



Natural Cleaning Products Standard



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WARNING

1 Preamble

The Natural Cleaning Products standard is the result of a partnership between ECOCERT, a certification body in the environmental field, and some cleaning products manufacturers who have long expressed the need to find answers to the following issues:

- ✓ The lack of official standards, concerning cleaning products based on natural substances and free of petrochemical surfactants;
- ✓ The difficulty, or even impossibility, for the consumer, to recognize products manufactured solely with substances of natural origin and according to environment-friendly procedures;
- ✓ The need to support detergent manufacturers who emphasize respect for the quality of natural substances and the environment.

In other words, it means acknowledging the know-how of some cleaning products manufacturers who respect nature throughout the production process and, on the other hand, ensuring greater transparency on the composition for the consumer.

2 Main Objectives

- ✓ Define a level of quality higher than that defined by French and European legislation on detergents, which guarantees actual development of agricultural resources, real respect for the environment all along the production line and real respect for the consumer.
- ✓ Establish a connection between certain detergents and respect for the environment.
- ✓ Establish a connection between certain detergents and Organic Agriculture by fostering the use of vegetable products produced by Organic Farming.

3 Basic principles of the standard

Our objectives in this standard are manifested in the application of the following principles:

- ✓ Favour renewable resources over those of other origins and particularly of petrochemical origin.
- ✓ Favour processing methods that are the least harmful to the environment.

- ✓ Be transparent to the consumer by using means of communication and terminology that is not misleading.
- ✓ Acknowledge the manufacturers' desire to improve the quality of their supplies and products, including their research in a dynamic and developing control process.
- ✓ Leave enough opening to be able to constantly adapt requirements to technical progress and changes in legislation.
- ✓ Apply the principle of precaution on subjects concerning questions raised by the scientific community, calling into question respect for the consumer and/or environment and not yet finding a scientifically valid answer or answers that are in the process of validation.
- ✓ Encourage the use of ingredients produced by Organic Farming, being a better guarantee of respect for ecological values.

4 Basic regulations

4.1 Standards which are applied without prejudice to community provisions

This standard applies without prejudice to the various community provisions governing the manufacture, control, conditioning, marketing, labelling, importation and distribution of detergents and particularly the directive 1999/45/CE dated 31 May 1999 which concerns the classification, packaging and labelling of dangerous preparations.

4.2 Regulations for cleaning products :

General regulations for detergents are based on the following texts:

- In Europe :
 - Regulation N° 648/2004 of the European Parliament and Council dated 31 March 2004 relating to detergents which abrogates and replaces the following texts :
 - Directive 73/404/CEE dated 22 November 1973 and its modifications (82/242/CEE dated 31 March 1982 and 86/94/CEE dated 10 March 1986) which concerns harmonizing legislation of member states regarding detergents.
 - Directive 73/405/CEE dated 22 November 1973 and its modifications (82/243/CEE dated 31 March 1982) which concerns methods of inspecting biodegradability of anionic surfactants

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- Recommendation of the Commission 89/542/CEE dated 13 September 1989 which concerns labelling of detergents and cleaning products

- In France :
 - European directives 73/404 and 73/405 were inscribed in French law by decree 87-1055 dated 24 December 1987 and ministerial decision dated 24 December 1987.
 - The code of fair and usual practice for manufacturers of cleaning products, disinfectants, pesticides and hygiene products drawn up by ADEPHY.

4.3 Regulations for Organic Farming

L'Agriculture Biologique est régie par le règlement européen EC N°804/2007. Les ingrédients végétaux et animaux issus de l'Agriculture Biologique devront bénéficier d'un certificat selon ce règlement, ou équivalent NOP/JAS.

Organic Farming is governed by the European regulation EC N°804/2007. Plant and animal ingredients coming from Organic Farming should be related to a certificate regarding this regulation of NOP/JAS equivalent.

4.4 Regulations for control of industrial products

The ECOCERT standard on natural cleaning products are included in the framework of control of industrial products and services provided for in the Consumer Code by the law dated 3 June 1994 and Decree dated 30 March 1995.

