



Recognised Ecolabel Rules

May 2026



The Recognised Ecolabel is a voluntary certification program for commercial, industrial & institutional (I&I) cleaning, hygiene and related products.

The *Recognised Ecolabel Rules* describe the operational and governance aspects of the Recognised Ecolabel program and the obligations of different parties.

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The Recognised Ecolabel program is an initiative of Accord Australasia Limited.

www.accord.asn.au

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A. Scope of the Recognised Ecolabel

Recognised is a voluntary ecolabel program for the certification of formulated commercial, industrial & institutional (I&I) cleaning, hygiene and related products that meet specific environmental and human health impact criteria. Its product scope includes, but is not limited to:

- hard surface cleaning products, including general purpose cleaners, bathroom cleaners, toilet bowl cleaners, glass cleaners, floor cleaners and oven cleaners
- carpet and upholstery cleaners
- laundry detergents
- dishwashing products
- automotive cleaners
- sanitisers
- hand hygiene products
- related, complementary products without a cleaning function, such as hand moisturisers/barrier creams

While efficacy remains the primary consideration for formulated commercial and I&I cleaning, hygiene and related products, the Recognised Ecolabel responds to growing market demand for more sustainable options. It does this by defining what environmentally preferable products look like across their lifecycle and by requiring Applicants to demonstrate whole-of-business efforts on key environmental and social responsibility issues.

Recognised was developed by Accord Australasia (Accord) in accordance with the requirements of ISO 14020: Environmental statements and programmes for products — Principles and general requirements and ISO 14024: Environmental labels and declarations — Type I environmental labelling — Principles and procedures. The requirements of ISO 17065: Conformity assessment — Requirements for bodies certifying products, processes and services were considered in the development of these Rules.

All information and documentation for the Recognised Ecolabel program are in English (see accord.asn.au/sustainability/recognised). Application for certification under Recognised is open to in-scope products manufactured and sold in any jurisdiction; however, all applications must be submitted in English.

For more on the scope of the Recognised Ecolabel program, see Section 2 of the *Recognised Ecolabel Standard*.

B. Objectives of the Recognised Ecolabel program

The objectives of the Recognised Ecolabel program are as follows:

- To encourage the development of commercial and I&I cleaning, hygiene and related products with reduced environmental, human health and social impacts across the product lifecycle.
- To provide a credible and transparent mechanism for recognising products with genuinely preferable environmental, human health and social impacts.
- To support purchasers in identifying lower-impact products from conventional alternatives or misleading greenwashing claims.
- To promote environmental and human health protection and the sustainable use and management of resources through better product design and responsible manufacturing practices.
- To offer an accessible and cost-effective ecolabel for businesses of all sizes, including small and medium enterprises.
- To drive continuous improvement and raise sustainability benchmarks across the commercial and I&I cleaning industry.

C. Overview of key documents

Recognised Ecolabel Standard

The *Recognised Ecolabel Standard* sets out the criteria that commercial and I&I cleaning, hygiene and related products must meet to be eligible for certification under the Recognised Ecolabel program. These criteria differentiate high-performing, environmentally preferable commercial and I&I cleaning, hygiene and related products by addressing the most relevant environmental impacts and aspects across the product life cycle for these product categories.

Only environmental impacts/aspects that are pertinent to commercial and I&I cleaning, hygiene and related products are covered by the *Recognised Ecolabel Standard*. Similarly, only product types where the environmental impacts can be meaningfully differentiated are in scope for the Recognised Ecolabel program. The *Recognised Ecolabel Standard* also includes criteria relating to human health aspects, given the close connection of these products to people, whether during use by cleaning workers or by building occupants.

The *Recognised Ecolabel Standard* is underpinned by a robust scientific methodology. For example, instead of relying on unexplained lists of banned substances, it excludes problematic ingredients based on their chemical properties or hazard classifications. Each criterion is supported by a clear rationale, including any exceptions or reasons why certain environmental impacts/aspects are not considered relevant to assessing the environmental preferability of commercial and I&I cleaning, hygiene and related products.

The *Recognised Ecolabel Standard* also requires businesses to demonstrate efforts to address key environmental issues across their entire operations. For ongoing product certification under the Recognised Ecolabel program, Applicants must demonstrate additional efforts to improve environmental performance at the whole-of-business level, to support ongoing improvement.

The transparent, evidence-based and continuous-improvement approach of the *Recognised Ecolabel Standard* promotes ongoing innovation in product formulation and across business operations to decrease negative environmental impacts and increase positive actions by the commercial and I&I cleaning, hygiene and related products sector.

The *Recognised Ecolabel Standard* was developed by the Accord Recognised Technical Working Group (TWG) with input from Interested Parties, according to the consultation process described in Section Q.

Recognised Rules

(*This document*) The *Recognised Ecolabel Rules* outline the operational and governance aspects of the Recognised Ecolabel program, as well as the obligations of various parties under this program.

Recognised guidance documents

The Recognised guidance documents assist Applicants and Licence Holders in understanding the requirements of the Recognised Ecolabel program. These are available at <https://accord.asn.au/sustainability/recognised/recognised-documents/>.

