Technical Guide for the Environmental Assessment Method (EAM)

The purpose of this guide is to give the reader a full description of an Environmental Assessment Method designed for Food Markets in the Bucharest Area. The method has been developed in the project ECOMARKET - a pilot innovative and demonstrative project implemented in the framework of the European Union's Financial Instrument for the Environment –LIFE. The method is described from the background of the project to the estimation of the level of impact on the environment from Food Markets.

1. BACKGROUND

The Bucharest Municipality is currently implementing the ECOMARKET project. The objective of the project is to minimize the environmental impact of food markets (FM`s) that permanently operate in open or partially open spaces, and to demonstrate how eco-labels can be an effective instrument towards environmental sustainability. In relation to food markets the ECOMARKET project has the following specific objectives:

- To design, test and evaluate an environmental assessment method (EAM) for Food Markets and Retail shops situated within food markets using sustainability parameters and indicators
- Based on the EAM, a food market ecological model (FMEM) for food markets and a voluntary ecolabelling scheme (VES) for the retail shops is developed and implemented, describing rules and criteria for becoming certified Ecological Food Markets or Eco-labelled Shop
- Furthermore the Bucharest City Hall who is going to administrate these criteria for the FMEM and the VES, is implementing an environmental management system (EMS) in conformance with the ISO 14001 in order to minimize the environmental impact from the largest local public administration in Romania.

2. INTRODUCTION AND GENERAL DESCRIPTION OF THE ASSESSMENT METHOD

The objective of the developed environmental assessment method (EAM) is to be able to assess the level of environmental impact from any Food Market (FM) or retail shop (RS) within a FM by mapping and registration of all relevant environmental data and the following estimation of actual and comparative environmental impact of a shop and/or a FM.

The mapping and registration of assessment data is carried out through the filling in of standardised questionnaires in cooperation between the managers and/or administrators of the food markets and retail shops and experts from the Bucharest City Hall

The estimation of the level of impact is in most cases going to be generated automatically by a scoring system in which each RS or FM is given a score on various environmental parameters. Points are given for quantifiable data like consumption of energy and qualitative data like the implementation of monitoring systems and the level of environmental awareness expressed i.e. through the presence of proper waste handling facilities.

The scoring system is developed based on data collected by personnel from the Bucharest City Hall having expertise on environmental issues and local conditions. Data has been collected from 20 Food Markets and 10 Retail Shops that are representative of both the general and the environmental appearance of such sites. The City Hall is also administrating the method and is

going to be involved in the collection of data and generation of an assessment report each time a FM or RS would like to go through an environmental assessment.

Some data are not easily incorporated in a scoring system, as some questions are part of the method for other reasons i.e. giving a broad idea of the general possible supply network or other technical specifications that can be useful in later setting of eco-labelling criteria. Other data may not fit in the scoring system, because the model of calculation does not take special local conditions in consideration. Thus, some shops or FM´s has very high or very low area specific annual energy consumption because of these special conditions. In such cases the EAM could involve active assessment of the data by the experts from Bucharest City Hall.
Another objective of the EAM is that the EAM leads directly to the development of both a Food Market Ecological Model (FMEM) for the Food Markets and a Voluntary Eco-labelling Scheme (VES) for the retail shops within the FM`s by identifying relevant environmental parameters and sustainable indicators, and a scoring system all of which can be used as reference in the setting of criteria for being a Ecological FM or an ecolabelled shop.

3. CONTENTS OF THE QUESTIONNAIRES

The method of mapping and registration of all relevant environmental data is basically consisting of questionnaires (specifically related to either FM`s or RS) involving the following environmental parameters:

- Energy
- Water
- Waste
- Noise and Smell
- Assortment
- Internal consumption of various goods
- Occupational health and safety
- Environmental Management

Furthermore general characteristics of each FM/shop are registered (i.e. name of shop/food market, contact person, occupied area etc).

The questionnaires are given in appendix A (FM`s) and B (Retail Shops) to this report.

In the following, the background and content of each environmental parameter is discussed.

ENERGY

This parameter focuses on consumption of both electricity and thermal energy for heating purposes, since energy consumption is one of the most important local and global environmental issues through the creation of pollution and contribution to the Green House effect.

The indicators identify the annual consumption as well as the energy sources and the potential for realizing energy saving activities.

