

Nordic Ecolabelling for
Coffee services



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100 Coffee services, version 2.2, 02 May 2025

This is a translation of the Norwegian original. The original document takes precedence in the event of any discrepancies.

Contact information

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

Denmark

Ecolabelling Denmark
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www.svanemaerket.dk

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Ecolabelling Finland
joutsen@ecolabel.fi
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Ecolabelling Iceland
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What is a Nordic Swan Ecolabel coffee service?

Nordic Swan Ecolabel coffee services meet rigorous environmental requirements and have taken a holistic approach to their environmental work. This means that they are among the best in their industry when it comes to environmental performance.

The product group covers all deliveries of coffee machines, raw materials, servicing, and maintenance.

The coffee service works structured and actively with circular economy, energy efficiency, raw materials certified as more sustainable, and climate-conscious transport. The Nordic Swan Ecolabel is an effective tool for reducing a business's environmental and climate footprint.

A Nordic Swan Ecolabel coffee service:

- Serves customers a high amount of certified coffee, tea, and cocoa.
- Offers energy-efficient coffee machines that meet strict requirements for harmful substances.
- Repairs and reuses parts and coffee machines, which promotes a more circular economy.
- Carry out regular maintenance and service to extend the life of the coffee machines and ensure good coffee taste.
- Transports raw materials and coffee machines in an energy- and climate-efficient manner.
- Cleans the coffee machines with chemicals that meet strict requirements for substances harmful to the environment and health.

Why choose the Nordic Swan Ecolabel?

- The coffee service may use the Nordic Swan Ecolabel trademark in marketing. The Nordic Swan Ecolabel is a well-known and well-reputed trademark in the Nordic region.
- The Nordic Swan Ecolabel is an easy way to communicate your environmental work and commitment to your customers.
- The Nordic Swan Ecolabel highlights the key environmental impacts and thus shows how the business can reduce emissions, resource consumption, and waste impact.
- More environmentally aware production makes a business better placed for future environmental requirements from the authorities.

- The Nordic Swan Ecolabel can be seen as a guide to working on environmental improvements in the business.
- The Nordic Swan Ecolabel covers both environmental, and quality requirements since the environment and quality often go hand in hand. This means that a Nordic Swan Ecolabel licence can also be seen as a mark of quality.

What can carry the Nordic Swan Ecolabel?

Businesses that provide coffee services can apply for the Nordic Swan Ecolabel.

The coffee service must include the following:

- Delivery and installation of coffee machines
- Delivery of raw materials/consumables for the coffee machine
- Servicing and maintenance

The coffee service as a whole must fulfil Nordic Ecolabelling's requirements. This means that all delivery of coffee machines, raw materials, machine service, and consumables offered by the coffee service must meet Nordic Ecolabelling's requirements for coffee services.

The coffee machines included in the service are machines for professional and public use. This means coffee machines for workplaces, hotels, canteens, lunch restaurants, public areas such as waiting rooms, receptions, fuel stations, grocery stores, kiosks, schools, etc.

What cannot be a Nordic Swan Ecolabel service?

The following cannot be a Nordic Swan Ecolabel service under the criteria for coffee services:

- Coffee machines as a standalone product, or
- Coffee machines for domestic use, or
- Services offering coffee machines that use disposable capsules for professional use, or
- Services where bulk brewers make up more than 30% of the coffee service machine provision.

Bulk brewers (urn brewers) cannot constitute more than 30% of the service's provision because the known standards for energy measurement do not cover these machines, EVA EMP or DIN 18873-2, nor the new test standard for "Professional and commercial coffee machines", which is under development (to be published in 2024).

Nordic Ecolabelling will update the existing requirements for coffee machines' energy efficiency when the new test standard is ready and introduce a limit value

for new purchases of coffee machines. Nordic Ecolabelling will therefore not be able to set requirements for energy consumption for bulk brewers and excludes services with a high provision of this type of coffee machine.

The new test standard under development includes manual espresso machines, which were not previously included in EVA EMP or DIN 18873. Therefore, services with a high purchase of manual espresso machines may be ecolabelled in the future.

The supplier of the coffee service cannot offer customers a choice between a Nordic Swan Ecolabel delivery and non-Nordic Swan Ecolabel delivery. The entire delivery of the coffee service must meet Nordic Ecolabelling's requirements. The factors that ensure a reduction in the coffee service's environmental impact can easily be communicated in the marketing of the service.

The requirements in this document only apply to the coffee service, although the coffee service can be part of a larger business that provides other services, such as fruit, biscuits, water, cold drinks, and similar products. In such cases, the business must be transparent in its communication and marketing, and it must be clearly stated that it is the coffee service that carries the Nordic Swan Ecolabel, not the service that provides fruit, drinks, or other services.

