

**LIFE ECOMARKET Project****Sustainability indicators and parameters for Food Markets and Retail Shops**

Run. No.	Indicators and parameters	FMs	Shops	C1 <sup>i</sup>	C2 <sup>ii</sup>	C3 <sup>iii</sup>	C4 <sup>iv</sup>	Notes
<b>I</b>	<b>ENERGY</b>							
1	Electrical energy consumption	×	×					
1.1	Annual electrical energy consumption in kWh;	×	×	#				
1.2	Specific electrical energy consumption per total surface kWh/m <sup>2</sup> ;	×	×	#				Value allowing comparison with other FM or shop
2	Thermal energy consumption	×	×	#				
2.1	Annual thermal energy consumption in kWh, m <sup>3</sup> 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;	×	×	#				
2.2.5	Coal or wood;	×	×				#	
2.2.6	Waste.	×	×				#	
3	Lighting	×	×					
3.1	Percentage of light sources with energy mark A or B?	×	×		#			
3.2	Percentage of light sources regulated by sensor or timer?	×	×			#		
4	Ventilation, heating and cooling	×	×					
4.1	Percentage of ventilation regulated by sensor or timer?	×	×			#		
4.2	Percentage of ventilation installed with velocity regulation?	×	×			#		
4.3	Percentage of ventilation installed with re-use of heating?	×	×				#	
4.4	Percentage of windows with energy-saving glass?	×	×	#				
4.5	Percentage of coolers/freezers with re-use of heating?		×	#				
5	Environmental Management	×	×					
5.1	Is the total energy consumption monitored?	×	×	#				
5.2	Are the employees kept informed on the level of energy consumption (ie. pr. Month)?	×	×		#			
5.3	Is there any information to the employees on how they can contribute minimizing the energy consumption?	×	×		#			
5.4	Are there any routines for operation and maintenance of energy consuming devices, i.e. ventilation?	×	×	#				
5.5	Is there a plan/programme of action with specific energy saving initiatives?	×	×			#		

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<b>II</b>	<b>WATER</b>							
1	Water consumption	X	X					
1.1	Is the annual water consumption measured in m <sup>3</sup> ?	X	X	#				
1.2	Specific water consumption per total surface in m <sup>3</sup> /m <sup>2</sup> .	X	X	#				Value allowing comparison with another FM or shop
1.3	Does the FM/shop have its own water supply network?	X	X	#				
1.4	Percentage of annual leakages on the drinking water supply network?	X	X			#		
1.5	Percentage of the water quantity supplied to the shops?	X		#				
1.6	Does the FM/shop have its own water supply source (water wells)?	X	X	#				
1.6.1	Is there a monitoring system for the quality of water supplied from the FM's/shop's own source?	X	X	#				
1.6.2	Has the FM/shop obtained all the authorisations necessary for their own water sources' operation?	X	X		#			
1.6.3	Percentage of drinking water supply from the FM's/shop's own source?	X	X		#			
1.6.4	Is there a programme for maintenance/repair of the water source?	X	X		#			
1.7	Has the FM/shop concluded a contract for water supply/sewer services with the water supplier?	X	X		#			
2	Installations							
2.1	Percentage of toilets with differentiated flush (3 or 6 liters pr. Flush)?	X	X	#				
2.2	Percentage of water saving fittings?	X	X	#				
2.3	Percentage of urinals regulated by sensor or timer?	X	X			#		
3	Wastewater discharge							
3.1	Does the FM/shop have its own sewer?	X	X	#				
3.2	Percentage of the sewer made of asbestos cement?	X	X			#		
3.3	Percentage of the sewer which is damaged?	X	X			#		
3.4	Is there a programme for sewer maintenance and repair?	X	X		#			
3.5	Wastewater quality	X	X					
3.5.1	Does the FM/shop have its own system for measurement of the wastewater quality indicators?	X	X		#			
3.5.2	Does the FM/shop have its own system for monitoring of the wastewater quality indicators?	X	X			#		

