

MANUAL AND INSTRUCTIONS FOR THE APPLICATION OF VOLUNTARY ECOLABELLING SCHEME (VES).

The purpose of this manual is to give the reader a full description of how a shop can qualify for the ECOMARKET Eco-label Certificate according to the list of criteria. The criteria are listed in this document. The VES is designed for shops situated within Food Markets in the Bucharest Area. The scheme 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 methodology is described from the background of the project to the assessment of the level of impact on the environment from a shop and the possible ways to diminish this impact through the implementation of the VES. The VES criteria and the assessment and verification requirements are also described together with a description of how the possible initiatives to further diminish the environmental impact from the Food Market in question can be identified.

1. METHODOLOGY AND BACKGROUND

The Bucharest Municipality is currently (2003-2005) 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:

1. 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
2. Based on the EAM, a food market ecological model (FMEM) for food markets and a voluntary ecolabelling scheme (VES) for the retail shops within the food markets is being developed and implemented, describing rules and criteria for becoming a certified Ecological Food Market or an Eco-labelled Shop
3. 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

This report is describing the developed VES. For a full description of the developed EAM, which the VES is based on, please refer to the document "Technical Guide on the EAM", however - the following briefly describes the EAM.

The objective of the developed environmental assessment method (EAM) has been 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.

In order to assess the data from the FM or RS, an EAM software tool has been developed. After transferring all registered data from a RS or FM to the Software Tool, the calculation of the level of environmental impact is then generated automatically. In this calculation the shop or FM is given a score from A to M on each of the various environmental parameters. "A" equals the best possible score or a relatively low environmental impact while "M" equals the poorest score or a high environmental impact compared to other shops or FM's. In each parameter the scoring Mark (A-M) are assigned based on a point scoring system in which points are given for indicators representing 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. Furthermore, for water and Energy a scoring Mark for the annual consumption is assigned. Another objective of the EAM has been that it should lead 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. The following is describing the purpose of the VES and the use of the VES criteria together with the use of the developed EAM software to test the shops ability to comply with these criteria.

3. VES – BASIC DESCRIPTION AND PURPOSE

The Voluntary Eco-labelling Scheme is basically an Eco-labelling scheme for shops within Food Markets – typically rented business areas on Food Market premises managed by a private person.

PURPOSE OF THE FMEM.

The ECOMARKET Voluntary Eco-labelling Scheme (VES) aims to limit the main environmental impacts from the three phases of the life cycle of retail trade (purchasing, provision of the service through daily operation of the shop and waste disposal). In particular they aim to:

- limit energy consumption,
- limit water consumption,
- limit waste production and increase/improve recycling ,
- favour the use of renewable resources and of substances which are less hazardous to the environment,
- Promote environmental communication and education.

4. VES CRITERIA AND ASSESSMENT & VERIFICATION REQUIREMENTS.

By transferring all assembled data from using the EAM questionnaires into the EAM software tool the shop is given a scoring mark from A to M on the following parameters:

- Energy consumption
- Water consumption
- Water indicators
- Waste indicators
- Assortment indicators
- Internal consumption indicators
- Transport
- OHS indicators
- EMS indicators

The parameter Noise/Smell that is part of the EAM questionnaires is not included in the automatic assessment as the EAM indicators for this parameter are not easily quantified. But Noise/Smell is indeed part of the VES criteria (present as optional criterion), as can be found in the thorough description of these criteria given in the following:

ASSESSMENT AND VERIFICATION REQUIREMENTS.

The criteria are based on the Environmental Assessment Method (EAM) developed and data collected from Food Markets, during the ECOMARKET project period. The criteria is therefore referring to the scoring system in the developed EA Tool with score marks from A – M, in which “A” is the best score, equivalent to a low level of environmental impact compared to other shops.

The specific assessment and verification requirements are indicated within each criterion. All declarations must be signed by the Shop Manager

Where appropriate, test methods and standards other than those indicated for each criterion may be used, if this is accepted by the assessing Competent Body (= Bucharest City Hall)

Any documentation that the applicant (The shop) is required to provide may originate from other sources than the applicant, i.e. suppliers, when needed. The Bucharest City Hall representatives (BCH) can require supporting documentation beyond the stated requirements in this document.

