

ECO LABEL CRITERIA FOR Supermarkets



ECOLABEL 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 Supermarket 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 Supermarket 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 Supermarkets 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 Supermarkets 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

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 been fulfilled.
- c. **Organization:** The Applicant organization hereinafter referred to as an organization.
- d. **Supermarkets:** a large shop which sells most types of food and other goods needed in the home

Scope

The service group “Supermarkets” shall comprise the all operational areas under its management, such as retail spaces, storage and back-of-house areas, kitchens, and administrative offices. Provider:

- Legal Requirements
- General Requirements
- Raw Material Acquisition & Consumption
- Energy Consumption & Conservation
- Water Consumption & Conservation
- Waste Management
- Health & Safety
- Environmental Communication



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Certification Criteria Requirements	Weigh ting Factor	Marks Allocation
Phase 1: Legal Requirements		
<p>a) The Supermarket shall obtain and implement the Environmental Protection License (EPL)</p> <p>Conformity verification</p> <ul style="list-style-type: none"> • Valid Environmental Protection License (EPL) 	M	
<p>b) The supermarket shall comply with relevant national legislation and Regulations for the supermarket sector in Sri Lanka.</p> <p>Conformity verification</p> <ul style="list-style-type: none"> • Evidence of compliance including permits and certificates (EPL, BR) 	M	
Phase 2: General Requirements		
<p>a) Effective Environmental Management Systems (EMS) should be implemented to systematically identify, assess, and manage the environmental impacts, main compliance obligations, risks and opportunities.</p> <p><i>Conformity verification</i></p> <ul style="list-style-type: none"> • Valid ISO 14001 EMS Certificate • Records of environmental management policies, procedures, and programs. • Any other relevant environmental/private certificates Ex: sustainable certifications for supermarkets 	NC	
<p>b) The comprehensive Environmental Management Roadmap must be developed to address the potential environmental challenges and opportunities.</p> <p>Conformity verification</p> <ul style="list-style-type: none"> • Documents of the Environmental Management Roadmap • Evidence of the management approval of the road map (Top Management's commitment) • Evidence on stakeholder engagement including employees, regulators and local communities. 	C	
<p>c) The significance and purchasing benefits of environmentally friendly products must be clearly and simply communicated to customers through display areas, point-of-purchase (POP) materials, signage, or other appropriate methods..</p> <p><i>Conformity Verification</i></p> <ul style="list-style-type: none"> • Photographic evidence • Verification during the onsite audit 	C	
<p>d) The applicant must designate a responsible person or team, depending on the scale of operations, to lead environmental activities. (The role does not need to be full-time.)</p>	C	



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<p><i>Conformity Verification</i></p> <ul style="list-style-type: none"> Internal document indicating the appointment 		
<p>j) Environmental awareness (energy management, water management, waste management, chemical management) must be promoted among supermarket staff (full-time, part-time, and temporary employees)</p> <p><i>Conformity Verification</i></p> <ul style="list-style-type: none"> Records of awareness programs, training sessions, or campaigns. Evidence of communication materials (posters, digital displays) highlighting environmental initiatives. 	C	
<p>k) Consumer awareness must be promoted and maintained through appropriate communication and information on environmental initiatives, responsible consumption, and waste reduction.</p> <p><i>Conformity Verification:</i></p> <ul style="list-style-type: none"> Information and communication materials are available to promote consumer awareness (e.g. posters, signboards, digital screens, website content) Environmental messages cover responsible consumption, waste reduction, reuse, and recycling Awareness information is visible and accessible to consumers in public areas of the shopping mall On site observation 	C	
Phase 3: Raw Material Acquisition & Consumption		
<p>a) A documented sustainable procurement policy that prioritizes environmentally friendly and responsibly sourced materials must be implemented.</p> <p><i>Conformity Verification:</i></p> <ul style="list-style-type: none"> <i>Documented sustainable procurement policy</i> <i>Approved supplier list</i> <i>Supplier evaluation or assessment records</i> <i>Purchase records/ invoices demonstrating environmentally friendly or responsibly sourced materials</i> <i>Relevant certifications or supplier declarations (where applicable)</i> 	C	
<p>b) Ecolabel-certified products, including foodstuffs, supplies, and other goods, must be used and/or sold.</p> <p>Scoring: Ecolabel-certified products sold at least 3 product categories- 1 point Ecolabel-certified products sold at least 5 product categories: 2 points Ecolabel-certified products sold in all product categories – 3 points</p> <p><i>Conformity Verification:</i></p> <ul style="list-style-type: none"> <i>List of eco-labelled certified products used and/or sold</i> <i>Valid Ecolabel certified products – Site visit</i> <i>Supplier declarations or confirmation letters</i> <i>Purchase records or invoices showing certified products</i> 	C	



