

Eco Mark Product Category No. 506

## “Confidential Document Processing Service

Version1.0”

### Certification Criteria

- Applicable Scope-

Services that collect and process confidential documents disposed of by an operator including a governmental agency, for the purpose of recycling as paper stock.

Established: January 1, 2018  
Expiration date: December 31, 2024

Japan Environment Association  
Eco Mark Office

NOTE: This document is a translation of the criteria written in Japanese. In the event of dispute, the original document should be taken as authoritative.

Eco Mark Product Category No.506

“Confidential Document Processing Service Version1.0” Certification Criteria

Japan Environment Association

Eco Mark Office

## 1. Purpose of Establishing Criteria

Omitted.

## 2. Applicable Scope

Services that collect and process confidential documents disposed of by an operator including a governmental agency, for the purpose of recycling as paper stock.

[Examples of applicable services]

- Confidential document processing service in which a service provider receives confidential documents and cuts/shreds them.
- Direct dissolution treatment service in which a service provider collects confidential documents and carries them to a paper manufacturer.
- Direct dissolution treatment service provided by a paper manufacturer

## 3. Terminology

Omitted.

## 4. Certification Criteria and Certification Procedure

### 4-1. Environmental Criteria and Certification Procedure

#### 4-1-1 Resource Saving and Resource Recycling

(1) Either A or B below shall be satisfied.

A. If the applicant recycles confidential documents as paper stock (paper manufacturer, etc.), confidential documents shall be subjected to the dissolution treatment as paper stock and neither incinerated nor disposed of as landfilled.

B. If the applicant has the cut/shredding process, or brings confidential documents to paper manufacturer to make the dissolution treatment as paper stock, the applicant shall have an understanding of the process during which are recycled. The applicant shall also confirm in writing including the following items a) and b) with an operator that brings confidential documents (or cut/shredded confidential documents) as paper stock.

- a). Confidential documents (or cut/shredded confidential documents) shall be subjected to the dissolution treatment as paper stock and neither incinerated nor disposed of as landfilled.
- b). Applicable environmental regulations shall be observed.

[Certification Procedure]

Compliance with this item shall be indicated in the Attached Certificate. In addition, a process of confidential documents and the explanatory document that states the processing method and the operator's name shall be submitted.

For B, a document that includes the corresponding information of the specified items (or its copy) shall be submitted.

- (2) Equipment or a process capable of removing foreign matter that prevents the recycling of waste paper shall be in place (e.g., removal by a pulper, removal in the sorting process, etc.) so that the use of confidential document as paper stock is possible in classified information erasure processing.

A foreign matter that is removed shall be recycled wherever possible. That which cannot be recycled shall otherwise be treated appropriately according to the law. The recycling rate of removed foreign matter (plastics/metals) shall be reported.

When subjected to cutting/shredding, confidential documents shall be cut/shredded as large as possible so that they can be easily recycled as paper stock, in as far as that the confidentiality can be maintained.

[Certification Procedure]

A description or pamphlet of the equipment or a process that removes foreign matter shall be submitted. In addition, a document describing the recycling of removed foreign matter (plastics/metals) shall be submitted. Note that the recycling rate shall be calculated on the basis of actual records from the most recent year for the entire facilities.

When subjected to cutting/shredding, compliance with this item shall be indicated in the Attached Certificate. In addition, as for the cutting/shredding step, the average size of the cut/shredded paper fragment shall be stated.

- (3) Either A or B below shall be satisfied.

A. When the applicant provides a container for confidential documents, the applicable item a) to c) below shall be satisfied.

- a). For a dissolution treatment service as a classified information erasure processing, a provided container shall have a sealable structure, and be made of a material that does not prevent recycling even if subjected to the dissolution treatment together with the confidential documents. In the case of a paper container, the percentage of waste paper pulp content shall be 90% or higher.
- b). For a cutting/shredding service as a classified information erasure processing, a provided container shall have a sealable structure, be made of a recyclable material and can be used repeatedly. In the case of a paper container, the percentage of waste paper pulp content shall be 90% or higher.
- c). When the security of a container for confidential documents is enhanced by using

a lockable box in an office, etc., the box shall be repeatedly usable.