WATER

Water consumption and sewage production are also considered very important issues for the improvement of the environmental impact from FM's.

This parameter focuses on consumption, supply network, quality monitoring of supply and sewage water, maintenance of supply and sewage system, potential for implementation of water saving activities and wastewater treatment systems.

WASTE

Handling of waste and later disposal and treatment of the waste is considered a major issue for both environmental and hygienic reasons, both at the FM`s and in Romania in general. Though FM`s does not contribute with more than a few percent of the total amount of waste from the Bucharest area, handling of waste is an important environmental parameter for the FM`s. One reason for this is the appearance of the FM`s towards their customers, as the lack of proper waste handling is very noticeable, and it is of vital importance that an environmentally friendly FM or an Eco-labelled shop is not coherent with waste handling problems. Another relevant issue is the fact, that the FM`s are appearing as a good example towards the customers and the general population of Bucharest, and that the FM`s on a longer term could develop into local Environmental Stations with regard to collection and sorting of waste.

Indicators in this parameter include issues like recycling percent and other specifications that enable the identification of the potential for improvement on waste handling and treatment activities, possibility for the customers to return items for recycling, i.e. scrap products or wrapping/packing material like cardboard containers. Furthermore a series of indicators are used to identify both the management's ability and the physical possibilities to do the right things right from every step from sorting the waste to the collection of the waste by authorized companies, securing the proper appearance of the waste handling site and the proper treatment of each fraction.

NOISE AND SMELL

Noise and smell are important issues because of the affect this can have on the customers shopping experience. An ecological Food Market with Eco-labelled Shops that is noisy and smelly will have a great negative effect on the customers understanding of the concept.

Since there are activities at the FM`s that can be the source of both smell and noise, it is important that the EAM identifies the potential risk for disturbing levels of noise and smell.

ASSORTMENT

The Assortment in the open areas of the FM`s and in the Shops are important environmental issues, because the production of the products sold, often are coherent with direct environmental impacts, and because the assortment is the "environmental face" of the shops towards the customers.

The indicators in the EAM include an identification of the variety of the assortment, meaning which products are included in the assortment in different categories. Furthermore the EAM identifies whether specific environmentally problematic products are sold in the FM and shops, and if the customers are offered information regarding correct use and disposal of such problematic products.

By offering products that are environmentally friendly, and that meets high quality standards the FM´s and shops sets new standards and makes the environmentally good choice easier for the customer, and at the same time adding to the customer's awareness towards the existence of such products.
All in all, the right assortment in the Ecological FM`s and Eco-labelled shops, adds to the general quality appearance and the customers readiness to chose these shopping areas, thereby moving the share of the market towards eco-friendly FM`s, encouraging more FM administrators to join the labelling system.

INTERNAL CONSUMPTION

This parameter is a supplement to the assortment parameter, in the way, that it is considered important that not only the various products sold but also those consumed internally should be as eco-friendly as possible.

OCCUPATIONAL HEALTH AND SAFETY

This parameter is not at first connected to the environment, but it is part of the general appearance of the service provided, in the way that a good working environment creates happier employees and thereby a good chance better service towards the customer. A customer should newer be able to get to the idea that an Ecological Food Market or an ecolabelled shop is coherent with an unsafe and unhealthy working place.

The EAM sets focus on health and safety at work by identifying the possibilities for improvement on management issues like establishment of a security at work committee, completion of a working place evaluation, preparation of goals for improvements of health and safety and a programme of action to support the goals.

ENVIRONMENTAL MANAGEMENT

Environmental Management is probably the single most important parameter, as it emphasizes a systematic work towards a minimization of the environmental impact of any given organization that implements an EMS.

In the EAM, various indicators are used to identify the status of implementation of environmental management.

4. THE SCORING SYSTEM

In the assessment of the level of environmental impact each Food Market or Retail Shop is given a score for each of environmental parameters in the EAM.

The assessment score is going to be generated automatically by the EAM Software Tools. This is carried out by using Spreadsheets containing questionnaires similar to those used for data registration. By typing in the answers given by the Managers and Administrators of the FM`s and RS, the spreadsheet automatically calculates a level of impact from A - M for each parameter in the questionnaire: "A" being the best score (low relative environmental impact) and "M" equals a high environmental impact compared to other shops or FM´s.

