

Eco Mark Product Category No. 510

“Cleaning Services Version1.0”

Certification Criteria

- Applicable Scope-

Cleaning services provided by business operators who fall under the category of "building cleaning service" or "comprehensive building environmental hygiene management service" in the Act on Maintenance of Sanitation in Buildings (Cleaning management service (including services contracted to other business operators)). Note that house cleaning services are excluded from the applicable scope.

Established: February 1, 2021

Japan Environment Association

Expiration date: January 31, 2028

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.510 “Cleaning Services Version 1” Certification Criteria

Japan Environment Association
Eco Mark Office

1. Purpose of Establishing Criteria

Omitted.

2. Applicable Scope

Cleaning services provided by business operators who fall under the category of "building cleaning service" or "comprehensive building environmental hygiene management service" in the Act on Maintenance of Sanitation in Buildings (Cleaning management service (including services contracted to other business operators)). Note that house cleaning services are excluded from the applicable scope.

3. Terminology

Omitted.

4. Certification Criteria and Certification Procedure

To show conformance to the individual criteria item, the respective Attached Certificates and explanatory materials shall be submitted. If part of the cleaning service is contracted to a third party, the part to be contracted shall also meet the applicable items.

4-1. Environmental Criteria and Certification Procedure**4-1-1 Criteria on environmental considerations of the cleaning equipment, etc. and certification procedure**

(1) Of the cleaning equipment, supplies, etc. to be procured by the applicant, the applicable products shall meet the conformity requirements of Table 1. Note that Table 1 shall not apply to those in stock until April 2022.

Table 1 Cleaning equipment and supplies

product	requirements
Mop	Eco Mark certified product or product that meets the evaluation criteria under the Green Purchasing Law. However, this item does not apply to microfiber products to be used for flat mops.
Plastic trash bag	
Toilet paper	

Hand washing detergent in the lavatory	If liquid soap or soap is used, it shall be made from waste oil or animals and plant fat. However, sustainable raw materials shall be used if vegetable oils/fats are used as a raw material.
--	---

[Certification Procedure]

Materials (specifications, results, etc.) showing that the product to be procured meets the requirements of Table 1 shall be submitted.

- (2) The cleaning machines/equipment in use shall be inspected in accordance with the “Criteria for Cleaning Service and Maintenance of Cleaning Machines/Equipment, etc.” (Ministerial Notification No. 117 of the Ministry of Health, Labour and Welfare)."

[Certification Procedure]

Internal standard specifications, that show a list of cleaning machines/equipment in use, inspection items, frequency, and maintenance recording forms, etc. shall be submitted.

- (3) Floor maintenance agents (wax), cleaning agents, etc. in use shall meet (i) and (ii) of Table 2. They shall also meet at least one of the selection items (iii) to (v).

Table 2 Criteria on floor maintenance agents (wax), cleaning agents, etc. in use

Classify	Requirements	Certification procedure
Mandatory	(i) Avoid excessive use of floor maintenance agents (wax) and cleaning agents. Specifically, the standard usage amount specified in the product label, instruction manual, etc. should be strictly observed.	Submit the operating manual, etc.
Mandatory	(ii) Floor maintenance agents (wax), cleaning agents, etc. in use shall not contain, as prescription components, volatile organic compounds (Attached Table 1) specified in the indoor concentration guideline values of the Ministry of Health, Labour and Welfare.	Specify whether the product is conforming or not on the attached certificate.
Optional	(iii) Floor maintenance agents (wax) and cleaning agents, etc. in use shall be confirmed with SDS or other means	Specify whether the product is conforming or not on the attached

	whether they do not contain any substance subject to the PRTR Law (Law concerning Reporting etc. of Release of Specific Chemical Substances to the Environment and Promotion of the Improvement of Their Management).	certificate. If any specified substance is used, indicate the name and other information of the substance in the attached certificate.
Optional	(iv) Floor maintenance agents (wax) and floor cleaning agents with an appropriate hydrogen ion concentration (pH 5 to 9 in the undiluted solution) shall be used according to applications for cleaning.	Specify whether the product is conforming or not on the attached certificate.
Optional	(v) Floor maintenance agents (wax) and floor coating agents which are free from zinc shall be used.	Specify whether the product is conforming or not on the attached certificate.

4-1-2. Criteria on waste treatment and certification procedure

- (4) Waste (excluding waste liquid generated from cleaning service) collected from cleaning service shall be properly separated into recyclable waste (paper, cans, glass bottles, PET bottles, etc.), kitchen waste, combustible waste, and incombustible waste, and collected in accordance with the rules of the relevant facility. Of the recyclable waste, paper shall be separated and collected with consideration for the recycling of used paper. In cases where separation is inadequate or discharge amount has dramatically increased when compared to the previous month or the same month of the previous year, a plan for improvement should be presented in cooperation with the facility manager.

[Certification Procedure]

The manual, etc. describing the separation and collection methods shall be submitted.

- (5) The applicant shall prepare a disposal/treatment manual for the waste liquid generated from cleaning service and dispose of them properly.

