ECO LABEL CRITERIA FOR RESTAURANTS

ECO LABEL SRI LANKA

National Cleaner Production Centre, Sri Lanka

Introduction

1. The Certification Scheme for Eco Labeling of Products/Services of the National Cleaner Production Centre, Sri Lanka (NCPC-SL) is based on the requirements laid down in the ISO 14024:2018 Environmental labels and declarations - Type 1 environmental labeling – Principles and procedures.

2. ISO 14024 specifies the requirements for eco-labeling certification. The Eco Labelling criteria /s of NCPC SL satisfy the ISO 14024 requirements as required by the eco-labelling certification schemes. Here are the key requirements fulfilled accordingly;

   Scope: The eco-labeling certification scheme covers specific product categories/services with a significant impact on the environment.

   Product/service Criteria: Clear and transparent environmental criteria have been established for products/ services to be eligible for the eco-label. These criteria have been based on scientific evidence and consider the entire product life cycle.

   Independent Third-Party Verification: NCPC SL conducts independent third-party verification of compliance with the eco-labeling criteria.

   Impartiality: The certification process is impartial and free from any conflicts of interest that could undermine its credibility.

   Transparency: The eco-labeling scheme has provided transparent information about the certification process, criteria, and verification procedures.

   Continuous Improvement: The scheme encourages continuous improvement in the environmental performance of certified products /services.

   Stakeholder Involvement: Stakeholders, including businesses, NGOs, consumers, and government representatives, have been involved in the development and revision of the eco-labeling criteria.

   Non-Discrimination: The certification scheme has not discriminated against products or services from different sources based on factors unrelated to environmental performance.

   Compliance Monitoring: Regular monitoring and surveillance of certified products or services has been conducted to ensure ongoing compliance with eco-labeling criteria.

   Public Access to Information: Information about the eco-labeling scheme, certified products, and their environmental criteria shall be accessible to the public.

   Environmental Labeling and Advertising: The use of the eco-label in advertising or labeling has been controlled and subject to the certification scheme's rules.

   Review and Revision: The certification scheme should undergo periodic review and revision to ensure its relevance and effectiveness.

3. This document sets out specific managerial and technical criteria for Eco friendly hospitality management, resource consumption & conservation, waste management, legal requirements…

etc. Terminologies and aspects related to the concepts of sustainability management are covered during the involved processes. The aspects related to sustainability management described in this

document can include environmental impacts, energy, and water security or socio-economic development, or any combination thereof.

4. The certification of Eco Labeling of restaurant sector is implemented through a set program operated over a specified period as agreed with relevant parties. The NCPC-SL functions as the scheme owner of this certification scheme. This document includes environmental criteria, function characteristics, and legal requirements related to the restaurant sector.

5. This specific environmental criteria document has been prepared by the Expert Committee on Eco Labeling appointed by the NCPC-SL and authorized for adoption by the Governing Council of NCPC-SL. The restaurants who are seeking eco-labeling certification are required to meet the following requirements.

i. Comply with the requirements given in the below NCPC-SL guidelines;

and

ii. Comply with relevant regulations mentioned in this document and enforced in the country, as applicable;

and

iii. Conform to the relevant national, regional, and internationally recognized standards

6. This document supplements the below guidelines and provides guidance for the certification of restaurant sector who are preparing for certification. Each criterion mentioned herein is categorized depending on the significance of its impact on the service environmental criterion

   Mandatory requirements (M) – Related to the legal requirements for product functional characteristics

   Critical requirements (C) – Significant to product environmental criteria
   Non-critical requirements (NC) – Not so significant to product environmental criteria when compared to critical requirements

7. This document should also be read in conjunction with the Rules and Procedures of NCPC-SL as applicable to the Eco Labeling Certification scheme.

8. This document will be periodically reviewed and updated based on the experience gained and the developments that have taken place in technology and the use of energy, water, material and the environment. The term '**shall**' is used in this document to indicate those provisions which are mandatory. The term '**must**' is used to indicate the guidance which, although not mandatory, is provided by NCPC-SL as a recognized means of meeting the requirements of the standard. The term '**should**' is used to indicate recommendations for implementation.

9. The client should submit the relevant pieces of evidence for conformity verification for the last calendar year.

References

In the preparation of this criteria document, the following documents were referred.