Recognised Third-party Assessor and Independent Expert requirements

An integral aspect of the Recognised Ecolabel program is third-party assessment of conformance with the *Recognised Ecolabel Standard*; that is, Applications are assessed against the *Recognised Ecolabel Standard* by an entity with suitable expertise. The Third-party Assessor is independent of Accord (the Program Operator), and independent of the Applicant.

The Recognised Third-party Assessor and Independent Expert requirements describe the impartiality, competency and reporting requirements of the Third-party Assessor in executing their responsibilities under the Recognised Ecolabel program.

Independent Expert

The Independent Expert, who is independent of both Accord and the Third-party Assessor, provides additional assurance of the credibility of the Recognised Ecolabel program via the Independent Review. The Independent Expert has two roles:

Reviewing the outcome of each Whole-of-business Assessment by the Third-party Assessor

Reviewing a random sample of Product Assessment outcomes from the previous 12 months. The random sample must be large enough to account for at least 15% of Product Assessments from the previous 12 months.

The Recognised Third-party Assessor and Independent Expert requirements describe the impartiality, competency and reporting requirements of the Independent Expert in executing their responsibilities under the Recognised Ecolabel program.

D. General conditions for Recognised product certification

Applicant eligibility

Recognised product certification is open to any manufacturer or marketer of commercial, I&I cleaning, hygiene and related products.

For cases where the Applicant is not also the product manufacturer/formulator, the Applicant must have sufficient knowledge of the product formulation, raw material origins, packaging and other relevant aspects, as well as the evidence/supporting information required by the *Recognised Ecolabel Standard*, to enable their completion of the online application form and any necessary declarations.

The Applicant must have demonstrated compliance with the Whole-of-business requirements of the *Recognised Ecolabel Standard* within the past six years before submitting a Product Application for assessment. The Whole-of-business Assessment requires the Applicant to undergo a Third-party Assessment against Section 7 of the *Recognised Ecolabel Standard*, thereby demonstrating whole-of-business efforts in relation to key environmental and social aspects.

For more information on the application and assessment process, see Section F of this document or *Guidance on Application and Licensing*.

Product eligibility

For a product to be eligible for certification under Recognised, it must be a commercial, I&I cleaning, hygiene or related product; domestic-use products (i.e., primarily for household cleaning or consumer use) are excluded.

Products must undergo a Third-party Assessment against Section 6 of the *Recognised Ecolabel Standard*, which sets out the environmental, human health and performance criteria that products must meet.

If a product is assessed as meeting all criteria, the Applicant must then enter into a Licence Agreement with Accord for the product to be formally certified under Recognised. For more information on the licensing process, see Section G or *Guidance on Application and Licensing*.

There are ongoing obligations on the Licence Holder to maintain product certification under the Recognised Ecolabel program. For more information on these obligations, see Section H.

Overview of the Recognised Ecolabel Standard

The *Recognised Ecolabel Standard* specifies the criteria that an Applicant and their product/s must meet before a product is eligible for certification under the Recognised Ecolabel program. The *Recognised Ecolabel Standard* also details the evidence and supporting information required to demonstrate conformance with the criteria.

The *Recognised Ecolabel Standard* consists of two core sections:

- Whole-of-business Criteria: These stipulate requirements for an Applicant's whole-of-business efforts relating to the following environmental aspects: ingredient and material sourcing, energy efficiency and greenhouse gas emissions, water management, and material efficiency and waste management. Requirements relating to social impacts are also stipulated. See Section 7 of the *Recognised Ecolabel Standard*.
- Product Criteria: These stipulate requirements for individual products submitted by the Applicant, once the Applicant has been assessed as meeting the whole-of-business criteria. See Section 6 of the *Recognised Ecolabel Standard*.

E. Roles & Responsibilities

An overview of the roles and responsibilities associated with the Recognised Ecolabel program is presented in Figure 1.

Program Operator

The Recognised Program Operator is the not-for-profit entity Accord Australasia Ltd. Accord is responsible for all activities relating to managing and maintaining the Recognised Ecolabel program, including:

- Governance
 - Ensuring the Recognised Ecolabel program complies with ISO 14020 and ISO 14024, and follows ISO 17065 principles
 - Developing, maintaining and periodically reviewing the *Recognised Ecolabel Standard*
 - Developing, maintaining and updating the *Recognised Ecolabel Rules*
 - Coordinating and managing the Recognised Technical Working Group and broader consultation processes
 - Establishing legal and funding arrangements for the program
 - Maintaining and demonstrating impartiality and independence from third-party assessments
- Application and assessment process oversight
 - Developing and overseeing application, assessment and licensing processes
 - Contracting and liaising with external service providers
 - Awarding (licensing) the Recognised Ecolabel to qualifying products
 - Monitoring compliance with the use of the Recognised logo/name and addressing any misuse
- Documentation, records and communication
 - Maintaining accurate licensing records, including the public register of Recognised products
 - Developing, publishing and updating guidance and support documentation
 - Notifying Licence Holders of upcoming confirmation, expiry and Whole-of-business Verification deadlines
 - Facilitating access to public documentation and safeguarding confidential information
 - Informing Licence-holders and other relevant Interested Parties of changes to relevant documentation and program requirements
- Promotion and Recognition
 - Promoting the Recognised Ecolabel to industry and other Interested Parties
 - Obtaining and maintaining external recognition or endorsement for the program, as required

