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NSF International Standard  
for Sustainability –

## General Sustainability Assessment Criteria for Services and Service Provisions

### 1 General

This Standard has been developed to address the lack of a uniform measure of sustainability that can be broadly applied across the universe of service providers and their service offerings. The absence of such a standard has made it difficult for sellers looking to market the sustainability attributes of their offerings and for buyers looking to purchase sustainable services. The Standard complements NSF's previous work in developing sustainability standards for products. As with sustainable product standards, a workable sustainable service standard must be relevant and credible to the marketplace, and advance credible environmental, social and economic outcomes, while being flexible and universal enough to be meaningful across a wide range of service sectors. To the extent practicable, it is a goal of this standard to be accessible across the broad spectrum of service providers in the marketplace.

One of the major challenges of creating a meaningful sustainability standard for service providers has been the scarcity of accurate and reliable information on the sustainability characteristics of services purchased. Comparing the sustainability of one service to another can be a complex endeavor, often prompting reliance on "single-attribute" standards – for example, energy efficiency or toxicity. This NSF Service Standard is a multi-faceted sustainability assessment, which uses standardized criteria to enable equivalent 'core-level' comparisons of services. This 'core' standard is designed to seamlessly operate in conjunction with any future development and integration of sector-specific modules addressing sustainability attributes at a more specialized level.

The criteria in this Standard ensure that service providers meet the expectations of customers and personnel responsible for procurement of sustainable services – with a particular focus on federal and state procurement officials. The Standard is intended to establish a minimum threshold for sustainable services design, while recognizing a provider's additional sustainable achievements through the use of supplemental criteria, and awarding higher levels of certification accordingly. NSF encourages the user community to look for additional ways to refine and measure their sustainability efforts within their particular industry. In short, this Standard is intended to complement, not replace, existing service provider sustainability standards that may impose more demanding, industry-specific sustainability measures.

#### 1.1 Purpose and Structure

The purpose of this Standard is to establish a set of general sustainability practices and criteria for use by service providers interested in developing and offering their customers discrete,

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sustainable and third-party certified Service Offerings or Service Lines. This certification assures that the provider obtaining certification has achieved documented and measurable levels of social, economic and environmental performance.

Because the nature of services can vary so markedly across service sectors, the standard provides metrics relevant to material impacts across the lifecycle of the service provider's operations. It requires the certifier to weigh the materiality of each of the components of the service offering [assign weights based on the significance of impacts for a given component within the service]. Thus, for a company that is extremely data or document intensive, the standard would place a greater weight on the company's printing and paper use, and the associated purchasing and recycling policies, versus the assessment of a company whose major impacts come from transportation costs or the use and disposition of toxic material.

This Standard examines at a fundamental level a range of criteria reflecting a core of the environmental, labor, economic, and social responsibility aspects of a service organization's operations and offerings. The Standard recognizes that an organization's operations provide the essential support and foundation for the actual provision of its service offerings – whether those operations occur or are located at or away from the customer's actual business site. Moreover, 'operations' is a term itself encompassing a broad meaning, and could include the service organization's office, warehouse, staging area or other operations center, and could similarly include those operations occurring or arising within its value chain. The Standard recognizes service providers that have established baseline sustainability measures, programs and practices, and then awards more credit as they achieve more significant improvements over and above their baseline.

While the large majority of the criteria focus on the discrete service offering or service line being certified, the Standard does impose certain organization-level prerequisites deemed fundamental to any credible sustainable service provider. These organization-level criteria address those company-specific economic, social, labor and environmental policies and practices that reflect its vision for ongoing business, and are aligned with other widely used and acknowledged sustainability reporting frameworks, such as the Global Reporting Initiative.

## 1.2 Scope

The Sustainable Service Standard is intended to apply to Service Offerings or Service Lines offered by service providers in North America and Canada identified under the 2012 (or subsequent) North American Industry Classification System ("NAICS")<sup>1</sup>. These classifications include:

- 48-49 Transportation & Warehousing
- 51 Information
- 52 Finance and Insurance

<sup>1</sup> See e.g., US Census Bureau, *Definition: NAICS 48-49 to 81, Services Sectors*, <http://www.census.gov/econ/services.html>

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- 53 Real Estate and Rental & Leasing Services
- 54 Professional, Scientific, and Technical Services
- 55 Management of Companies and Enterprises
- 56 Administrative & Support, and Waste Management & Remediation Services
- 61 Educational Services
- 62 Health Care and Social Assistance
- 71 Arts, Entertainment, and Recreation
- 72 Accommodation and Food Services
- 721 Accommodation
- 722 Food Services and Drinking Places
- 81 Other Services (except Public Administration)

To provide further clarity as to what might be encompassed within the scope of a service or service offering, the Federal Acquisition Regulations define a “service” as one that directly engages the time and effort of a provider whose primary purpose is to perform *an identifiable task rather than to furnish an end item of supply*. Examples of some of the areas in which service contracts are found include the following:

- a. Maintenance, overhaul, repair, servicing, rehabilitation, salvage, modernization, or modification of supplies, systems, or equipment.
- b. Routine recurring maintenance of real property.
- c. Housekeeping and base services.
- d. Advisory and assistance services.
- e. Operation of Government-owned equipment facilities, and systems.
- f. Communications services.
- g. Architect-Engineering.
- h. Transportation and related services.
- i. Research and development.

Recognizing that in some cases, individual service providers will offer a certified sustainable service as one of many other options available to clients, the Standard allows for a company to obtain certification for an individual sustainable Service Offering or Service Line. These are intended to denote a discrete sustainable service or bundle of sustainable services offered by the provider, which will be distinguished in the marketplace by the scope and branding of the service(s) provided.

### 1.3 Boundary

Service providers come in many different sizes and structures, from single-owner proprietorships to partnerships, to co-ops to publicly-traded corporations. For this reason, this Standard recognizes the importance of establishing a clear organizational boundary for the entity engaged in the certification process.

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As noted above, this standard is intended to certify specific bundles of services, not the service provider itself, therefore, certification will apply to the selected Service Offerings or Service Lines of qualifying Service Provider rather than to the Service Provider as a distinct entity. As such, the Standard's point system is designed to reflect the environmental, social, and economic impacts of the services.

The Standard does, however, establish certain minimum prerequisites that Service Providers, themselves, must meet. These prerequisites (described in Section 5) reflect principals, practices and policies NSF believes necessary to ensure the legitimacy of the Standard and to demonstrate a Service Provider's commitment to environmental, social, and economic sustainability.

The approach by which NSF391 identifies and defines organizational boundary is similar to that already in use by the World Resources Institute ("WRI") and the World Business Council for Sustainable Development in the 2004 edition of their Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004) ("GHG Protocol Standard").[1] Under this approach, in determining the appropriate boundaries of a Service Provider seeking certification for a specific service line, the organization may define based on operational control.

Under the GHG Protocol Standard, operational control is defined as, "operational control over an operation if the corporation, or one of its subsidiaries, has the full authority to introduce and implement its operating policies at the operation.[2] Applying the Operational Control standard to the NSF certification process, the organizational boundaries of the Service Provider organization would include the business entity directly responsible for providing the service itself as well as any parent, subsidiary, joint venture, or associated entity that has operational control over the day-to-day operations or operational decision making of the Service Provider.

Important to note is that operational control does not mean that a company necessarily has authority to make all decisions concerning an operation. For example, significant capital investments will likely require the approval of all the partners that have joint financial control. Rather, operational control does require that the entity "has the authority to introduce and implement operating policies" for the Service Provider.

## **1—General**

Improving building efficiency, operation, and maintenance, reducing carbon footprint and impact on the environment, using non-toxic, recyclable, and bio-degradable materials are a few of the measures being undertaken by the public and private sector, in an effort to embrace social responsibility, improve working environments, and increase return on investments.

While the standardization of sustainable products is relatively straightforward and products can be readily identified, sustainable services are not. One of the major challenges of these efforts has been the scarcity of accurate and reliable information on the sustainability characteristics of services purchased. Comparing the sustainability of one service to another can be a complex endeavor that is often done on a "single attribute" basis—for example, energy efficiency or toxicity.

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This Standard is a multi-attribute sustainability assessment with which data are standardized to enable equal comparisons of services. The criteria in this Standard ensure that service providers meet the expectations of the personnel responsible for procurement for sustainable services.

#### 4.1 Purpose

The purpose of this Standard is to provide a set of general sustainability criteria for use in the acquisition or provision of sustainable services by including the purchase of providers, including those services requiring the use of products. The Standard contains general criteria; service sector specific criteria may be added as modules to the Standard to address the needs of that sector service (e.g., professional certifications for installers). This Standard is intended to complement, not replace, existing service provider sustainability standards.

These criteria cover address environmental, social, and economic impacts associated with the services and service provision a wide range of issues, addressing the environmental, labor, and social responsibility, and economic aspects of a service organization's operations. This Standard recognizes the provision of services service providers with achieved environmental improvements or other sustainability programs in place by awarding credit for them as they relate to a holistic approach to sustainability.

#### 4.2 Scope

This Standard is intended to apply to all service providers in North America and Canada and their suppliers whether domestic or international. Service providers using products in the performance of contractual obligations shall use products that meet environmental standards cited by an agency's procurement guidelines or specified in the private contract. Products that are sold as part of the service delivery are intended to be covered under specific modules for their service sectors.

The sustainability criteria have been grouped into the following categories of sustainability commitment and performance:

- Environmental;
- Social; and
- Economic.

#### 4.3 Guiding principles

In developing these general sustainability criteria for application to a broad range of service providers, the following important guiding principles were identified:

- I. **Ease of use:** Sustainability criteria should be easy to understand and apply, both by service organizations and personnel responsible for procurement.
- II. **Transparency:** The criteria and associated assessment methods should be understood by, and available to all parties involved, while protecting confidential or sensitive business information (as well as sensitive agency information). This is a voluntary Standard and emphasizes disclosure of information on both impacts and benefits of the service provided from an environmental and sustainability perspective.
- III. **Neutrality:** The criteria and associated assessment process should not favor specific industries, sectors, size, organizations, or geographic regions.