Each mark is corresponding to an interval of points scored by answering the question in the questionnaires, as the environmentally preferable answer is given the highest amount of points for each indicator, i.e. : for the waste indicator "Are the waste bins appropriately used", the answer YES will generate more points than the answer NO. For an in-depth description of the scoring systems used for FM´s and RS`s respectively, please refer to the documents "Methodology and user Guide for the Food Market Ecological Market, FMEM" and "Manual and instructions for application the Voluntary Ecolabelling Scheme, VES."

For consumption data for energy and water, the mark "G" equals the average value given in the data collected.

Points are given for both quantifiable data and qualitative data. However, some data are not accessible through an electronic model of calculation, as they are part of the questionnaire for general data collection purposes, and therefore some of the data that are filled in to the spreadsheet is not used directly in the automatic scoring calculation, but can be used in special cases by the specialist from the BCH in giving the FM or Retail shop an in depth interpretation of their possibilities for improving the level of environmental impact.

In example FM`s are given a scoring mark from "A" to "M"for Total Energy consumption based on the scoring system given in Table 1, that has been developed based on the collected data from 20 FM´s, and a scoring Mark for water indicators based on the scoring system shown in Table 2.

Scoring system for annual Total energy consumption			
Mark	**Consumption data, X= Energy consumption, kWh/m^2**		
A	0	≤ X <	4,7
B	4,7	≤ X <	8,9
C	8,9	≤ X <	13,1
D	13,1	≤ X <	17,3
E	17,3	≤ X <	21,5
F	21,5	≤ X <	25,7
G	25,7	≤ X <	29,9
H	29,9	≤ X <	34,1

I	34,1	≤ X <	38,3
J	38,3	≤ X <	42,5
K	42,5	≤ X <	46,7
L	46,7	≤ X <	50,9
M	50,9	≤ X	

Table 1

Scoring system for indicators (based on a minimum score of 13 points)			
Mark	**X = points scored**		
A	93,5	≤ X ≤	100
B	87	≤ X <	93,5
C	80,5	≤ X <	87
D	74	≤ X <	80,5
E	67,5	≤ X <	74
F	61	≤ X <	67,5
G	54,5	≤ X <	61
H	48	≤ X <	54,5
I	41,5	≤ X <	48
J	35	≤ X <	41,5
K	28,5	≤ X <	35
L	22	≤ X <	28,5
M		X <	22

Table 2

Appendix 1.

EAM Questionnaire for FOOD MARKETS

Name ……

Address……..

Contact person ……..

Telephone……..

Surface……

Run. No.	Indicators and parameters	Answers and notes
I	**ENERGY**	
1	*Electrical energy consumption*	
1.1	Annual electrical energy consumption in kWh;	
1.2	Specific electrical energy consumption per total surface kWh/m^2;	
2	*Thermal energy consumption*	
2.1	Annual thermal energy consumption in kWh, m^3 or kg;	
2.2	Type of source used:	
2.2.1	Electrical energy;	
2.2.2	Liquid fuel;	
2.2.3	Natural gas;	
2.2.4	District heating;	
3	*Lighting*	
3.1	Percentage of light sources with energy mark A or B?	
4	*Ventilation, heating and cooling*	
II	**WATER**	
1	*Water consumption*	
1.1	Is the annual water consumption measured in m^3?	
1.2	Specific water consumption per total surface in m^3 /m^2.	
1.3	Does the FM have its own water supply network?	
1.4	Percentages of annual leakage on the drinking water supply network?	
1.5	Percentage of the water quantity supplied to the shops?	
1.6	Does the FM have its own water supply source (water wells)?	
1.6.1	Is there a monitoring system for the quality of water supplied from the FM's own source?	
1.6.2	Has the FM obtained all the authorisations necessary for their own water sources' operation?	
1.6.3	Percentage of drinking water supply from the FM's own source?	
1.6.4	Is there a programme for maintenance/repair of the water source?	
1.7	Has the FM concluded a contract for water supply/sewer services with the water supplier?	
2	*Installations*	