Third-party Assessor

The Third-party Assessor is responsible for all activities relating to the Screening and Assessment of Applications, including:

- Establishing and documenting protocols and processes relating to Recognised Screening and Technical Assessment
- Maintaining the online application portal and associated web-based information
- Liaising with Applicants in relation to Recognised Screening, Technical Assessment and invoicing
- Notifying Applicants and Accord of application progress and outcomes
- Ensuring the protection of proprietary information, including formulation details and associated data
- Nominating external providers of third-party assessment services, subject to these Requirements and the terms of the Services Agreement
- Complying with all terms of the Services Agreement with Accord

The Third-party Assessor is subject to impartiality, competency and independence requirements, which are described in the *Recognised Third-party Assessor and Independent Expert Requirements*.

Accord is not involved in any aspects of Screening or Technical Assessment and has no input into their outcome.

Independent Expert

The Independent Expert is responsible for the Independent Review of the Assessment outcomes (Whole-of-business and Product assessments).

The Independent Expert is subject to impartiality, competency and independence requirements, as described in the *Recognised Third-party Assessor and Independent Expert requirements*.

Neither the Third-party Assessor nor Accord is involved in any aspects of the Independent Review and has no input into its outcome.

Applicants and Licence Holders

Applicants/Licence Holders are responsible for:

- Maintaining up-to-date knowledge of the *Recognised Ecolabel Rules and Recognised Ecolabel Standard*
- Submitting a complete Application via the online Application Form, ensuring that all information provided is accurate, complete and up to date to the best of their knowledge, and that all reasonable steps have been taken to verify the accuracy of such information
- Paying all Screening and Technical Assessment fees to the Third-party Assessor (and Variation/Renewal fees, if applicable)
- Paying the Licensing Fee to Accord
- Complying with the requirements outlined in the Licence Agreement, including returning the Annual Confirmation Notice to Accord
- Complying with requirements relating to product variations, in accordance with the Guidance on Variations to Licensed Products
- Notifying Accord of any suspected misuse of the Recognised logo/name
- Notifying Accord of any changes in contact details

Intended audiences

The intended audiences of the Recognised Ecolabel are those who rely on environmental labels to inform purchasing, policy or operational decisions within the commercial and/or I&I cleaning sector. These include:

- professional procurement officers in government, education and healthcare
- facilities managers and cleaning contractors responsible for product selection

- manufacturers, brand owners and distributors seeking to demonstrate the environmental and human health credentials of their products.

Secondary audiences include NGOs, industry associations, researchers and standards developers interested in improving product sustainability and sectoral best practice. While not primarily consumer-facing, the Recognised Ecolabel also supports broader public trust in the integrity and transparency of product claims.