Thus **any applicant** for control of natural cleaning products **must be knowledgeable of the aforesaid regulations and in particular of the rules of the Consumer Code** concerning:

- ✓ Misleading advertising (articles L121-1 et 213-1)
- ✓ Certification issuance conditions (article L 115-30)
- ✓ The type of references mandatory for control (articles R 115-12 et R 115-10)



ARTICLES OF THE STANDARD

1 Field of application

These standards apply to cleaning products defined by regulation n° 648/2004 of the European Parliament and Council. By cleaning product is understood here « any substance containing soaps or other surfactants designed for washing or cleaning processes. The detergents may be presented in any form (liquid, powder, paste, bar, moulded, block, etc...) and marketed or used for domestic, institutional or industrial purposes ». Auxiliary washing preparations, softeners or fabric softeners, all-purpose cleaning preparations and other cleaning or washing preparations are also included in the scope of these regulations.

Cleaning products for consumers, professionals and institutions can be controlled regarding this standard.

2 Rules on ingredients

2.1 Compliance obligation for all ingredients:

100% of the ingredients must comply with French and European legislation on cleaning products and with the requirements of these standards for all types of ingredients involved.

2.1.1 Vegetable raw materials or materials of vegetable origin:

Any vegetable ingredient or ingredient of vegetable origin (renewable resource) obtained by an authorized process (cf. annex III) may be included in the composition of a natural detergent if it respects the following conditions:

- ✓ The plants involved are not endangered species and comply with the national and European lists (Berne Convention of 19 September 1979) and the international list (Washington Convention 3 March 1973) of protected species.
- ✓ The plants involved are not genetically modified

2.1.2 Animal raw materials or materials of animal origin:

Any animal ingredient or ingredient of animal origin obtained by an authorized process (cf. Annex III) may be included in the composition of a natural detergent if it respects the following conditions:

- ✓ Being produced naturally by animals and not being a constituent part of them
- ✓ The animals involved are not on the national, European lists (Berne Convention) and the international list (Washington Convention) of protected species.

2.1.3 Mineral raw materials or materials of mineral origin:

They are authorized insofar as the rules governing their production correspond to environmental procedure and processing complies with these standards except for the ingredients listed in annex I.

Ingredients of petrochemical origin are not included in this category.

2.1.4 Marine raw materials or materials of marine origin:

In conformity with preceding paragraphs, they are permitted if they are obtained by authorized process (cf. annex III) and if their extraction does not lead to damage or pollution of their original marine environment.

2.1.5 The case of surfactants:

Only surfactants of renewable origin answering to the restrictions of annexe II of these standards are accepted. Soaps based on resinous acids derived from conifers are not authorized due to their high degree of toxicity in water.

2.1.6 Perfumes :

Only perfumes of natural origin are authorized if the processes for obtaining them are physical processes complying with annex III. Perfumes of petrochemical origin (including those identical to natural ones) are not authorized.

2.1.7 Dyes :

Only dyes of natural origin are authorized if the processes for obtaining them comply with annex III.

2.1.8 Unauthorized Ingredients :

Ingredients of petrochemical origin are not authorized. They may not be included in the composition of a product subject to these standards unless listed in Annex I. Similarly, composites of silicon and/or halogen chemistry are not authorized. Products from agricultural resources are to be favoured.

3 Rules on processes

The manufacturing processes used must respect the environment and result in highly biodegradable end products .Authorized and prohibited processes are listed in Annex III.

4 Rules on the finished product

The finished product must not be tested on animals.

In order to encourage measures of end biodegradability of finished products, manufacturers can include in their labelling the result of the method OCDE 301 E and F.

5 Rules of production

5.1 Warehousing

- Warehousing locations of ingredients :
Warehousing locations of organic raw materials must be clearly identified.
- Warehousing locations of finished products:
Similarly, warehousing locations of the finished products subject to the label must be clearly identified.

5.2 Production operations

Production operations (manufacturing, conditioning and packaging) must be carried out in complete series, separated in time or space from similar operations involving products not subject to this standard.