How to apply

Application and costs




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

What is required?

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

The criteria for Coffee services comprise a combination of obligatory requirements and point score requirements. The letter "O" and a number indicate obligatory requirements. These requirements must always be fulfilled. The letter "P" and a number distinguish point score requirements. Each requirement of this type gives a point score. These scores are then totalled. A minimum total score must be achieved to fulfil the licence constraints.

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

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

To be awarded a Nordic Swan Ecolabel licence:

- All obligatory requirements must be fulfilled.
- "Obligatory requirement concerning points achieved" must be achieved.
- Nordic Ecolabelling must inspect the site.

All information submitted to Nordic Ecolabelling Portal is treated confidentially. Suppliers can also send documentation by e-mail, or directly to Nordic Ecolabelling, and this will be treated confidentially.

Help documents

Please download the following in the Nordic Ecolabelling Portal:

- Template for reporting requirements
- Writable declarations/appendix
- Training material
- Requirement concerning standards for renewable raw materials

Save it on your desktop before starting the application process and use it when documenting the requirements.

Licence validity

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

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

On-site inspection

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

Queries

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

1 Description of the service

O1 Description of the business

Please provide the following information about your business:

- The coffee service must include the following in order to receive the Nordic Swan Ecolabel: Delivery and installation of coffee machines, delivery of raw materials for the coffee machine, as well as service and maintenance.

Does the business include the above services? Yes/No

- Describe the coffee service

Includes information about the customer segment, to whom the service is offered, where the service is offered, as well as how the transport and regular delivery of raw materials, service and maintenance take place.

- Does your business offer services other than the coffee service? Yes/No
 - If yes, please list the other services offered by your business.

- Link to website

- List the different coffee machines that the service offers

Espresso-based coffee machines, fresh brew coffee machines, filter coffee makers, manual espresso machines, or others?

- Do bulk brewers (urns) make up more than 30% of the coffee machines delivered by the coffee service? Yes/No
- How many coffee machines does the service hire out per year?

An approximate number based on the last 12 months or the last full year.

- Other relevant information you would like to share?



Please upload documentation according to the requirement.

2 Raw materials: coffee, tea, cocoa and milk

O2 Requirement for certified coffee, tea, and cocoa

80% of the total sales of the raw materials coffee, tea, and cocoa per kg per year must be certified in accordance with a scheme that meets Nordic Ecolabelling's "renewable raw material requirement", see below.

The name of the product, manufacturer, supplier, and certification scheme must be stated for all raw materials that the business offers in the future.

The calculation must be made with data from the last full year, or the last 12 months of sales for all existing customer agreements, but as a minimum sales data from three months can be used.

The sheet "Raw materials" in "Template for reporting requirements" may be used in this work.

Alternatively:

If the business has signed agreements that limit the possibility to deliver historical data that shows 80% certified raw materials, the business could comply with the requirement if:

- The business has historical data showing that at least an average of 50% of the total sales of the raw materials coffee, tea, and cocoa per kg per year are certified.

The calculation must be made with data from the last full year, or the last 12 months of sales for all existing customer agreements, but as a minimum sales data from three months can be used.

And

- All new and renewed customer agreements must be delivered with 90% certified raw materials until 80% for the total service is achieved.

This could not take any longer than 24 months from approved licence and will be followed up during the annual follow-up.

Exceptions:

Direct trade: An exception to the requirement for certification may be made if the raw material is purchased through direct trade. Direct trade here means raw materials bought directly from the farmer/coffee farm, or from a local co-operative in the producing country, which has a direct connection to the farmer/coffee farm. Nordic Ecolabelling requires full traceability of the coffee's supply chain, and the price paid for the coffee must be the minimum Fairtrade price at the current time of purchase. Reports must be made on targets and efforts carried out to take care of environment and social conditions in direct trade.

(Fairtrade prices updated 2023: <https://fairtradeanz.org/stories/new-fairtrade-minimum-price-for-coffee-qa>)

Approved certifications include the raw material labels from Rainforest Alliance, UTZ, Fairtrade, Smithsonian Bird Friendly, EU Regulation (EU) 2018/848, KRAV, Luomu, Nyckelpigan, Debio, Statskontrollert økologisk (Ø-mærket), Demeter and Tún-lífrænt.

Labelling under other standards can be used if Nordic Ecolabelling's "renewable raw material requirement" is met.

If relevant, please see Nordic Ecolabelling's Appendix 1: "Requirement concerning standards for renewable raw materials".