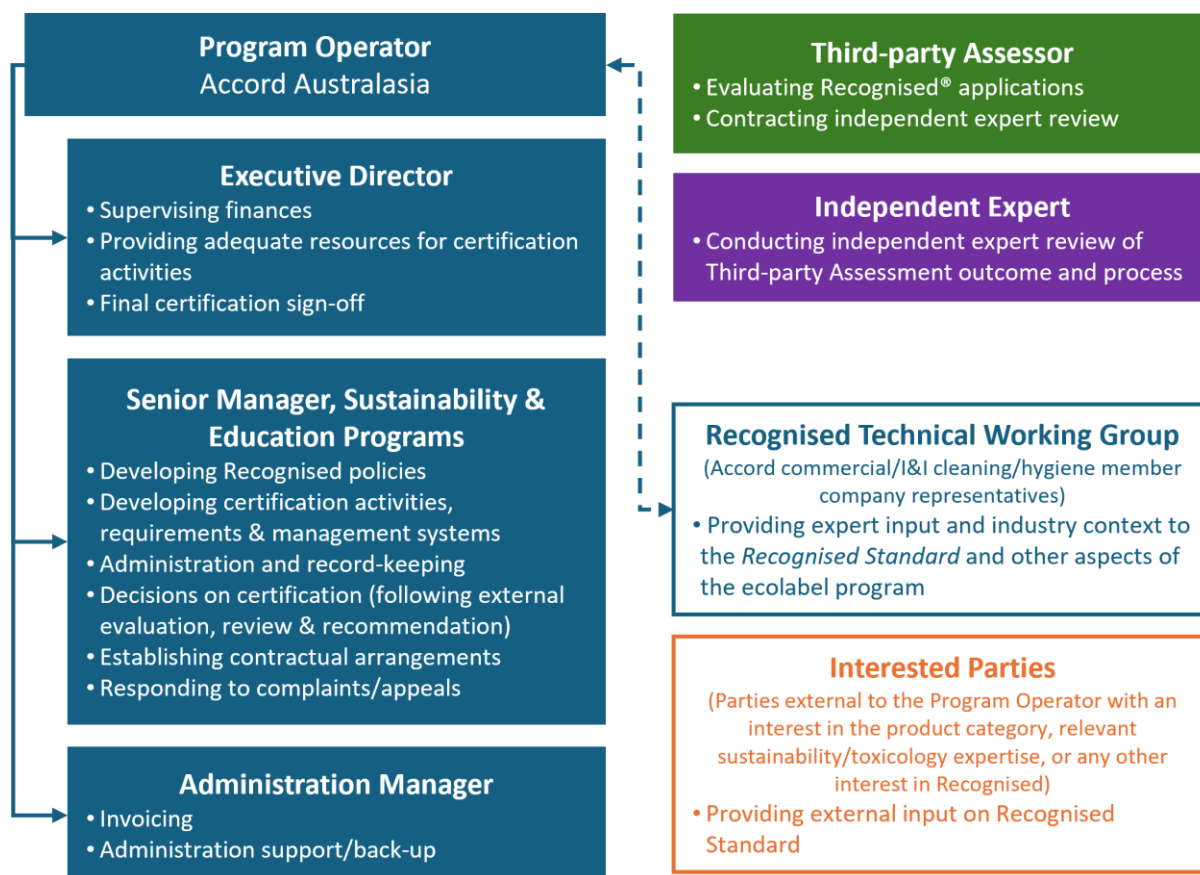


Figure 1: Recognised responsibilities chart

F. Recognised Application and Assessment process

Overview of Recognised Assessment process

The Recognised Assessment process consists of four stages for a new Applicant:

1. Whole-of-business Screening
2. Whole-of-business Assessment
3. Product Screening
4. Product Technical Assessment

For an Applicant that has passed the Whole-of-business Assessment and has a current Whole-of-business Verification, only stages 3 and 4 apply. For an Applicant that is reapplying for a Whole-of-business Assessment, that is, their Whole-of-business Verification expiry is approaching, they must demonstrate progress, an additional action and/or review or refinement of previous efforts compared to the previous Whole-of-business Assessment, as described in Section 7 of the *Recognised Ecolabel Standard*.

The Third-party Assessor performs all these stages. Recognised Applications are submitted through a secure webpage on the Third-party Assessor website by clicking on the relevant application type (e.g., 'New Whole-of-business', 'New Product', 'Variation', 'Renewal'). The Applicant must submit relevant supporting documents with each Application. The Third-party Assessor, engaged under a legal services agreement by Accord, performs an expert, consistent scientific review of each Application against the *Recognised Ecolabel Standard*, independent of Accord.

The Screening and Technical Assessment follow the Third-party Assessor's *Screening and Technical Procedure*, a standardised process document.

See Figure 2 for a schematic overview of the process.