Comment [J1]: Consider revising language

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**IV. Leveraging existing processes:** Wherever possible, the criteria and assessment methods should utilize, be consistent with, and build upon relevant existing programs and practices (such as the ISO 14001<sup>8</sup> and various greenhouse gas reporting initiatives, among others).

**V. Continual improvement:** The criteria also provide a roadmap for service organizations just starting to define sustainability for their organization, and sets expectations for larger organizations with established programs. The criteria will develop over time as the field of sustainability matures, as innovation takes place, and as organizations gain more experience in applying sustainability principles to their business practices.

**VI. Use by small, medium, and large organizations:** It is recognized that these sustainability criteria are suitable for a broad range of service providers, including a variety of small businesses. Thus, defining the appropriate level of detail and specificity was one of the key considerations in establishing the sustainability criteria.

#### 1.4 Relationship with legislation

Fundamental to the application of these sustainability criteria is an understanding that service providers shall operate in full compliance with applicable legal requirements. A precondition for claiming conformance with this Standard shall be compliance with applicable health and safety, environmental, labor, and other relevant regulations applicable to the service provider.

#### 1.5 International trade aspects

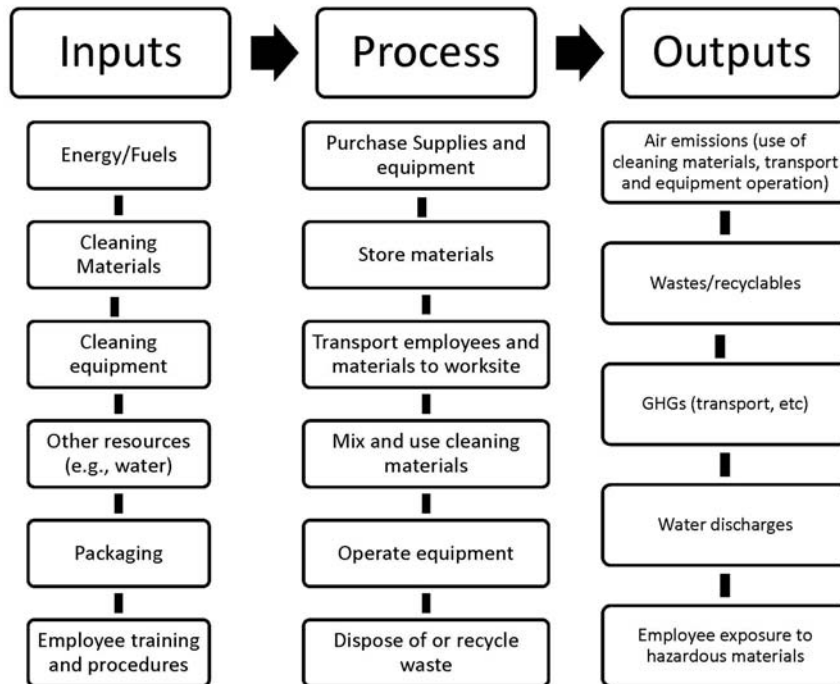
The criteria included within this Standard have been prepared, adopted, and applied with a view to avoid unnecessary obstacles to international trade.

#### 1.6 Life cycle approach

The sustainability criteria are intended to encourage service organizations to evaluate their sustainability attributes (environment, labor, social responsibility), using a service life cycle approach. Such an approach allows these suppliers to take into account the inputs to the service they provide to purchasers, the impacts of the service activities, and the outputs (or by-products) associated with providing the service, as shown in Figure 1 below.

Figure 1 Service Input-Output Model: Building Cleaning Example

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This simplified life cycle analysis approach should take into account energy and materials use (including products used or supplied as part of the service), service processes/activities, delivery of service, service locations, equipment use, packaging, recycling/disposal of wastes, and worker and customer exposure to hazardous materials, among other factors.

### 1.7 Scientific basis

The criteria contained in this Standard were developed and selected based on sound scientific and engineering principles intended to produce accurate, reproducible results.

## 2 Normative references

The following documents contain provisions that, through reference, constitute provisions of this Standard. At the time this Standard was approved, the editions listed below were valid. All documents are subject to revision, and parties are encouraged to investigate the possibility of applying the most recent editions of the documents indicated below.

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CFR 48, Chapter 1, *Federal Acquisition Regulations*<sup>2</sup>

EPA, *Comprehensive Procurement Guideline (CPG)*<sup>3</sup>

EPA, National Waste Minimization Program - *Priority Chemicals*<sup>4</sup>

EPA, *Significant New Alternatives Policy (SNAP) Program*<sup>5</sup>

EPA, *WaterSense*<sup>6</sup>

EPA and United States Department of Energy, ENERGY STAR<sup>7</sup>

Executive Order (EO) 13101, *Greening the Government Through Waste Prevention, Recycling, and Federal Acquisition*, Federal Register Vol. 63, No. 179, September 16, 1998<sup>2</sup>

Executive Order (EO) 13514, *Federal Leadership in Environmental, Energy, and Economic Performance*, Federal Register Vol. 74, No. 194, October 8, 2009<sup>2</sup>

Global Reporting Initiative (GRI)<sup>8</sup>

Green Electronics Council, *Electronic Product Environmental Assessment Tool (EPEAT®)*<sup>9</sup>

ISO 14001, 2004, *Environmental management systems – Requirements with guidance for use*<sup>10</sup>

ISO 14040, 2006, *Environmental management – Life cycle assessment – Principles and framework*<sup>10</sup>

United States Department of Agriculture (USDA), *BioPreferred*<sup>11</sup>

United States Department of Energy, *Federal Energy Management Program*<sup>12</sup>

<sup>2</sup> Government Printing Office, 732 N. Capitol St., NW, Washington, DC 20401 <[www.gpo.gov](http://www.gpo.gov)>.

<sup>3</sup> Environmental Protection Agency, PA Office of Conservation and Recovery, 1200 Pennsylvania Avenue NW, Washington DC 20460 <<http://www.epa.gov/cpg>>.

<sup>4</sup> Environmental Protection Agency, PA Office of Conservation and Recovery, 1200 Pennsylvania Avenue NW, Washington DC 20460, <<http://www.epa.gov/osw/hazard/wastmin/priority.htm>>.

<sup>5</sup> Environmental Protection Agency, Stratospheric Protection Division (6205J) 1310 L Street, NW Washington DC 20005 <<http://www.epa.gov/ozone>>.

<sup>6</sup> Environmental Protection Agency, Office of Wastewater Management (4204M), 1200 Pennsylvania Avenue, N.W. Washington, D.C. 20460 <<http://www.epa.gov/watersense>>.

<sup>7</sup> Environmental Protection Agency and U.S. Department of Energy, 1200 Pennsylvania Ave NW, Washington, DC 20460 <<http://www.energystar.gov>>.

<sup>8</sup> Global Reporting Initiative, PO Box 10039, 1001 EA, Amsterdam, The Netherlands. <[www.globalreporting.org](http://www.globalreporting.org)>.

<sup>9</sup> EPEAT®, 1001 SE Water Ave., Suite 360, Portland, OR 97214 <<http://www.epeat.net>>.

<sup>10</sup> International Organization for Standardization, 1 ch. de la Voie-Creuse, Case postale 56, CH-1211 Geneva 20, Switzerland <[www.iso.org](http://www.iso.org)>.

<sup>11</sup> U.S. Department of Agriculture Procurement Policy Division, 300 7th Street SW Washington, DC 20024 <<http://www.biopreferred.gov>>.



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USGBC, *Leadership in Energy and Environmental Design (LEED)*<sup>13</sup>

World Business Council for Sustainable Development (WBCSD), *Global Water Tool*<sup>14</sup>

### 3 Definitions

**3.1 environmentally preferable product (EPP):** A product that has a lesser or reduced effect on human health and the environment when compared with competing products and services that serve the same purpose (Executive Order 13101<sup>2</sup>).

**3.2 organization:** The facility associated with the services provided (designated as one or multiple facilities).

**3.3 renewable energy:** Includes solar electric (photovoltaic), solar thermal, wind, geothermal, biogas, biomass, hydro and renewable cogeneration on site or off site, on or off grid.

**3.4 service contract:** As defined in the Federal Acquisition Regulations<sup>2</sup> (Subpart 37.1: 37,101) is "a contract that directly engages the time and effort of a contractor whose primary purpose is to perform an identifiable task rather than to furnish an end item of supply".

**3.5 sustainability:** According to Executive Order 13514<sup>2</sup>, it is creating and maintaining "conditions, under which humans and nature can exist in productive harmony, that permit fulfilling the social, economic, and other requirements of present and future generations."

**3.x baseline:** For the purpose of this standard, the baseline is based on the previous calendar year.

**3.x value chain:** An industry value chain is a physical representation of the various processes that are involved in producing goods (and services), starting with raw materials and ending with the delivered product (also known as the supply chain). Value chain would be the broadest and most inclusive, which is particularly important in the services sector.

**3.x vendors:** Those companies that supply 10% or greater of the purchased items by the service provider as it relates to the delivery of the service. This includes but is not limited to sub-contractors, suppliers, and other service providers. This excludes purchases made without contracts.

**3.x program:** Documentation that is used to instruct applicable individuals about how to implement the plan. Examples of implementation guidance may include standard operating procedures, process outlines, recommended or required product lists and sources, excerpts from contract language. This includes performance measurements and tracking, organization and implementation for continual performance of the plan.

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<sup>12</sup> U.S. Department of Energy, Energy Efficiency and Renewable Energy, 1000 Independence Ave., S.W. Washington, DC 20585-2040 <<http://www.energy.gov>>.

<sup>13</sup> U.S. Green Building Council, 2102 L Street, NW Suite 500 Washington DC 20037 <<http://www.usgbc.org>>.

<sup>14</sup> World Business Council for Sustainable Development, 4, chemin de Conches, 1231 Conches-Geneva, Switzerland, <<http://www.wbcd.org>>.