- ISO 14020 – Environmental labels and declarations - General principles
- ISO 14024 – Environmental labels and declarations- Type 1 environmental labeling– Principles and procedures
- Guidelines for Providing Product Sustainability Information, UN Environment Programme, 2017
- Eco Mark Product Category No. 503 "Hotels and Inns Version 2.3" Certification Criteria
- ISO 16520:2025(en) Tourism and related services — Restaurants and catering — Vocabulary

Terms and definitions

For the purpose of this document, the terms and definitions given in the referred standards and the following shall apply.

a. **Conformity**: fulfillment of a requirement
   Note: Conformance and compliance are synonymously used for conformity but deprecated.
b. **Verification:** Confirmation through the provision of objective evidence that specified requirements have beenfulfilled.
c. **Organization:** The Applicant organization hereinafter referred to as an organization.
d. **Restaurant:** An establishment where food and beverages are prepared in a kitchen and served to customers (Reference: **ISO 16520:2025(en)** Tourism and related services — Restaurants and catering — Vocabulary)

Scope

Applies to restaurants, focusing on legal requirements, raw material acquisition & consumption, resource (energy and water) efficiency, waste management, sustainable sourcing, environmental awareness, and regular monitoring.

Certification Criteria Requirements

Certification Criteria Requirements	Weighting Factor	Marks Allocation
1. Legal Requirements		
a) The restaurant shall obtain and implement the Environmental Protection License (EPL) if applicable. Conformity verification ➢ Valid Environmental Protection License (EPL)	M	
b) The restaurant shall comply with relevant national legislations and Regulations for the restaurant sector in Sri Lanka. Conformity verification ➢ A complete compilation ➢ Evidence of compliance including permits and certificates (EPL, Sea dumping license, …)	M	
c) The restaurant shall be registered under Sri Lanka Tourism Development authority (SLTDA) Conformity verification ➢ Valid license from SLTDA	M	
2. General Requirements		
a) A basic policy on environmental activities (environmental targets and action plan) must be implemented Conformity verification ➢ Records of environmental management policies, procedures, and programs.	C	
b) Effective Environmental Management Systems (EMS) should be implemented to systematically identify, assess, and manage the environmental impacts, main compliance obligations, risks and opportunities. Conformity Verification ➢ EMS documentation and implementation records. ➢ ISO Standard – 14001 ➢ Third party verified EMS certificate	NC	
c) Staff should be trained on the requirements related to "Restaurants" ecolabel criteria. Conformity Verification ➢ Training records and attendance lists.	NC	
d) Information on certification of the Ecolabel Sri Lanka for the restaurant(s) should be made available at the restaurant(s) and on the website. Conformity Verification ➢ Public communication records and website screenshots.	NC	
e) Information on ingredients, such as allergy indications or origin, should be described in the menu.	NC	

Conformity Verification ➢ Copies of menus with detailed ingredient information.		
f) The restaurant must take measures to control noise levels within the premises to prevent disturbances to the surrounding community. Conformity Verification: ➢ Submit records of noise control measures, including soundproofing materials or noise reduction equipment. ➢ Onsite Verification	C	

3. Raw Material Acquisition & Consumption

a) A procurement policy for green procurement should be set either for the supplies used in the office and back areas or durable goods and services. (example) -office supply, -toilet paper, tissue paper, laundry detergents -building material, interior material -furniture -uniform -services (outsourcing printing, insect pest control, cleaning, automobile repair, etc.) Examples of eco-friendly products: Products using recycled materials, plant-based plastics, thinned wood, organic cotton, and natural laundry detergents, and products that have obtained environmental label certification such as Green Label, forest certification, etc. Conformity Verification ➢ Procurement policy document ➢ Supplier evaluation records	NC	
b) Ecolabel-Certified Products: Ecolabel certified foodstuff should be used Conformity Verification: ➢ Supplier evaluation records ➢ Certifications of supplier for all foodstuffs and materials used	NC	
c) Local foodstuff, must be used that is produced within the district/neighboring districts where the applying facility is located, in consideration of reducing the transportation distance from the origin to the restaurant (reduction of fuel and CO_2 emissions). Conformity Verification: ➢ Procurement records showing local sourcing ➢ Supplier declarations	C	
d) Organic Food: Restaurant should prioritize and communicate the use of organic foods Conformity Verification; ➢ Menu descriptions ➢ Procurement Policy & records ➢ Supplier certifications/declarations for organic food sources	NC	