All measures must be taken to ensure identification of lots and avoid mixing with products not produced in conformity with the rules laid down in these standards.

5.3 Conditioning and packaging

➤ Conditioning (or primary packaging) :

Conditioning must be designed with strict respect for the environment. Its composition, form and volume must enable recycling and low energy consumption.

Moreover, multilayered primary packaging that cannot be recycled and/or separated or made up of PVC and/or polystyrene is not permitted.

Similarly, conditioning methods listed below are not authorized:

- Products sold in one-dose packs, except for washing tablets (dishwashing or laundry) which can be individually wrapped to protect from damp.
- Wet wipes.

On the contrary, manufacturers must make maximum efforts to market a refill system for their products. Concentrated refills, with limited water content, should be favoured.

➤ Certain propellants are prohibited :

Sprays, atomizers or misters using pressurized and potentially dangerous gas such as propane, n-butane, isobutane or dimethyl-d6 sulphoxide (diméthyléther), are prohibited. The use of compressed air, carbon dioxide or nitrogen as propellants is authorized.

➤ Secondary packaging :

With the aim of reducing packaging, secondary packaging should be avoided. For indispensable secondary packaging or for exterior packaging, recyclable or recycled, non-polluting raw materials should be used.

Cardboard must come from a recycling chain.

5.4 Traceability - Control of ingredients and finished product

5.4.1 Traceability

➤ Internal and external traceability:

Traceability of ingredients to the finished product (= traceability internal to the production unit) and of the finished products to the consumers (= traceability external to the production unit) must be rigorously implemented and recorded following the modalities laid down in article 6.4.2.

➤ Risk management:

The operator must set up risk management in connection with the manufacture of the controlled products. Evidence of this management must be provided to ECOCERT.

5.4.2 Control of ingredients and the finished product

In order to verify compliance of the product subject to these standards, the operator wishing to have the compliance label «Natural Cleaning Products» for the product in question, must provide ECOCERT with the following documents :

- written and/or documented accounting enabling ECOCERT to trace the origin, nature and quantities of all ingredients and their use, as well as the elements of internal traceability.
- written and/or documented accounting enabling ECOCERT to trace the quantities and addressees of all finished products sold (external traceability). The quantities are totalled daily when involving direct sales to end consumers.
- the exact composition of the finished product and of the ingredients.
- the description of the manufacturing process and any document connected with manufacturing : manufacturing orders, weighing sheets, analysis register...

6 Protective Measures for the immediate environment:

Companies must install a series of measures with internal inspection modalities, during the production process and involving the treatment of all residues from the production process, with a view to protecting the environment and production staff.

An ISO 14000 procedure is considered a successful form of an environmental management improvement plan and is therefore automatically accepted.

6.1 Concerning reject management :

Rejects: waste from an industrial activity, whether gas, liquid or solids in fluid form.

All companies must develop a reject management improvement plan, its objective being to manage their treatment in an efficient and rational manner.

6.2 Concerning waste management :

-Selective sorting of cardboard, glass, paper and other materials

-Obligation to recycle or treat all the operator's waste.

-Obligation to entrust special industrial waste (SIW) and non recyclable packaging inside the firm to another firm specialized in recycling or waste management.

6.3 Concerning cleaning and disinfection of production tools and premises:

The choice of cleaning products must favour those not having unacceptable effects on the environment and adding little contamination. Moreover, the following products are prohibited:

- Persistent or not easily biodegradable combinations,
- Products based on genetically modified micro-organisms,
- Products based on chlorine and/or other halogenous by-products,
- Products based on formolin.

As an indication and not exclusively, the following products and ingredients may thus be used if they have been authorized for such usage:

- Citric, peracetic, lactic and acetic acid
- Ethanol
- Sodium carbonate
- Hydrogen peroxide
- Sodium percarbonate
- Hot water and steam
- Natural plant essences
- Caustic soda

All surfactants complying with the requirements of these standards may be used as cleaning or disinfection products.