B. When the applicant does not provide a container for confidential documents, the applicable item d) or e) below shall be satisfied.

- d). For a dissolution treatment service as a classified information erasure processing, the applicant shall instruct those who dispose of the documents to use a container made of a material that does not prevent recycling even if subjected to the dissolution treatment together with the confidential documents.
- e). For a cutting/shredding service as a classified information erasure processing, he applicant shall instruct those who dispose of the documents to use a container that is made of a recyclable material or that can be used repeatedly.

[Certification Procedure]

Compliance with this item shall be indicated in the Attached Certificate, and submit a photograph(s) of the container provided by them. If the applicant does not provide a container, they shall submit an instruction document on an appropriate container. If they provide a paper container, they shall report the percentage of waste paper pulp content.

- (4) The applicant shall issue a confidential document processing/recycling management form to those who dispose of confidential documents to prove a proper treatment. In addition, when the applicant collects confidential documents, they shall keep track of the amount of collected confidential documents and report it to those who dispose of the documents.

[Certification Procedure]

The applicant shall state in the attached certificate the conformance with this item, the procedure for issuing the confidential document processing/recycling management form, and the issuing operator's name. In addition, the applicant shall submit a sample of the confidential document processing/recycling management form.

#### 4-1-2 Prevention of Global Warming

- (5) If the applicant has a set course for transporting confidential documents or paper stock, they shall take a measure to promote eco-friendly driving. Vehicles to be used when transporting the confidential documents (excluding a case of bringing them in) shall be a box type so that loss of the confidential documents can be prevented. Vehicles used to transport confidential documents or paper stock shall have measures to promote eco-friendly driving. In addition, they shall enhance the efficiency of their loading method, transport method, and transport route.

[Certification Procedure]

Compliance with this item shall be indicated in the Attached Certificate, the

photograph(s) of vehicle appearance shall be submitted. In addition, for promoting eco-friendly driving, the applicant shall develop a manual (including a utilization of the existing manual) and submit documents on the promotion method. The loading method, transport method, and transport route shall be explained.

#### 4-1-3 Restriction and Control of Hazardous Substances

- (6) Related environmental laws and regulations and pollution control agreement (hereinafter referred to as the “Environmental Laws, etc.”) must be followed with respect to air pollution, water contamination, noise, offensive odor, and emission of hazardous materials in the area where the facility to process confidential documents (or the applicant if not having a processing facility such as movable type or transport process only) is located.

In addition, the state of compliance with the Environmental Laws, etc. for the last five years from the date of application (whether there is any violation) must be reported. If there is any violation, it is necessary that proper remedies and preventive measures have been already taken, and the related Environmental Laws, etc. must thereafter be followed appropriately.

##### [Certification Procedure]

With respect to the compliance with the Environmental Laws, etc. in the area where the plant performing the final manufacturing process is located, a certificate issued by the representative of the business of manufacturing the applied product or the manager of the relevant plant (entry or attachment of the list of names of the Environmental Laws, etc.) must be submitted. (Example 4)

In addition, it is necessary to report whether there is any violation during the last five years, including a violation subject to administrative punishment or administrative guidance, and if there is, the following documents in a and b must be submitted:

- a. With respect to the fact of violation, guidance documents from administrative agencies (including order of correction and warning) and copies of written answers (including those reporting causes and results of correction) to such documents (making a series of progress clear);
- b. Following materials (copies of recording documents, and so on) concerning the management system for compliance with the Environmental Laws, etc. in 1)-5):
  - 1) List of the Environmental Laws, etc. related to the area where the plant is located;
  - 2) Implementation system (organizational chart with entry of roles, etc.);
  - 3) Document stipulating retention of recording documents;
  - 4) Recurrence prevention measures (future preventive measures);
  - 5) State of implementation based on recurrence prevention measures (result of

checking of the state of compliance, including the result of onsite inspection).

