



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

The Charter for Sustainable Cleaning

Guidance to the entrance check and additional CSP checks

Version 22 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.



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. Charter for Sustainable Cleaning

Guidance to the Entrance Check and Additional CSP Checks

(Version 22 June 2020)

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1. INTRODUCTION

This document provides the applicant Charter participant with some generic and more specific guidance for the Charter Entrance and Additional CSP Check (CSP Checks) of the A.I.S.E. Charter for Sustainable Cleaning.

The document clarifies some concerns and / or misconceptions about the nature of the Check and gives you information about the evidence which has to be provided for the CSP Checks. The document also explains the scoring options for each of the control activities that have to be in place.

If you require any further information or clarification regarding any of the details mentioned in this document, don't hesitate to contact the A.I.S.E. Project Management Office (charter@aise.eu).

2. WHAT THE CSP CHECKS ARE ABOUT

The CSP Checks map and measure your current operational state of play in terms of achieving control over a set of predefined control activities for the Charter Sustainability Procedures (CSPs). For that purpose, each CSP has been divided in one or more domains and each domain has a set of predefined control activities.

The CSP Checks are not discussing "What" you are doing in the framework of the Charter, it is looking at the "How" of the implementation of the Charter so as to allow measurement of the way you manage specifically defined processes or outcomes at a specific domain.

- It is not the purpose of the CSP Checks to discuss the content of any kind of existing (possibly certified) Quality or EH&S management programme in place.
It is possible that some of the control activities are included in a specific management programme. If this is the case, you may have developed an operational framework to implement these. The focus of the CSP Checks lie on the level of achieved management control of this operational framework. This means that you will be able to use any operational evidence that allows scoring on the scoring card (see below). The kind of management system it is derived from is of no importance to the CSP Checks. As such you are free to use any kind of certified management system.
- The CSP Checks are not a compliance audit. They do not say anything about compliance with any regulations in place but focuses on the measurement of how you maintain management control over a set of pre-defined control activities.
- The CSP Checks are not a financial or internal audit;
- The CSP Checks are not discussing the content of your control activities / management systems or programmes put in place;
- The CSP Checks are not a risk assessment.

3. HOW TO PROVIDE EVIDENCE

Principles

There are four general principles that are to be taken into account whilst preparing for the CSP Checks:

1. **Depart from your operational reality (which can differ from company to company);**
2. **Map your operational reality on the generic scoring card when looking into the control domains and control activities;**
3. **Build your evidence around the sustaining of your specific position on the scoring cards;**
4. **Call upon those people in your company who are best suited to answer the 5 generic questions that build the control chain and who can give input on your company's position on the scoring cards.**

Using these principles will enable you to identify your position and to reflect on it; this will ultimately provide you with the relevant evidence needed for the preparation of the CSP Checks in the most effective and cost-efficient way.

3.1. DEPART FROM YOUR OPERATIONAL REALITY

This is by far the most important principle. The CSP Checks do not require you to prepare and develop any specific kind of reports, documents or whatsoever, other than those you genuinely develop in running and maintaining control over your daily business with regard to the specific domains of the Charter.

As already said, the purpose of the CSP Checks is to measure your current operational state of play in terms of achieving control over a set of predefined activities that are part of the CSP.

As such the CSP Checks do not depart from a predefined organisation. The reason for this is that there are several ways to obtain sufficient management control over a business.

They all make you eligible to join the Charter, provided they reach a specific minimum level of management control around a set of control activities.

That level depends on the combination of several building blocks:

- How the control activity is documented / integrated.
- When the control activity is initiated (when does it run).
- How is the accessibility & modifiability of the control activity organised.
- How is the communication and training on the control activity provided.
- How is management overview and testing of this control activity organised.

As there are several ways of doing the above mentioned, it is important to focus on how your company maintains control when performing the CSP Checks.

3.2. MAP YOUR OPERATIONAL REALITY ON THE GENERIC SCORING CARD WHEN LOOKING INTO THE CONTROL DOMAINS AND CONTROL ACTIVITIES

The aforementioned building blocks constitute the scoring card. There are 5 scoring cards, depicting several possible positions you might find yourself in (see below).

For each control activity you will find yourself as a company in one of the situations depicted in the scoring cards, when reflecting on how you and your company deal with the control activities. Each of the combinations on the scoring card stands for a figure between 0 and 5. You will find back more detailed explanation about the building blocks under section 4 of this document.