6.4 Concerning energy management :

All companies must develop an energy management improvement plan, its objective being to plan energy economy measures adapted to the company's situation and if possible expanding use of renewable energy.

6.5 Concerning transportation management :

During the transportation of finished or semi-finished controlled products in bulk, everything must be done to avoid pollution by contaminants. It is advisable to reduce the transportation to be implemented.

7 Labelling and communication

7.1 Labels identifying the standard :

Products defined in these standards and fulfilling its requirements receive the label NATURAL CLEANING PRODUCT.

7.2 References to the control body :

Reference to the control body is made under the form and description:

- « Natural Cleaning Product controlled by ECOCERT Greenlife F32600 » or
- « Natural Cleaning Product controlled by ECOCERT Greenlife BP47 32600 L'Isle Jourdain »

The logo below may be used to claim the control:



7.3 Claiming characteristics of the standard:

- The end biodegradability of the finished product measured by OCDE 301 E or F can be marked on the product labelling.
- In a case where products are used from Organic Farming and the manufacturer wishes to claim this, the exact percentage of ingredients from biological agriculture must be marked, the ingredients from biological agriculture are then distinguished in the composition by an asterisk referring to the phrase: « from Organic Farming ».

7.4 Obligation of transparency on composition:

- Display of the complete composition is done in conformity with annex VII of CE regulation n°648/2004 :

All the components are listed in ordinary language or in INCI for preservatives, the list is divided into the following ranges, expressed in percentage of weight:

- Less than 5%
- 5% or more but less than 15%
- 15% or more but less than 30%
- 30% and over

At the bottom of the list must appear the sentence « The surfactants are of vegetable origin ».

Examples :

Laundry detergent :

>30% sodium sulphate
15-30% zeolites, soap, nonionic surfactants
5-15% sodium carbonate, silicates
<5% enzymes, perfume
Contains : Linalool, citral

The surfactants are of plant origin.

Toilet cleanser :

>30% water
<5% anionic surfactant, nonionic surfactants, citric acid, acetic acid, xanthum gum, perfume (essential lavender oil*)
Contains : Linalool

* ingredient from biological agriculture

The surfactants are of vegetable origin.

Dishwashing liquid:

>30% water, anionic surfactant
5-15% amphoteric surfactant
<5% non ionic surfactant, potassium sorbate, colourant, perfume, sodium chloride

The surfactants are of vegetable origin.

7.5 Information for users :

Clear and exact information must be given concerning the quantity of the product to be used for a washing cycle. The measuring unit must be displayed, a second well-known measuring unit, such as a teaspoon for example, may also be given.

In the case of dishwasher or washing machine products, recommended doses must be given according to the degree of soiling of the laundry or dishes. A range of temperature must be recommended.

The phrases stipulated in annex IV must be displayed on the labelling or reference made on it to another medium (communication document, website).

8 Control Process

8.1 Control conditions : (cf annex V)

For a product to be controlled:

- The control must take place according to a typical inspection plan which contains a detailed description of the control and precautionary measures that the control body undertakes to impose on the operators it inspects. Each firm involved will be informed of progress during the control.
- The operator must agree to apply all the measures laid down in the inspection plan, in order to obtain the control attestation of products.
- Sanctions must be provided for in the event of failure to respect commitments
- Ecocert's objectivity towards the operators it inspects must be guaranteed by a responsible for the effectiveness of the control.
- Ecocert reserves the possibility of legal action in the event of fraudulent practices by an operator committed to these standards, thus bringing the Ecocert image into disrepute.

To enable the study of the compliance of a product with these standards, an operator wishing to receive the compliance label: « Natural Cleaning Products » must supply to Ecocert:

- written and/or documented accounting enabling ECOCERT to trace the origin, nature and quantities of all ingredients and their use, as well as the elements of internal traceability.
- written and/or documented accounting enabling ECOCERT to trace the quantities and addressees of all finished products sold (external traceability).
- the exact composition of the finished product and of the ingredients.
- All the technical documentation for evaluating the compliance of the ingredients used: technical data sheet, safety data sheet, supplier certificates...