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**3.x policy:** The course of action for operation processes, materials, or systems that are applicable to meet the goals. This includes procedures to meet the goals and how measurements or evaluations are completed to determine performance.

**3.x prevailing wage:** XXXX

**3.x publicly disclosed (or public disclosure):** Documentation displayed on a website, in a company report, available upon request, or other means that public access is not restricted.

**3.x Flexible Working Arrangements:** Company defined deviations from standard or traditional working conditions which alters the time and/or place that work is conducted. Examples include Flextime (varied start/end times with core requirements), Compressed Workweeks (full time hours in less than traditional day per week timeframe), Shift Arrangements (choice of shift based on employee needs outside of work), Break Arrangements (adjustments to break times to better suit employee needs), Reduced Hours Schedule (employee switches to part time for employee convenience), Transition Period Part Time (workers gradually return to full time after a major life event), Part Year Work (employees work less than 12 months in a year or split work in two different geographical locations on a defined schedule – e.g. – summer/winter) and Telecommuting (Work remotely from home).

**Root Causes:** Primary event which contributed to a defect or deficiency in service provision or illness/injury to a person.

**Corrective Action:** Defined action taken intended to ensure a defect or deficiency never occurs again.

**Engagement:** An organization's efforts to understand and involve stakeholders and their concerns in its activities and decision making processes.

**Stakeholders:** Any group or individual who can affect, or is affected by an organization or its activities.

**Employee:**

**Independent contractor:**

## **4 Conformance Requirements**

### **4.1 Purpose or elements**

This sustainability assessment Standard is divided into three basic categories consisting of credits that are potentially available to organizations seeking compliance with the Standard. The three categories are:

- environmental criteria
- Economic criteria
- social criteria

### **4.2 Intended users of this Standard**

Intended users of this Standard include service providers that deliver a service, including services requiring the use of products, to any organization. Service providers use the standard as a model toward sustainability and continual improvements. Consumers or entities that purchase services will be able to

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use the Standard to evaluate sustainable service providers. Independent third party may use this for conformity assessment.

#### 4.3 Scoring methodology

To rate the sustainability performance of services evaluated in accordance with this Standard, a point-based scoring system has been developed. Prerequisites (see section 5) as a minimum entry level cover these sustainable areas listed below. This system is based on a X point scale with points for the various assessment criteria allocated as follows:

- a) Environmental Criteria: X total points
- b) Social Criteria: X total points
- c) Economic Criteria: X total points

#### 4.4 Conformance

##### 4.4.1 Basic principle

Whether the organization has elected self-declaration or independent certification to the environmental, economic, and social responsibility criteria in this Standard, the methodology for assessing conformance should be documented, and be of sufficient detail to provide users of the Standard confidence that conformance has been correctly demonstrated. A self-declaration of conformance should be supported by an internal audit that includes collecting and documenting objective evidence. Examples of evidence include invoices, reports, contracts, and supplier letters.

Any declaration of conformance shall include a process for verifying ongoing conformance on at least an annual basis.

##### 4.4.2 Declaration of level of conformance

Achievement of conformance with the criteria herein shall permit users to make the following declarations:

- a) Sustainable Achievement – Conformant: All prerequisite credits shall be met in addition to X points where X is from {name section} (Economic, Social, Environment) {there may be different amounts in each section to get to the total points for conformant.}
  - b) Sustainable Achievement – Silver: All prerequisite credits, and a minimum X of the optional points available where X is from {name section} (Economic, Social, Environment) {there may be different amounts in each section to get to the total points for silver.}
  - c) Sustainable Achievement – Gold: All prerequisite credits, and a minimum 27 of the optional points available where X is from {name section} (Economic, Social, Environment) {there may be different amounts in each section to get to the total points for gold.}
  - d) Sustainable Achievement – Platinum: All prerequisite credits, and a minimum 45 of the optional points available where X is from {name section} (Economic, Social, Environment) {there may be different amounts in each section to get to the total points for platinum.}
- Note: The organization shall ensure that partners, joint ventures, with the organization meet the Conformant level in order for the organization to achieve platinum.

**Comment [M2]:** Should this criteria be included, and if so, how will a company prove this during an audit? For example, since a company can in theory self-certify, will it be adequate for the partner/joint venture to provide a signed statement by an officer of the company that they meet the conformant level?  
**YES – they do not need to third party certify...unless the group wants to change it to third party certified conformant level...?**

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Graduated levels of conformance allow service providers new to sustainability an attainable entry point and provide an incentive for organizations with established programs to refine and improve current sustainability systems.

#### 4.4.3 Public reporting

Service providers making a declaration of conformance should report this in a publicly available document, such as an organization report, or publicly available website. Service providers shall be responsible for keeping their declaration of conformance up-to-date.

#### 4.5 Certification

Information on suggested qualifications of a conformity assessment certifier (if applicable) is provided in Annex A.

#### 4.6 Service identification and boundary

The service provider shall provide a narrative description of the service at a location or location(s) or line of service(s) under consideration for conformity assessment

### 5 Prerequisite criteria

#### 5.1 Environmental criteria

##### 5.1.2 Environmental policy

The service provider shall maintain an environmental policy. The service provider shall make this policy available upon request.

##### 5.1.3 Identification of environmental issues

The service provider shall identify within the business, the major environmental impacts applicable to their service business on a life cycle basis (ISO 14040)<sup>10</sup>.

##### 5.1.4 Procured products and materials

The service provider shall have an environmentally preferable purchasing plan that bases purchasing and use decisions on the following:

- Recycled content
- Non-toxic materials
- Proper disposal and reuse of materials
- Material use reduction overall
- Energy and water intensive products reduction

The service provider shall show how the plan is implemented to guide procurement of environmentally preferable products applicable to their business. Re-seller stock is excluded.

##### 5.1.5 Inventory listing of material inputs

**Comment [j3]:** Consider revising (Reduced toxicity?)

**Comment [MC4]:** Perhaps this could be awarded a point in section 6 rather than a prerequisite.

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The service provider shall have and maintain an inventory listing of material inputs for the service undergoing assessment (including packaging and other applicable components). Such an inventory shall at a minimum include the following, if applicable:

- 1) Material Safety Data Sheet (MSDS/SDS) reportable product ingredients as defined by OSHA 29 CFR 1910.1200) listed with chemical name and Chemical Abstract Service Registry Number (CASRN);
- 2) Trade name of the chemical;
- 3) MSDS/SDS reportable chemicals shall be reviewed and all chemicals of concern shall be identified (see Annex XX, chemicals of concern);
- 4) Supplier including the manufacturer and distributor;
- 5) Use and storage onsite;
- 6) Maximum quantity stored (unit of measure); and
- 7) MSDS/SDS reportable physical hazards associated with the material or product shall be identified.

#### 5.1.6 Energy Inventory

The service provider shall document a baseline energy use inventory that encompasses all company leased or owned facilities included in the service provision (e.g., energy consumption data from energy bills and meter readings, fuel bills, gas bills). Companies in leased spaces without access to separate metering, shall base their energy use inventory on the average square footage occupied during a calendar year. Or alternatively, modeling shall be used from a similar business type considering geographical location of the building. Alternative methods of calculating the inventory shall be disclosed to support the inventory data.

### 5.2 Labor criteria

#### 5.2.1 Hiring and compensation practices

The service provider shall engage in fair employment practices, equal access to employment and promotion, and worker compensation that complies with applicable wage laws or collective agreements including those related to minimum wage, overtime and mandated benefits. Documentation identifying the number of for any active and resolved complaints within the last 3 years shall be presented.

#### 5.2.2 Payment of wages due

Work performed by an employee shall be awarded all due compensation, paid on a timely basis, pursuant to applicable local, state and federal law.

#### 5.2.4 Compensable time

**Comment [MC5]:** This should be defined as a quantity: i.e., purchased annually as a percentage?

**Comment [j6]:** READY TO CONSIDER for  
BALLOT

**Comment [j7]:** READY TO CONSIDER for  
BALLOT

**Comment [j8]:** READY TO CONSIDER for  
BALLOT

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The service provider shall compensate its employees for all of the time employees are required to be at work, whether or not the employee is officially "on the clock." This includes time traveling to various worksites during the day after an employee has initially reported to work. It also includes time driving from the shop or office to the work site at the beginning of the day and returning at the end of the day, if the service provider requires the employee to report to and return to the shop or office. The service provider shall also compensate employees for any training or meeting time when the employee is required to attend, and for any breaks or meal time in which the employee is not free to leave the place of employment.

#### 5.2.5 Worker Designations

The service provider shall adhere to all applicable civil and common law requirements defining workers as either employees or independent contractors, and shall not wrongly divest its workers of the rights and protections they may be entitled to as "employees" by calling them "independent contractors" when they do not meet the legal definition.

#### 5.2.6 General working conditions

The service provider shall document they have a program or policy to prevent discrimination, harassment, threatening behavior, or physical, sexual, or verbal abuse toward its workers. The service provider, by its chief executive, shall attest that within the last 24 months they have been in full conformance with all applicable Federal, state and local anti-discrimination and wage and hour laws.

#### 5.2.7 Policy for employment

The service provider shall communicate and provide a copy to workers their employment policy document at the time of hiring.

#### 5.2.8 Contractors compliance

The service provider, by its chief executive, shall attest and maintain documentation from each of its contractors that within the last 24 months they have been in full conformance with all applicable Federal, state and local anti-discrimination, collective bargaining and wage and hour laws and regulations.

#### 5.2.9 Health and safety of workers

- a) The service provider shall document and attest that for at least the prior 24 months it has provided its workers with a safe and healthy work environment in full compliance with all applicable laws and regulations.
- b) The service provider shall demonstrate that for at least the prior 24 months it has implemented a system to track, classify and report occupational injury and illness.

The service provider shall document that appropriate personal protective equipment (PPE) is provided to workers, as applicable.

#### 5.X.X Contractors compliance

The service provider shall earn 1 point for documenting notification to **notify** all of **their** contractors and subcontractors directly engaged in this service contract of the significant health and safety hazards associated with their **service provider's service work for this service provision**.