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<p>c) Environmentally friendly products must be used and/ or sold.</p> <p><i>Conformity Verification:</i></p> <ul style="list-style-type: none"> • <i>Supplier evaluation records</i> • <i>Supplier declarations or confirmation letters</i> • <i>Purchase records or invoices showing certified products</i> 	C	
<p>d) Detergents, disinfectants, and similar products used in back-of-house areas and customer-accessible bathrooms should be refilled as a sustainable alternative.</p> <p><i>Conformity Verification:</i></p> <ul style="list-style-type: none"> • <i>Records of purchases and refilling practices</i> • <i>Photographic evidence</i> 	NC	
<p>e) The supermarket shall not provide single-use plastic shopping bags free of charge and shall prohibit the use of banned single-use plastic items in accordance with national regulations, including plastic bags, cutlery, straws, and containers.</p> <p><i>Conformity Verification:</i></p> <ul style="list-style-type: none"> • Inventory lists and purchase records of reusable and alternative products • Evidence of “no free plastic bags” policy (signage, receipts, or internal policy) • Verification during the onsite audit 	M	
<p>f) Environment-friendly delivery practices should be implemented to reduce the number of delivery vehicles, travel distance, and delivery time.</p> <ul style="list-style-type: none"> • Joint delivery system is developed with group companies and other companies, and a warehouse/logistic center is shared. • A logistic network that combines delivery work with returned products has been established • Eco-friendly vehicles (hybrid and electric) have been introduced or an applicant contracts a delivery company that has eco-friendly vehicles. <p><i>Conformity Verification</i></p> <ul style="list-style-type: none"> • Delivery schedules and logs • Document to explain its initiatives • Contract with a delivery company 	NC	
Phase 4: Energy Consumption & Conservation		
<p>a) Energy consumption must be monitored regularly in the supermarket (The applicant is aware of the usage status, including affiliated stores and tenants located within the application site).</p> <p><i>Conformity Verification:</i></p> <ul style="list-style-type: none"> • <i>Electrical energy consumption records and monitoring logs.</i> • <i>Thermal energy consumption records and monitoring logs.</i> 	C	