A. MANDATORY CRITERIA.

All the criteria in this section must be fulfilled.

ENERGY

1. TOTAL ENERGY CONSUMPTION

The score for the total annual energy consumption (sum of electrical and thermal energy consumption) in the shop shall be equivalent to the mark “E” or better in the ECOMARKET EAM Tool (Comment: This corresponds to a maximum level of 440 kWh/m² – Including an adjustment of the consumption related to a bonus deduction for the percentage of Energy saving light sources. 33 % of the tested retail shops have energy consumption at the selected max. level or less)

Assessment and verification: *The applicant shall provide information regarding nature and amounts of the energy sources used and the area of the shop including*

WATER

2. WATER CONSUMPTION

The score for the annual total annual water consumption in the shop shall be equivalent to the mark “D” or better corresponding to a maximum consumption of 3.25 m³/m² (Comment: 33 % of the retail shops are able to comply based on data from test shops)

Assessment and verification: *The applicant shall provide information about the water consumption.*

3. WATER INDICATORS

The points scored for the “Water indicators” in the ECOMARKET EAM shall be equivalent to the Mark “D” or better.

Assessment and verification:

- A. Upon request from the BCH, the applicant shall provide documentation that the environmental impact from using its current water source is negligible. A list of the monitored water quality parameters shall be provided together with documentation for the necessary authorisations.
- B. The applicant shall provide a technical report from professional technicians responsible for the installation of and/or maintenance of the system, stating the annual leakage of the water supply network that the shop is using
- C. Upon request from the BCH the applicant shall provide documentation from the local or national authority that the sewage water is treated correctly, and provide documentation for waste water quality monitoring and sewer maintenance.

WASTE**4. WASTE CRITERIA**

The points scored for the "Waste indicators" in the ECOMARKET EAM shall be equivalent to the Mark "E" or better.

Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, including:

- A list of the categories the waste is separated into and the procedures for collecting, separating, handling and disposal of these categories.
- The Name(s) of the transporting company(ies) for non-recyclable and recyclable waste and a description of the selected waste handling site for waste other than hazardous waste
- A list of the included products and/or parts of products and categories of other items (wrapping material, bottles etc.) that is included in the customer return system

Comment;: On way to comply with this criterion:

- 100 % of all cardboard and semi-cardboard sorted and sent to recycling
- The shop can answer "Yes" to 11 of 13 indicator questions

ASSORTMENT**5. ASSORTMENT CRITERIA**

The points scored for the "Assortment indicators" in the ECOMARKET EAM shall be equivalent to the Mark "G" or better.

Comment : Eco-friendly products are:

- Eco-labelled products
- Energy labelled products or products that in another way have a documented low energy consumption
- Certified organic food or food products that are produced under conditions that are similar to the conditions demanded in the EU control system "Organic Farming"

Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, including:

- A list of product groups in the assortment in which the shop does not offer Eco-friendly products together with an explanation why no Eco-friendly products are offered in each of these product groups. This list shall be updated and send to the assessing competent body annually.
- A list of the eco-friendly products/items in the assortment.

INTERNAL CONSUMPTION

6. CONSUMPTION CRITERIA

The points scored for the "Consumption indicators" in the ECOMARKET EAM shall be equivalent to the Mark "D" or better.

Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, including:

- A list of products used internally, that are either eco-labelled or Energy labelled
- A list of all cleaning products including name of producer

TRANSPORTATION

7. VEHICLES

The points scored for the "Transport indicators" in the ECOMARKET EAM shall be equivalent to the Mark "E" or better.

Assessment and verification: The applicant shall provide a declaration of compliance with these criteria, including:

- Documentation of driver instructions and regularly maintenance/service
- List of fuel types used for vehicles transporting goods
- List of passenger cars, delivery vans and trucks indicating make, type, the date of purchase, and type of fuel consumed by each vehicle
- Copy of the information given to the customers and a description on how the information is provided.