e) Sustainably produced foods and beverages: Restaurant should prioritize and communicate the use of sustainable food stuffs Conformity Verification; ➢ Menu descriptions ➢ Procurement Policy & records ➢ Supplier certifications/declarations for sustainable food sources	NC
f) Considering food loop: Food produced with fertilizer or feedstuff made out of food waste should be used. Conformity Verification ➢ Supplier records or contracts indicating food loop practices.	NC
g) Environment-friendly delivery: Effective ordering and delivery practices should be practiced to reduce the number of delivery trucks, mileage, and travel time. Conformity Verification ➢ Delivery schedules and logs	NC
h) Detergents, disinfectants, and similar products should be refilled as a sustainable alternative. Conformity Verification ➢ Records of purchases and refilling practices ➢ Photographic evidence	NC
i) Adopt a design for containers / packages used for take-out, etc. (e.g. by making them simple, lighter, etc.) that reduces consumption Conformity Verification ➢ Design specifications and examples of packaging used	NC
j) A grease trap should be installed in the drainage system. And it is periodically cleaned and washed. Conformity Verification ➢ Maintenance logs and photographic evidence.	NC
k) Single-use cutlery and containers should be avoided; reusable alternatives or paper alternatives should be used. Conformity Verification: ➢ Inventory lists and purchase records of reusable cutlery, dishes, and containers & alternatives ➢ Onsite- Visit	NC
l) Uniforms made from organic cotton or recycled materials should be used. Conformity Verification ➢ Supplier contracts and fabric certifications.	NC

m) Returnable boxes and reusable containers for food delivery should be used. Conformity Verification: ➢ Contracts or agreements with suppliers specifying the use of returnable or reusable containers ➢ Onsite visit – Storage area ➢ Photographic evidences	NC	
n) Vegetarian dishes should be made available on the menu. Conformity Verification ➢ Menu records showcasing vegetarian options.	NC	
4. Resource Consumption & Conservation		
a) Energy (electricity, gas, water) consumption should be monitored regularly. Conformity Verification ➢ Energy consumption records and monitoring logs.	C	
b) Staff should be informed of energy-saving and water-saving activities through posters, stickers, and manuals. Conformity Verification ➢ Photographic evidence of materials ➢ Records of awareness activities ➢ Interviews with staff	C	
c) Facility equipment (e.g., lighting, air conditioners, appliances, cooking equipment) should be cleaned and maintained regularly to improve efficiency. Conformity Verification ➢ Maintenance checklists	C	
d) Energy-saving equipment such as refrigerators, celling fans, and air conditioners should be installed or will be installed in the facility when purchasing new equipment or replacing the equipment used in the restaurant. (Energy-saving equipment means that refrigerators obtain energy label, celling fans are recognized as the two stars or more of energy label, and air conditioners use inverter system.) Conformity Verification: ➢ Product specifications ➢ Energy labels ➢ Purchase receipts for energy-saving devices	NC	
e) Water-saving equipment, such as water-saving packing and water-saving-type hydrants and dishwashers should be installed. Conformity Verification ➢ Photographic evidence ➢ Product specifications	NC	
f) Specific goals and plans to reduce energy consumption should be set, such as evaluating energy consumption as a year-to-year ratio or per-unit reduction (energy consumption per total floor area, etc.)	NC	

Conformity Verification
   ➢ Energy evaluation reports
   ➢ Goals and plans documentation		

g) The environmental and energy-saving awareness of the restaurant staff should be conducted (full-timers, part-timers, temporary employees) by visualizing changes in energy consumption/cost with graphs, etc. Conformity Verification ➢ Records of graphs and display materials	C	

h) LED lamps or LED lighting equipment must be introduced. Or, there is a specific introduction plan (timing, quantity, type, etc.)
 	
 Conformity verifications:
   ➢ Detailed implementation plan
   ➢ On-site verification
	C	

i) The restaurant shall ensure the incorporation of natural daylight into its interior design to reduce reliance on artificial lighting. The use of natural light should be maximized, particularly in dining areas and common spaces, to create a more sustainable and comfortable environment. This requirement aims to improve energy efficiency, enhance the well-being of occupants, and promote sustainability in the restaurant's operations.
 	