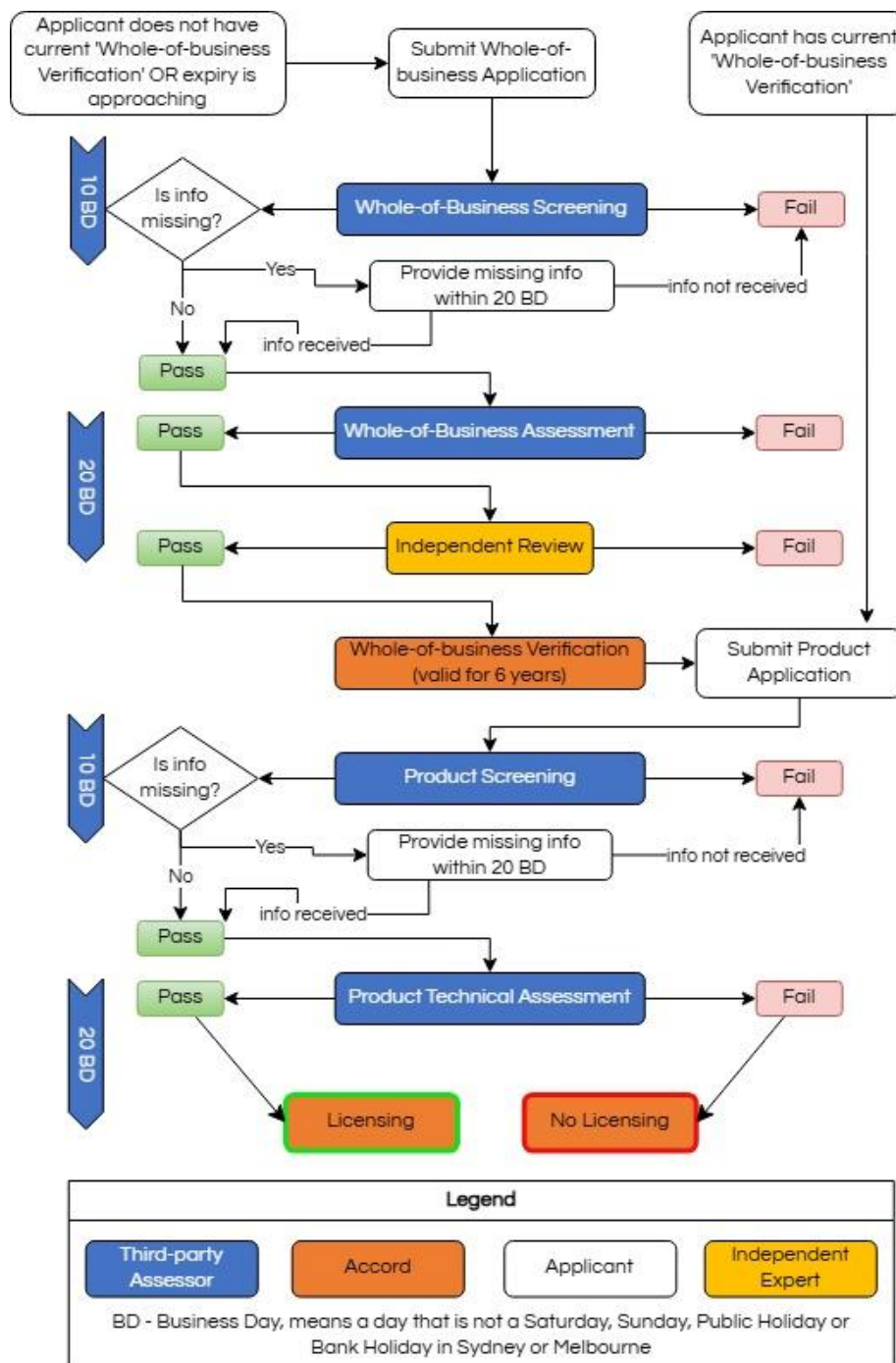


Figure 2: Summary of application, assessment and licensing processes.

Detailed description of application and assessment process

1. Whole-of-business Screening

Overview

This stage determines whether the Applicant is in scope for Recognised (that is, manufactures or markets products that are within the scope of Recognised), and checks that all required evidence/supporting information has been supplied by the Applicant to enable the Whole-of-business Assessment to proceed. This stage also identifies whether the Applicant uses contract manufacturing.

Process

The Applicant submits a Whole-of-business Application to the Third-party Assessor via the online Whole-of-business Assessment form. (The online form guides the Applicant in what evidence/information must be provided in the Whole-of-business Application, based on Section 7 of the *Recognised Ecolabel Standard*.)

The Third-party Assessor confirms receipt of the Whole-of-business Application to the Applicant and generates a Whole-of-business Application number. The Third-party Assessor notifies Accord that a Whole-of-business Application has been lodged by the Applicant.

The Third-party Assessor reviews the information contained in the Whole-of-business Application to determine whether the Application passes or fails the Whole-of-business Screening. If information is missing, the Third-party Assessor will notify the Applicant, who has 20 business days to provide the missing information. If all the requested information is not provided within this timeframe, the Whole-of-business Application fails screening.

The Third-party Assessor notifies the outcome of the Whole-of-business Screening to both the Applicant and Accord Australasia.

If the Whole-of-business Application fails Screening, the Third-party Assessor provides feedback to the Applicant on why it failed. The Third-party Assessor invoices the Applicant for the Whole-of-business Screening Fee.

If the Whole-of-business Application passes Screening, it proceeds to the Whole-of-business Assessment. The Third-party Assessor invoices the Applicant for the Whole-of-business Screening Fee and the Whole-of-business Assessment Fee.

2. Whole-of-business Assessment

Overview

This stage evaluates the Whole-of-business Application against the Whole-of-business Criteria in the *Recognised Ecolabel Standard* (Section 7).

Process

The Third-party Assessor evaluates the evidence/information provided by the Applicant in the Whole-of-business Application and determines whether it meets the requirements of the *Recognised Ecolabel Standard*.

After completing the evaluation, the Third-party Assessor prepares a Technical Assessment Report that summarises both the Screening and Technical Assessment, detailing the relevant notifications sent to the Applicant and Accord during the process. This is sent to the Independent Expert for Independent Review (see 'Independent Review' on page 10).

The Third-party Assessor notifies the outcome of the Whole-of-business Assessment to both the Applicant and Accord Australasia.

The Third-party Assessor also notifies Accord when all Whole-of-business Screening and Assessment fees have been received.

If the Whole-of-business Application fails the assessment, the Third-party Assessor provides feedback to the Applicant on why it failed.

If the Whole-of-business Application passes assessment, once receiving notification that the Third-party Assessor has received the Whole-of-business Screening and Assessment fees, Accord will issue a 'Whole-of-business Verification' notification to the Applicant, stating its Commencement Date and Expiry Date. A 'Whole-of-business Verification' is valid for six years.

Note 1: The Recognised Ecolabel program is a product certification program, so an Applicant cannot make any claims based solely on the Whole-of-business Assessment.

3. Product Screening

Overview

This stage determines whether a product is in scope for the Recognised Ecolabel program, and checks that all required evidence/supporting information has been supplied by the Applicant to enable the Product Technical Assessment to proceed.

Product Screening also determines whether the Applicant has a current Whole-of-business Verification.

Process

The Applicant submits a Product Application to the Third-party Assessor via the online Product Application form. (The online form guides the Applicant in what evidence/information must be provided in the Product Application, based on Section 6 of the *Recognised Ecolabel Standard*.)

The Third-party Assessor confirms receipt of the Product Application to the Applicant and generates a Product Application number. The Third-party Assessor notifies Accord that a Product Application has been lodged by the Applicant.

The Third-party Assessor reviews the information contained in the Product Application to determine whether the Application passes or fails Product Screening. If information is missing, the Third-party Assessor will notify the Applicant, who has 20 business days to provide the missing information. If all the requested information is not provided within this timeframe, the Product Application fails screening.