[Certification Procedure]

Copies etc. of the internal standard specifications, industrial waste disposal contract, manifest, etc. concerning disposal/treatment of waste liquid etc. generated from cleaning service shall be submitted.

4-1-3. Criteria on environmental considerations to the comprehensive cleaning management services, etc. and certification procedure

- (6) The applicant shall establish an environmental policy for its cleaning management service, publish it on its website, etc. and develop standard specifications, operating manual, etc. for its own cleaning service in accordance with the environmental policy established.

[Certification Procedure]

The published environmental policy, standard specifications, operating manual, etc. shall be submitted.

- (7) As a cleaning method that further reduces environmental load, the applicant shall have a system for the ordering party that enables adoption of cleaning methods according to the degree of contamination, preventive cleaning method by removing before contamination in indoor environment, ensuring decontamination by maintaining the performance of cleaning machines/equipment, etc.

[Certification Procedure]

Explanatory documents to show the conformance to this criteria item shall be submitted.

- (8) The applicants must follow the related environmental laws and regulations. In addition, the state of compliance with the Environmental Laws, etc. for the past five years from the date of application (whether there is any violation) must be reported. If there is any violation, proper remedies and preventive measures shall have been already taken, and the related Environmental Laws, etc. must thereafter be followed appropriately.

[Certification Procedure]

The applicant shall show the conformance to this criteria item by submitting related certificates.

4-2. Quality Criteria and Certification Procedure

- (9) The applicant shall have an internal quality control system in order to enhance the quality of cleaning service it provides, such as drafting of operation plan and operating manual, training of workers, and inspection and improvement of operation results. In the applicant's business including cleaning service, if it has ISO 9001 certification or implements quality control in accordance with the "Inspection Guidebook" by a person qualified for building cleaning management

evaluation (Japan Building Maintenance Association), the service shall be deemed conforming.

[Certification Procedure]

Materials showing the internal management system for the quality of cleaning service, list of qualified personnel, etc. shall be submitted.

5. Considerations

It is desirable to consider the following (1) to (4), although they are not requirements for certification.

- (1) Striving to reduce the energy used for cleaning service.
- (2) Products procured for cleaning service shall be environmentally friendly, such as Eco Mark certified products or products that meet the evaluation criteria of the Green Purchasing Law. (Product examples: uniforms, work gloves, etc.)
- (3) Highly biodegradable cleaning agents are used.
- (4) Waste liquid generated from cleaning service is used effectively, such as for fuel

6. Application unit, Indication and Others

- (1) The product classification (application unit) is each business operator registered as "building cleaning service" or "comprehensive building environmental hygiene management service" in the "Act on Maintenance of Sanitation in Buildings".
- (2) In principle, the following logo shall be displayed on the media introducing the certified service.



Eco Mark certified service

(Note for the indication)

- *For indicating the logo, Eco Mark certification number (eight-digit number) or the name of the licensee using the logo shall be appeared.
- * Such expression as “Eco Mark product” can be used following the 2.(2) of the Guide to Eco Mark Usage.

“Eco Mark product”, “#Eco Mark”, “www.ecomark.jp”, “Eco Mark Certificate”

*If a licensee makes an environmental claim of the Eco Mark certified products associating with the Eco Mark logo, please comply with the “Environmental Labeling Guidelines” of the Ministry of the Environment of Japan.

(<https://www.env.go.jp/policy/hozen/green/ecolabel/guideline/>)

*The Guide to Eco Mark Usage shall be followed for any cases not listed above.
(<https://www.ecomark.jp/office/guideline/guide/>)

February 1, 2021

Established (Version1.0)

January 31, 2028

Expiration date

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

Attached Table 1

4-1-2(3) (ii) "Guideline Values for Indoor Airborne Chemical Substances in Sick-House Measures"

(the Ministry of Health, Labour and Welfare)

volatile organic compound (VOC)	Guideline values for Indoor concentration
formaldehyde	100 $\mu\text{g}/\text{m}^3$ (0.08ppm)
acetaldehyde	48 $\mu\text{g}/\text{m}^3$ (0.03ppm)
Toluene	260 $\mu\text{g}/\text{m}^3$ (0.07ppm)
xylene	200 $\mu\text{g}/\text{m}^3$ (0.05ppm)
Ethylbenzene	3800 $\mu\text{g}/\text{m}^3$ (0.88ppm)
styrene	220 $\mu\text{g}/\text{m}^3$ (0.05ppm)
paradichlorobenzene	240 $\mu\text{g}/\text{m}^3$ (0.04ppm)
tetradecane	330 $\mu\text{g}/\text{m}^3$ (0.04ppm)
Chlorpyrifos	1 $\mu\text{g}/\text{m}^3$ (0.07ppb) For children, 0.1 $\mu\text{g}/\text{m}^3$ (0.007ppb)
Fenobucarb	33 $\mu\text{g}/\text{m}^3$ (3.8ppb)
Diazinon	0.29 $\mu\text{g}/\text{m}^3$ (0.02ppb)
Dibutyl phthalate	17 $\mu\text{g}/\text{m}^3$ (1.5ppb)
Di-2-ethylhexyl phthalate (DEHP)	100 $\mu\text{g}/\text{m}^3$ (6.3ppb)