- ☞ Please upload documentation/information showing that 80% of all coffee, tea and cocoa the business purchase is certified. The name of the product, manufacturer, supplier, and certification scheme, where relevant, must be stated. Please use the sheet "Raw materials" in the "Template for reporting requirements" to document the requirement.

Alternatively

- ☞ Historical data showing that at least an average of 50% of the total sales of the raw materials are certified. The name of the product, manufacturer, supplier, and certification scheme, where relevant, must be stated. Please use the sheet "Raw materials" in the "Template for reporting requirements" to document the requirement.

And

🏠 A confirmation that all new and renewed customer agreements must be delivered with 90% certified raw materials until 80% for the total service is achieved.

🔑 On-site inspection.

🏠 If the business buys raw materials through direct trade, please upload documentation/information showing compliance with the requirement.

P1 Points for certified raw materials

The business is awarded points based on sold amount certified raw materials (coffee, tea, cocoa) per year, calculated per sold kg. A maximum of 6 points can be achieved in this point score requirement.

≥ 80 - < 83%: 1 point

≥ 83 - < 86%: 2 points

≥ 86 - < 89%: 3 points

≥ 89 - < 92%: 4 points

≥ 92 - < 95%: 5 points

≥ 95%: 6 points

🏠 The points total shall be calculated based on of the requirement concerning certified raw materials. The sheet "Raw materials" in the "Template for reporting requirements" may be used to document the requirement.

O3 Requirement for organic coffee

20% of all coffee the business sells per kg per year must be organic certified.

The calculation must be made with data from the last full year or the last 12 months of sales, but as a minimum, data from three months' sales can be used.

The sheet "Raw materials" in the "Template for reporting requirements" may be used for this work.

** Organic means raw materials labelled in accordance with Regulation (EU) 2018/848, KRAV, Luomu, Nyckelpigan, Debio, Statskontrollert økologisk (Ø-merket), Demeter or Tún-lífrænt.*

🏠 Please upload documentation and a calculation showing last year's purchases of organic certified coffee calculated as a percentage. The sheet "Raw materials" in the "Template for reporting requirements" may be used to document the requirement.

🔑 On-site inspection.

P2 Points for organic coffee

The business is awarded points based on the sale of organic certified coffee per year, calculated per kg. A maximum of 7 points can be achieved in this point score requirement.

≥ 20 – < 23%: 1 point

≥ 23 – < 26%: 2 points

≥ 26 – < 29%: 3 points

≥ 29 – < 32%: 4 points

≥ 32 – < 35%: 5 points

≥ 35 – < 50%: 6 points

≥ 50%: 7 points

- ☞ The points total shall be calculated based on of the requirement concerning the proportion of organic certified coffee. The sheet "Raw materials" in the "Template for reporting requirements" may be used to document the requirement.

P3 Points for organic cocoa, tea, and milk

The business is awarded points if 100% of sold cocoa, tea, and / or milk, has organic certification.

Milk includes all milk, such as milk powder and vegan milk.

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

Organic raw materials	Points
Cocoa	2 points
Tea	1 point
Milk	1 point

- ☞ To achieve points, please upload documentation showing that 100% of sold cocoa, tea, milk, and milk powder is certified as organic. The sheet "Raw materials" in the "Template for reporting requirements" may be used to document the requirement.

- 🔗 On-site inspection.

P4 Points for agroforestry

The business is awarded points if they buy from one or more coffee farms that employ agroforestry practices. Coffee certified as Smithsonian Bird Friendly meets the requirement. Buying from a coffee farm gives one point. A maximum of 2 points can be achieved for this point score requirement.

Agroforestry refers to agriculture that is combined with tree/forest planting and/or livestock farming, which has environmental and socio-economic benefits.

- ☞ If the business purchases from coffee farms that employ agroforestry practices, please upload documentation showing Smithsonian Bird Friendly or equivalent agroforestry requirement is met.

3 Coffee machines

04 Overview of the energy efficiency of the coffee machines

The business is to establish an overview of the energy efficiency of all the coffee machines. The name, model, type of machine, manufacturer, number of coffee machines owned by the business and energy loss or energy consumption must be stated for each machine.

The energy efficiency of the coffee machines may be stated as

- Energy loss in kWh per day in line with DIN 18873-2:2016-02,

or

- Energy consumption in Wh/L with associated energy class according to the European Vending Association Energy Measurement Protocol (EVA EMP) version 3.1 B.

Bulk brewers and manual espresso machines are exempted from the requirement.

Nordic Ecolabelling will update the requirement as soon as the new testing standard for "Professional and commercial coffee machines" has been published. The new standard is currently under development and is expected to be ready in 2024. Reference to the new standard will replace our existing references to DIN 18873-2:2016-02.