Run. No.	Indicators and parameters	Answers and notes
2.1	Percentage of toilets with differentiated flush (3 or 6 litres pr. Flush)?	
3	*Wastewater discharge*	
3.1	Does the FM have its own sewer?	
3.2	Percentage of the sewer made of asbestos cement?	
3.3	Percentage of the sewer which is damaged?	
3.4	Is there a programme for sewer maintenance and repair?	
3.5	Wastewater quality	
3.5.1	Does the FM have its own system for monitoring of the wastewater quality indicators?	
3.5.2	Percentage of CBO5 in wastewater?	
3.6	Has the FM concluded a contract for taking over the wastewater with an authorised company?	
3.7	Is there a system for the wastewater treatment or pre-treatment prior to discharging wastewater in the municipal sewer?	
III	**WASTE**	
1.	Percentage of waste sent to recycling?	
1.1	Percentage of dangerous substances in the total waste sent to recycling?	
1.2	Percentage of PVC and plastic wrapping foil in the total waste sent to recycling?	
1.3	Percentage of cardboard or semi-cardboard in the total waste sent to recycling?	
2	Percentage of waste sent to incineration?	
3	Which fractions is the waste sorted into?	
4	Sorting of waste in the fractions stated by the local government, or as a minimum sorting at source and recycling of cardboard?	
5	Are there buffer areas for temporary waste disposal?	
5.1	Are these buffer areas for waste temporary disposal equipped with protection against soil and groundwater contamination and wastewater spillage	
6	Is waste disposed of in dedicated bins?	
6.1	Are the bins appropriate for the type of waste disposed of in them?	
6.2	Are the bins labelled and easily identifiable/localisable to facilitate their appropriate use?	
6.3	Are the bins appropriately used?	
6.4	Are the bins replaced /maintained appropriately?	
6.5	Are the bins emptied on time?	
7	Has the FM concluded a contract for waste disposal with an authorised company?	
7.1	For non-recyclable waste	
7.2	For recyclable waste	
IV	**NOISE – SMELL**	
1	*Noise*	
1.1	Generated by products' supplying activities	
1.2	Generated by stands that sell audio CDs and cassettes	
1.3	Others	
2	*Smell*	
2.1	Generated by grilled forcemeat balls and fish	

Run. No.	Indicators and parameters	Answers and notes
2.2	Generated by various goods such as sauerkraut, cheese, pickles	
2.3	Generated by production activities (baking, etc.)	
2.4	Generated by waste collection or the sewer (mainly during summer)	
2.5	Generated by vehicles (supplying, customers)	
2.6	Others	
V	**ASSORTMENT**	
1	*Organic products*	
1.1	Fresh or dried vegetables and fruits	
1.2	Animals	
1.3	Coffee and tea	
1.4	Other ecological products	
2	*Which of the following product groups is in the assortment? Specification by number of items that are certified organic, or that holds a recognised eco-label or energy-label in each group.*	
2.1	Food	
2.2	Audio cassettes and CDs	
2.3	Others	
3	*Supplementary questions*	
3.1	Are all the ecological items in the assortment clearly marked as being environmentally friendly?	
3.2	Are customers provided with information on the environmentally friendly products?	
3.3	Are differentiated the GMOs through a label applied by the FM?	
3.4	Does the shop sell pesticides?	
3.5	Are more than 25% of the items in the assortment produced in the national area?	
VI	**INTERNAL CONSUMPTION**	
1	Are there requirements for the contractors/ regarding environmentally production and introduction of environmental control?	
2	Are products that do not contain environmentally harmful substances selected?	
2.1	Are products nationally produced preferred?	
3	Is there a list of products that the FM does not sell for environmental reasons?	
4	Does the FM use eco-labelled office equipment:	
4.1	Writing materials?	
4.2	Paper?	
4.3	Office machinery?	
5	Does the FM use eco-labelled cleaning agents?	
6	Does the FM sell products that contain chlorine?	
VII	**OCCUPATIONAL HEALTH AND SAFETY**	
1	Is a security organisation with security representatives for the employees and management established?	
2	Have the security representatives received the compulsory occupational health and safety education?	
3	Has the shop stated objectives/goals for occupational health and safety?	