Conformity Verification:
   ➢ Floor plans and architectural designs showing daylight sources (e.g., windows, skylights).
   ➢ On-site inspection may be conducted to verify daylight levels
	C	

j) Refrigerants used in refrigerators/freezers and air conditioners must be had a low GWP. Or, there is a specific introduction plan (timing, quantity, type, etc.)
 	
  o Air conditioners for residential fluorocarbons are not used as refrigerant
  o Air conditioners for commercial GWP 2090 or less (Type: R32, R410A)
  o Refrigerators/freezers for residential GWP750 or less
  o Refrigerators/freezers for commercial GWP1430 or less (Type: R134a)
 	
Conformity verifications:
   ➢ Specification documents of refrigerators
	C	

6. Waste Management		

a) Food waste must be separated to prevent foreign matter, such as packaging, mixing in with food waste.
 	
Conformity verifications:
   ➢ Photos of waste sorting bins
   ➢ Recycling collection reports
   ➢ Site visit
	C	

b) The amount of waste must be kept track of Ex: Food waste generation per guest(kg/guest) Conformity Verification: ➢ Records of waste quantities	C

c) The generation of food waste must be evaluated as a year-to-year ratio or per-unit reduction (generation per sales, etc.) and set specific goals / plans to reduce waste generation
 	
Conformity Verification
   ➢ Evaluation reports of food waste generation
   ➢ Details of targets to reduce waste generation
	C

d) To reduce the generation of food waste, stock of foodstuffs and amount of order must be controlled and the amount of cooking must be adjusted according to the number of covers and their turnover. Conformity Verification ➢ Records of stock covers and their turnover	C
e) An effort to inform customers about reducing food waste should be done. (e.g. promotion of taking away of leftover, providing containers for leftover) Conformity Verification ➢ Evidence of customer awareness initiatives.	NC

f) The practice of portion size variation should be aimed at accommodating different customer preferences and reducing excess food waste.
 	
Conformity Verification:
   ➢ Details of menu options that include multiple portion sizes for each dish
   ➢ On-site inspections or customer feedback may be considered to verify the implementation and effectiveness of portion size practices.
	NC

g) An applicant should made efforts to recycle food waste by the means of food donation (Animals), composting, proceeding feed or other ways Conformity Verification: ➢ Contracts with third-party waste recycling services or composting logs.	C
h) The restaurant must implement a system to manage and treat three types of wastewater: gray water, black water, and stormwater. Conformity Verification: ➢ Documentation outlining the types of wastewater generated and the treatment methods used for each type	C
i) The restaurant must install an oil tap or grease trap to collect and dispose of waste oil properly. Waste oil must not be released into the sewer or water systems but should be disposed of according to local environmental regulations.	C

Conformity Verification: ➢ Maintenance and disposal schedule for oil tap/grease trap systems. ➢ Documentation proving proper disposal procedures of collected oil, including partnerships with certified waste management companies. ➢ On-site inspection to verify the presence and maintenance of grease traps.	
j) Food waste should be reduced in volume by dewatering with drain nets, drying, or using a food waste disposer before disposal Conformity Verification ➢ Photographic evidence of the installed equipment and procedures used for reducing food waste, such as images of dewatering systems, food waste disposers, or drying setups ➢ Site Visit	NC
k) The facility must inform and train employees on the proper implementation of waste-related initiatives such as reducing, reusing, recycling, sorting, and composting. Conformity Verifications: ➢ Evidences of awareness sessions ➢ Interview the workers	C
7. Health & Safety	
a) Smoking should be prohibited all day long in the restaurant. Conformity Verifications: ➢ Non-smoking policy document ➢ Floor plans ➢ Guestroom designations	C
b) Emergency preparedness plan and a fire safety management plan must be effectively implemented within the facility. Conformity verification ➢ Emergency preparedness plan ➢ Fire safety management plan ➢ Expiry date of fire extinguishers ➢ Evidences of fire training & fire drills ➢ Inspection records of fire related equipment	C
c) Medical test for food handlers must be conducted annually Conformity Verifications: ➢ Detailed schedule of medical testing ➢ Reports of employees	C
d) The restaurant must install proper smoke extraction systems at cooking and action stations to ensure that smoke does not negatively affect indoor air quality or escape into the environment.	C