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<p>b) The supermarket 's electricity consumption should be reduced by a minimum of 3% annually compared to the previous year's consumption. [Reduction in specific electricity consumption \geq 2% (1 mark), Reduction in specific electricity consumption \geq 4% (2 marks), Reduction in specific electricity consumption \geq 5% (3 marks)]</p> <p><i>Conformity verification:</i> <i>Detailed data on annual production, annual electricity consumption, and specific electricity consumption for the past three years</i></p>	NC	
<p>c) Energy-saving equipment and / or measures be installed in the facility when purchasing new equipment or when replacing existing equipment. (Energy-saving equipment means refrigerators with an energy label, rated two stars or higher on the energy label, and air conditioners with an inverter system.)add annexes</p> <p><i>Conformity Verification:</i></p> <ul style="list-style-type: none"> • <i>Product specifications</i> • <i>Energy labels</i> • <i>Purchase receipts for energy-saving devices</i> • <i>Floor plans and architectural designs showing daylight sources (e.g., windows, skylights)</i> • <i>On-site inspections may be conducted to verify daylight levels</i> • <i>On-site inspections to observe building heat insulation</i> 	NC	
<p>d) Renewable energy should be used, or a clear plan for its future implementation should be established. (Solar power PV, Solar power thermal , Biogas)</p> <p><i>Conformity verifications:</i></p> <ul style="list-style-type: none"> • <i>Percentage of final energy use met by renewable energy generated on site (%)</i> • <i>Details of renewable energy sources</i> • <i>Renewable energy certificates</i> • <i>Detailed implementation plan</i> 	NC	
<p>e) Refrigerants used in refrigerators/freezers and/or air conditioners should have a low Global Warming Potential (GWP). Alternatively, a specific implementation plan (including timeline, quantity, and refrigerant type) shall be in place.</p> <p>o Air conditioners for commercial GWP 2090 or less (Type: R32, R410A) o Refrigerators/freezers for commercial GWP1430 or less (Type: R134a)</p> <p><i>Conformity verifications:</i></p> <ul style="list-style-type: none"> • <i>Specification documents of refrigerators</i> 	NC	
<p>f) An effective energy management system (EnMS), consisting of policies, procedures, and energy management programs aimed at optimizing energy usage and efficiency, should be implemented by the supermarket.</p> <p><i>Conformity verification:</i></p> <ul style="list-style-type: none"> • <i>Submission of a valid Energy Management System (EnMS)</i> 	NC	



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<ul style="list-style-type: none"> • <i>certificate or a certification demonstrating compliance with a recognized standard such as the ISO 50001</i> • <i>Records of Energy Management Policy, procedures, and energy management programs implemented within the organization</i> 		
Phase 5: Water Consumption & Conservation		
<p>a) The documented Water distribution system/Plan must be available for the facility level.</p> <p><i>Conformity verification:</i></p> <ul style="list-style-type: none"> • <i>Documented water distribution system/Plan</i> 	C	
<p>b) Infrastructure must be maintained to quantify water usage for industrial processes and domestic purposes.</p> <p><i>Conformity verification:</i></p> <ul style="list-style-type: none"> • <i>Water supply metering (100%) and / or submetering facilities established in the organization</i> • <i>Water consumption records are maintained on a daily/monthly basis</i> <i>Records and reports on identified areas of high consumption or leaks</i> 	C	
<p>d) A water balance, assessment, or audit must be conducted, either internally or externally, to evaluate the overall water intake versus usage within the supermarket.</p> <p><i>Conformity verification:</i></p> <ul style="list-style-type: none"> • <i>Water assessment/analysis reports conducted by internal or external auditors</i> • <i>Records of water tracking and reporting programs, including all relevant water sources and consumption trends implemented by the organization</i> 	C	
<p>e) Organization benchmark/baseline for water consumption should be established, and daily consumption should be monitored continuously.</p> <p>Eg: specific water consumption in m³ / liters (m³/Kg, m³/MT) of product manufactured or per employee water consumption</p> <p><i>Conformity verification:</i></p> <ul style="list-style-type: none"> • <i>Details of annual production, annual water consumption & Specific water consumption for at least 2 years</i> • <i>Details of organization benchmarks including comparisons with the previous two years or national and international benchmarks</i> 	NC	
<p>f) Water conservation techniques and technologies must be implemented so that water efficiency is maintained.</p> <p><i>Conformity verification:</i></p> <ul style="list-style-type: none"> • <i>Site inspection regarding the implementation of Water conservation techniques and technologies</i> <i>Documentation of water efficiency measures,</i> • <i>Rainwater Harvesting systems</i> 	C	