The combination of these scores at control activity level will provide you with a fair picture of how your company is performing in terms of management control!

3.3. BUILD YOUR EVIDENCE AROUND THE SUSTAINING OF YOUR SPECIFIC POSITION ON THE SCORING CARDS

The only kind of evidence you need to provide is the one that supports your position on the scoring cards. In drawing conclusions, the verifier will exert professional judgment as to what is sufficient, appropriate and reliable evidence.

When is evidence sufficient and appropriate?

It is up to you to explain why you claim a specific position on the scoring card. You will do this in showing to the verifier any kind of appropriate and sufficient evidence:

- 'Sufficient' is the measure of the quantity of verification evidence, and
- 'Appropriate' the measure of the quality of verification evidence provided.

The verifier's judgment as to what is sufficient and appropriate verification evidence is influenced by the following factors:

- The nature of the evidence;
- The control environment surrounding the data;
- The source of the evidence;
- The reliability of the supporting information available.

Consistent application of corporate procedures at site level must be proven in order to maintain your specific position on the scoring card.

When is evidence reliable?

The reliability of evidence is influenced by its source and nature. It is dependent on individual circumstances, but the following generalisations are a guide:

- Verification evidence from external sources is more reliable than that generated internally (for example confirmation received from an independent third party, e.g. external audit reports);
- Verification evidence generated internally is more reliable when the related control environment is effective;
- Verification evidence in the form of documents and written representations is more reliable than oral representations.
- Verification evidence is more persuasive when items of evidence from different sources or of a different nature are consistent. In these circumstances the verifier may obtain a cumulative degree of confidence higher than would be obtained from items of evidence considered individually.

Examples of evidence

A non-exhaustive list of examples of possible evidence that might support your position is listed below. These documents may be provided as evidence to the local verifiers. The verification evidence provided may include:

- Procedures (corporate level and/or local level)
- Auditing reports (internal and/or external)
- Inspection reports (public authorities / private / internal)
- Details of training programs, attendance lists to training, etc.
- Corporate procedures reinforced by site implementation evidence
- Quality manuals (e.g. ISO, BS, any other quality system, etc.)
- Information regarding accessibility, availability and adaptability of data and controls
- Reports of Internal Audits
- Reports on externally sourced audits (e.g. ISO 9001, ISO 14001, EMAS, EFQM, OHSAS 18001, etc.)
- Periodic review reports
- Correspondence with / inspection reports from local, regional or national governmental bodies
- Reports on incidents and casualties (accidents, fires, leaks, etc.) and actions taken (follow-up reporting)
- Operational reports that refer to the control activity in place
- Any document related to investments on the implementation of a control activity / domain or CSP
- E-mails, faxes, and other correspondence

3.4. CALL UPON THOSE PEOPLE IN YOUR COMPANY THAT ARE BEST SUITED TO ANSWER THE FIVE GENERIC QUESTIONS AND CAN GIVE INPUT ON YOUR COMPANY'S POSITION ON THE SCORING CARDS

In order to define your position on the scorecards it is important to call upon those people that are knowledgeable of the controls in place in your organisation. As such you may choose to call upon people with an internal audit and/or controller function, other than or together with content input providers from a variety of functions (Procurement manager, OH&S manager, etc.).

4. EQUIVALENT ELEMENTS OF THE CHARTER AND ISO 9001, ISO 14001 / EMAS AND ISO 45001

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.

Within the Charter system, a tailored approach to quality/environmental management schemes is proposed for the detergent and maintenance products sector. However, where companies committed to the Charter 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 a number of 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 (see Charter online platform) 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

5. THE SCORING FRAMEWORK AND THE LEVEL OF MANAGEMENT CONTROL PER CSP

5.1. THE SCORING FRAMEWORK

5.1.1. The Scoring Card

The ultimate calculation and translation of your specific position is done through a complex mathematical model: **the scoring card**.

Each CSP contains a number of domains that are to be covered by the verification. Each domain is weighed against the other in order to reflect its relevance in relation to the CSP.