Please upload an overview of the coffee machines offered by the service. Please use the sheet "Coffee machines" in the "Template for reporting requirements" to document the requirement.

O5 Switching to energy-efficient coffee machines for new purchases

Coffee machines with poor energy performance must be prioritized first, when it is time to replace coffee machines in the coffee service's range, and new coffee machines is purchased.

When purchasing and replacing coffee machines, the business must have routines that ensure that coffee machines with the lowest energy efficiency are phased out and replaced.



Please upload a routine that describes how the business ensures that coffee machines with the lowest energy efficiency are phased out and replaced when new coffee machines are purchased.

O6 Limit value for energy consumption when purchasing new coffee machines

This requirement does not apply to version 2.2 of the criteria but will be updated during 2025.

Nordic Ecolabelling will update the "Energy requirement, "limit value for energy consumption when purchasing new coffee machines" for new coffee machine purchases" as soon as the new testing standard for "Professional and commercial coffee machines" has been published and there is sufficient data to base limit values. The new standard is currently under development and is expected to be ready in 2024. Requirements under the new standard will replace our existing requirements, which refer to DIN 18873-2:2016-02.

The requirement will include that the business must have routines that ensure that new purchases of coffee machines meet the limit value for energy consumption. The limit value will be decided after the standard is published.



This requirement does not apply to version 2.2 of the criteria but will be updated during 2025. No documentation is currently required.

O7 Requirement for coffee machine components in contact with food, for new purchases

For new purchases, the business must have a routine that ensures that the following substances are not present in the components of coffee machines in contact with food:

- Substances classified as CMR (categories 1 and 2) in accordance with CLP.

- Substances on the Candidate List: <http://echa.europa.eu/sv/candidate-list-table>
- The phthalates di-n-octylphthalate/DNOP (CAS:117-84-0) and diisooheptylphthalate/DIHP (CAS:41451-28-9).
- Halogenated organic compounds.
- Antibacterial substances (including silver ions, nanosilver, and nanocopper).
- Tin, cadmium, chromium VI, and mercury, or compounds of these.
- Halogenated flame retardants.
- Endocrine disruptors: Substances on the “Endocrine Disruptor Lists”, List I and List III.

List I: <https://edlists.org/the-ed-lists/list-i-substances-identified-as-endocrine-disruptors-by-the-eu>

List III: <https://edlists.org/the-ed-lists/list-iii-substances-identified-as-endocrine-disruptors-by-participating-national-authorities>

Ingoing substances: all substances in the product, including additives in the raw materials. Substances known to be released from ingoing substances (e.g., formaldehyde, arylamine, preservatives) are also regarded as ingoing substances.

Impurities are exempted from the requirement. This means residues from production, including raw material production, which are present in the finished product at concentrations ≤ 100 ppm ($\leq 0.1\%$ by weight, ≤ 100 mg/kg). Examples of impurities are reagent residue, including residues of monomers, catalysts, by-products, cleaning agents for production equipment, etc.

Appendix 2 "Prohibited substances in components in coffee machines that are in contact with food" must be filled in by the coffee machine manufacturer upon new purchase.

☞ Documentation must be provided by annual follow-up. The appendix "Prohibited substances in components in coffee machines that are in contact with food" must be filled in by the coffee machine manufacturer upon new purchase and must be uploaded during annual follow-up.

☞ Please upload the procedure for new coffee machine purchases, which ensures compliance with the requirement.

08 Coffee machine water quality

All coffee machines should not supply more than 0.005 milligrams lead/kg water (5 µg/kg).

The business must at the same time have procedures in place to ensure compliance with the requirement when purchasing new coffee machines.

The requirement applies to existing coffee machines and new purchases. The difference is measured between incoming and outgoing water from the coffee machines in line with standard EN 16889.

The risk of lead in water is applicable to coffee machines with brass or other components containing lead that are in contact with incoming and outgoing water.

The requirement can be documented in two alternative ways:

Option A: Test report from the coffee machine manufacturer in accordance with EN 16889 which shows that the requirement is met.

Option B: Documentation regarding the coffee machine which confirms that it does not contain alloys, brass or other components with lead that are in contact with incoming and outgoing water. Appendix 3 "Coffee machine water quality" may be used.

📁 Please upload documentation from the coffee machine manufacturers for all coffee machines regarding fulfilment of the requirement. According to option A, documentation/test report from the coffee machine manufacturer, or option B, documentation that the coffee machine does not contain brass or other lead-containing components that are in contact with incoming and outgoing water. The appendix "Coffee machine water quality" may be used.