The Third-party Assessor notifies the outcome of the Product Screening to both the Applicant and Accord Australasia.

If the Product Application fails Screening, the Third-party Assessor provides feedback to the Applicant on why it failed. The Third-party Assessor invoices the Applicant for the Product Screening Fee.

If the Product Application passes Screening, it proceeds to the Product Technical Assessment. The Third-party Assessor invoices the Applicant for the Product Screening Fee and the Product Technical Assessment Fee.

4. Product Technical Assessment

Overview

This stage evaluates the Product Application against the Product Criteria in the *Recognised Ecolabel Standard* (Section 6).

Process

The Third-party Assessor evaluates the information contained in the Product Application and determines whether it passes or fails the Product Technical Assessment. The Third-party Assessor may request additional information from the Applicant. After completing the evaluation, the Third-party Assessor prepares a Technical Assessment Report summarising both the Screening and Technical Assessment, and detailing the relevant notifications sent to the Applicant and Accord during the process.

The Third-party Assessor notifies the outcome of the Product Technical Assessment to both the Applicant and Accord Australasia. The Third-party Assessor provides a standardised summary of the Assessment outcome to the Applicant.

The Third-party Assessor also notifies Accord when all Product Screening and Assessment fees have been received.

If the Product Application passes the Product Technical Assessment, Accord Australasia will commence the Licensing process for certification of the product under the Recognised Ecolabel program. See Section G.

Independent Review

All Whole-of-business Assessment outcomes, and a sample of Product Assessment outcomes, are subject to a further Independent Review. This is carried out by an Independent Expert whom the Third-party Assessor formally engages under a signed independent contractor agreement.

The Independent Review follows the Third-party Assessor's *Screening and Technical Assessment Procedure*, a standardised process document. Before an Independent Expert begins their first Independent Review, the Third-party Assessor will schedule a Q&A session. This session is designed to ensure a clear understanding of the Screening and Technical Assessment processes and to address any specific questions. To uphold procedural consistency and scientific integrity, the Independent Expert receives all relevant Recognised documentation and the Third-party Assessor's procedural documents relating to the Assessment/s under review.

Independent Review of Whole-of-business Assessment outcome

Following completion of the Whole-of-business Assessment, the Third-party Assessor provides the Whole-of-business Assessment Report to the Independent Expert, which contains the rationale for the pass/fail decision in relation to each of the *Recognised Ecolabel Standard* requirements. The Independent Expert reviews the Report, completes the Independent Review checklist and either upholds or disagrees with the Assessment outcome. If the Independent Expert disagrees with the Assessment outcome, the Third-party Assessor will reconsider and either overturn or uphold their decision; if the latter, they will provide additional information/justification to the Independent Expert. The Independent Expert will consider the additional information and either overturn or uphold their original recommendation.

A Whole-of-business Application cannot pass unless it receives a pass from both the Third-party Assessor and the Independent Expert. If, following reconsideration by both the Third-party Assessor and Independent Reviewer there is still a discrepancy on the recommended outcome, the Whole-of-business Application fails.

The final Independent Review checklist is sent to Accord along with the Third-party Assessor's notification confirming pass/failure.

Independent Review of Product Assessment outcome

In March each year, the Independent Expert audits a random sample of Product Assessments from the previous 12 months, accounting for a minimum of 15% of Product Assessments completed by the Third-party Assessor in the previous 12 months.

Accord initiates the audit by notifying the Third-party Assessor. The Third-party Assessor provides a list of the Product Application reference numbers from the past 12 months to the Independent Expert, who selects the minimum acceptable number at random using an online number selector.

The Third-party Assessor provides the Product Assessment Reports for the selected Product Assessments to the Independent Expert, which include the rationale for the pass/fail decision for each of the *Recognised Ecolabel Standard* requirements. The Independent Expert reviews the Reports, completes an Independent Review checklist for each, and either upholds or disagrees with the Assessment outcome. If the Independent Expert disagrees with the Assessment outcome, they will notify Accord and the Third-party Assessor. To the Third-party Assessor, they will identify the aspect/s

of the report with which they disagree, and the Third-party Assessor will reconsider and either overturn or uphold their decision; if the latter, they will provide additional information/justification to the Independent Expert. The Independent Expert will consider the additional information and either overturn or uphold their original recommendation.

If a discrepancy in the outcome between the Third-party Assessment and Independent Review remains, this does not trigger a Licence Termination. However, at Licence Expiry, the product is not eligible for Renewal Assessment and must undergo a full Technical Assessment.

Accord maintains records of the outcomes of all Independent Reviews, including any discrepancies between the Third-party Assessor and Independent Expert decisions. Any systemic issues or trends identified through the audit, for example, more than one discrepancy in outcome per year, are reported to the Accord Executive Director, along with any recommendations for improvements to the Standard or the Assessment process.

G. Licensing process

Licensing is the granting of legal permission to an Applicant to promote their product as certified under the Recognised Ecolabel program, in accordance with the terms of the *Recognised Licence Agreement*.