Each domain consists of a number of control activities that should be integrated in order to build and maintain management control. The measurement of the degree of integration of this control activity within the applicant company is done through scoring cards, focusing on five generic questions, each representing a typical management building block:

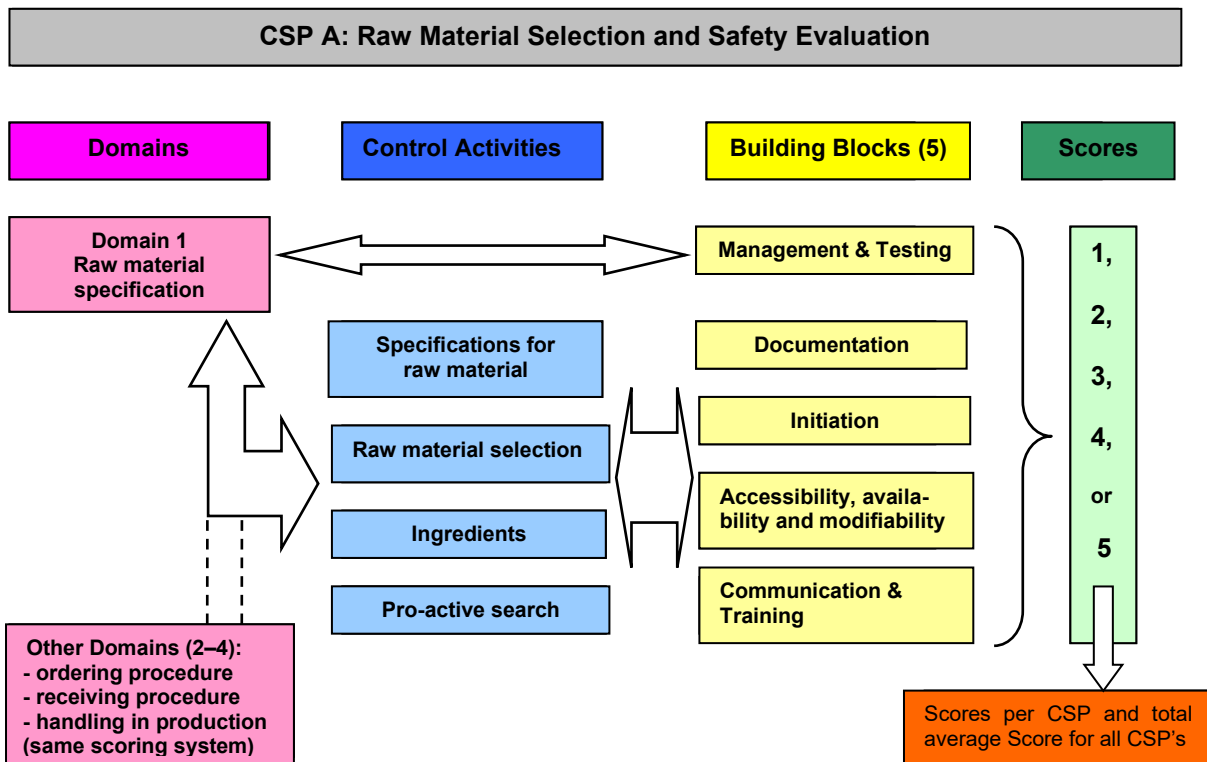
- How is the control activity documented / integrated
- When is the control activity initiated (when does it run)
- How is the accessibility & modifiability of the control activity organised
- How is the communication and training on the control activity provided
- How is management overview and testing of this control activity organised

By filling in the answers on each of these questions and checking the related evidence the Verifier will be able to assess whether the applicant company is meeting the minimum level.

The performance of the applicant Charter participant on each control activity is reflected in a score (see table below) with each score indicating the level of effectiveness of the control system for the concerned activity. As described under section 5.2., all the scores of the control activities are aggregated at domain level and at CSP level, resulting in an overall score for the applicant company.

Effectiveness	Attributes	Measure	
Optimized	- Integrated internal control framework - Real time monitoring by management with continuous improvement - Automated tools used to make rapid changes	5	
Monitored	- Standardized controls w/ periodic testing for effectiveness with reported to management - Automation & tools used in a limited way to support control activities	4	
Standardized	- Control activities are designed and in place - Control activities have been documented & communicated to employees - Deviations from control activities will likely be detected	3	Minimum Charter Level
Informal	- Disclosure activities & controls are designed and present but not adequately documented - Controls mostly dependent on people - No formal training or communication of control activities	2	
Unreliable	- Unpredictable environment - Control activities not designed or in place	1	

The table below explains the links between the domains, the control activities, the building blocks and the scores (example of CSP A, Raw Material Selection and Safety Evaluation, domain 1, Raw material specification procedure).



5.1.2. The Scoring system

A total score per CSP is generated, based on:

- The averaging of the measurement per control activity (1 result per control activity)
- The averaging of these scores per domain (1 result per domain)
- Finally: the weighted averaging of the scores per domain, resulting in a final score per CSP

All scores are entered into the scorecard on the protected part of the Charter Extranet.