OCCUPATIONAL HEALTH AND SAFETY (OHS)

8. OHS MANAGEMENT

The points scored for the "OHS indicators" in the ECOMARKET EAM shall be equivalent to the Mark "B" or better.

Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, including:

- Names of OHS representatives, Copies of OHS policy and programme of action.

ENVIRONMENTAL MANAGEMENT

Applicants with an Environmental Management system registered under the EMAS Regulation or certified according to ISO 14001 automatically fulfil the mandatory criteria listed below (16-18). The verification of compliance with these criteria is the EMAS registration or ISO 14001 certification. In such case the applicant is obliged to provide the assessing Competent Body with a copy of official registration or certificate.

9. EMS CRITERIA

The points scored for the "EMS indicators" in the ECOMARKET EAM shall be equivalent to the Mark "E" or better.

Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, including:

- Copies of policy, programme of action and name of the environmental manager
- A technical report from the previous inspection of energy consuming or -producing equipment from a professional technician.
- Copy of any written guidelines.
- On application the applicant shall provide the data for the consumption of electricity, heating and water and chemicals for at least the previous 3 months, and is thereafter obliged to provide this data annually in January (for the previous year).

OPTIONAL CRITERIA.

SCORING REQUIREMENTS.

As indicated in the headline of each criterion in this section, all optional criteria are awarded scoring points, giving a maximum total possible amount of 184 points.

The number of criteria complied with must correspond to a total of 80 points.

ASSESSMENT AND VERIFICATION

- The applicant shall provide a declaration of compliance with each criterion that the shop wishes to be included in the assessment, including technical reports from relevant professional technicians describing installations if relevant, and/or other documentation from relevant third parties if possible.
- In the case of compliance through certificates and/or official registrations (criterion 13 and 14) the applicant shall provide copies of the relevant papers.

1. ENERGY

TOTAL ENERGY CONSUMPTION (10 POINTS)

The total annual energy consumption (sum of electrical and thermal energy consumption) in the shop shall not exceed 290 kWh (Comment: This corresponds to the mark A or B).

2. WATER

WATER CONSUMPTION (10 POINTS)

The total annual water consumption in the shop shall not exceed 2.05 m³/m² (mark A or B)

3. WASTE

SORTING OF WASTE (MAX. 12 POINTS)

For each of the following extra categories that is sorted and sent to recycling or other environmental preferable treatment: 2 points for each category

- Plastic (wrapping or containers)
- Metals
- Glass
- Organic waste (i.e. bread, fruit/vegetables etc. NOT meat products or other products that comes from animals) for compost or other treatment or reused as animal feed.

- Dangerous substances
- Other

CONTRACTS WITH AUTHORISED COMPANYS (MAX. 8 POINTS)

The shops has concluded contracts for waste disposal with an authorised company for

- Recyclable waste (4 points)
- Non-recyclable waste (4 points)

4. NOISE-SMELL

COMPLAINTS/COMMANDS OF IMPROVEMENT (30 POINTS)

The shop has not recieved any complaints regarding NOISE (15 points) or SMELL (15 points) from customers or Food Market Management or commands of improvement from local authorities during the previous 12 months.

5. ASSORTMENT AND INTERNAL CONSUMPTION

ECO-FRIENDLY PRODUCTS IN THE ASSORTMENT(MAX. 20 POINTS)

- A. The shop does not sell pesticides (5 points)
- B. The shop does not sell products containing chlorine (5 points)
- C. The shop has 2 or more Eco-friendly food products in the assortment (5 points)
- D. The shop has 3 or more Eco-friendly non-food products in the assortment (5 points)

ECO-FRIENDLY PRODUCTS IN INTERNAL CONSUMPTION (MAX. 10 POINTS)

- A. The shop does not use products containing active chlorine (5 points)
- B. The shop uses only Eco-friendly cleaning agents for the cleaning of shop premises (5 points).

6. TRANSPORT

EMAS REGISTRATION OR ISO CERTIFICATION (8 POINTS)

The shop uses 1 or more conveyer(s)/shipping agent(s) that is/are registered under the Community eco-management and audit scheme (EMAS) or certified according to ISO 14001.