If the Product Application passes the Product Technical Assessment, it is eligible for Licensing as a certified Recognised product. This requires the Applicant to enter into a *Recognised Licence Agreement* with Accord and pay the Licensing Fee. In this case, Accord will send a blank Licence Agreement and Licence Fee invoice to the Applicant. The Applicant must complete and return the Licence Agreement and pay the Licence Fee to Accord.

When Accord has received payment, and has been notified that the Third-party Assessor has received all payments, Accord will countersign the *Recognised Licence Agreement* and send it to the Applicant (now 'Licence Holder'), identifying that the Product is officially certified under the Recognised Ecolabel program. Accord will also send a Product certificate to the Applicant, stating the Commencement Date and Expiry Date of the Licence, and the version of the *Recognised Ecolabel Standard* against which the product was assessed. Accord will also add the Product Name to the online Recognised Product Register.

For information on Licence termination, see Section N.

For information on the impact of changes to the *Recognised Ecolabel Standard* on existing licences, see Section P.

Licence period and duration

A *Recognised Licence Agreement* is valid for three years.

A Whole-of-business Verification (see Section F) is valid for six years.

For more information on the Licensing process, see the *Guidance on Application and Licensing*.

Publicity of Licences

Recognised Products can be identified in several ways.

Products are listed on the online Recognised Product Register, at accord.asn.au/sustainability/recognised/register-recognised-products/

The Licence Holder is issued a product certificate, identifying the product name, Licence Holder, Licence Commencement and Expiry dates and the version of the Standard against which the product was evaluated. They may produce this certificate as evidence of certification, but an Interested Party should cross-check the information against the online Product Register.

The Applicant may use the Recognised logo on a certified product and associated marketing materials, in accordance with the terms of the *Recognised Licence Agreement*.

If an Interested Party is uncertain of the status of a product in relation to Recognised certification, they should contact Accord at recognised@accord.asn.au.

H. Ongoing requirements throughout the Licence period

For a Licensed Product to remain certified under the Recognised Ecolabel program throughout the Licence period, the Licence Holder must:

- complete and return an Annual Confirmation Notice (See Annex II of the *Recognised Licence Agreement*) before the anniversary of the Commencement Date for each Product Licence Agreement.
- comply with the terms of the *Recognised Licence Agreement*.

Some product variations are permitted under an existing *Recognised Licence Agreement*; see Section I for more information, as well as *Guidance on Variations to Licensed Products*.

For more information on the ongoing requirements throughout the Licence Period, see the *Guidance on Application and Licensing*.

For a copy of the *Recognised Licence Agreement*, email recognised@accord.asn.au.

For information on the impact of changes to the *Recognised Ecolabel Standard* on currently licensed products, see Section P.

I. Product variations

Some variations to Licensed products may be permitted during the Licence period without requiring a Product Technical Assessment.

'Minor variations'

Licence Holders are permitted to make 'minor variations' to a Licensed product within the Licence Period, as defined in the *Guidance on Variations to Licensed Products*. A 'minor variation' to a Licensed Product does not require further third-party assessment. The Licence Holder must submit the *Variation Certification Form* to the Third-party Assessor, identifying which of the 'minor variations' apply and supplying supporting information, if applicable.

All other variations

A modified assessment process may apply for other variations, i.e., variations that do not meet the definition of a 'minor variation' (as defined in the *Guidance on Variations to Licensed Products*).

The Licence Holder should consider Section B of *Guidance on Variations to Licensed Products*. If they consider the variation to be immaterial, they must submit a Variation Application to the Third-party Assessor via the online form, citing the Licensed product's Application number. The Applicant must submit the required evidence/supporting information for all variations to the formulation and/or packaging, as prompted by the form, and pay the Variation Fee to the Third-party Assessor.

The Third-party Assessor reviews the information contained in the Variation Application and determines whether the Variation is immaterial (permitted), material (not permitted), or ineligible for Variation Assessment. The Third-party Assessor advises the Licence Holder and Accord of the outcome. If assessed as permitted or not permitted, Accord advises the Applicant of the next steps regarding licensing/potential license termination. If assessed as ineligible for Variation Assessment, a new Product Application is required.

For more information, see the *Guidance on Variations to Licensed Products*.

J. Licence renewals

A licensed product for which the formulation and packaging remain unchanged since the Product Application was assessed under the Recognised Ecolabel program, or for which a *Variation Certification Form* has been received according to the terms of the *Guidance on Variations to Licensed Products* document, or which has been submitted for Variation Assessment and assessed as an immaterial variation according to the terms of the *Guidance on Variations to Licensed Products* document, are eligible for a streamlined Renewal Assessment process.

For the Renewal Assessment to apply, the Applicant must have a current Whole-of-business Verification, and submit a Renewal Application to the Third-party Assessor prior to Licence Expiry. The Applicant must submit the required evidence/supporting information prompted by the form, and pay the Renewal Assessment fee to the Third-party Assessor.

The Third-party Assessor will evaluate the Renewal Application and, if the formulation and packaging are unchanged from the original Application, or from a previously notified minor variation, or from a previously assessed immaterial variation, no further assessment is required. The Third-party Assessor advises the Licence Holder and Accord of the outcome, and Accord will proceed with Product Licensing (see Section G).