5.1.3. Levels of control – minimum score of 60% required

The final score on the scoring card per CSP corresponds with the following control levels:

- Level 1 = score of 20%
- Level 2 = score of 40%
- **Level 3 = score of 60%**
- Level 4 = score of 80%
- Level 5 = score of 100%

Although the scores might vary per control activity and also per domain a company has to score at least 'level 3' (= score of 60%) or higher on each CSP.

A company that has been admitted to the Charter has to score within three years of admittance the same score (or higher) for the essential CSP's and each of the additional CSP's.

NB: Remember that during the Charter Entrance Check, each of the essential CSPs has to be applied to at least 75% of the total production output Three years after, during the Additional CSP Check each CSP has to be applied to more than 75 %, covering a growing percentage of the production output in the following years.

5.2. MANAGEMENT CONTROL – FIVE BUILDING BLOCKS

As already explained, the level of management control depends on the answers on five generic questions, each representing a typical management building block:

- How is the control activity documented / integrated
- When is the control activity initiated (when does it run)
- How is the accessibility & modifiability of the control activity organised
- How is the communication and training on the control activity provided
- How is management overview and testing of this control activity organised.

5.2.1. Management overview and testing of this control activity

As this question is only asked at CSP domain level (and not for each control activity) it needs to be answered first.

Each of the control activities should get a periodic review in order to be in control. Looking into the control activity based on a specific event or disaster that happened is working in a re-active mode and doesn't bring you control. Periodic review is necessary to be pro-active and be in control. When control activities are put in place, one needs to test if they are adequate. However, in order to be in control one needs to repeat the testing on a regular basis.

This regular basis can be while the control activity is normally performed, however when done in this way, it needs follow up and reporting. The highest score can be reached when testing is performed on a recurring basis and outside the regular use.

The scoring card

Is there management review & testing of the Control activity organised?
How / When?

MANAGEMENT REVIEW & TESTING				
Frequency	Defined schedule + ad hoc			5 (E)
	Ad hoc	2 (B)	3 (C)	4 (D)
	Not done	0 (A)		
		On account of a failure only	On account of a failure + for a new or changed procedure	Review to prevent failure
Reason				

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	Scoring options	Score
A.	Not done (0)	0
B.	Management review only undertaken ad hoc on account of a failure (2)	2
C.	Management review undertaken ad hoc on account of a failure or before the launch of a new or changed procedure (3)	3
D.	Management review undertaken ad hoc to prevent failure (4)	4
E.	Management review undertaken by regular review on a defined schedule + ad hoc update (5)	5

5.2.2. Documentation of the control activity

The control activity documentation involves whether the control activity is captured in a written procedure, an automated system or a manual system. If the control activity is not documented at all it is obvious that you are not in control and your score is zero. Having a person in the organization that knows perfectly what the control activity is about but not having anything documented does not put you in control. The scores are gradual and go up in function of the automation. If your manual procedure is supported by, for example a tool like access or excel you will score 3. Fully integrated, real time systems give you the highest score of 5, but this high level of automation is not necessary to have full control and which can be realised by combining easier tools and procedures.

The scoring card

How is this control activity documented?

INFORMATION – METHOD OF DOCUMENTING					
Type	Standard/ automated	2 (E)	3 (F)	4 (G)	5 (H)
	Ad hoc / informal	1(B)	2 (C)	3 (D)	
	Not done	0 (A)			
		Local file	Central file	Shared file	Integrated with other systems
Sophistication					

PricewaterhouseCoopers

	Scoring options	Score
A.	No records/no documentation	0
B.	Informal non-standardized or non-structured documentation with one copy available to one person (1)	1
C.	Informal non-standardized or non-structured documentation with one copy available in a central location (2)	2
D.	Informal non-standardized or non-structured documentation with copies made available to all concerned (3)	3
E.	Specially designed documentation for the purpose with one copy available to one person (2)	2
F.	Specially designed documentation for the purpose with one copy available in a central location (3)	3
G.	Specially designed documentation for the purpose with copies made available to all concerned (4)	4
H.	Specially designed documentation for the purpose integrated with other automated management systems (5)	5

5.2.3. Initiation of the control activity

A control activity is only relevant when it is alive in your activities. The level of being alive will therefore depend on the frequency and the reason for which it is activated ("initiation"). When a certain control activity is activated on a periodic basis, whatever the reason might be, you are under control as you are performing a regular review. If you wait until an event happens that should have been taken care of by the control activity, you are not in control: you work in a re-active mode instead of in a pro-active mode. The highest score is realized when you actively and on a regular basis perform the control activity.