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<p>g) A water conservation plan or programme must be developed.</p> <p><i>Conformity Verification:</i></p> <ul style="list-style-type: none"> • A documented water conservation plan 	C	
<p>h) The water footprint of the organization should be calculated, recorded, and maintained by the supermarket.</p> <p><i>Conformity verification:</i></p> <ul style="list-style-type: none"> • <i>Transparent and verifiable calculation method for determining the organizational water footprint.</i> 	NC	
Phase 6: Waste Management		
<p>a) All waste types shall be identified, categorized, and segregated at the point of generation.</p> <p><i>Conformity verifications:</i></p> <ul style="list-style-type: none"> • <i>List or record identifying all waste types generated</i> • <i>Site observation of waste being separated into designated containers</i> • <i>Availability of labeled / color-coded waste bins</i> 	M	
<p>b) Waste storage and handling areas must be properly managed to prevent environmental pollution, health risks, and safety hazards.</p> <p><i>Conformity verifications:</i></p> <ul style="list-style-type: none"> • <i>Waste storage and handling areas are clearly designated, labeled, and/or segregated according to waste type</i> • <i>Areas are clean, well maintained, covered, and protected from rain, pests, and unauthorized access</i> 	C	
<p>c) Waste generation must be recorded, monitored, and periodically evaluated, using year-to-year or normalized indicators. Specific reduction targets and action plans must be established.</p> <p><i>Conformity Verification:</i></p> <ul style="list-style-type: none"> • <i>Records of waste quantities</i> • <i>Waste evaluation and trend analysis reports</i> • <i>Documented waste reduction targets and action plans</i> <p><i>Note: Records of waste quantities:</i></p> <ul style="list-style-type: none"> • <i>Waste evaluation and trend analysis reports</i> • <i>Documented waste reduction targets and action plans</i> 	C	
<p>d) Facilities must establish and implement effective e-waste management practices to minimize environmental impact and ensure compliance with regulations. The following requirements must be met:</p> <ul style="list-style-type: none"> • E-Waste Collection and Segregation: Set up systems for the collection, segregation, and storage of e-waste in a safe and organized manner. • Authorized Disposal or Recycling: Ensure e-waste is handed over to authorized recyclers or disposal facilities certified by relevant environmental authorities. • Practices: Avoid illegal dumping, burning, or landfilling of e-waste. 	C	



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<ul style="list-style-type: none"> • Employee Awareness: Conduct training and awareness programs on proper e-waste handling and disposal procedures. • Monitoring and Reporting: Maintain records of e-waste generation, storage, and disposal. • Compliance with Standards: Follow national and international standards for e-waste management, such as the Basel Convention or other applicable frameworks. • Encourage Circularity: Promote reuse, refurbishment, or donation of electronic items in good condition to extend their lifecycle. <p><i>Conformity Verification</i></p> <ul style="list-style-type: none"> • <i>Records of e-waste collection</i> • <i>Agreement with authorized e-waste collector</i> 		
<p>g) Waste reduction techniques such as reuse and recycling must be implemented, either on-site or through off-site facilities.</p> <p><i>Conformity Verification</i></p> <ul style="list-style-type: none"> • <i>Documented waste reduction practices (reuse and recycling methods)</i> • <i>Site observation of reuse and recycling activities on-site</i> • <i>Records or agreements with authorized off-site recyclers / waste handlers</i> • <i>Records or agreements with authorized recycling collectors (eg: waste oil)</i> • <i>Evidence of reduced waste sent for disposal (records, logs, or summaries)</i> 	C	
<p>h) A waste management plan / programme must be developed and implemented to minimize waste generation and promote reuse, recycling, and proper disposal.</p> <p><i>Conformity Verifications:</i></p> <ul style="list-style-type: none"> • <i>A documented waste management plan / programme is available and approved</i> • <i>The plan includes waste types, segregation methods, reduction, reuse, recycling, and disposal procedures</i> • <i>Roles and responsibilities for waste management are clearly defined</i> 	C	
<p>i) Progress of the plan/ programmes should be monitored <i>and analyzed to identify trends, anomalies, and opportunities for waste conservation.</i></p> <p><i>Conformity Verifications:</i></p> <ul style="list-style-type: none"> • <i>Documented waste management plan or programme with defined objectives</i> 	NC	
<p>j) A system must be implemented by the supermarket to manage and treat wastewater, including gray water and black water.</p> <p><i>Conformity Verifications:</i></p> <ul style="list-style-type: none"> • <i>Documentation outlining the types of wastewater generated and the treatment methods used for each type</i> 	C	