FUEL USED BY VEHICLES TRANSPORTING GOODS (MAX. 20 POINTS)

Some of the vehicles uses other fuel sources than fossil i.e. electricity, fuel cells, hydrogen, alcohol (10 points) All : 20 points.

PARTICLE FILTER (7 POINTS)

Some of the vehicles transporting goods use particle filters.

7. OCCUPATIONAL HEALTH AND SAFETY

OHS CERTIFICATION (10 POINTS)

The shop shall hold an OHS certificate, issued either based on an inspection carried out by the national OHS authority or based on a certification of an OHS management system carried out by an accredited assessing body (certificate issuing company).

8. ENVIRONMENTAL MANAGEMENT

EMAS REGISTRATION OR ISO CERTIFICATION (10 POINTS)

The shop shall be registered under the Community eco-management and audit scheme (EMAS) or hold a certificate according to the environmental management standard ISO 14001 issued by accredited assessing body.

5. SCORING SYSTEMS

For each parameter the shop receives a scoring mark from A-M. Each mark is related to a scoring system in which an interval of points corresponds to a mark. The VES refers to the scoring systems from the developed EAM software. In the following the points assigned for each indicator of each parameter in the EAM and the scoring systems for the consumption of energy and water can be viewed.

For each scoring system the required mark and corresponding required points for VES criteria compliance is marked with **bold, red text**.

All scoring systems can also be viewed in the EAM and compliance test software, where the points scored, is showed as the questionnaires are filled in.

The questionnaire with all indicators for each parameter can be viewed in appendix 1.

ENERGY:

The EAM software calculates the scoring mark for the total energy consumption based on the scoring system below, developed by analysing data from a number of shop that are representative for these kind of business units. The total energy consumption is calculated by summing up electricity and heating energy (all measuring data for heating energy are re-calculated to kWh).

For energy there are no points scored for indicators. The only indicator in this parameter is the percentage of light sources with Energy Mark A or B (according to official EU standards). The shop is instead assigned a bonus for this percentage. The bonus is automatically (in the software) deducted from the total annual energy consumption before the scoring mark is assigned.

- 0-10 : A bonus of 1 % of the total annual energy consumption
- 0-20 : A bonus of 2 % of the total annual energy consumption
- 20-40 : A bonus of 4 % of the total annual energy consumption
- 40-60 : A bonus of 6 % of the total annual energy consumption
- 60-80 : A bonus of 8 % of the total annual energy consumption
- 80-100 : A bonus of 10 % of the total annual energy consumption

Scoring system for Total energy Consumption			
Mark	Consumption data, X= Energy consumption, kWh/m ²		
A	0	≤ X <	240,0
B	240,0	≤ X <	290,0
C	290,0	≤ X <	340,0
D	340,0	≤ X <	390,0
E	390,0	≤ X <	440,0

F	440,0	$\leq X <$	490,0
G	490,0	$\leq X <$	540,0
H	540,0	$\leq X <$	590,0
I	590,0	$\leq X <$	640,0
J	640,0	$\leq X <$	690,0
K	690,0	$\leq X <$	740,0
L	740,0	$\leq X <$	790,0
M		$X <$	790

WATER:

The EAM software calculates the scoring mark for water consumption based on the following scoring system, developed by analysing collected data.

Scoring system for Water consumption			
Mark	X= Water consumption, m³/m²		
A	0	$\leq X <$	1,45
B	1,45	$\leq X <$	2,05
C	2,05	$\leq X <$	2,65
D	2,65	$\leq X <$	3,25
E	3,25	$\leq X <$	3,85
F	3,85	$\leq X <$	4,45
G	4,45	$\leq X <$	5,05
H	5,05	$\leq X <$	5,65
I	5,65	$\leq X <$	6,25
J	6,25	$\leq X <$	6,85
K	6,85	$\leq X <$	7,45
L	7,45	$\leq X <$	8,05
M	8,05	$\leq X$	

The EAM software calculates the scoring mark for water indicators based on the following scoring system.