📁 Please upload the procedure for new coffee machine purchases, which ensures compliance with the requirement.

4 Reuse

O9 Reuse of machine parts

When purchasing coffee machines, the business must have procedures in place to ensure that serviceable machine parts are recovered for reuse.

📝 Please describe how the requirement is fulfilled.

Alternatively

📁 Please upload the procedure(s) for the reuse of machine parts.

O10 Reuse of coffee machines

The business must have procedures in place for the reuse of used coffee machines.

The procedures ensure that used coffee machines are offered to customers as long as the machines are in good condition, and there is potential for sale/rental. The same service agreement must be offered for the selection of newly purchased coffee machines, and there must not be a maximum limit to the number of times a coffee machine can be reused.

📝 Please describe how the requirement is fulfilled.

Alternatively

📁 Please upload procedures for reusing coffee machines.

O11 Marketing of reused coffee machines

The business must have clear marketing in place for the range of reused coffee machines.

📝 Link to the website that shows clear marketing in accordance with the requirement.

Alternatively

📝 Description of how the requirement is fulfilled.

5 Transport

O12 Information on the coffee service's vehicles

Overview of all vehicles which is used by the coffee service with registration numbers, Euronorm, and information on fuels, e.g., electricity, biogas, hydrogen, petrol, diesel, or hybrid.

- 📁 Please upload an overview covering all vehicles, with information according to the requirement. Please use the sheet "Vehicle" in the "Template for reporting requirements" to document the requirement.

O13 New vehicle purchases

The business must have procedures in place to ensure that newly purchased and leased vehicles are either powered by electricity, biogas, or hydrogen or meet the latest applicable Euronorm at the time of purchase.

The requirement concerns the applicant's own and leased vehicles driven in the provision of the service, e.g., for customer visits, servicing, and deliveries of raw materials.

New vehicles will always comply with the currently applicable Euronorm. As of 2023, the latest Euronorm is Euro 6. Euro 7 is expected to be introduced in 2025.

The Euronorm / Euroclass system does not cover electric vehicles.

- 📁 Please upload the procedure which ensures that newly purchased and leased vehicles are either powered by electricity, biogas, or hydrogen or meet the latest applicable Euronorm/Euroclass standard.

O14 Transport optimisation

The business must have procedures in place to optimise transport.

As a minimum, the procedures must include a description of how the business optimises its routes by providing good servicing planning and customer follow-up.

- 📁 Please upload procedures for optimising transport.

O15 Training in environmentally adapted and economical driving

All employees who use the business's vehicles must undergo training in environmentally adapted and economical driving (Eco-driving).

The training must take place no later than two months after licensing.

New employees must receive training within three months.

The theory behind environmentally adapted and economical driving should then be repeated annually.

Training in environmentally adapted and economical driving (Eco-driving) can be carried out as a course via authorised driving schools or their equivalent. Alternatively, internal training may be carried out via a course for employees. Annual repetition of theory does not require an authorized driving instructor or equivalent but can be carried out internally in and by the company.

Environmentally adapted and economical driving is part of basic driver training in Sweden, and all Swedish businesses, therefore, meet the training requirement. The requirement regarding annual repetition of the theory remains relevant.

- 📁 Please describe how the training in environmentally adapted and economical driving for all employees, new employees, and annual repetition is carried out, according to the requirement.

Alternatively

- 📁 Please upload documentation that verify employee training according to the requirement.

6 Chemicals

O16 Information on chemicals

Overview of all the chemicals expected to be used to clean the coffee service's coffee machines. Enter the name, supplier, and cleaning function of the chemicals.

- 📁 Please upload an overview of all the chemicals to be used. Enter the name, supplier, and cleaning function. Please use the sheet "Chemicals" in the "Template for reporting requirements" to document the requirement.

- 🔍 On-site inspection.

O17 Classification of cleaning products for coffee machines

None of the cleaning products used for cleaning coffee machines may be classified in any of the hazard categories in the table below.

