by the member company nor by AISE. A folder “old reports” was created where member companies could save their old reports, i.e. their former reports before the transfer of the data from the old charter platform to the 2020+ new platform.

Attention: the results of the audit need to be uploaded in the system (i.e. the questions appearing on the right side need to be selected); the score is automatically calculated. It is not sufficient/possible to accomplish a check by merely uploading a report.

L. Frequently Asked Questions

How to start a self-evaluation?

The users will click in the menu on “CSP”, then on “CSP Self-Assessments” and then go through the several parts (CSP A till L).

CSPs

2022

Introduction

Training Area

CSP self assessment

Essential CSP

CSP A: Raw material selection and safety evaluation policy

CSP D: Resource Use Policy

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

CSP F: Manufacturing environmental management

CSP H: Product Recall

CSP I: Finished Product Safety Evaluation

Additional CSP

CSP B: Raw material and packaging suppliers selection

CSP C: Packaging design and selection

CSP G: Distribution Risk Assessment

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

CSP K: Product Performance and Product Review

CSP L: Internal sustainability target setting

Old CSP reports

Ra Co 1 2

Thi req 3

Ra Co Se

CSP self assessment

Essential CSP

CSP A: Raw material selection and safety evaluation policy

CSP D: Resource Use Policy

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

CSP F: Manufacturing environmental management

CSP H: Product Recall

CSP I: Finished Product Safety Evaluation

Additional CSP

CSP B: Raw material and packaging suppliers selection

CSP C: Packaging design and selection

CSP G: Distribution Risk Assessment

Input

1. Raw material specification procedure

Domain level check

Management & Testing

Specifications

Specifications for each raw material are set and agreed with each of the key company functions involved (for Documentation, Initiation, Accessibility, Availability and Modifiability, Communication & Training).

How to close a self-evaluation accomplished by a member company / auditor?

How can a member company consult its audit report from last year?

The member company will go to the “CSP-area”, click on the right year (e.g. 2020), click on “CSP verification” and then go through the different parts of the CSP check:

Domain	Weighting	Score
1. Raw material specification procedure	25%	9.0
2. Raw materials ordering procedure	25%	9.0
3. Raw materials receiving procedure	25%	9.07
4. Domain: Raw materials handling in production	25%	9.0
Total Score CSP A		96.17 %

How can a company member request an external verifier?

The member company requests the external verifier in the CSP module where the user will click on “Get Verification”.

Then the member company needs to select the right country and a list of several accredited verifiers appears.

Accepted Verifiers
Before you apply for the Charter Entrance Check, you need to select an accepted verifier and make an appointment for the on-site visit. Please select your country to find the available verifiers in your area.
A check by an accepted verifier guarantees that all applicant companies are individually assessed on the same basis by a neutral, professional auditing body. Read more about this on the [following page](#).
Verifications can be carried out also in Turkey; in that case, please get back to A.I.S.E. (caroline.dubois@aise.eu)

Find a verifier in your country

Germany

Company name	Contact via	Website	Tariff	
AECOM	Vivian, Sally		2005 Tariffs range between 700 Euro - 1,400 Euro per verifier per day	<input checked="" type="button" value="Select"/>
AENOR	LÓPEZ, JOSÉ PABLO Rovai Miquelada, Mirta	www.aenor.com	1000 Euro /Spain	<input checked="" type="button" value="Select"/>
BM Certification	Hudzio, Armin Mahnert, Marco Borkata, Janica Zemovska, Maria	www.bmcertification.com	upon request	<input checked="" type="button" value="Select"/>

Austria, France, Germany, Italy, Luxembourg, Netherlands: 1050 EURO
Belgium, Norway: 1150 EURO
Czech Republic: 750 EURO

After having made a decision on the verifier, the member company only has to click on “select” and a window will appear in which the date for the verification needs to be registered.

my name Contact via Website

Select verifier and inform A.I.S.E.

A check by an accepted verifier guarantees that all applicant companies are individually assessed on the same basis by a neutral, professional auditing body.

Verification Date* Dec 2, 2021

December 2021

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Today Done

Cancel Select verifier and inform A.I.S.E.

Attention: once the verifier has been registered, the member company can change the date (if postponement needed) but not the verifier.

M. Whom to contact in case of a question?

Email:

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nadine.degrees@aise.eu
caroline.dubois@aise.eu

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