Run. No.	Indicators and parameters	Answers and notes
4	Has a Working Place Evaluation been completed in accordance with the guidelines from the Factories Inspectorate (Public Authority on the Occupational Health and Safety area)?	
5	Does the shop management conduct annual appraisal interviews?	
6	Has the shop received any commands for improvement from the Factories Inspectorate?	
7	Has the shop formulated a smoking and alcohol policy?	
8	Is there a plan/programme of action for reducing the number of days lost through illness?	
VIII	**ENVIRONMENTAL MANAGEMENT**	
1	*Environmental Management related questions*	
1.1	Does the store or chain have an EMS certificate with reference to ISO 14001 or EMAS (Eco Management and Audit Scheme – the Official EMS system of the EU)?	
1.2	Is an environmental policy formulated in writing?	
1.3	Are environmental objectives formulated in writing?	
1.4	Does the shop have records on:	
1.4.1	Consumption of electricity and heating	
1.4.2	Water consumption	
1.4.3	The amount of refuse/waste in the different fractions	
1.4.4	Consumption of cleaning agents	
1.4.5	Own vehicles' consumption of fuel	
1.5	Are employees kept informed on:	
1.5.1	Consumption of electricity, heating and water	
1.5.2	The amount of waste in the different fractions	
1.5.3	Consumption of cleaning agents	
1.6	Has the shop developed a plan of action for environmental initiatives and improvements?	
1.6.1	Does this plan/programme involve the following aspects:	
1.6.1.1	Reduction of energy consumption	
1.6.1.2	Reduction of water consumption	
1.6.1.3	Reduction of the amount of waste	
1.6.1.4	Improvement of transports	
1.6.1.5	An increased share of environmentally friendly products	
1.6.1.6	Reduction of chemical products' consumption (e.g., cleaning agents)	
1.7	Has the FM manager appointed an environmental co-ordinator?	
1.8	Are there any written guidelines for:	
1.8.1	How the refuse/waste is to be sorted into fractions?	
1.8.2	How energy can be saved?	
1.8.3	A waste management plan?	
1.8.4	Operation and maintenance of electrical installations?	
1.8.5	Control and maintenance of water installations?	
1.9	Are there written guidelines on employees' knowledge of environmental issues and abilities to co-operate in reducing the shop's environmental impact?	

Run. No.	Indicators and parameters	Answers and notes
1.10	Are there any routines for operation and maintenance for	
1.10.1	Energy consuming devices and installations?	
1.10.2.	Water installations	
1.10.3.	Waste sorted into fractions	
2	*Public relations*	
2.1	Environmental knowledge	
2.1.1.	Eco-labelled products in the assortment?	
2.2	Customer service	
2.2.1	How does the management prioritise the employees' general environmental inputs in the customer-related services?	
2.3	Environmental alternatives	
2.3.1	Are employees obliged to provide information on alternatives there is more environmentally friendly to the products in demand?	
3	Has the FMs received any commands of improvement or complaints from the authorities in the environmental area or from the customers? (If what, related to what issues?)	

Appendix 2.

EAM Questionnaire for RETAIL SHOPS

Name ……

Address……..

Contact person ……..

Telephone……..

Surface……

Food Market ……

Run. No.	Indicators and parameters	Answers and Notes
I	**ENERGY**	
1	*Electrical energy consumption*	
1.1	Annual electrical energy consumption in kWh;	
1.2	Specific electrical energy consumption per total surface kWh/m^2;	
2	*Thermal energy consumption*	
2.1	Annual thermal energy consumption in kWh, m^3 or kg;	
2.2	Type of source used:	
2.2.1	Electrical energy;	
2.2.2	Liquid fuel;	
2.2.3	Natural gas;	
2.2.4	District heating;	
3	*Lighting*	
3.1	Percentage of light sources with energy mark A or B?	
4	*Ventilation, heating and cooling*	
II	**WATER**	
1	*Water consumption*	
1.1	Is the annual water consumption measured in m^3?	
1.2	Specific water consumption per total surface in m^3 /m^2.	