Points are scored in the software by answering "YES" or "NO" to the questions or by selecting the correct interval for various percentages. For the quantifiable percentage related indicators the system assigns from 1-10 points:

0-5 % : 10 points; 5-20 % : 8 points; 20-40 % : 6 points; 40-60 % : 4 points; 60-80 % : 3 points; 80-100 % : 2 points

"Does not Know" : 1 point

For the percentage of toilets with differentiated flush (max. 6 liter pr. flush) points are scored "backwards", i.e. 10 points are assigned for 80-100 %.

For all other indicators (Yes or No type) the system assigns 6 (in 2 cases 7) points for "YES" and 1 points for "NO"

Scoring system for water indicators (based on a minimum score of 13 points)			
Mark	X = points scored		
A	93,5	$\leq X \leq$	100
B	87	$\leq X <$	93,5
C	80,5	$\leq X <$	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

WASTE:

The EAM software calculates the scoring mark for waste indicators based on the scoring system below.

Points are scored in the software by answering YES or No to the questions, or by selecting the correct interval for various percentages. For the percentage related indicators the system assigns from the following points:

For total waste sent to recycling:

0-5 % : 1 points; 5-25 % : 3 points; 25-40 % : 5 points; 40-60 % : 7 points; 60-85 % : 8 points; 85-100 % : 10 points

Other percentage related indicators:

0-5 % : 1 points; 5-25 % : 2 points; 25-40 % : 3 points; 40-60 % : 4 points; 60-85 % : 5 points; 85-100 % : 6 points

For the indicator "Which fractions are waste sorted into for recycling":

The system assigns 2 points for each of the following categories that is sorted from the waste: Cardboard, plastic, metals, glass, organic waste, dangerous substances, other (max 14 points)

For all other indicators (Yes or No type) the system assigns 5 points for "YES" and 1 points for "NO"

Scoring system for waste indicators			
Mark	X = points scored		
A	100	≤ X ≤	107
B	93	≤ X <	100
C	86	≤ X <	93
D	79	≤ X <	86
E	72	≤ X <	79
F	65	≤ X <	72
G	58	≤ X <	65
H	51	≤ X <	58
I	44	≤ X <	51
J	37	≤ X <	44
K	30	≤ X <	37
L	23	≤ X <	30
M		X <	23

ASSORTMENT:

For assortment points are given for the number of Eco-friendly products in the assortment in 3 product groups:

1. Food :
 - 0 Eco-friendly products : 1 point
 - 1 Eco-friendly product : 4 points
 - 2 Eco-friendly products : 6 points
 - 3 Eco-friendly products : 8 points
 - 4 or more Eco-friendly products : 10 points

2. Non-Food
 - 0 Eco-friendly products : 1 point
 - 1 Eco-friendly product : 4 points
 - 2 Eco-friendly products : 6 points
 - 3 Eco-friendly products : 8 points
 - 4 or more Eco-friendly products : 10 points

For all other indicators (Yes or No type) the system assigns 6 (in cases 5) points for the environmentally preferable answer which in most cases is "YES" and 1 point for "NO", except for the selling of pesticides, products containing PVC and products containing chlorine, in which 1 point is assigned for "YES" and 6 points for "NO".

Scoring system for assortment indicators			
Mark	X = points scored		
A	56,3	$\leq X \leq$	60
B	52,6	$\leq X \leq$	56,3
C	48,9	$\leq X \leq$	52,6
D	45,2	$\leq X \leq$	48,9
E	41,5	$\leq X \leq$	45,2
F	37,8	$\leq X \leq$	41,5
G	34,1	$\leq X \leq$	37,8
H	30,4	$\leq X \leq$	34,1
I	26,7	$\leq X \leq$	30,4
J	23	$\leq X \leq$	26,7
K	19,3	$\leq X \leq$	23
L	15,6	$\leq X \leq$	19,3
M		$\leq X \leq$	15,6

INTERNAL CONSUMPTION:

The EAM software calculates the scoring mark for INT. CONSUMPTION indicators based on the scoring system below.