#### **4-1-4. Information provision to those who dispose of confidential documents and communication**

- (7) The applicant shall provide those who dispose of confidential documents with information on the following a to d.
- a. Areas from which they receive confidential documents, the method in which the confidential documents are received, and the method in which the confidential documents are processed.
  - b. The applicant shall provide a description on foreign matter that must not be mixed in with confidential documents, by means of a figure(s), as a caution for disposal of confidential documents. Note that foreign matter that must not be mixed in with confidential documents shall be defined by an operator that implements classified information erasure processing.
  - c. If those who dispose of confidential documents wish, they shall be able to witness the classified information erasure processing.
  - d. After being processed, confidential documents shall be recycled as paper stock.

[Certification Procedure]

Compliance with this item shall be indicated in the Attached Certificate. The applicant shall also submit the corresponding documents with which they actually provide information.

#### **4-1-5. Environment management system**

- (8) In order to carry out environmentally conscious business, the applicant shall have the system described in a to e listed below.
- a. The applicant has defined an environmental policy.
  - b. The applicant has set an environmental goal and environmental program, and is committed to work toward achievement thereof.
  - c. The applicant has established a mechanism or system to improve the environmental policy, environmental goal, and environmental program on a continuous basis.
  - d. The applicant has appointed an environmental control manager.
  - e. The applicant provides their employees with training on a. to e. listed above or makes them well known to the employees.

[Certification Procedure]

Compliance with this item shall be indicated in the Attached Certificate. The applicant shall also submit the following a.-e.

- a. Environmental policy.
- b. Environmental goal and environmental program and those achievement.
- c. Outline of the mechanism (PDCA) to continuously improve the environmental

policy, environmental goal, and environmental program, as well as reference materials describing the implementation system

d. Description on responsibilities of the environmental control manager and his/her position (organizational chart, etc.)

e. Reference material describing the employee training and a method of making the information well known to the employees

In addition, for a. to e. above, if the applicant has already built an environmental management system that conforms to the environmental management system standard (ISO14001, Eco Action 21, etc.) and acquired a third-party certificate, submission of a copy of said third-party certificate may replace certification of this item.

#### 4-2. Quality Criteria and Certification Procedure

(9) When carrying out the confidential document processing service, the applicant shall take appropriate measures against information leakage. Specifically, they shall have obtained certification for information security (the certification shall cover confidential document processing service such as privacy mark, ISO27001, etc.) or shall appropriately manage confidential documents in accordance with the guidelines of an industry group to which they belong. If they follow the guidelines of an industry group, however, the applicant shall ensure traceability to the classified information erasure processing and confirm the appropriate management in conformance with the guidelines at least once a year.

[Certification Procedure]

If the applicant has obtained certification, they shall submit a copy of the certificate. If they follow the guidelines of the industry group, they shall submit a description ensuring the traceability to the classified information erasure processing and the document of conducting a confirmation of appropriate management in conformance with the guidelines at least once a year.

(10) The applicant shall have disclosed the status of implementation of items listed in Appendix 1 “Security checklist” to those who dispose of confidential documents.

[Certification Procedure]

Compliance with this item shall be indicated in the Attached Certificate. The applicant shall also submit the Form 2 “Security checklist” and Appendix.

#### 5. Considerations

In providing services, it is desirable to consider the following, although they are not requirements for certification. The conformance to the individual criteria item shall be indicated in Attached Certificates.

- (1) Confidential documents shall be subjected to processing that enables them to be recycled as paper (printing/information paper and sanitary paper).
- (2) The applicant shall use vehicles that are as fuel-efficient/low-emission as possible.
- (3) The applicant shall keep track of the amount of energy consumed in classified information erasure processing.
- (4) The applicant shall make efforts such as carbon offsetting, etc. that lead to a reduction in emissions of greenhouse gas from their business activities.
- (5) The applicant shall be able to provide consulting on an appropriate document management method (appropriate document storage and reduction of using paper resource).

## **6. Product Classification, Indication and Others**

- (1) A product classification (application unit) shall be based on each operator who provides a confidential document processing service to those who dispose of the documents (the applicant shall be a service provider).
- (2) For any service that falls under eco-friendly goods on which priority should be placed in procurement in the Act on Promotion of Procurement of Eco-Friendly Goods and Services by the State and Other Entities (Act on Promoting Green Procurement), the status of conformance with eligibility requirements is published on the home page of the Eco Mark Office.
- (3) Should any accident such as leakage of confidential information, etc. happen in the certified service, the applicant shall promptly report to the Eco Mark Office according to the basic contract for the Eco Mark utilization, Article 14 and take corrective action.
- (4) In principle, the applicant shall display the Eco Mark in advertising media (such as pamphlets and websites) that introduce the certified service. When displaying the Eco Mark, the applicant shall clearly indicate that the service itself has been certified. C type display shall be conducted in accordance with the "Guide to Eco Mark Usage" (<https://www.ecomark.jp/office/guideline/guide/>). In addition, the display position and contents shall be submitted when applying for Eco Mark certification and its use.