Ecocert authorities:

- Ensure that at least the control and precautionary measures stipulated in these standards are implemented in the firms under their control.
- In the event of any irregularity in the implementation of these requirements, shall cause to be eliminated the compliance indications provided for in paragraph 7- « labelling and communication » from all the lot or all the production affected by the irregularity.
- In the event of observing obvious infringement or infringement with prolonged effect, shall prohibit the operator from marketing the products with the compliance indications provided for in paragraph 7, for a period to be agreed with the Certification Committee.

8.2 Frequency of audits carried out by Ecocert

The intervention of Ecocert to verify compliance of the products to be certified is done at two levels:

- On commitment by the operator in the first year, through an authorization procedure,
- The following years and for the duration of the firm's certification membership, through a supervisory procedure which includes one or several in-depth or random visits

In the event of breach of the standard during certification without, however, the certificate being withdrawn, or when certification has been declared under this condition, Ecocert may put in place a reinforced inspection plan for the operator through supplementary in-depth or random visits.

8.3 Conditions of change in the referential

8.3.1 Modification carried out within the regulatory framework of the standards

After official submission to the ministry of Industry and in conformity with the regulations in force concerning certification of industrial products and services, Ecocert shall be authorized to make any types of modifications to this referential after consultation and validation of the interested partners and in particular the technical monitoring committee.

8.3.2 The technical monitoring committee

The Technical Monitoring Committee is a commission composed of consultant experts and of representatives of the profession and of consumers who have applied for these positions to Ecocert.

When the Technical Monitoring Committee is appealed to, it confers and issues its majority opinion in conformity with its house rules and decides on the appropriate measures.

8.3.3 Updating and information

Ecocert undertakes to inform on a regular basis the operators committed to respecting the standards, about the modalities of and modifications to, the standards.

This referential must be considered a developing document, likely to be updated and improved on a permanent basis.

APPENDIX

Annexe I : Authorized synthetic petrochemical and mineral ingredients.

A- Authorized ingredients for any type of product :

A-a Pure synthetic ingredients

Chemical name	Function (not exhaustive)
Dehydroacetic Acid	Preservative
Polyaspartic Acid	Preservative
Sorbic Acid	Preservative
Isothiazolinones	Preservative
Glycolic Acid	Other

NB : Following the decision 2008/681/CE of the European committee (2008, july the 28th), and the decision 2008/809/CE (2008, October the 14th), modifying the Biocidal Products Directive n° 1451/2007 :

Benzoic Acid and salts are not accepted as preservative of Cleaning Products anymore (Product type 6).

In order to guarantee the control of some cleaning products (for some pH coverages), isothiazolinones are accepted as substituting preservatives. Nevertheless, Ecocert will be able to check if the use of them is really necessary, and to compare with « nature-identical » accepted preservatives for each product to be controlled.

A-b Mineral origin ingredients

Chemical name	Function (not exhaustive)
Carbonates (sodium, magnésium, potassium, calcium, silicium)	Other
Silver, sodium, magnesium and potassium chlorides	Other
CI 77000 (Aluminium)	Pigment
CI 77007 (Lapis lazuli)	Pigment
CI 77163 (bismuth oxychloride)	Pigment
CI77400 (Copper)	Pigment
CI 77510 (Prussian Blue)	Pigment
CI 77742 (Ammonium and Manganese Diphosphate)	Pigment
CI 77745 (manganese bi orthophosphate)	Pigment
CI 77891 (titanium dioxide)	Pigment

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CI 77480, 77491, 77492, 77499 (Iron oxide)	Pigment
CI 77711 (magnesium oxide)	Pigment
CI 77713 (magnesium carbonate)	Pigment
CI 77820 (Silver)	Pigment
CI 77947 (Zinc oxide)	Pigment
Titanium dioxide	Pigment
Potassium hydroxide	Other
Sodium hydroxide (soda)	Other
Silicates	Other
Sulfate of soda	Other
Zeolites	Other

B- Authorized ingredients for laundry detergents:

Chemical name	Function (not exhaustive)
Carboxy methyl cellulose	Viscosing and anti-redeposing Agent
Carboxymethyl Inulin	Viscosing and anti-redeposing Agent
TAED (Tetraacetythylenediamine)	Bleaching Agent

C- Authorized ingredients for powder products :

Chemical name	Function (not exhaustive)
Sodium Percarbonate	Bleaching Agent

D- Authorized sequestration agents for any type of product:

A synthetic sequestration agent may be used in a natural detergent provided it respects the following conditions:

- Biodegradability > 60% according to OCDE 301
- Acute toxicity for water-borne organisms:
 - value CL50 for fish for 96 hours (Guideline 203 OCDE or equivalent) must be over 10mg/L
 - value CE50 for shellfish for 48 hours (Guideline 202 OCDE or equivalent) must be over 10mg/L

value CE50 for a variety of algae for 72 or 96 hours (Guideline 201 OCDE or equivalent) must be over 10mg/L

Annex II: Choice of surfactants

- Nature of the surfactants :

Only surfactants from renewable resources and processed by authorized procedures are permitted (cf annex III)

As a waiver and for a transition period which will end when alternatives come onto the market, anionic and non-ionic ethoxylated surfactants (maximum of 8 molecules of Ethylene oxide) may be included in the composition of products concerned by the standards.

The total quantity (anionic and non-ionic) of ethoxylated surfactants must not exceed 50% (of mass of active material) of the total quantity of surfactants.

Plant-based quaternary esters may be authorized as cationic surfactants provided they are easily biodegradable and that their possible solvent is a solvent of plant origin or isopropyl alcohol.

- Biodegradability of surfactants :

Only surfactants with an end biodegradability of over 60% within 28 days according to standard EN ISO 14593 and anaerobic biodegradability of 60% according to standard EN ISO 11734 are authorized.

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Annex III : Processes

Authorized processes	
Physical processes	
	Absorption /Adsorption (on inert medium and complying with the standards)
	Bleaching, deodorizing (outside medium of animal origin)
	Crushing
	Centrifugation
	Decantation
	Dessication – drying
	Deterpenation by steam
	Distillation
	Extraction (authorized solvents : water, CO2, solvents of renewable origin)
	Filtration (on inert medium and complying with the standards)
	Lyophilisation
	Mixing
	Pressurizing
	Sterilisation by heating
	Sifting
Chemical processes	
	Alkylation
	Calcination, carbonisation
	Condensation / addition
	Esterification / Transesterification / Interesterification
	Etherification
	Biotechnology / Natural fermentation
	Formation of amide
	Hydratation
	Hydrogenation
	Hydrolysis
	Neutralisation
	Oxidation/reduction
	Process of manufacture of amphoterics (formation of amide et quaternisation)
	Saponification
	Sulphatation
	Roasting
	UV and microwave treatment

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Prohibited processes (inexhaustive list)	
	Bleaching / Deodorizing on medium of animal origin
	Deterpenation (except by steam)
	Ethoxylation (unless waived cf annex II)
	Irradiation
	Genetic modifications
	Sulphonation
	Extraction with petrochemical solvents (hexane, toluene...)
	Processing with ethylene oxide

Annex IV: Special precautions and instructions for use

Dishwashing products (by hand):

« In order to save water and energy while washing efficiently, soak the dishes instead of washing them under the tap and respect the recommended quantities. Efficient washing does not need a lot of foam »

Dishwasher detergents :

« To respect the environment, use your dishwasher fully loaded, choose low temperature washing cycles and follow the quantity instructions »

Textile detergents :

« To respect the environment, use your washer fully loaded, choose low temperature washing cycles and follow the quantity instructions »

Surface and bathroom cleansers:

« To reduce impact on the environment, respect the recommended quantities for use»

Appendix V: Private inspection process

A NECESSARY STEPS

1 – APPLICATION FOR INSPECTION

You read the standards and formalize your application for inspection by filling in supplied pre-inquiry questionnaire (PIQ). After sending it back to ECOCERT you will receive your cost estimate.