Points are scored in the software by answering YES or No to the questions.

The system assigns between 3 and 6 points for "YES" and 1 points for "NO".

Scoring system for int. consumption indicators			
Mark	X = points scored		
A	56,2	$\leq X \leq$	60
B	52,4	$\leq X <$	56,2
C	48,6	$\leq X <$	52,4
D	44,8	$\leq X <$	48,6
E	41	$\leq X <$	44,8
F	37,2	$\leq X <$	41
G	33,4	$\leq X <$	37,2
H	29,6	$\leq X <$	33,4
I	25,8	$\leq X <$	29,6
J	22	$\leq X <$	25,8
K	18,2	$\leq X <$	22
L	14,4	$\leq X <$	18,2
M		$X <$	14,4

TRANSPORT:

The EAM software calculates the scoring mark for transport indicators based on the scoring system below.

Points are scored in the software by answering YES or No to the questions.

The system assigns 4-8 points for the environmentally preferable answer, which can be either YES or NO depending on the indicator. The maximum available points score is based on that 2 – 5 regarding the use of own vehicles are answered with N/A (Not Applicable) if the shop does not have its own fleet of vehicles. If the latter is the case, the score is adjusted by 12 points (as "YES" to having own vehicles = 1 point and "NO" to having own vehicles equals 13 points) which equals the difference between answering YES or NO to all of indicators 2-5.

The top scorer of 8 points is given for the transport of goods with vehicles equipped with particle filter, as particles from diesel oil driven engines are of major importance for the health of the citizens in large cities with heavy traffic like Bucharest.

Scoring system for transport indicators			
Mark	X = points scored		
A	46,7	$\leq X \leq$	50
B	43,4	$\leq X <$	46,7
C	40,1	$\leq X <$	43,4
D	36,8	$\leq X <$	40,1
E	33,5	$\leq X <$	36,8
F	30,2	$\leq X <$	33,5
G	26,9	$\leq X <$	30,2
H	23,6	$\leq X <$	26,9
I	20,3	$\leq X <$	23,6
J	17	$\leq X <$	20,3
K	13,7	$\leq X <$	17
L	10,4	$\leq X <$	13,7
M		$X <$	10,4

OCCUPATIONAL HEALTH AND SAFETY:

In the OHS parameter, points are scored in the software by answering YES or No to the questions. The system assigns 5 points for "Yes" and 1 points for "NO", except for the 2 indicators related to the Health and Safety organisation and education of representatives, in which 10 points is assigned for "YES" and 1 point for "NO".

For the indicator regarding commands of improvement from the Factories Inspectorate 10 points are assigned for "NO" and 1 point for "YES".

Scoring system for OHS indicators			
Mark	X = points scored		
A	46,7	$\leq X \leq$	50
B	43,4	$\leq X <$	46,7
C	40,1	$\leq X <$	43,4
D	36,8	$\leq X <$	40,1
E	33,5	$\leq X <$	36,8
F	30,2	$\leq X <$	33,5
G	26,9	$\leq X <$	30,2
H	23,6	$\leq X <$	26,9
I	20,3	$\leq X <$	23,6
J	17	$\leq X <$	20,3
K	13,7	$\leq X <$	17
L	10,4	$\leq X <$	13,7
M		$X <$	10,4

ENVIRONMENTAL MANAGEMENT:

In the EMS parameter, points are scored in the software by answering YES or No to the questions. The system assigns between 3 and 5 points for "YES" and 1 points for "NO", except for the indicator related to EMS certificates and the indicators related to policy and objectives in which 11 points are assigned for "YES" and 1 for "NO" in each indicator and the indicator regarding commands of improvement from authorities and complaints from customers, in which 10 points are assigned for "NO" and 1 point for "YES".