B type display shall have certification information including the following 1) to 3) adjacent to the Mark.

- 1) The wording of "Eco Mark" or nominal designation of Eco Mark products stipulated in Section 1-6 in the " Guide to Eco Mark Usage"
- 2) The wording indication of environmental information “機密文書のリサイクル”.
- 3) The Eco Mark certification number and the name of the Eco Mark Usage Contractor (Displaying the both is acceptable).

[Example: B type display]



エコマーク認定サービス  
機密文書のリサイクル  
12345678  
〇〇〇株式会社

[Example: C type display]



エコマーク認定サービス  
12345678

This is a sample. Conduct a proper indication by referring samples in 1-3 of the "Guide to Eco Mark Usage".

Please make an Eco Mark product information page on the website which includes the certification information in order for customers to refer the certification information,

---

January 1, 2018:

Established

December 31, 2024

Expiration date

The Certification Criteria for the Product Category will be revised when necessary.

**Appendix 1 Security Checklist**

## ◆ Processing process

Check off all processes to be performed by the applicant in the confidential document processing service.

<input type="checkbox"/> cut /shred	<input type="checkbox"/> Movable type <input type="checkbox"/> Fixed type	<input type="checkbox"/> dissolution	<input type="checkbox"/> Movable type <input type="checkbox"/> Fixed type
<input type="checkbox"/> Sorting (Also including sorting as an option)		<input type="checkbox"/> Transshipment	
<input type="checkbox"/> Transport		<input type="checkbox"/> Temporary storage	

## ◆ Security Checklist

Security measures taken in the confidential document processing service are as follows;

(Check the applicable items)

No.	Item	Description	Implemented
1	Basic Policy	The applicant has internally determined the basic policy for processing of confidential documents.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2	Recommissioning	The applicant prohibits recommissioning to any vendor other than a predefined vendor (The predefined vendor here refers to a vendor stated in the processing flow of the Certification Criteria 4-1-1. (1)).	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Employee training	The applicant has maintained an in-house system for preservation of confidentiality, such as regularly holding a training seminar for employees who handle confidential documents.	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	Carrying out	Confidential documents are carried out in a sealed state.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No carry-out process
5	Vehicle	The applicant uses a box-type vehicle for cargo to transport confidential documents and controls entry and exit by locking, etc.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No transport process
6	Structure of the shredding/dissolution facilities	The processing facilities shall be such structured that it is separated from outside, so that scattering or leak of confidential documents and break-in by a third party can be prevented.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No shredding/dissolution facility
7	Entry/exit limit	The applicant restricts entry into/exit from the processing facilities and prohibits entry of a third party that is not authorized to enter or exit.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No processing facility
8	Attendance	The applicant can attend to check processing status by visual inspection or by means of a monitor.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Immediate processing	In principle, the applicant processes confidential documents on the day when they are collected. If the applicant cannot process the confidential documents on the day, the applicant temporarily stores them in facilities that have a structure isolated from outside.	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Installation of monitoring cameras	The applicant has installed within the processing facilities monitoring cameras capable of checking the work status and identifying people.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No processing facility
11	Handling of foreign matters	The applicant properly disposes of any foreign matters in accordance with legal restraints.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No disposal of foreign matters

12	Destination of recycled documents	The applicant has explained to those who dispose of confidential documents that they are recycled as paper stock after being processed.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13	Completion certificate	The applicant issues a confidential processing/recycling control form.	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>The applicant has published information on implementation of the items described above. <input type="checkbox"/> Yes: Publication media ( )</p> <p>-&gt; A corresponding part of any publication media (website, leaflet, etc.) shall be attached. <input type="checkbox"/> No</p>			