ECOCERT then checks that inspection and issuance of a specifications-based compliance certificate are possible in your case. If not, ECOCERT will inform you by writing.

2 - CONTRACT FOR SERVICE PROVISION

ECOCERT calculates an enterprise-tailored cost estimate for inspection during current year. A contract for service provision between ECOCERT and your enterprise is attached to this cost estimate.

By signing this contract, you particularly undertake to:

- know the standards and the inspection process,
- accept the required inspection visits (whether announced or not) in all sites concerned by the products to be certified,
- accept that samples be taken for analysis,
- accept that the inspector have access to accountancy, evidence elements and corresponding records,
- be charged for any additional inspection required by ECOCERT to check the products compliance.

During the year, you must inform ECOCERT by mail on:

- any application for new products to be inspected, even if they are part of an already inspected product line.
- any modification regarding organization or production tool that may question the compliance of already inspected products (for instance: change of formula, involvement of a not yet inspected outsourcing company).

3 – INSPECTION/ASSESSMENT AUDIT

Natural Cleaning Products standard

Upon receipt of signed contract, ECOCERT mandates an auditor who makes an appointment with you for a first inspection visit. During such visit samples may be taken of the products subject to inspection. You receive an inspection report following each visit. It includes a synthesis of all carried-out checks and possibly observed discrepancies. You are required to co-sign it and indicate the initiated or planned corrective actions together with corresponding implementation delay to remove observed discrepancies and thus enable the compliance inspection of your products.