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<p>k) The wastewater discharged into the environment shall be within the limits stipulated by the Central Environmental Authority (CEA)</p> <p><i>Conformity verification:</i></p> <ul style="list-style-type: none"> Wastewater-treated lab reports which are issued by CEA registered/accredited laboratory 	M	
<p>l) supermarket must be equipped with oil taps or grease traps to ensure the proper collection of waste oil. Waste oil must be disposed of in accordance with applicable local environmental regulations and must not be discharged into sewer systems or water bodies.</p> <p><i>Conformity Verification:</i></p> <ul style="list-style-type: none"> 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. Check during the onsite audit 	C	
Phase 7: Health & Safety		
<p>a) Smoking must be always prohibited on the premises..</p> <p><i>Conformity Verifications:</i></p> <ul style="list-style-type: none"> Non-smoking policy document Floor plans indicating non-smoking areas Guestroom designations showing non-smoking rooms 	C	
<p>B)Emergency preparedness plan and a fire safety management plan must be effectively implemented within the facility.</p> <p><i>Conformity verification</i></p> <ul style="list-style-type: none"> 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	
<p>c) Medical test for food handlers must be conducted annually</p> <p><i>Conformity Verifications:</i></p> <ul style="list-style-type: none"> Detailed schedule of medical testing Reports on employees 	C	
Phase 8: Environmental Communication		
<p>a) Efforts should be made by the supermarket to implement carbon offsets, purchase green power certificates, participate in RE100, establish initiatives aligned with the UN's Sustainable Development Goals (SDGs), and provide environmental awareness education for employees.</p> <p><i>Conformity Verification</i></p> <ul style="list-style-type: none"> SDG initiative reports SBTi reports 	NC	



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<ul style="list-style-type: none"> Activity schedules, promotional materials, and records of employee or guest participation 		
<p>b) Social activities must be undertaken by the supermarket, the SDGs relevant to its operations must be considered, and efforts must be made to implement them.</p> <p><i>Conformity Verification</i></p> <ul style="list-style-type: none"> Detailed descriptions of social activities undertaken by the facility, including their objectives, scope, and alignment with specific Sustainable Development Goals (SDGs) Partnership Agreements 	C	
<p>e) Information Sharing: Details of the environmentally friendly initiatives of the supermarket must be made available on their website, CSR report, or other public platforms.</p> <p><i>Conformity Verification:</i></p> <ul style="list-style-type: none"> The supermarket's website link, CSR report, or other public documents showcasing environmental initiatives 	C	
<p>d) Environment-themed events should be conducted and offered site visit tours to promote environmental awareness.</p> <p><i>Conformity Verification:</i></p> <ul style="list-style-type: none"> Event records, photos for environment-themed events Visitor feedback reports for environment-themed events 	NC	
<p>e) Community work should be conducted, including:</p> <ul style="list-style-type: none"> Participate/Cooperate in local volunteer activities, such as clean-up activities. Promote dietary(food) education by holding events, seminars, etc. <p>so that attendees can learn the importance of food.</p> <ul style="list-style-type: none"> 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 <p><i>Conformity Verification:</i></p> <ul style="list-style-type: none"> Records of participation in community work. Event photographs and testimonials. 	NC	
<p>f) Cooperation or contributions (e.g., donations) should be made to environmental activities conducted by local governments, NGOs, or conservation groups.</p> <p><i>Conformity Verification</i></p> <ul style="list-style-type: none"> Receipts or evidence of contributions Records of collaboration with regional groups 	NC	
<p>g) A habitat should be developed to provide resting places for wildlife, such as rooftop greening and/or biotope development. (For applicants with multiple stores, it is acceptable if at least one store implements such an initiative.)</p>	NC	



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Conformity Verification:

- Photographic evidence
- Product specifications



INSTRUCTIONS FOR USERS

This criteria document contains requirements; Mandatory requirements, ... critical requirements, and 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 =

Marks Allocation	
Critical requirements - 5	
Fully Implemented	5
Partially implemented	3
Not Implemented	0
Non-Critical requirements - 3	
Fully Implemented	3
Partially implemented	2
Not Implemented	0

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, and for 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 the certificate should not be grant



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