Scoring system for EMS indicators			
Mark	X = points scored		
A	159,9	$\leq X \leq$	170
B	149,9	$\leq X <$	159,9
C	139,9	$\leq X <$	149,9
D	129,9	$\leq X <$	139,9
E	119,9	$\leq X <$	129,9
F	109,9	$\leq X <$	119,9
G	99,9	$\leq X <$	109,9
H	89,9	$\leq X <$	99,9
I	79,9	$\leq X <$	89,9
J	69,9	$\leq X <$	79,9
K	59,9	$\leq X <$	69,9
L	49,9	$\leq X <$	59,9
M		$X <$	49,9

6. COMPLIANCE TEST

The developed EAM software that calculates the shop`s level of environmental impact based on the described scoring systems can also test the shop`s ability to comply with the VES criteria – both mandatory and optional.

A sheet called Compliance Test has been added to the software.

Here the required marks and optional points scored and needed can be viewed, and this sheet gives a fast overview on the shop`s ability to comply with the VES and on which parameters the shop needs to improve their environmental performance to be able to comply with mandatory and optional criteria.

To test Food Markets (RS) ability to comply with the requirements of the EMM the Food Market (RS) administrator has to deliver a variety of information. This information is gathered by the use of questionnaires that uses environmental indicators within each of the parameters. For each indicator the FM (RS) is then assigned a number of points depending on the environmental soundness of the given situation in the FM (RS) in question. The points scored is used to assess the environmental impact of the FM (RS) by giving a score for environmental performance for each parameter. The score is given in form of a Mark from A to M by using scoring systems in which an interval of points scored (or level of consumption in the case of consumption of water and energy) refers to a Mark. The Mark "A" equals the best possible environmental performance compared to other Food Markets (RS) and a low level environmental impact in general, while "M" equals the poorest possible performance.

The table below indicates minimum level of performance to be reached by a Food Market (RS) for being Certified as an ecological one.

COMPLIANCE TEST

To comply with the Eco-label criteria, the score for each parameter must equal or be better than the required score. Furthermore the optional points scored must be higher than the required score.

PARAMETER	Score	REQUIRED Score	Optional points scored	Opt. Points possible
ENERGY CONSUMPTION		E		10
WATER CONSUMPTION		D		10
WATER INDICATORS		D		21
WASTE		E		28
NOISE-SMELL		-		30
ASSORTMENT		G		25
INTERNAL CONSUMPTION		G		
TRANSPORT		F		35
HEALTH & SAFETY		B		10
ENVIRONMENTAL MANAGEMENT		E		10

Optional points scored	
Optional points possible	144
Optional points required	65

The use of the scoring systems is illustrated by the example of the scoring system applied for CRISTIM Retail Shop located in Domenii Food Market Area:

SCORES FOR CRISTIM RETAIL SHOP 2003

COMPLIANCE TEST				
PARAMETER	MARK	REQUIRED MARK	Optional points scored	Optional Points possible
ENERGY	M	E	0	10
WATER CONSUMPTION	F	D	0	10
WATER INDICATORS	E	D	11,33333333	21
WASTE	C	E	11	28
NOISE-SMELL	-	-	15	30
ASSORTMENT	B	G	25	30
INTERNAL COMSUMPTION	C	D		
TRANSPORT	B	F	27	35
HEALTH & SAFETY	A	B	10	10
ENVIRONMENTAL MANAGEMENT	I	E	0	10
Optional points scored			99,33333333	
Optional points possible			184	
Optional points required			80	

As it can be seen, in 2003 (at the beginning of the process), CRISTIM obtained good scores for waste, assortment, internal consumption, transport and Health and Safety indicators. The optional points scored (99.33), are over the limit of the optional points required (65); In this period CRISTIM was a **conventional retail; shop**.

SCORES FOR CRISTIM RETAIL SHOP IN 2004:

COMPLIANCE TEST

To comply with the Ecolabel Criteria: The mark in each parameter must equal or be better than the required mark, and the optional points scored must equal or be higher than the required score

PARAMETER	MARK	REQUIRED MARK	Optional points scored	Opt. Points possible
ENERGY	I	E	0	10
WATER CONSUMPTION	E	D	0	10
WATER INDICATORS	E	D	11,5	21
WASTE	C	E	14,66666667	28
NOISE-SMELL	-	-	15	30
ASSORTMENT	B	G	25	30
INTERNAL COMSUMPTION	C	D		
TRANSPORT	B	F	27	35
HEALTH & SAFETY	A	B	10	10
ENVIRONMENTAL MANAGEMENT	I	E	0	10

Optional points scored	103,1666667
Optional points possible	184
Optional points required	80

As can be seen, during the process, the environment performance in CRISTIM Retail Shop increased.