Comment [j9]: 9/12: Moved from section 7

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### 5.3 Social Criteria

#### Brennan's Suggestion:

**5.3.1** The service provider shall document an ethics policy (or statement of commitment to ethical behavior) and anti-corruption policy that are both is communicated to their employees, contractors, and other business partners. The service provider shall also document any lapses under the ethics and anti-corruption policy.

#### 5.3.x Confidential proprietary information

The service provider shall have a policy and program that protects the personal, confidential and privacy-related information pertaining to its employees, community members and other stakeholders.

#### 5.3.x Confidential business information

Notwithstanding the provisions of 5.3.2.1, the service provider shall not wrongly apply, as a pretext or otherwise, the principles, professional codes of conduct or legal requirements for withholding confidential information where the public, communities, governments and other organizations and stakeholders may have a legitimate overriding, relevant or compelling right-to-know.

**5.3.2** The service provider shall document a program to address proprietary and confidential business information regarding customers, employees, or company business practices and financial performance, or confidential business information received from others. The service provider shall also document any lapses under the program.

#### OR Harry's Suggestions:

**5.3.2a** The service provider shall always protect the personal, confidential and privacy-related information pertaining to its employees, community members and other stakeholders with legitimate expectations or legal rights to the protection of such information, and incorporate this principle within the documented procedures and actions maintained in relation to its sustainability efforts.

**5.3.3** The service provider shall document a policy ensuring that it does not egregiously adversely affect human health, safety and welfare of its employees are protected and in the communities in which it operates. The service provider shall also document any lapses under the policy.

#### OR Harry's Suggestions:

**5.3.3** The service provider shall document a policy ensuring that it does not engage in activities or conduct its business in ways which adversely affect the human health and welfare of its employees and in or those residents and others living or working within the communities in which it operates. The service provider shall also document its activities consistent with this provision, and any lapses under the policy which may occur hereunder.

**5.3.4** The service provider shall undertake and maintain continuous documentation on employee training in the service provision, including the date of trainings, and qualifications of trainers.

#### 5.3.5 Community engagement (corporate level)

**Comment [B10]: 5.3.1:** Brennan's Comment: There seems to be a lot of overlap between these two policies and it seems like it's unnecessarily stringent to require both.

**Comment [j11]:** READY TO CONSIDER for BALLOT

**Comment [j12]: 5.3.2** Brennan's Comment: What if, instead of a program, the service provider can point to effective steps they've actually taken to address CBI? Would they still get this point as it's currently worded?

**Comment [j13]: 5.3.2:** Harry's comment: In drafting the first of what is now two subsections, I attempted to draw a distinction between commercial CBI of a company and privacy/personal information in a company's possession the disclosure of which could unduly affect employees/community residents and other "social-context" stakeholders. In the second sub-section, I wanted to ensure essentially that even though reg/legal based CBI protections might exist, they should not be used lightly or unnecessarily in the face of an overriding public interest. That's the 'sustainability' part.

Legal and regulatory provisions relating to commercial CBI primarily are drafted to serve the interests of businesses wishing to closely hold their proprietary/intellectual property information. But they do not exist as requirements that companies do so (they are "permissive" and generally not mandatory provisions). Since, therefore, there is no requirement they MUST withhold this CBI, sustainability standards specifying transparency through disclosure may be specified and performed to attain higher sustainability ratings – and do so without running afoul of legal provisions. Where a company is protecting the CBI of others (e.g., corporate CBI of a partner or supplier) then I would think that is a matter between two business partners which should be addressed by each in the context of their business agreements and of their respective needs and values as to achieving a higher sustainability rating. In other words, no one is saying they *must* release this information; but, then again, no one is saying they are guaranteed a higher score on a sustainability rating standard either.

**Comment [j14]: 5.3.3:** Brennan's Comment: You can make the case that any business adversely affects human health and welfare to some degree. I think here we're trying to identify those service providers that do something relatively bad, compared to others in their industry.

**Comment [j15]:** READY TO CONSIDER for BALLOT

**Comment [j16]: 5.3.5:** Should this be a prerequisite or an optional credit?

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The service provider shall document company-supported activities within the community, if any. Company-supported activities include but are not limited to donation of human resources, venues, or materials. This excludes activities deemed political in nature.

### 5.3.6 Child and forced labor

The service provider shall have a policy for corporate governance that shall include at a minimum:

- prohibition of using child labor; and
- prohibition of using forced labor.

## 5.4 Economic

### 5.4.1 Financial support to the community

The service provider shall receive one point for investing in the community in any amount. The investment shall be in the community where any of its services are provided or where its corporate headquarters or facilities are located.

## 5.5 Legal compliance

- a) The service provider shall identify and monitor all environmental, social, health and safety, and labor laws, regulations and permit requirements (at federal, state, and local levels). This action shall include tracking compliance for those identified laws, regulations and permit requirements.
- b) The service provider shall document resolution to any non-compliance violations in relation to the above laws, regulations and permit requirements (at federal, state or local levels). If no violations were made, the service provider's chief executive shall personally attest as such.

## 6 Environmental criteria

### 6.1 Purpose

The environmental criteria are designed to address the primary environmental impact common to most service providers, with an emphasis on greenhouse gas emissions, waste management, and use of natural resources. The criteria extend to products used in the delivery of the service, and to the providers supply chain. The goal of the criteria is to assist service providers in achieving maximum reductions in environmental impact.

**6.2** The service provider shall earn 1 point for posting both the environmental policy (as in 5.1.2) and the company's environmental impacts related to its service provision publically (e.g., on the company website).

### 6.3 Environmental management system (EMS) (maximum 2 points)

- a) The service provider shall earn 1 point for implementing and maintaining the requirements of an Environmental Management System conforming to ISO 14001<sup>10</sup>.

**Comment [MC17]:** 5.3.5: Harry's Comment: Should this be during work hours or can it be at the employees own time? Broaden this to be any activity and/or financial.

**Comment [j18]:** 9/12: Consider revising language

**Comment [MC19]:** 5.3.6: ILO convention footnote

**Comment [MC20]:** [Harry Lewis 5-6-13] Should consider eliminating this provision in favour of b) just below it. To earn this point (and assuming this NSF standard will require third-party certification), it will be necessary to have a certifier certify that it has been done. So, as long as you are doing that, why not just award the point under 6.3(b)?



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- b) The service provider shall earn an additional 1 point for having an EMS conforming to ISO 14001 that is independent third party certified.

#### 6.4 Training

The service provider shall earn 1 point for implementing and maintaining a training program on environmental impacts related to the service as provided for employees and others who work on behalf of the organization.

#### 6.5 Greenhouse management

Greenhouse gas (GHG) emissions are most often a by-product of an organization's energy usage. By reducing energy usage, service providers reduce energy costs and GHG emissions associated with their services.

As experience in GHG accounting and inventory has grown, organizations have recognized that significant GHG emission sources are often outside of scope 1 (energy – direct, such as emissions from facilities, burning fuels, generators, processes), and scope 2 (energy – indirect, purchased electricity). A service organization's scope 3 inventory includes all indirect emissions in the value chain of the service organization. Scope 3 emissions include upstream activities (e.g., production of goods and services purchased by the organization), and downstream activities (e.g., consumer use and disposal of products sold by the organization). When possible, service providers should minimize energy usage and the production of greenhouse gases by adopting efficiency measures and the use of Energy Star or equivalent type technologies.

Each of the requirements in this section shall apply to the GHG emissions of the line of service or service at a location level, dependent upon the certification being applied for.

**6.5.1** The service provider shall earn 1 point for a documented baseline and a documented annual inventory of its scope 1 and 2 greenhouse gases. For services that are not able to determine a precise inventory, an estimate shall be accepted if it has a documented methodology.

**6.5.2** The service provider shall earn an additional point for publically posting its emission reduction goal(s) and achievements (Scope 1 and 2, and Scope 3 if material).

**6.5.3** The service provider shall earn 1 point for third party verification of the greenhouse gas inventory as identified in 6.5.1.

**TG Question to JC** (note – should all third party certifications be worth a single point or should they be individual earning opportunities?)

**6.5.4** The service provider shall earn 1 point for setting a greenhouse gas reduction goal and shall earn an additional X point for achieving its greenhouse gas reduction goal relative to its 6.5.1 GHG baseline Inventory. These reductions shall be based on an activity measurement (e.g., emissions per FTE) or financial measurement (e.g., emissions per profit dollars). The service provider shall use their boundary defined in 6.5.1 calculated over a minimum of 1 year up to a maximum of a 3 year period. As an alternative to earning an additional x point for achieving its green house gas reduction goal, a service provider shall earn an additional x point for purchasing quality carbon offsets equivalent to 50% or more of their estimated or documented inventory amount of scope 1 and 2 green house gas emissions. This

**Comment [MC21]:** [Harry Lewis 5-6-13]

Consider eliminating this requirement altogether, as it is mostly just a certification to a subjective standard of performance. ISO describes 14001 as a standard which is applicable to any organization that wishes to:

- implement, maintain and improve an environmental management system
- assure itself of its conformance with its own stated environmental policy (those policy commitments of course must be made)
- demonstrate conformance
- ensure compliance with environmental laws and regulations
- seek certification of its environmental management system by an external third party organization
- make a self-determination of conformance <http://www.iso14000-iso14001-environmental-management.com/iso14001.htm> ... [1]

**Comment [MC22]:** [Harry Lewis 5-6-13] To what level of adequacy should we hold this "training program" and the person(s) performing it? In college we called certain classes "gut" courses (like basket weaving 101) designed to yield a quick and easy grade. Performance under this standard should be clearly defined in order to yield earned points. If we can't define what is and is not an adequate "training program", then we should make this a prerequisite so as not to offer an easy point for those who would merely "go through the motions" ... [2]

**Comment [TK23]:** The task group decided to offer offsets as an alternative way to achieve this point. Per Gail Dunn: For companies that are not metered for their energy usage, the rationale for offering offsets as an alternative is as follows: The company may be able to estimate energy usage based on occupied square footage, and may be able to talk to things they have done to reduce energy usage, b ... [3]

**Comment [TK24]:** As I have been researching this, I suggest that absolute goals be included. Please see the explanation used by the EPA climate leaders requiring absolute goals. <http://www.epa.gov/climateleadership/goalsetting/goalsetting.html>

**Comment [TK25]:** I am saying 50% here because it is an aggressive goal compared to some of the actual goals I see on the climate leaders goals that I viewed on the following page. <http://www.epa.gov/climateleadership/documents/directory.pdf> <http://www.carbonfund.org/offset/businesses> In addition, carbon offsets can be purchased through websites such as the following <http://www.carbonfund.org/small-business> quite easily. The price for "carbon free" with this website for a business up to 20 employees is about \$1440. In this case the estimated emissions at ... [4]

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alternative is available only to businesses in the facilities where they do not have operational control of scope 1 and 2 emissions (e.g. leased building with shared energy metering).