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3.5.3	Is the FM/shop aware of the pollutants in the discharged wastewater?	×	×	#				
3.5.4	Percentage of CBO5 in wastewater?	×	×			#		
3.6	Has the FM/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?	×	×		#			
4	Environmental Management	×	×					
4.1	Is the total water consumption monitored?	×	×	#				
4.2	Are employees kept informed on the level of water consumption (ie. pr. Month)?	×	×		#			
4.3	Are employees informed on how they can contribute to minimize the water consumption?	×	×		#			
4.4	Are there any routines for operation and maintenance of energy consuming devices and installations?	×	×	#				
4.5	Is there a plan/programme of action with specific water-saving initiatives?	×	×			#		
<b>III</b>	<b>WASTE</b>							
1	Waste handling	×	×					
1.1	Percentage of waste sent to recycling?	×	×	#				
1.2	Percentage of waste sent to incineration?	×	×			#		
1.3	Which fractions is the waste sorted into?	×	×	#				
1.4	Can the customers return used items or parts of for recycling?		×			#		
1.5	Can the customers return other items for recycling, i.e. containers?		×			#		
1.6	Percentage of dangerous substances in the total waste?		×			#		
1.7	Percentage of PVC and plastic wrapping foil in the total waste?	×	×		#			
1.8	Percentage of cardboard or semi-cardboard in the total waste?	×	×		#			
1.9	Sorting of waste in the fractions stated by the local government, or as a minimum sorting at source and recycling of cardboard?	×	×		#			
1.10	Are there buffer areas for temporary waste disposal?	×	×	#				
1.10.1	Are these buffer areas for waste temporary disposal	×	×	#				

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	equipped with protection against soil and groundwater contamination and wastewater spillages							
1.11	Is waste disposed of in dedicated bins?	×	×	#				
1.11.1	Are the bins appropriate for the type of waste disposed of in them?	×	×	#				
1.11.2	Are the bins labelled and easily identifiable/localisable to facilitate their appropriate use?	×	×	#				
1.11.3	Are the bins appropriately used?	×	×			#		
1.11.4	Are the bins replaced /maintained appropriately?	×	×		#			
1.11.5	Are the bins emptied on time?	×	×		#			
1.12	Has the FM/shop concluded a contract for waste disposal with an authorised company?	×	×					
1.12.1	For non-recyclable waste	×	×	#				
1.12.2	For recyclable waste	×	×		#			
2	Environmental management	×	×					
2.1	Is the total amount of waste monitored?	×	×	#				
2.2	Are the employees kept informed on the amount of waste? (i.e. each Month)?	×	×		#			
2.3	Are employees informed on how they can contribute to minimize the amount of waste?	×	×					
2.4	Are there routines for sorting the waste into fractions?	×	×		#			
2.5	Are there any routines for processing the different waste fractions?	×	×				#	
2.6	Is there a plan/programme of action with specific actions towards reducing the amount of waste?	×	×			#		
<b>IV</b>	<b>NOISE - SMELL</b>							
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	×		#				
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)	×	×	#				

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2.5	Generated by vehicles (supplying, customers)	×	×	#				
2.6	Others	×	×		#			
<b>V</b>	<b>ASSORTMENT</b>							
1	Organic products	×	×	#				
1.1	Fresh or dried vegetables and fruits	×	×	#				
	Animals	×		#				
1.2	Coffee and tea	×	×	#				
1.3	Candy, chocolate, sugar		×	#				
1.4	Dairy products and eggs		×	#				
1.5	Bread products		×	#				
1.6	Corn products, incl. flour, rice and pasta		×	#				
1.7	Frozen meat and fish		×	#				
1.8	Fresh meat and fish		×	#				
1.9	Products in cans or jars		×	#				
1.10	Syrup, juice and soda		×	#				
1.11	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 recognized eco-label or energy-label in each group.	×	×				#	?
2.1	Food		×				#	
2.2	HI-FI products		×				#	
2.3	Furniture and accessories		×				#	
2.4	Stationery		×				#	
2.5	Light bulbs and other light sources		×				#	
2.6	Construction supplies		×				#	
2.7	Paint, enamel or polishing products		×				#	
2.8	Cleaning agents		×				#	
2.9	Lawn mowers						#	
2.10	Batteries		×				#	
2.11	Paper articles (kitchen roll, toilet paper, etc.)		×				#	
2.12	Audio cassettes and CDs	×					#	
2.13	Others	×	×				#	
3	Supplementary questions							
3.1	Are all the ecological items in the assortment clearly marked as being environmentally friendly?	×	×			#		