The scoring card				
When is the control activity initiated?				
INITIATION (IMPLEMENTATION OF CSP CONTROL PROCEDURE)				
Frequency	Regular + ad hoc update			5 (E)
	Ad hoc	2 (B)	3 (C)	4 (D)
	Not done	0 (A)		
		Correction of product or process failure	Improvement after failure or externally driven event	Review to prevent failure
Reason				
PricewaterhouseCoopers				

Scoring options	Score	Score
A.	Control activity not undertaken (0)	0
B.	Carried out only to correct product or production process following a failure (2)	2
C.	Carried out only to improve processes following externally driven event (3)	3
D.	Carried out as normal part of process governed by ad hoc review not driven by event (4)	4
E.	Carried out as normal part of process governed by regular review, improvement to prevent failure + ad hoc update (5)	5

5.2.4. Accessibility and modifiability of the activity control

A control activity that can be read by anyone provides information to all relevant stakeholders. The higher the transparency, the better control is established. In the event the reading access is restricted, information carrying becomes out of control. A control activity that can be modified by anyone in your organization results in a control activity that is "out of control". It is obvious that modifications of control activities should be restricted to those people who should be given this access in view of their function in the organization. This restricted access should go together with a periodic review in order to be completely under control. If you allow changes (although by authorized people) at any given time without a formal procedure, you are not in control either.

	Scoring options	Score
A.	Random access - non-existent or non-structured process for changing the information(0)	0
B.	Random access - established process for authorised people to change the information (2)	2
C.	Random access - established process for authorised people to change the information + changes documented (3)	3
D.	Named access list - non existent or non-structured process for changing the information (1)	1
E.	Named access list - established process for authorised people to change the information (3)	3
F.	Named access list - established process for authorised people to change the information + changes documented (4)	4
G.	All appropriate jobs/functions have access - non-existant or non-structured process for changing the information (2)	2
H.	All appropriate jobs/functions have access - established process for authorised people to change the information (4)	4
I.	All appropriate jobs/functions have read access - established process for authorised people to change the information + changes documented (5)	5

The scoring card				
How is the accessibility of the control activity organised ? Is it available to all the people? Can everyone modify the content of the Control activity?				
INFORMATION – CONTROL OF ACCESS AND CHANGE				
Access	All appropriate jobs / functions	2 (G)	4 (H)	5 (I)
	Named list	1 (D)	3 (E)	4 (F)
	Random	0 (A)	2 (B)	3 (C)
		No control	Authorised list + established process	Authorised list + established process + others on request
Control over change				

5.2.5. Communication and training on the control activity

Having control activities, but not actively communicating them to the people in your organization, does not support you in having control. In order to be in control you need to train people in control activities and actively update them on changes. The highest status of control you can reach is when people are trained and actively and periodically monitored in order to check if they are fully aware of what is expected from them with regard to the control activity.

The scoring card

How & when is the control activity communicated?
Is there training provided?

TRAINING & COMMUNICATION				
Frequency	Regular (appropriate frequency depending on the kind of activity)	2 (D)	4 (E)	5 (F)
	Once only	1 (B)	2 (C)	
	Not done	0 (A)		
		Information only	Information and training	Information and training integrated into workplanning system
Depth				

PricewaterhouseCoopers

	Scoring options	Score
A.	None (0)	0
B.	Information provided once (1)	1
C.	Information provided regularly (2)	2
D.	Information and training provided once (2)	2
E.	Information and training provided regularly (4)	4
F.	Information and training integrated into work planning system (5)	5

5.3. **BREAKDOWN PER CSP**

Each CSP consists of two or more domains and a set of control activities per domain (see 'CSP Detailed Explanation' document).

The issue relative to the management overview and testing - the first building block - is raised at the general level of the CSP domain, not at the control activity level. It is considered that the management overview and testing should take place in the same way for all the control activities within a CSP.

Besides this, each control activity has to be examined from each of the four other building blocks, i.e. documentation, initiation, accessibility and modifiability and training (see also the table on page 7, the example of CSP A on Raw material selection and safety evaluation)

During the CSP Check process, the verifier will need to consult documents or systems that companies use to manage the control activities at the various stages.