[Footnote for achieving, reporting, and verification of GHG reduction goals:

A quality carbon reduction or removal enhancement project shall meet the principals and process requirements of ISO 14064-1 Greenhouse gases --Part 2: Specification with guidance at the project level for quantification, monitoring and reporting of greenhouse gas emission reductions or removal enhancements (2006). ISO 14064 is GHG program neutral. There may be additional requirements for verification of GHG reductions or removal enhancements under specific programs.

Footnote for purchasing GHG offsets:

Carbon offset tons shall meet the following key offset quality criteria\* Offsets shall be (1) be additional, (2) be based on a realistic baseline, (3) be accurately quantified and monitored, (4) be independently validated and verified, (5) be unambiguously owned, (6) address leakage, (7) address permanence, and (8) do no net harm.

\* Offset Quality Initiative. Ensuring Offset Quality: Integrating High Quality Greenhouse Gas Offsets Into North American Cap-and-Trade Policy. July 2008.]

**6.5.5** The service provider shall earn 1 point for setting and achieving its goals to reduce material Scope 3 GHG emissions (material as defined by the Global Reporting Initiative (GRI Section XX)).

**6.5.6** The service provider shall earn 1 point for a documented annual inventory of its material Scope 3 GHG emissions (material as defined by the Global Reporting Initiative (GRI Section XX)).

## **6.6 Energy management**

**6.6.1** The service provider shall earn 1 point for achieving its annual reduction goals for carbon releasing energy consumption (direct and indirect) associated with its services based on the inventory in 5.1.6 prerequisites. The service provider shall use their boundary defined in 6.5.1 calculated over a minimum of 1 year, up to a maximum 3 year period.

**6.6.2** The service provider shall earn 1 point for documenting a policy for use of alternative and/or renewable energy sources associated with the service provision. For leased spaces, this policy shall be communicated to the landlord and incorporate this policy as part of the evaluation criteria for new leases (e.g., sustainable leasing criteria).

## **6.7 Waste management**

**6.7.1** The service provider shall earn 1 point for a documented annual waste stream analysis. The waste stream analysis shall include a characterization/composition of all material (i.e. significant) waste (broken down into main categories) and each category's relative contribution to total waste. For the purpose of this criterion, waste shall include trash, recycling, composting, and other unused byproducts generated in the service provision. For services that are not able to determine a precise inventory, (e.g., *shared disposal receptacles*) an estimate shall be accepted if it has a reasonable documented methodology.

**6.7.2** The service provider shall earn 1 point for minimizing overall waste by implementing a program to reduce materials use, and diverts generated waste from landfills through materials reuse, recycling and composting. This shall be based on the inventory of waste as in 6.7.1. As an example to meet this criterion, the service provider shall demonstrate a 5% waste diversion rate in overall business operations or a **XX%** annual increase in overall waste diversion or a **XX%** reduction in waste generation.

**Comment [J26]:** ACTION ITEM: Footnote to be moved by NSF coordinators.

**Comment [TK27]:** The task group decided to offer offsets as an alternative way to achieve this point. I am thinking about this right now and believe that scope 3 emissions can be tracked for any type of business. Don't all businesses have the same opportunities to reduce their business travel, waste, and employee commuting, and choose suppliers? I am now thinking that the offset alternative is not necessary here.

**Comment [J28]:** **6.6.1:** The ENV TG would like the JC to help determine how to address offsets.

**Comment [KJ29]:** Not sure this is necessary anymore since the scope of the standard has been limited to a line of service.

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**6.7.3** The service provider shall earn 1 point for implementing a program or reusing, remanufacturing, or recycling of discarded products or equipment or other materials at the end of their useful life.

**6.7.4** The service provider shall earn 1 point for publicizing organizational waste reduction goals and progress toward meeting those goals.

## **6.8 Vendor management**

**6.8.1** The service provider shall earn 1 point for implementing sustainable purchasing guidelines for choosing its vendors (e.g., guidelines that address environmental management, labor practices, product safety and/or ethical business practices).

**6.8.2** The service provider shall earn 1 point for implementing a written policy that vendors demonstrate the use of standards in order to improve their sustainability performance, where applicable.

**6.8.3** The service provider shall earn 1 point for implementing a partnership plan with its vendors for greenhouse gas reductions or other environmental goals (this excludes packaging), and an additional point for documenting measureable progress toward these goals.

## **6.9 Sustainable building design, construction, and renovation**

**6.9.1** The service provider shall earn 2 points for demonstrating that all of its building or renovating or leased space in the last 24 months has been third party independently verified to have met at least the minimum level of some recognized green building standards that incorporates indoor air quality, water efficiency, reduction in impervious cover, pavement and roofing, lighting, and energy performance.

**6.9.3** The service provider shall earn 1 point for using during a construction or renovation project within the last 24 months, building materials based on industry recognized voluntary consensus based sustainability standards (where available). This point shall not be earned if the service provider met the criteria in 6.7.1.

**6.9.4** The service provider shall earn 1 point for undertaking best practices for incorporating sustainable land use considerations (e.g., avoid habitats or sensitive areas) when siting new facilities.

## **6.10 Materials management**

**6.10.1** The service provider shall earn 2 points for documenting review of alternatives with less environmental and human health negative impacts for materials used in service provision related purchases (i.e., no contract).

**6.10.3** The service provider shall earn 1 point for demonstrating measureable reductions in the prior 24 months in its use of hazardous substances as defined by EPA<sup>3</sup> (if applicable) in its service offerings.

**6.10.4** The service provider shall earn 1 point for documenting those suppliers the service provider has contracts with who are minimizing or reducing the amount of packaging for products used in service offerings.

## **6.10.6 Materials**

**Comment [j30]:** 6.7.3: The ENV TG would like to know if this is ready to motion to ballot.

**Comment [j31]:** 6.7.4: The ENG TG would like assistance in determining if this should align with GRI. In addition, 1 point for posting a single target publically appears to be too easy to obtain. Should this be changed?

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The following hierarchy of environmental preferable products should be considered in the green purchasing plan:

1 point

- 90% of copier and reprographic paper purchased in the previous calendar year contains at least 30% postconsumer fiber, and;
- 90% of computers and displays, imaging equipment, and televisions purchased in the previous calendar year are registered as EPEAT silver

2 points

- 90% of copier and reprographic paper purchased in the previous calendar year contains at least 90% postconsumer fiber, and;
- 90% of computers and displays, imaging equipment, and televisions purchased in the previous calendar year are registered as EPEAT gold

Products used in performance of federal contracts shall comply with the following environmental programs and attributes, where such programs and attributes exist for a product category<sup>15</sup>:

- EPA Comprehensive Procurement Guideline (CPG)–designated products;
- ENERGY STAR® or Federal Energy Management Program (FEMP) designated products;
- Electronic Product Environmental Assessment Tool (EPEAT®)-registered products;
- USDA designated BioPreferred (bio-based) products;
- EPA WaterSense or other water efficient products;
- Non-ozone-depleting products or alternatives listed under the EPA SNAP (Significant New Alternatives Policy);
- Products containing non or less toxic chemicals or containing alternatives to those on EPA's Priority Chemicals list;
- Alternative fuel vehicles and alternate fuels;
- Environmentally Preferable products or services

For products not applicable to the programs and attributes listed above, the following hierarchy applies (see Appendix XX for examples of programs that may fit under each tier):

- Tier 1. Leadership-level, multi-attribute, life-cycle-based (International Organization for Standardization (ISO) 14024) standards certified by third party certification programs with on-site audits and periodic monitoring. If, and only if, such programs do not exist for the *product* category under consideration, move to Tier 2 below.
- Tier 2. Multi-attribute, life-cycle-based standards where compliance is self-declared. If, and only if, Tier 1 and 2 programs do not exist for the *product* category under consideration, move to Tier 3 below.
- Tier 3. Single-attribute or non-life-cycle-based standards certified by a third party, including on-site audits and periodic monitoring. If, and only if, Tier 1, 2 and 3 programs do not exist for the *product* category under consideration, move to Tier 4 below.
- Tier 4. Single-attribute or non-life-cycle-based standards where compliance is self-declared.

## 6.11 Equipment management

<sup>15</sup> A list of applicable product categories and additional information is available at [www.sftool.gov/greenprocurement](http://www.sftool.gov/greenprocurement).

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**6.11.1** The service provider shall earn 1 point for extending the life of equipment by engaging in reuse, repair, upgrade or modification as opposed to replacement.

**6.11.2** The service provider shall earn 1 point for documenting company controlled equipment and facilities are consistently maintained in good operating condition including air emissions to avoid environmental and/or human health risks.

#### **6.12 Water management**

**6.12.1** The service provider shall earn 1 point for a documented annual inventory of its *water use*. For services that are not able to determine a precise inventory, (*e.g., shared meter*) an estimate shall be accepted if it has a documented methodology.

**6.12.2** The service provider shall earn 1 point for posting publicly both its' organizational water reduction targets and its measureable progress toward meeting these targets.