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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/shop?	×	×			#		
3.4	Does the store sell products that contain rechargeable batteries with cadmium?		×	#				
3.5	Does the store sell products that contain PVC?		×	#				
3.6	Does the store sell products that contain chlorine?		×	#				
3.7	Do customers receive information on the products' environmental impact and how the products are correctly used and disposed of?	×	×			#		
3.8	Does the shop sell pesticides?	×	×	#				
3.9	Percentage of garden furniture in the assortment that is eco-labelled?		×				#	
3.10	Are more than 25% of the items in the assortment produced in the local area?	×	×	#				
3.11	Does the shop sell paper bleached with chlorine?		×			#		
3.12	Does the store sell congratulation cards that can play music? (they contain mercury batteries)		×	#				
3.13	Clearly marking of ecological and environmentally friendly products.	×	×		#			
<b>VI</b>	<b>INTERNAL CONSUMPTION</b>							
1	Internal consumption	×	×					
1.1	Are there requirements for the contractors/ regarding environmentally production and introduction of environmental control?	×	×		#			
1.2	Is an environmental checklist used for purchases?	×	×			#		
1.2.1	Are eco-labelled products selected?	×	×			#		
1.2.2	Are products that do not contain environmentally harmful substances selected?	×	×			#		
1.2.3	Are products produced locally or regionally selected?	×	×		#			
1.2.4	Are products with low energy consumption selected?		×		#			
1.2.5	Are products with long life expectancy and good durability selected?		×		#			
1.2.6	Are recyclable products selected?		×			#		
1.3	Is there a list of products that the FM/shop does not sell for environmental reasons?		×			#		

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1.4	Does the FM/shop use eco-labelled office equipment:	X	X		#			
1.4.1	Writing materials?	X	X			#		
1.4.2	Paper?	X	X		#			
1.4.3	Office machinery?	X	X		#			
1.4.4	Office furniture?	X	X			#		
1.5	Does the FM/shop use eco-labelled cleaning agents?	X	X			#		
1.6	Does the FM/shop sell products that contain chlorine?	X	X	#				
1.7	Are the FM's/shop's own promotional materials eco-labelled?		X				#	
2	Environmental management	X	X					
2.1	Is the consumption of technical and chemical products monitored?	X	X	#				
2.2	Is any information provided to the cleaning staff on how they can contribute to reduce the consumption of technical and chemical products, and how reducing the use of those can reduce the environmental impact?	X	X		#			
2.3	Is there a plan/programme of action with specific actions for reducing the consumption of technical and chemical products?	X	X			#		
<b>VII</b>	<b>CUSTOMER RELATIONS</b>							
1	Environmental knowledge	X	X					
1.1	How does the shop management prioritize the employees knowledge of the following:				#			
1.1.1	The background of eco-labels		X		#			
1.1.2	Eco-labelled products in the assortment?		X		#			
1.1.3	Non-PVC products in the assortment?		X		#			
1.1.4	Other potential environmental initiatives?		X		#			
1.2	Are there any guidelines on the employees' level of knowledge of these subjects?		X				#	
2	Customer service							
2.1	How does the management prioritize the employees' general environmental inputs in the customer-related services?	X	X			#		
2.1.1	Are there any written guidelines for this?	(X)	X				#	
3	Environmental alternatives		X					
3.1	Are employees obliged to provide information on alternatives there are more environmentally friendly to the	(X)	X			#		

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	products in demand?							
3.1.1	Are there any written guidelines for this?		X				#	
4	Return system		X					
4.1	Are employees obliged to inform the customer on return systems for packing/refuse/used products?		X		#			
4.1.1	Are there any written guidelines for the above?		X				#	
<b>VIII</b>	<b>TRANSPORT</b>							
1	Transport-related questions							
1.1	Does the shop have its own fleet of cars?		X		#			
1.1.1	For deliveries?		X		#			
1.1.2	Transport of people (salesmen, managers or others)?		X			#		
1.1.3	Transport of goods from warehouses to the shop?		X			#		
1.2	The fleet of cars		X					
1.2.1	Are own drivers instructed in fuel economic driving and how to avoid the engine running idle?		X		#			
1.2.2	Are own vehicles regularly serviced?		X			#		
1.2.3	Is fuel efficiency in focus when purchasing new vehicles?		X			#		
1.2.4	Is transport planned ahead to avoid unnecessary driving?		X		#			
1.3	How are the goods delivered to the shop?		X					
1.3.1	Directly from supplier to the shop?		X	#				
1.3.2	From supplier to central storage and then to the store?		X	#				
1.3.3	By an EMS (ISO 14001 or EMAS) certified conveyer/shipping agent?		X				#	
1.3.4	By vehicles that are equipped with particle filter?		X				#	
1.4	Does the shop offer direct delivery of goods to the customers?		X	#				
1.5	Are goods transported by vehicles that do not use fossil fuel?		X				#	
1.6	Is there a bike parking area by the store?		X			#		
1.7	Does the shop inform customers about public transport?		X			#		
1.8	Are employees encouraged to use alternative transport? Which type of transport?		X				#	
1.8.1	Walking		X				#	
1.8.2	Biking		X				#	
1.8.3	Public transport		X				#	
1.8.4	Car-pooling		X				#	