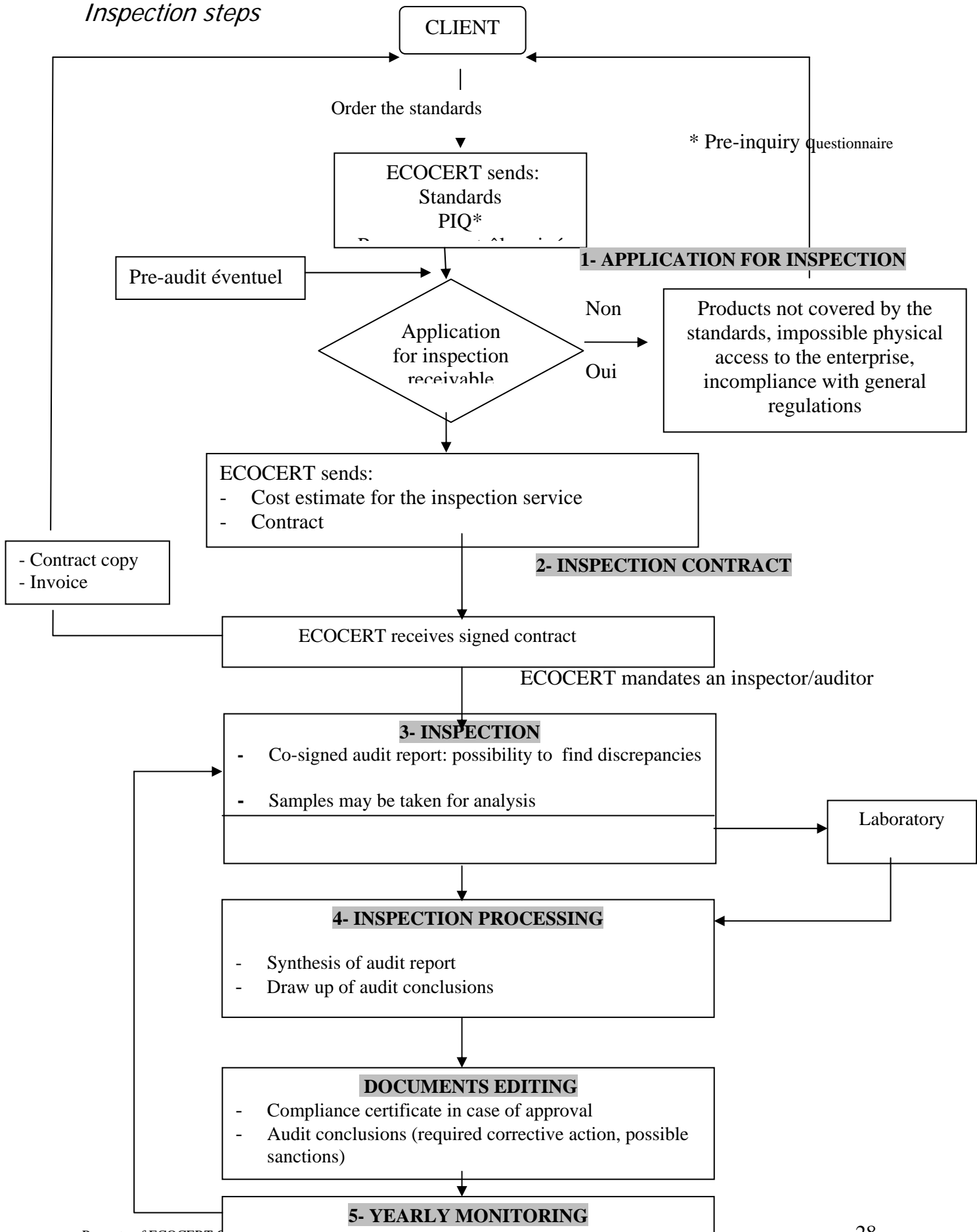
4 – PROCESSING OF THE INSPECTION FILE

The audit report is transmitted for examination to the official in charge of your file who sends to you -if your case meets the conditions- one or several compliance certificates specifying the list of inspected products pursuant to the standards as well as the audit conclusions for follow-up.

5 – INSPECTION/ MONITORING AUDIT

Inspection is yearly repeated, with steps 3 and 4 carried out again: obviously the compliance of a previously required corrective action observed in year $n - 1$ will be checked.

Inspection steps



B GLOSSARY

APPLICANT:

Company choosing ECOCERT for inspection of its products to be granted a compliance certificate for them.

CERTIFICATE:

Document issued by ECOCERT stating the compliance of each product with the standards. The certificate is valid for 12 to 18 months.

REQUIRED CORRECTIVE ACTION AND SANCTIONS:

Following each control, the operator may receive a mail indicating decided sanctions and the corrective actions required by ECOCERT on the grounds of observed discrepancies. Rather than at imposing sanctions, such procedure aims at having the operators' progress toward an accurate application of the regulations, even if sometimes disqualifications prove to be avoidable.

C METHOD TO DEAL WITH DISCREPANCIES

According to the seriousness of observed discrepancies, they will lead to required corrective actions, a conditioned certificate issuance or to a sanction. The fraudulent or warned character of discrepancies as well as the notion of first versus recurrent infringement and discrepancy is taken into account in the way of dealing with incompliance.

1. SIMPLE CORRECTIVE ACTION IS REQUIRED:

Required simple corrective action do not hinder the certification of concerned products, but in case they remain unheeded, they may cause a conditioned certificate issuance or even a sanction the following year.

2. CONDITIONED ISSUANCE OF THE CERTIFICATE:

The certificate will be issued provided ECOCERT receives one or more element (e.g.: required specific document, additional inspection)

3. PRODUCT DISQUALIFICATION:

Certificate denial or withdrawal for a concerned product. The reference to ECOCERT may not be used.

4. GLOBAL DISQUALIFICATION:

Certificate denial, withdrawal or suspension for all products during a period of time decided by ECOCERT. No product may use the reference to ECOCERT.

D CLAIMS AND DEROGATIONS

The Ecoproducts department systematically examines all cases of incompliance, derogation requests and claims.

CLAIMS:

You may file a claim by mail addressed to the ECOCERT Ecoproducts department concerning:

- the compliance of your products with concerned standards,
- the quality of the ECOCERT service provision or any other grounds for complaint.

ECOCERT will systematically entertain your claim.

DEROGATION REQUEST:

You can send a derogation request to the ECOCERT Ecoproducts department that will make a decision regarding your request.