#### **6.13 Air Emissions**

**6.13.1** The service provider shall earn 1 point for implementing a program to inventory, and manage direct air emissions, including a characterization (including monitoring and pollution control as needed).

**6.13.2** The service provider shall earn 1 point for documenting a reduction in air emissions as identified in the inventory in 6.12.1 on a year over year basis, and publicly posting this information.

#### **6.14 Land use, habitat protection, and biodiversity**

**6.14.1** The service provider shall earn 1 point for documenting how their service as provided is impacting land use (*e.g. recycling, parking, irrigations*).

**6.14.2** The service provider shall earn 1 point for documenting provisions in the organization's service contract/plan, as applicable, requiring the mitigation of any damage to ecological features (*e.g., trees, bushes*).

#### **6.15 Soil and groundwater pollution prevention**

**6.15.1** The service provider shall earn 1 point for documenting and implementing measures to prevent and control releases of hazardous substances into the environment.

**6.15.2** The service provider shall earn 1 point for identifying the existence of sensitive receptors (*e.g., surface waters, groundwater, etc.*) in the proximity where the service is delivered and implementing measures to prevent contamination where needed.

#### **6.16 Noise pollution**

The service provider shall earn 1 point for identifying potential sources of noise pollution.

#### **6.17 Use of products**

**Comment [MC32]:** Harry Lewis: How can this action be illustrated by a metric showing changed behavior in furtherance of a specific sustainability goal? Without a metric, no point should be awarded as any claim to extending the life of equipment rather than buying new lacks veracity in relation to having been done in furtherance of any principle of sustainability rather than simply in furtherance of a conventional business/economic decision, which is not really what this standard is about.

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**6.17.1** Service providers shall demonstrate a (100%) purchase of products made with recycled content in cases where such products are obtainable OR an annual 25% increase in the purchase of products made from recycled materials from an established 12 month baseline.

**6.17.2** Service providers shall demonstrate a (100%) purchase of obtainable products made with alternative non-toxic or reduced toxic materials OR an annual 25% increase in the purchase of obtainable products made from non-toxic or reduced toxic materials from an established 12 month baseline.

#### **6.18 Use of more sustainable transportation**

Service providers shall demonstrate a (100%) use by patrons and employees of alternative carbon-reducing/carbon-free transportation (or public transportation) to and from a service provider's place of business or location of service provision (if not at service provider's place of business), OR a 10% annual decrease in the use of personal internal-combustion vehicles from an established 12 month baseline.

### **7 Social criteria**

The social and labor criteria are designed to assess an organization's policies, programs, performance, and practices that address work performed by its employees, contractors or subcontractors as it relates to labor and working conditions, worker health and safety, fair employment, community and stakeholder engagement, social and cultural inclusion, and ethics. This section also addresses communication to vendors regarding social responsibility.

#### **7.1 Labor**

**7.X.X** The service provider shall identify applicable codes of ethical conduct, professional and business responsibility, or any other similar body of ethical rules or standards by which service provider's professional or business sector is governed or otherwise subject to. If service provider's particular sector is not specifically governed or otherwise subject to such professional/business standards or rules of ethical conduct, then service provider shall identify generic rules, standards or accepted criteria by which ethical business/professional practice is defined and against which performance may be measured.

The service provider shall demonstrate whether and how it has represented its compliance under these ethical rules, criteria and principles to its employees, contractors, and other business partners.

**7.X.X** The service provider shall also document any lapses under the ethics and anti-corruption policy.

##### **7.1.1 Flexible working arrangements**

The service provider shall earn X point for offering flexible working arrangements (as defined in section 3).

##### **7.1.3 Health and safety of workers**

The service provider shall earn X points for any of the following up to a maximum of 4 points:

**Comment [j33]:** 9/12: Moved from section 5.

**Comment [j34]:** READY TO CONSIDER for BALLOT

**Comment [j35]:** 7.1.3: Please review bullet b. From SOC TG

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- a) taking proactive measures to identify, evaluate and eliminate workplace hazards such as through an industrial hygiene survey (e.g., OSHA 3143);
- b) carrying out investigations of injury and illness cases, identifying root causes, implementing corrective actions to facilitate a safer work place;
- c) the workforce is represented and actively participates on a joint management-worker health and safety committee to help monitor and provide input on occupational health and safety issues; The committee shall be operated in a non-coercive environment; and
- d) developing and implementing a policy to identify, evaluate and minimize worker exposure to hazardous chemical, biological and physical agents such as through an industrial hygiene survey (e.g., OSHA 3143).

#### 7.1.4 Health and Safety (maximum 2 points)

The service provider shall earn X point for tracking any reportable health and safety incidents per year calculated on a company wide basis.

The service provider shall earn X point for publicly posting total recordable cases (TRC) and days away from work, restricted activity, or job transfer (DART).

#### 7.2 Social responsibility criteria

Social responsibility criteria are designed to assess performance and ethical conduct in relation to internal and external stakeholders. Issues addressed in these criteria include corruption, fair competition, respect for property rights and other aspects of socially responsible behavior.

These criteria are designed to assess how service providers relate to the communities in which they operate. However, it is recognized that service providers also need to consider other stakeholders who have an interest in, or are impacted by, the actions of the organization.

##### 7.2.1 Ethical business practices

The service provider shall earn X points for upholding ethical business practices based on the provisions referenced in 5.3.1.

The service provider's chief executive or duly authorized official shall personally assure compliance under these rules, criteria and standards, and document and maintain a report on any findings or lapse under the applicable ethics rules, codes and criteria referred to above (See annex X, examples of Codes of professional ethics). At a minimum, a service provider shall maintain within their plan for conducting business, and faithfully and objectively carry out, ethics criteria which address the following topic areas:

- Fair business practices
- Fair treatment of employees
- Equal employment opportunity
- Protection of employee, client and other stakeholder privacy information
- Financial, environmental, and social performance

##### 7.2.2 Community engagement (total 3 points)

Comment [j36]: READY TO CONSIDER for BALLOT

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**7.2.2.1** The service provider shall earn X point for identifying community stakeholders and the process by which they were identified. The service provider shall provide a communication channel for feedback from the community stakeholders. The service provider shall enable communication including submittal of comments, feedback, suggestions and resolving grievances.

**7.2.2.2** To earn additional points, the service provider shall meet 7.2.2.1. The service provider shall earn one additional point for demonstrating they have responded to 30% communication stakeholder feedback (as above). This shall be tracked on an annual basis. For those service providers with no feedback received annually, the service provider shall provide additional documentation of outreach to stakeholders through media, website or mailings to promote feedback shall earn this point.

**7.2.2.3** The service provider shall earn one additional point for demonstrating response to feedback (as above) that directly relates to improvements covering social, economic or environmental topics in this Standard. This shall be tracked on an annual basis. (maximum 1 point)

#### **7.2.3 Vendors (maximum 2 points)**

The service provider shall earn 1 point for communicating their ethics policies (as in 5.3.2) to vendors.

The service provider shall earn 1 point for documenting a routine evaluation every 24 months of the vendor's ethical and social compliance to the items in 5.3.2 before engaging them in final contract for service provision.

#### **7.2.4 Public commitment to sustainability**

The criteria in this section are intended to demonstrate corporate and organizational leadership in public disclosure and transparency of key environmental and social performance.

##### **7.2.4.1 Preliminary disclosure**

The service provider shall receive one point for releasing one of the following publicly:

- annual findings under company's registered or generally conforming ISO 14001 EMS;
- the company's or facility's social accountability performance as quantified under a social responsibility program (e.g. SA8000, ISO 26000, or equivalent).

The information shall be released in one of the following forms:

- part of the company's or facility's annual report, available to all who request a copy; or
- online (e.g., downloadable from the company's website).

##### **7.2.4.2 Comprehensive disclosure (corporate level)**

The service provider shall receive one point for demonstrating public release of corporate annual sustainability report per the guidelines of the Global Reporting Initiative (GRI) or the United Nations Global Compact or equivalent type program. The information shall be released in one of the two forms described in 8.4.1b.



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The service provider shall receive two additional points for demonstrating independent third party certification of its corporate annual sustainability report per the guidelines of the Global Reporting Initiative (GRI) or the United Nations Global Compact or equivalent type program.

### 7.2.5 Community engagement

The service provider shall earn X point for documenting X% of total human resource donations or any 2 in-kind product donations annually. The human resource donation time would be time off from work (paid or unpaid) to a community organization.

## 8 Economic

In addressing economic criteria this Standards' focus is on the relationship and impacts of the service providers' policies and practices on stakeholders, and communities in which the service providers operate. The intent is to recognize how the service provider practices influence the economic security and wellbeing of their stakeholders. [The point of this section is an effort to measure the negative effects/outcomes of a service provider's business operation on 1) the environment, 2) the social relationships it has (e.g., workers), and 3) the consequent economic functionality of those surrounding it and who are affected by it.]

### 8.1 Community financial investment (maximum 2 points)

The service provider shall receive one point for investing financially in the community the equivalent of 1% or more of its net income calculated annually in accordance with generally accepted accounting principles. The financial investment shall be in the community where any of its services are provided or where its operational facilities. The service provider shall provide whether this was through human resource, monetary, in-kind product, or other method.

The service provider shall receive one point for quantifying impacts (i.e., external sustainability benefits) from investment as above.

### 8.5 Wage assessment

The service provider shall earn 1 point for documenting it conducted a basic compensation assessment every three years. Methods for the assessment shall include one or more of the following:

- Paying prevailing wages for job type or classification
- Paying average or above average wages for the region or city where the institution is located

The service provider shall earn an additional point for demonstrating the results of the assessment to identify the prevailing wage and then pay at least the prevailing wage.

### 8.6 Equitable compensation

The service provider shall receive 1 point for documenting and publicly disclosing the ratio between CEO (or head executive) and median employee compensation.

The service provider shall earn an additional point for any one of the following practices:

**Comment [J37]:** 9/11: This could include a clause about political in nature donations of time.

**Comment [J38]:** 4/1/14: TG wants the JC to discuss whether "corporate headquarters" should be addressed in the criterion.