Prohibited classifications for other chemicals

CLP Regulation 1272/2008		
Hazard statement	Hazard category	Hazard code
Hazardous to the aquatic environment	Acute category 1 Chronic categories 1-4	H400, H410, H411, H412, H413
Acute toxicity	Categories 1-4	H300, H310, H330, H301, H311, H331, H302, H312, H332
Specific target organ toxicity - single exposure/repeated exposure	STOT SE categories 1-2	H370, H371, H372, H373
Aspiration hazard	Category 1	H304
Sensitisation on inhalation or skin contact	Category 1/1A/1B	H334, H317, or labelled with EUH 208: "Contains (name of the sensitising substance) May cause an allergic reaction".
Carcinogenic	Category 1A/1B/2	H350, H351
Germ cell mutagenicity	Category 1A/1B/2	H340, H341
Reproductive toxicity	Category 1A/1B/2/Lact.	H360, H361, H362
Endocrine disruption for human health	ED HH 1 ED HH 2	EUH380 EUH381
Endocrine disruption for the environment	ED ENV 1 ED ENV 2	EUH431 EUH431
Persistent, bioaccumulative and toxic properties	PBT	EUH440
Very persistent, very bioaccumulative properties	vPvB	EUH441

Persistent, Mobile and Toxic properties Very Persistent, Very Mobile properties	PMT vPvM	EUH450 EUH451
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Note that responsibility for correct classification lies with the manufacturer.

- 🏠 Please upload safety data sheets in accordance with current European legislation (Annex II to REACH Regulation, 1907/2006/EC) for all relevant chemicals used.

O18 Safety data sheets and user information

Safety data sheets (in line with Annex II to REACH, Regulation (EC) 1907/2006) and user information must be available for the customers of the coffee service, either electronically or on paper.

- 🔗 Please describe how the requirement is met.

- 👤 On-site inspection.

7 Customer's environmental practices

O19 Energy-saving

- The energy-saving function should be activated at installation if appropriate, in consultation with the customer and according to the customer's needs.
- The coffee service's customers must receive information on how the coffee machine is used as energy-efficiently as possible for their needs.

- 🔗 Please describe how the requirement is met.

O20 Customer instructions

There must be clear customer instructions in written or digital form, which describes that the customer is responsible for the following:

- Cleaning and maintenance
 - Description
 - Frequency
 - Which cleaning products to use
- Refilling the machine
- Waste management

- 🏠 There must be clear customer instructions in written or digital form, according to the requirement. Please upload an example of the customer instructions showing that the requirement is fulfilled.

Alternatively

- 🔗 Link to an example of digital customer instructions showing that the requirement is fulfilled.

O21 Waste management

The business should encourage the recycling of the coffee service's delivered products and packaging by informing its customers about proper waste management.

As a minimum, communication on waste management should include the following information:

- Coffee grounds should be sorted as organic waste and sent for biological treatment.
- Packaging materials, such as plastic and cardboard, should be sorted at source.
- Disposable items should be sorted at source according to local legislation, or as indicated on the items.

Disposable articles in cardboard with or without a laminate of plastic foil should be sorted in cardboard/paper waste. Disposable articles made of biodegradable compostable material should be sorted into residual waste, unless the business has an agreement with an industrial composting facility. Disposable plastic lids should be sorted as plastic waste. Disposable lids and other items made of bagasse shall be marked as cardboard and sorted in cardboard/paper waste.

- Sorting at source should be encouraged if the business does not have an already established system.



Please describe how the business encourage the recycling of the coffee service's delivered products and packaging, according to the requirement.

Alternatively



Please upload documentation showing that the requirement is met.

P5 Points for no sale of disposable items

The business achieves 2 points if they do not sell disposable items to their customers.

By disposable items it is here ment as articles such as disposable cups, lids and stir sticks.

The business achieves 1 point if they do not sell disposable items other than paper cups to their customers.

This means no sale of items such as lids and stir sticks.



To achieve 2 points, please upload documentation that confirm that disposable items are not sold.



To achieve 1 point, please upload documentation that confirm that no other disposable items other than paper cups is sold.

Alternatively



Please, describe how the requirement is fulfilled.



On-site inspection.

O22 Disposable items

When selling disposable items, the business must at the same time prevent the unnecessary use of disposable items. The coffee service must:

- Encourage the customer to have reusable cups as an alternative to disposable cups.
- Encourage the customer to prevent the unnecessary use of disposable cups and lids.
- Inform the customer about the benefits of reduced consumption of disposable items and about the negative environmental impact of disposable items.

- When using single-use disposable items, efforts must be made to offer Nordic Ecolabelled disposable items, as well as disposable items that can be recycled.



Please describe how the business work preventive in accordance with the requirement.

Alternatively



Please upload information about the preventive work in accordance with the requirement.

8 Purchasing of ecolabelled goods and services

P6 Points for purchasing ecolabelled products and services

The business receives points for purchasing ecolabelled products and services relevant to the coffee service. 100% of each category must be ecolabelled to obtain points at this requirement unless otherwise specified. In addition, points can be achieved for the use of electric cars. A maximum of 5 points can be achieved in this requirement.