Run. No.	Indicators and parameters	Answers and Notes
1.3	Does the shop have its own water supply network?	
1.4	Percentages of annual leakage on the drinking water supply network?	
1.5	Does the shop have its own water supply source (water wells)?	
1.5.1	Is there a monitoring system for the quality of water supplied from the shop's own source?	
1.5.2	Has the shop obtained all the authorisations necessary for their own water sources' operation?	
1.5.3	Percentage of drinking water supply from the shop's own source?	
1.5.4	Is there a programme for maintenance/repair of the water source?	
1.6	Has the shop concluded a contract for water supply/sewer services with the water supplier?	
2	*Installations*	
2.1	Percentage of toilets with differentiated flush (3 or 6 litres pr. Flush)?	
3	*Wastewater discharge*	
3.1	Does the shop have its own sewer?	
3.2	Percentage of the sewer made of asbestos cement?	
3.3	Percentage of the sewer which is damaged?	
3.4	Is there a programme for sewer maintenance and repair?	
3.5	Wastewater quality	
3.5.1	Does the shop have its own system for monitoring of the wastewater quality indicators?	
3.5.2	Percentage of CBO5 in wastewater?	
3.6	Has the shop concluded a contract for taking over the wastewater with an authorised company?	
3.7	Is there a system for the wastewater treatment or pre-treatment prior to discharging wastewater in the municipal sewer?	
III	**WASTE**	
1.	Percentage of waste sent to recycling?	
1.1	Percentage of PVC and plastic wrapping foil in the total waste sent to recycling?	
1.2	Percentage of cardboard or semi-cardboard in the total waste sent to recycling?	
2	Percentage of waste sent to incineration?	
3	Which fractions is the waste sorted into?	
4	Can the customers return used items or parts of for recycling?	

Run. No.	Indicators and parameters	Answers and Notes
5	Can the customers return other items for recycling, i.e. containers?	
6	Sorting of waste in the fractions stated by the local government, or as a minimum sorting at source and recycling of cardboard?	
7	Are there buffer areas for temporary waste disposal?	
7.1	Are these buffer areas for waste temporary disposal equipped with protection against soil and groundwater contamination and wastewater spillage	
8	Is waste disposed of in dedicated bins?	
8.1	Are the bins appropriate for the type of waste disposed of in them?	
8.2	Are the bins labelled and easily identifiable/localisable to facilitate their appropriate use?	
8.3	Are the bins appropriately used?	
8.4	Are the bins replaced /maintained appropriately?	
8.5	Are the bins emptied on time?	
9	Has the shop concluded a contract for waste disposal with an authorised company?	
9.1	For non-recyclable waste	
9.2	For recyclable waste	
IV	**NOISE – SMELL**	
1	*Noise*	
1.1	Generated by products' supplying activities	
1.2	Others	
2	*Smell*	
2.1	Generated by production activities (baking, etc.)	
2.2	Generated by waste collection or the sewer (mainly during summer)	
2.3	Generated by vehicles (supplying, customers)	
2.4	Others	
V	**ASSORTMENT**	
1	*Organic products*	
1.1	Fresh or dried vegetables and fruits	

Run. No.	Indicators and parameters	Answers and Notes
1.2	Coffee and tea	
1.3	Candy, chocolate, sugar	
1.4	Dairy products and eggs	
1.5	Bread products	
1.6	Fresh meat	
1.7	Corn products, incl. flour, rice and pasta	
1.8	Fresh fish	
1.9	Frozen meat and fish	
1.10	Products in cans or jars	
1.11	Syrup, juice and soda	
1.12	Other ecological products	
2	*Which of the following product groups is in the assortment? Specification by number of items that are certified organic, or that holds a recognised eco-label or energy-label in each group.*	
2.1	Food	
2.2	Others	
3	*Supplementary questions*	
3.1	Are all the ecological items in the assortment clearly marked as being environmentally friendly?	
3.2	Does the store sell products that contain rechargeable batteries with cadmium?	
3.3	Does the store sell products that contain PVC?	
3.4	Does the store sell products that contain chlorine?	
3.5	Do customers receive information on the products' environmental impact and how the products are correctly used and disposed of?	
3.6	Does the shop sell pesticides?	
3.7	Are more than 25% of the items in the assortment produced in the national area?	
VI	**INTERNAL CONSUMPTION**	
1.	Are there requirements for the contractors/ regarding environmentally production and introduction of environmental control?	
2.	Are products that do not contain environmentally harmful substances selected?	
2.1	Are products produced preferred?	
2.2	Are products with low energy consumption preferred?	
2.3	Are products with long life expectancy and good durability preferred?	