**Comment [M39]:** I don't understand the opening sentence – why is it even in this section? "while it may...." indicates that you don't agree that it does and mean to propose something else. If we want to talk about employee compensation, then I would recommend beginning with, "the Service Provider shall....". Additionally, I think we need to say that they should use one of the three methods listed, not all of them. Finally, I'd recommend separating supplier/vendor fees and contract awards into different sections. Perhaps this could be Wage Assessments with three subsections – employee, vendor, and contractors. I also think we need to be careful to not use the term supplier generically. If we buy product off the shelf, we're buying from a supplier; however, I believe we're targeting vendors/suppliers with whom we have contractual relationships – not generic suppliers. Maybe we should use the term "vendors" instead?

**Comment [LH40]:** This whole section seems mysterious. What are we trying to accomplish here? If we are trying to ensure that workers get paid a living wage, then we should 1) simply say that (and tie it in some way to US BLS wage and poverty index, or whatever it is called), and 2) move this over to the Social/Labor section where matters involving wages are or should be covered.

**Comment [M41]:** For this point, I believe we need to define compensation so that it includes bonuses, options, stock, profit sharing, etc. and not just salary. Also, what's our justification for the ratios we've chosen on compensation caps? Does it align with our desire to not make this a financial measure and instead to focus on economic wellbeing. On bullets one and two, aren't they mutually exclusive? (meaning if the top to bottom is capped at 10:1, then the top (presuming the CEO will be the most highly compensated) to median must be under 25:1, because by definition, they will be higher than the bottom compensated who must be at 10:1. Finally, what is the standard for capping the tax deduction for the expense of executive comp and why do we want to do it? If we do want to do it but don't establish what the cap is, then what value is this criteria (i.e. what if the company caps it at 100%?)

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- Limiting the ratio between CEO (or head executive) and median employee compensation to no more than 25:1.
- Limiting the ratio between top and bottom compensation to no more than 10:1 (meaning that no full-time permanent employee may be paid more than 10x the least-paid full-time permanent employee).
- Limiting total executive compensation to no more than twice an executive's annual salary
- ~~Capping tax deductions for the expense of executive compensation.~~

### 8.7 Sustainable investments

The service provider shall earn 1 point for developing and implementing a sustainable investment strategy and a policy or procedure for implementing the strategy document for sustainable investments. The strategy should include:

- Sustainable investment policy ~~renewable energy projects~~
- Influencing corporate behavior through investment ~~Local schools~~
- Disclosure of investments
- Investment Committee
- Sustainable Investments
- Others defined by the service provider

The strategy document shall be reviewed on an annual basis.

The service provider shall earn an additional point for demonstrating at least [25%] of investments are in one or more of the following sustainable investments:

### 8.8 Calculation of economic benefit from sustainable practices

The service provider shall earn 1 point for performing an annual financial analysis of the significant cost impacts and benefits associated with the practices utilized in the service provider's provisions with respect to its stakeholders. The service provider shall earn an additional point for performing an annual financial analysis of the significant impacts and benefits associated with the practices utilized in the service provider's provisions with respect to its operations. ~~economic benefit of their sustainable practices (as defined by the service provider).~~

[The TG is debating how to address the economic impact on stakeholders and impact on the company in the areas of...]

**Comment [j42]:** 6/13: Harry suggested: Companies will not invest in any venture or other activities that violate the UN protocol on human rights or that violate any criteria set out by the forest stewardship council protocols on sustainable.

Gail: 25% of your investments are in the following areas:

## **Annex A (informational)**

### **Key elements of a certification program for Sustainable service providers**

#### **A.1 General**

Declaring conformance to this Standard indicates that the service provider designs, develops, and delivers services in a manner that is considered to be in some measure sustainable and/or environmentally preferable. Conformance to this Standard alone does not imply certification. Undertaking independent conformity assessment (certification) can demonstrate attainment of these goals, and encourage increased public confidence in the service provider.

#### **A.2 Certification process**

##### **A.2.1 Selection of conformity assessment body**

The service provider should identify a certification organization to perform the conformity assessment of the service(s) to the Standard criteria.

##### **A.2.2 Conformity assessment to Standard**

The certifying organization should perform all necessary functions to determine whether the service provider's operations and service(s) conform to the specified criteria. This may involve activities such as an audit of the facility, review of product formulations, testing, or review of documentation to assess conformance with the specified criteria.

##### **A.2.3 Issuance of certification**

If the service(s) has been demonstrated to meet the specifications described in this Standard, and any issues of nonconformance have been addressed, the certifying organization should provide a service(s) certification to the service provider. This may include documentation of certification of the services(s) to the service provider, and inclusion of the service(s) on any publicly available lists of certified services maintained by the certifying organization. The certifying organization should instruct the service provider regarding appropriate use of the registered certification mark of the certifying organization.

##### **A.2.4 Monitoring of product(s) conformance**

At intervals determined by the certifying organization, continued conformance of the certified service(s) to the specified criteria should be monitored using periodic facility audits, periodic retesting, or both.

#### **A.3 Suggested qualifications for certifying organizations**

A certifying organization offering a certification program for environmentally preferable and sustainable services should conform to the requirements of ISO/IEC Guide 65, General requirements for bodies operating product(s) certification systems.

### **A.3.1 Marking of certified service(s)**

The certifying organization should specify requirements for marking of certified services. Requirements for services(s) marking should include, at a minimum:

- certified services should display a registered certification mark of the certifying organization; and
- each service(s) label should bear a statement of status achieved (e.g., silver, gold).

### **A.3.2 Listing certified service providers**

The certifying organization should maintain a published listing of all certified service providers. The listing format should include the following minimum information:

- organization name and address;
- services(s) description; and
- geographic location of service.

### **A.3.3 Audits**

The certifying organization should conduct physical audits of the certified service provider's facility.

### **A.3.4 Corrective action**

The service provider should document corrective action for all items of nonconformance found during audits and re-evaluation.

### **A.3.5 Enforcement**

To preserve the integrity of the registered certification mark of the certifying organization, enforcement action should be taken by the certifier for the following:

- use of the registered trademark of the certifying organization on a non-certified service(s);
- general nonconformance; and
- unauthorized change to certified services.

### **A.3.6 Appeals**

The certifying organization should have provisions for an appeals process as requested by any party directly affected by a decision, action, or inaction of the certifying organization may appeal that decision.

### **A.3.7 Complaints**

The certifying organization should have provisions in its policies for the following:

- investigation of complaints related to certified services;
- misuse of the registered trademark of the certifying organization by a certified service provider;
- use/misuse of the registered trademark of the certifying organization by a non-certified service provider; and
- certified organization retention and disclosure of complaint records and remedial actions for certified services.

#### **A.3.8 Advertising**

The certifying organization should provide guidance to certified service providers regarding proper use of the registered trademark of the certifying organization on sales literature, technical publications, promotional materials, packaging, catalogs, and advertising.

#### **A.3.9 Records**

The certifying organization should have provisions for verification of complete certified service provider records, including documentation supporting conformance to the Standard.

#### **A.3.10 Public notice**

The certifying organization should have provisions for issuing a public notice for nonconformance to any requirement of certification.

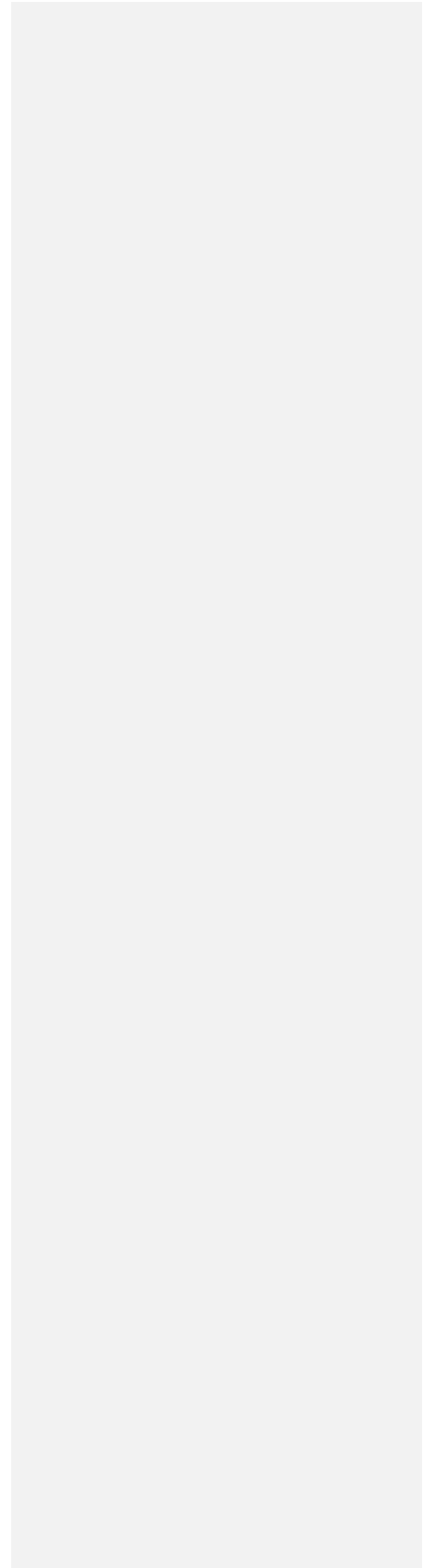
#### **A.3.11 Confidentiality**

The certifying organization should have a documented policy of non-disclosure of any confidential information supplied to the certifying organization by the service provider regarding the services(s).