Conformity Verification - Documentation of the installed smoke extraction systems, including maintenance records. - Air quality test results to ensure proper operation of smoke extraction systems. - On-site inspection to verify the functionality of the smoke control systems.		
8. Environmental Communication		
a) Community work should be conducted, including: - Participate/Cooperate in local volunteer activities, such as clean-up activities. - Promote dietary(food) education by holding events, seminars, etc. so that attendees can learn the importance of food. - Participate in tree planting initiatives for forest conservation. - On the site or in the surrounding area, development of greenery area and habitats for living creatures and nature conservation activities - Others Conformity Verification: ➢ Records of participation in community work. ➢ Event photographs and testimonials.	NC	
b) Cooperation or contributions (e.g., donations) should be made to environmental activities conducted by local governments, NGOs, or conservation groups. Conformity Verification ➢ Receipts or evidence of contributions ➢ Records of collaboration with regional groups.	NC	
c) An applicant must be undertaken social activities and considers SDGs linked with its restaurant and try to implement it. Conformity Verification ➢ Detailed descriptions of social activities undertaken by the facility, including their objectives, scope, and alignment with specific Sustainable Development Goals (SDGs) ➢ Partnership Agreements	C	

INSTRUCTIONS FOR USERS

This criteria document contains 51 requirements; 03 Mandatory requirements, 23 critical requirements, and 25 non- critical requirements. Marks are allocated for each criterion except Mandatory criteria. At least 70% of the total marks allocation for the criteria shall be scored from the applicant for being successful in the Eco Labelling certification process. (Total Mark Allocation = 190)

Marks Allocation	
Critical requirements	**5**
Non-Critical requirements	**3**

Mandatory Requirements
When the adequacy audit of the organization's application is conducted, there shall be no non-compliance related to the mandatory requirements, and if any nonconformity is reported during the adequacy audit stage, a major nonconformity will be raised, and that shall be corrected before the verification.

Critical Requirements
If any violation of critical requirements is found during the verification visit, a minor nonconformity will be raised, andfor which suitable corrective action shall be taken within two months.

Non-critical Requirements
If any violation of non-critical requirements is found during the verification visit, it will be considered as an observation for improvement. The organization could take suitable corrective action within three weeks to grant the certification. This approach is applicable to surveillance verification audits as well.

Note: Until the non-conformities are addressed, the marks should not be released to the governing council, and thecertificate should not be granted.

Guideline for Marks Allocation;

The below guidelines are to be followed while assessing the implementation of criteria requirements. Marks allocation should be based on the level of implementation and the availability of sufficient evidence.

- ✓ **Criteria 1: Full Marks allocation:**
  - The criteria requirement has been fully implemented.
  - If sufficient evidence exists, the full marks mentioned in the mark's column can be given.
- ✓ **Criteria 2: 70%-80% Marks (Improvement Opportunities)**
  - The criteria requirement has been fully implemented.
  - However, sufficient evidence does not exist or has not been maintained.
  - In such cases, 80% of the allocated marks can be given.
- ✓ **Criteria 3: 60%-50% Marks (Improvement Opportunities)**
  - The criteria requirement has been implemented partially.
  - If sufficient evidence exists, 50% of the allocated marks can be given.
- ✓ **Criteria 4: 30%- 20% Marks (Improvement Opportunities)**
  - The criteria requirement has been implemented partially.
  - However, sufficient evidence does not exist or has not been maintained.
  - In such cases, 30% of the allocated marks can be given.
- ✓ **Criteria 5: 0 Marks - Non-Conformity (Critical Requirement)**
  - The criteria requirement has not been implemented.
  - If it's a critical (C) requirement, it must be raised as a Non-Conformity.
  - In this case, 0 marks should be given.
- ✓ **Criteria 6: 0 Marks - Observation (Non-Critical Requirement)**
  - The criteria requirement has not been implemented.
  - If it's a non-critical (NC) requirement, it must be raised as an observation.
  - In this case, 0 marks should be given.

During the mark allocation process, the team of auditors engages in discussions based on the audit findings, which include document reviews, observations, interviews, and other relevant sources of information. These discussions serve to ensure accuracy and prevent inconsistencies in the marks assigned. By collectively evaluating the evidence and considering different perspectives, the team strives to reach a consensus on the appropriate allocation of marks. This collaborative approach helps to enhance the fairness and reliability of the mark allocation process, allowing for a more comprehensive and well-rounded assessment.