Run. No.	Indicators and parameters	Answers and Notes
2.4	Are recyclable products selected?	
3	Is there a list of products that the shop does not sell for environmental reasons?	
4	Does the shop use eco-labelled office equipment:	
4.1	Writing materials?	
4.2	Paper?	
4.3	Office machinery?	
5	Does the shop use eco-labelled cleaning agents?	
6	Does the shop sell products that contain chlorine?	
VII	**TRANSPORT**	
1.	Does the shop have its own fleet of cars?	
1.1	For deliveries?	
1.2	Transport of people (salesmen, managers or others)?	
1.3	Transport of goods from warehouses to the shop?	
2	The fleet of cars	
2.1	Are own drivers instructed in fuel economic driving and how to avoid the engine running idle?	
2.2	Are own vehicles regularly serviced?	
2.3	Is fuel efficiency in focus when purchasing new vehicles?	
2.4	Is transport planned ahead to avoid unnecessary driving?	
3	How are the goods delivered to the shop?	
3.1	Directly from supplier to the shop?	
3.2	From supplier to central storage and then to the store?	
3.3	By an EMS (ISO 14001or EMAS) certified conveyer/shipping agent?	
3.4	By vehicles that are equipped with particle filter?	
4	Does the shop offer direct delivery of goods to the customers?	
5	What kinds of fuel do vehicles that transport goods use?	

Run. No.	Indicators and parameters	Answers and Notes
6	Does the shop inform customers about public transport?	
VIII	**OCCUPATIONAL HEALTH AND SAFETY**	
1.	Is a security organisation with security representatives for the employees and management established?	
2	Have the security representatives received the compulsory occupational health and safety education?	
3	Has the shop stated objectives/goals for occupational health and safety?	
4	Has a Working Place Evaluation been completed in accordance with the guidelines from the Factories Inspectorate (Public Authority on the Occupational Health and Safety area)?	
5	Does the shop management conduct annual appraisal interviews?	
6	Has the shop received any commands for improvement from the Factories Inspectorate?	
7	Has the shop formulated a smoking and alcohol policy?	
IX	**ENVIRONMENTAL MANAGEMENT**	
1	Environmental Management related questions	
1.1	Does the store or chain have an EMS certificate with reference to ISO 14001 or EMAS (Eco Management and Audit Scheme – the Official EMS system of the EU)?	
1.2	Is an environmental policy formulated in writing?	
1.3	Are environmental objectives formulated in writing?	
1.4	Does the shop have records on:	
1.4.1	Consumption of electricity and heating	
1.4.2	Water consumption	
1.4.3	The amount of refuse/waste in the different fractions	
1.4.4	Consumption of cleaning agents	
1.4.5	Own vehicles' consumption of fuel	

Run. No.	Indicators and parameters	Answers and Notes
1.5	Are employees kept informed on:	
1.5.1	Consumption of electricity, heating and water	
1.5.2	The amount of waste in the different fractions	
1.5.3	Consumption of cleaning agents	
1.6	Has the shop developed a plan of action for environmental initiatives and improvements?	
1.7	Has the shop manager appointed an environmental co-ordinator?	
1.8	Are there any written guidelines for:	
1.8.1	How the refuse/waste is to be sorted into fractions?	
1.8.2	How energy can be saved?	
1.8.3	A waste management plan?	
1.8.4	Operation and maintenance of electrical installations?	
1.8.5	Control and maintenance of water installations?	
1.9	Are there written guidelines for on employees' knowledge of environmental issues and abilities to co-operate in reducing the shop's environmental impact?	
1.10	Are there any routines for operation and maintenance for	
1.10.1	Energy consuming devices and installations?	
1.10.2.	Water installations	
1.10.3.	Waste sorted into fractions	
2	Public relations	
2.1	Environmental knowledge	
2.1.1	Are there any guidelines on the employees' level of knowledge of these subjects?	
2.2	Customer service	
2.2.1	How does the management prioritise the employees' general environmental inputs in the customer-related services?	
2.3	Environmental alternatives	

Run. No.	Indicators and parameters	Answers and Notes
2.3.1	Are employees obliged to provide information on alternatives there is more environmentally friendly to the products in demand?	
2.4	Return system	
2.4.1	Are employees obliged to inform the customer on return systems for packing/refuse/used products?	
2.4.1.1	Are there any written guidelines for this?	
3	Has the shop received any commands of improvement or complaints from the authorities in the environmental area or from the customers? If yes, related to what issues.	