**Annex B**  
(informational)

| Service Groups | Example Service Group Members   | Comments   |
|----------------|---|--|
| <b>Group A</b> | <ul style="list-style-type: none"> <li>– Financial and business solutions</li> <li>– Professional engineering services</li> <li>– Legal services</li> <li>– Mission-oriented business services</li> <li>– Advertising and integrated marketing</li> <li>– Logistics worldwide</li> <li>– Travel services solutions</li> <li>– Professional and allied healthcare staffing</li> <li>– Temporary administrative &amp; professional staffing</li> <li>– Language services</li> <li>– HR and EEO services</li> <li>– Publications media</li> <li>– Sports, promotional, outdoor, recreation, signs, etc.</li> </ul> | <p>Services typically provided in an office setting and involve professional services</p> <p>Service often provided from a remote office location</p>  |
| <b>Group B</b> | <ul style="list-style-type: none"> <li>– Facilities maintenance and management</li> <li>– Office, imaging and document solutions</li> <li>– Building materials/industrial service &amp; supplies</li> <li>– General purpose IT equipment, software &amp; services</li> <li>– Furniture management services</li> <li>– Furnishings and floor coverings</li> <li>– Food service, hospitality, and related services</li> <li>– Solutions for law enforcement, security, facilities management, etc.</li> </ul>   | <p>Services generally provided at Federal facilities</p> <p>Often involve use of potentially hazardous materials and equipment</p> <p>Could involve provision of some <u>products</u> (such as IT equipment, furniture, carpeting, etc.)</p> |
| <b>Group C</b> | <ul style="list-style-type: none"> <li>– Medical laboratory testing/analytical services</li> <li>– Mechanical, chemical, electrical and geophysical testing services</li> <li>– Photographic equipment, supplies and services</li> </ul>  | Laboratory, testing and related services   |
| <b>Group D</b> | <ul style="list-style-type: none"> <li>– Transportation, delivery and relocation</li> <li>– Office products/supplies and services</li> <li>– Leasing of automobiles and light trucks</li> </ul>   | Services focused on transportation, delivery and movement of goods and people  |
| <b>Group E</b> | <ul style="list-style-type: none"> <li>– Construction</li> <li>– Landscaping &amp; grounds maintenance</li> <li>– Environmental services*</li> </ul>  | <p>Work generally conducted outdoors</p> <p>Involves site work (*but also could cover training and consulting)</p>   |

Annex X  
Supply Chain Checklist/Scorecard



## Annex XX

This list is not exhaustive and is intended only to provide examples of the types of programs that may qualify. Note: URLs may be out of date and do not reflect on any requirements of the Standard.

| Product Type or Issue   | Program Name  | Website  |
|---|---|--|
| <b>Tier 1 Certifications.</b> Leadership-level, multi-attribute, life-cycle-based standards certified by third party certification program using site audits and periodic monitoring.   |   |  |
| Cleaning <i>products</i> , various categories   | Green Seal  | <a href="http://www.greenseal.org">www.greenseal.org</a>   |
| Cleaning <i>products</i> , various categories   | Ecologo   | <a href="http://www.ecologo.org">www.ecologo.org</a>   |
| <b>Tier 2 Certifications.</b> Multi-attribute, life-cycle-based standards where compliance is self-declared.  |   |  |
| Electronic <i>Products</i>  | Green Electronic council's EPEAT Program (Electronic Product Environmental Assessment Tool) | <a href="http://www.epeat.net">www.epeat.net</a>   |
| <b>Tier 3 Certifications.</b> Single-attribute or non-life-cycle-based standards certified by third party certification program, including site audits and periodic monitoring. In some cases, a <i>product</i> may be certified based on materials the <i>product</i> contains (e.g., furniture that is made entirely or in part from certified wood). |   |  |
| Energy Efficiency   | Energy Star   | <a href="http://www.energystar.gov">www.energystar.gov</a>   |
| Chemical formulations and <i>products</i>   | Design for the Environment  | <a href="http://www.epa.gov/dfe/index.htm">www.epa.gov/dfe/index.htm</a>                             |
| Organic   | USDA Certified Organic  | <a href="http://www.ams.usda.gov/nop/NOP/standards.html">www.ams.usda.gov/nop/NOP/standards.html</a> |
| Sustainable Forest <i>Products</i>  | Forest Stewardship Council  | <a href="http://www.fsc.org/">www.fsc.org/</a>   |
|   | Sustainable Forestry Initiative   | <a href="http://www.sfiprogram.org/">www.sfiprogram.org/</a>   |
| Indoor Air Quality  | GREENGUARD  | <a href="http://www.greenguard.org">www.greenguard.org</a>   |
| Textiles  | Global Organic Textile Standard   | <a href="http://www.global-standard.org/">www.global-standard.org/</a>                               |
| Water Conservation  | Water Sense   | <a href="http://www.epa.gov/WaterSense/">www.epa.gov/WaterSense/</a>                                 |
| <b>Tier 4 Certifications.</b> Single-attribute or non-life-cycle-based standards where compliance is self-declared.   |   |  |
| Paper <i>products</i>   | Recycled-content  |  |
| Paints  | Zero VOC  |  |

Field Code Changed

Field Code Changed

Field Code Changed

Field Code Changed



## **ANNEX X (informational)**

### **Code of Professional Ethics**

AICPA (American Institute of CPA's)

<http://www.aicpa.org/Research/Standards/CodeofConduct/Pages/default.aspx>

ABA Model rules of Professional Conduct

[http://www.americanbar.org/groups/professional\\_responsibility/publications/model\\_rules\\_of\\_professional\\_conduct/model\\_rules\\_of\\_professional\\_conduct\\_table\\_of\\_contents.html](http://www.americanbar.org/groups/professional_responsibility/publications/model_rules_of_professional_conduct/model_rules_of_professional_conduct_table_of_contents.html)

NSPE (National Society of Professional Engineers)

<http://www.nspe.org/Ethics/CodeofEthics/index.html>

American Board of Optometry (ABO)

<http://www.americanboardofoptometry.org/policy-and-procedure-manual/4-4-code-of-professional-business-practices-and-conduct/>

National Association of the Deaf/Registry of Interpreters for the Deaf

[http://www.rid.org/UserFiles/File/NAD\\_RID\\_ETHICS.pdf](http://www.rid.org/UserFiles/File/NAD_RID_ETHICS.pdf)

Appraisal Institute – Code of Professional Ethics

[http://www.appraisalinstitute.org/airesources/downloads/cpe/CPE\\_Effective\\_111209\\_old.pdf](http://www.appraisalinstitute.org/airesources/downloads/cpe/CPE_Effective_111209_old.pdf)

Public Relations Society of America

<http://www.prsa.org/AboutPRSA/Ethics/ProfessionalStandardsAdvisories>

Business Code of Conduct/Professional Code of Conduct (general)

<http://www.itstime.com/may96.htm>

Deloitte Code of Ethics & Professional Conduct

[http://www.deloitte.com/assets/Dcom-UnitedStates/Local%20Assets/Documents/us\\_about\\_ei\\_coe2012.pdf](http://www.deloitte.com/assets/Dcom-UnitedStates/Local%20Assets/Documents/us_about_ei_coe2012.pdf)

Society for Human Resource Management (SHRM), Code of Ethics

<http://www.shrm.org/about/Pages/code-of-ethics.aspx>

American Institute for Chartered Property Casualty Underwriters

<http://www.theinstitutes.org/doc/canons.pdf>

Boston College, Professional Standards and Business Conduct – General Policy

<http://www.bc.edu/content/dam/files/offices/policies/pdf/policies/I/1-100-010.pdf>

American Medical Association (AMA), Code of Medical Ethics

<https://catalog.ama-assn.org/MEDIA/ProductCatalog/m1100080/AMA%20Code%20of%20Ethics.pdf>

[Harry Lewis 5-6-13] Consider eliminating this requirement altogether, as it is mostly just a certification to a subjective standard of performance. ISO describes 14001 as a standard which is applicable to any organization that wishes to:

- implement, maintain and improve an environmental management system
- assure itself of its conformance with its own stated environmental policy (those policy commitments of course must be made)
- demonstrate conformance
- ensure compliance with environmental laws and regulations
- seek certification of its environmental management system by an external third party organization
- make a self-determination of conformance

<http://www.iso14000-iso14001-environmental-management.com/iso14001.htm>

This P391 sets out fairly prescriptive actions and performance requirements. I'm not sure I see the need to allow points for "self-determinations" of conformance to a company's "own stated environmental policy" under another (non-performance) standard beyond what is already being specified within the more objective standard we are developing here. ISO admits that it's 14001 "does not itself state specific environmental performance criteria." Consequently, I question the value this adds to 391.

[Harry Lewis 5-6-13] To what level of adequacy should we hold this "training program" and the person(s) performing it? In college we called certain classes "gut" courses (like basket weaving 101) designed to yield a quick and easy grade. Performance under this standard should be clearly defined in order to yield earned points. If we can't define what is and is not an adequate "training program", then we should make this a prerequisite so as not to offer an easy point for those who would merely "go through the motions" of doing a wholly inadequate – but unspecified under this standard – training.

The task group decided to offer offsets as an alternative way to achieve this point. Per Gail Dunn: For companies that are not metered for their energy usage, the rationale for offering offsets as an alternative is as follows: The company may be able to estimate energy usage based on occupied square footage, and may be able to talk to things they have done to reduce energy usage, but if they do not have access to actual building energy figures, or alternative, do have access, but rent such a small portion of the building that any increases or decreases could not be legitimately tied to their reduction efforts, then offsets are their only alternative to earn this point. So the idea of offering the offset is to level the playing field in terms of certification for those companies.

I am saying 50% here because it is an aggressive goal compared to some of the actual goals I see on the climate leaders goals that I viewed on the following page.

<http://www.epa.gov/climateleadership/documents/directory.pdf><http://www.carbonfund.org/offset/businesses> In addition, carbon offsets can be purchased through websites such as the following <http://www.carbonfund.org/small-business>

quite easily. The price for "carbon free" with this website for a business up to 20 employees is about \$1440. In this case the estimated emissions are a simple formula used by the Carbon fund. Therefore a 50% approximation would be about \$700. I am not promoting this website for purchasing offsets, but I looked at their standards for verification and they seem to meet the criteria of quality offsets. legitimate. However, this particular company uses renewable energy credits, which are not considered to be offsets by some (OQI) because they do not meet the additionality criteria.