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

Products and services which are points-giving:

Ecolabelled products and services	Points
Nordic Swan Ecolabelled vehicle wash installation for 50% of the business's vehicles	3 points
Nordic Swan Ecolabelled fuel for 50% of the business's vehicles	2 points
A minimum of 50% of the company's cars are electric cars	2 points
Ecolabelled workwear	1 point
Ecolabelled office furniture, one category	1 point (max 1 category)



To achieve points, please upload relevant documentation showing the purchase, supplier, and licence number.



On-site inspection.

9 Environmental management

O23 Responsible person

The requirement has been removed because it is covered in the initial application information.

O24 Communication with staff

The business must have a procedure that ensures that all employees who participate in the day-to-day operation of the business must complete basic training on the environmental work of the business.

The training should include, as a minimum:

- Information on what holding the Nordic Swan Ecolabel means for the business.
- Communication about the environmental work, which can be used in dialogue with customers.
- Coffee's environmental impact.
- What the employees can and must do to help with the environmental work.

Training must take place no later than two months after obtaining the Nordic Swan Ecolabel licence. After that, all employees must annually repeat/update their basic training. New employees must receive the necessary training within two months.

Nordic Ecolabelling's "Training material", can be used for these training purposes.

- 📁 Please upload the business's basic training showing how employees are trained, in accordance with the requirement. Nordic Ecolabelling's "Training material", can be used for these training purposes.
- 📁 Please upload the procedure that ensures the training for all employees and new employees and describes how the annual repetition is carried out.
- 🔍 On-site inspection.

O25 Annual follow-up

The business must ensure that Nordic Ecolabelling's requirements are fulfilled throughout the licence period. In the event of changes and new purchases, the business must submit and update information about the following:

- Certified raw materials
- Coffee machines, information on energy efficiency, water quality and prohibited substances
- Vehicles

The business will review and document information annually in accordance with the requirement. The follow-up from Nordic Ecolabelling may involve a review of either all information or only selected elements. Information about any follow-up and deadline for reporting is provided in advance.

- 📝 Please describe how the requirement is met.

O26 Complaints

The licensee must guarantee that the quality of the service is maintained throughout the licence period. The licensee must therefore keep an archive of customer complaints.

- 📁 Please upload the business's procedure for handling and archiving complaints.

10 Summary of points

027 Obligatory requirement concerning points achieved

The coffee service must achieve a minimum of 7 points.

Calculation of points

Point score requirement	Number of points scored	Maximum no. of points
P1 Points for certified raw materials		6 points
P2 Points for organic coffee		7 points
P3 Points for organic cocoa, tea, and milk		3 points
P4 Points for agroforestry		2 points
P5 Points for no sale of disposable items		2 points
P6 Points for purchasing ecolabelled products and services		5 points
Total		25 points

- 📎 Please upload a summary of points calculation. The sheet "Summary of points" in the "Template for reporting requirements" can be used to document the requirement.

Regulations for the Nordic Ecolabelling of services

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

The descriptive sub text for 100 Coffee services is: **Coffee service**

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

Follow-up inspections

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

The licence may be revoked if it is evident that the coffee service does not meet the requirements.

Criteria version history

Nordic Ecolabelling adopted version 2.0 of the criteria for Coffee services on 18 October 2023. The criteria are valid until 31 December 2028.

On 27 June 2024, Nordic Ecolabelling decided to add an alternative requirement to certified raw materials. This is to take into account existing contracts. The new version is called 2.1.

On 26 November 2024, Nordic Ecolabelling decided to change the limit value for lead from 0.001 mg lead/kg to 0.005 mg lead/kg, in the requirement "O8 Coffee machine water quality". The new version is called 2.2.

Appendix 1 Requirement concerning standards for renewable raw materials

Guidelines for standard, renewable commodities

Nordic Ecolabelling sets requirements on the standards to which cultivated commodities are certified. These requirements are described below. Each individual national sustainability standard and each certification system is reviewed by Nordic Ecolabelling to ensure that the requirements are fulfilled.

Requirements on standards

- The standard must be based on ISEAL's Codes of Good Practice for Standard-Setting.
- The standard must balance economic, ecological, and social interests and comply with the Rio Declaration's principles, Agenda 21, and the Forest Principles, and respect relevant international conventions and agreements.
- The standard must contain absolute requirements and promote and contribute towards sustainable cultivation. Nordic Ecolabelling places special emphasis on the standard, including effective requirements, and that the requirements protect biodiversity.
- The standard must be available to the general public. The standard must have been developed in an open process in which stakeholders with ecological, economic, and social interests have been invited to participate.

The requirements related to sustainable standards are formulated as process requirements. The basis is that if stakeholders agree on the economic, social, and environmental aspects of the standard, this safeguards an acceptable requirement level.