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<b>IX</b>	<b>OCCUPATIONAL HEALTH AND SAFETY</b>							
1	Occupational health and safety related questions	×	×					
1.1	Is a security organisation with security representatives for the employees and management established?	×	×	#				
1.2	Have the security representatives received the compulsory occupational health and safety education?	×	×	#				
1.3	Has the shop formulated a policy for occupational health and safety?	×	×			#		
1.4	Has the shop stated objectives/goals for occupational health and safety?	×	×			#		
1.5	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)?	×	×	#				
1.6	Does the shop management conduct annual appraisal interviews?	×	×			#		
1.7	Has the shop received any commands for improvement from the Factories Inspectorate?	×	×		#			
1.8	Has the shop formulated a smoking and alcohol policy?	×	×	#				
1.9	Is there a plan/programme of action for reducing the number of days lost through illness?	×	×			#		
<b>X</b>	<b>ENVIRONMENTAL MANAGEMENT</b>							
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	Does the shop keep a systematic archive with all EMS relevant documents?	×	×			#		
1.3	Is an environmental policy formulated in writing?	×	×			#		
1.4	Are environmental objectives formulated in writing?	×	×			#		
1.5	Does the shop have records on:	×	×		#			
1.5.1	Consumption of electricity and heating	×	×		#			
1.5.2	Water consumption	×	×		#			
1.5.3	The amount of refuse/waste in the different fractions	×	×		#			
1.5.4	Percentage of product groups with low environmental impact	×	×		#			
1.5.5	Consumption of cleaning agents	×	×		#			

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1.5.6	Own vehicles' consumption of fuel	X	X		#			
1.6	Are employees kept informed on:	X	X					
1.6.1	Consumption of electricity, heating and water	X	X		#			
1.6.2	The amount of waste in the different fractions	X	X		#			
1.6.3	Consumption of cleaning agents	X	X		#			
1.7	Has the shop developed a plan of action for environmental initiatives and improvements?	X	X			#		
1.7.1	Does this plan/programme involve the following aspects:							
1.7.1.1	Reduction of energy consumption	X	X			#		
1.7.1.2	Reduction of water consumption	X	X			#		
1.7.1.3	Reduction of the amount of waste	X	X			#		
1.7.1.4	Improvement of transports	X	X			#		
1.7.1.5	An increased share of environmentally friendly products	X	X			#		
1.7.1.6	Reduction of chemical products' consumption (e.g., cleaning agents)	X	X			#		
1.8	Has the shop manager appointed an environmental coordinator?	X	X		#			
1.9	Are there any written guidelines for:							
1.9.1	How the refuse/waste is to be sorted into fractions?	X	X			#		
1.9.2	How energy can be saved?	X	X			#		
1.9.3	A waste management plan?	X	X			#		
1.9.4	Operation and maintenance of electrical installations?	X	X			#		
1.9.5	Control and maintenance of water installations?	X	X			#		
1.10	Are there written guidelines for on employees' knowledge of environmental issues and abilities to co-operate in reducing the shop's environmental impact?	X	X			#		
1.11	Has the shop received any commands of improvement or complaints from the Municipality in the environmental area?	X	X	#				

<sup>i</sup> C1 – applicable at present

<sup>ii</sup> C2 – applicable by the end of the project

<sup>iii</sup> C3 – applicable after the end of the project

<sup>iv</sup> C4 – applicable at a future moment that cannot be currently foreseen

**NOTE:**

The rows marked with grey have been added as a result of the review of the questionnaires completed by FMs and retail shops.