This conclusion arise from the results obtained from the compliance test done in 2004.

The obtained scores are better than the scores obtained in 2003 for all indicators, and also, they have more optional points scored (103,16) than the optional points obtained in 2004 (99,33).

On these bases, we concluded that CRISTIM Retail Shop reached the required level of performance to be Eco-labelled

The same system of evaluation was applied also for all 5 Retail Shops.

The procedures to apply for EFM and VES are identical, and consists in the following steps:

1. A official request from the applicant, addressed to BCH – Environment Protection and Ecocivic Education Directorate;
2. The applicant receives the necessary informations and documents from us:
 - Technical Guide on the EAM (Annex no. 7 to the Final Report);
 - Methodology and User Guide for the FMEM (Annex 13 to the Final Report) or Manual and Instructions for the application of the VES, (completed with this description);
 - List of applicable parameters;
 - The corresponding questionnaires to be filled in;
3. The applicant submit the initial filled questionnaire to BCH;
4. BCH – Environment Protection and Ecocivic Education Directorate makes the initial environment assessment;
5. BCH – Environment Protection and Ecocivic Education Directorate identifies and inform the applicant about the environmental indicators who didn't complies with the requirements and must be improved;
6. For improving environmental indicators who didn't complies with the requirements BCH -- Environment Protection and Ecocivic Education Directorate acts as a consultant during the improvement process of the environment performance and makes environment assessments.
7. When the environment assessment shows that the level of performance was reached, and all indicators obtained with the compliance test are better than the requested mark, the applicant will be certified as an Ecological Food Market respectively as a VES Retail Shop;

Appendix 1.

EAM Questionnaire for RETAIL SHOPS

Name

Address.....

Contact person

Telephone.....

Surface.....

Food Market

Run. No.	Indicators and parameters	Answers and Notes
I	ENERGY	
1	<i>Electrical energy consumption</i>	
1.1	Annual electrical energy consumption in kWh;	
1.2	Specific electrical energy consumption per total surface kWh/m ² ;	
2	<i>Thermal energy consumption</i>	
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	<i>Lighting</i>	
3.1	Percentage of light sources with energy mark A or B?	
4	<i>Ventilation, heating and cooling</i>	
II	WATER	
1	<i>Water consumption</i>	
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 shop have its own water supply network?	

Run. No.	Indicators and parameters	Answers and Notes
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	<i>Installations</i>	
2.1	Percentage of toilets with differentiated flush (3 or 6 litres pr. Flush)?	
3	<i>Wastewater discharge</i>	
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?	
5	Can the customers return other items for recycling, i.e. containers?	

Run. No.	Indicators and parameters	Answers and Notes
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	<i>Noise</i>	
1.1	Generated by products' supplying activities	
1.2	Others	
2	<i>Smell</i>	
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	<i>Organic products</i>	
1.1	Fresh or dried vegetables and fruits	
1.2	Coffee and tea	
1.3	Candy, chocolate, sugar	

Run. No.	Indicators and parameters	Answers and Notes
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	<i>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.</i>	
2.1	Food	
2.2	Others	
3	<i>Supplementary questions</i>	
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?	
2.4	Are recyclable products selected?	
3	Is there a list of products that the shop does not sell for environmental reasons?	

Run. No.	Indicators and parameters	Answers and Notes
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 14001 or 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?	
6	Does the shop inform customers about public transport?	
VIII	OCCUPATIONAL HEALTH AND SAFETY	

Run. No.	Indicators and parameters	Answers and Notes
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	
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	

Run. No.	Indicators and parameters	Answers and Notes
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	
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.	