If a sustainability standard is developed or approved by stakeholders with ecological, economic, and social interests, the standard may maintain an acceptable standard. Accordingly, Nordic Ecolabelling requires that the standard balances these three interests and that representatives from all three areas are invited to participate in the development of the sustainable standard.

The standard must set absolute requirements that must be fulfilled for the certification. This ensures that the agriculture management fulfils an acceptable level regarding the environment. Since Nordic Ecolabelling requires that the standard must promote and contribute towards sustainable cultivation, the standard must be assessed and revised regularly for process improvement and successively reduce environmental impact.

Requirements for a certification system

- The certification system must be open, have significant national or international credibility, and be able to verify that the requirements in the sustainable standard are fulfilled.

Requirements on the certification body

- The certification body must be independent, credible, and capable of verifying that the requirements of the standard have been fulfilled. The certification body must also be able to communicate the results and facilitate the effective implementation of the standard.

The certification system must be designed to verify that the requirements of the standard are fulfilled. The method used for certification must be repeatable and applicable, so that the requirements can be verified. Certification must be in respect to a specific sustainable standard. There must be an inspection prior to certification.

Requirements for Chain of Custody (CoC) certification

- Chain of Custody certification must be issued by an accredited, competent third party.
- The system must stipulate requirements regarding the chain of custody that assure traceability, documentation, and controls throughout the production chain.

Documentation

Copy of cultivation standard, name, address, and telephone number to the organisation that has worked out the standard and audit rapports.

References to persons who represent stakeholders with ecological, economic and social interests who have been invited to participate.

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

Appendix 2 Prohibited substances in components in coffee machines that are in contact with food

Appendix to be completed by the coffee machine manufacturer when purchasing coffee machines. Information on multiple coffee machines from the same manufacturer can be documented in the same appendix.

Coffee machine(s), name/model:

The following prohibited substances must not be present in the components of coffee machines in contact with food:

- Substances classified as CMR (categories 1 and 2) in accordance with CLP.
- Substances on the Candidate List: <http://echa.europa.eu/sv/candidate-list-table>
- The phthalates di-n-octylphthalate/DNOP (CAS:117-84-0) and diisooheptylphthalate/DIHP (CAS:41451-28-9).
- Halogenated organic compounds.
- Antibacterial substances (including silver ions, nanosilver, and nanocopper)
- Tin, cadmium, chromium VI, and mercury, or compounds of these.
- Halogenated flame retardants.
- Endocrine disruptors: Substances on the “Endocrine Disruptor Lists”, List I and List III.
List I: <https://edlists.org/the-ed-lists/list-i-substances-identified-as-endocrine-disruptors-by-the-eu>
List III: <https://edlists.org/the-ed-lists/list-iii-substances-identified-as-endocrine-disruptors-by-participating-national-authorities>

Ingoing substances: all substances in the product, including additives in the raw materials. Substances known to be released from ingoing substances (e.g., formaldehyde, arylamine, preservatives) are also regarded as ingoing substances.

Impurities are exempted from the requirement. This means residues from production, including raw material production, which are present in the finished product at concentrations ≤ 100 ppm ($\leq 0.1\%$ by weight, ≤ 100 mg/kg). Examples of impurities are reagent residue, including residues of monomers, catalysts, by-products, cleaning agents for production equipment, etc.

Does your business declare that prohibited substances are not present in the coffee machines' components in contact with food?	Yes (insert cross) <input type="checkbox"/>	No (insert cross) <input type="checkbox"/>
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This declaration is based on the knowledge we have available on the product at the time of application.

Place and date	Company name:
Responsible person	Signature from the person responsible
Phone	E-mail

Appendix 3 Coffee machine water quality

Appendix to be completed by the coffee machine manufacturer. Information on multiple coffee machines from the same manufacturer can be documented in the same appendix.

The coffee machines should not supply more than 0.005 mg lead/kg water.

The requirement can be confirmed with a test report from the coffee machine manufacturer in accordance with EN 16889 which measures the difference in incoming and outgoing water, or here by an appendix which confirm that the coffee machine(s) do not contain brass or other components with lead that are in contact with incoming and outgoing water.

The risk of lead in water is applicable to coffee machines with brass or other components containing lead that are in contact with incoming and outgoing water.

Coffee machine(s), name/model:

Does your business declare that the coffee machine(s) do not contain brass or other components containing lead that are in contact with incoming and outgoing water?	Yes (insert cross) <input type="checkbox"/>	No (insert cross) <input type="checkbox"/>
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Place and date	Company name:
Responsible person	Signature from the person responsible
Phone	E-mail