If the Renewal Application fails, that is, the formulation and/or packaging differ from the original Product Application other than by a previously notified/assessed minor/immaterial variation, to remain eligible for licensing under the Recognised Ecolabel program, the Product must undergo Product Technical Assessment to determine whether it meets the requirements of the *Recognised Ecolabel Standard*. The Product Technical Assessment fee applies.

For more information, see *Guidance on Licence Renewal*.

K. Mutual recognition

A streamlined assessment process may apply for in-scope products that are currently certified under another comparable ecolabel program. However, the Applicant must first complete the Whole-of-business Assessment and have a current Whole-of-business Verification (see Section F).

The Applicant should contact Accord or the Third-party Assessor to check whether recognition of the relevant external ecolabel is in place. If so, the Applicant can submit a Product Mutual Recognition Application to the Third-party Assessor, which only requires the information needed to assess the product against *Recognised Ecolabel Standard* criteria that are not matched or exceeded by those of the external ecolabel program.

Refer to *Guidance on Application and Licensing* for more information.

Additionally, it is encouraged that existing test results and/or data in the public domain be used in support of an Application under Recognised, where these are of suitable quality, as this removes the need for duplicative testing.

L. Addressing misuse of the Recognised Ecolabel

The Recognised name and mark are intellectual property belonging to Accord Australasia. Only Recognised Licence Holders are allowed to display the Recognised Ecolabel on their products and related product materials. Unauthorised use of the Recognised mark is prohibited.

Misuse of the Recognised Ecolabel may involve fraudulent misuse by licensed or unlicensed entities, or unintentional misuse by licensed entities.

Examples of misuse, whether fraudulent or unintentional, may include:

- misrepresenting the scope of certification
- promoting uncertified products as certified

- making misleading claims
- failing to comply with ongoing conditions of use
- supplying inaccurate information as part of the Application.

All these practices could undermine the credibility of Recognised, mislead buyers and confer an unfounded competitive advantage.

The *Recognised Licence Agreement* sets out the obligations for Licence Holders. In signing this, Licence Holders warrant that they will abide by the terms of this Agreement.

The original Recognised logo is trade mark protected in Australia (TM 1436976) and New Zealand (Case No 953962). Trade mark protection is being progressed for the updated trade mark (see Annex I). Trade mark protection will also be considered for other jurisdictions on an as-needed basis, based on Recognised product markets.

Complaints process

Complaints relating to confirmed or suspected misuse of the Recognised Ecolabel should be directed to Accord Australasia at recognised@accord.asn.au as a matter of urgency. Accord will investigate the matter and take the appropriate action, as described below. Accord will advise the complainant on the outcome.

According to the terms of the *Recognised Licence Agreement*, Licence Holders must notify Accord if they become aware of any actual, threatened or suspected action by a third party that constitutes or is likely to constitute an infringement of any of Accord's rights in relation to the Recognised Trade Mark. The License Holder must provide all information and assistance which Accord may reasonably require in any action or proceedings commenced by Accord relating to the infringement of the Trade Mark.

If Accord becomes aware of or suspects misuse of the Recognised logo/name, Accord will:

- Contact the entity responsible for the actual/suspected misuse to advise/investigate its nature and request rectification, if applicable, including the timeframe for rectification. Rectification could include ceasing to use the Recognised logo, ceasing to represent a product as certified under Recognised or requesting changes to claims made in relation to Recognised.
- If the entity complies with the requested rectification, no further action is required. Accord will monitor periodically for ongoing compliance.
- If the entity refuses to comply with the requested rectification, and the entity is making use of the Recognised name/logo in a jurisdiction where Recognised has an active Trade Mark Licence, Accord may commence legal proceedings against the entity. Accord may also publish a notice on the Recognised webpage advising of the misuse and/or take other actions in the public domain to raise awareness of the ongoing misuse.
- If the entity refuses to comply with the requested rectification, and the entity is making use of the Recognised name/logo in a jurisdiction where Recognised does not have an active Trade Mark Licence¹, Accord will determine the action to be taken based on the nature and extent of the fraudulent use and the legal avenues available in that jurisdiction. Accord may also publish a notice on the Recognised webpage advising of the misuse and/or take other actions in the public domain to raise awareness of the ongoing misuse.
- In the case of nonconformity, when a Licence Holder fails to meet the ongoing Licensing obligations for a Licensed Product, the Product Licence may be terminated (see Section N). Accord may, at its discretion, provide a remedy period for the License Holder to address a default that triggers license suspension or termination (according to the terms of the *Recognised Licence Agreement*).

¹ While it is Accord's intention to trade mark protect the Recognised logo in any jurisdiction where the ecolabel is in use, the timeframes involved may not always make it possible to have trade mark protection in place before products are licensed in these jurisdictions.

M. Resolution of complaints, disputes and appeals

For information on the resolution of complaints that relate to confirmed/suspected misuse of the Recognised Ecolabel, see Section L.

In the case of disputes arising from an Applicant in relation to the Third-party Screening or Assessment outcome, the decision of the Third-party Assessor is final and incontestable. The Third-party Assessor provides feedback to the Applicant as part of the notification process, advising on the reason/s for the adverse assessment outcome.

In the case of an appeal by the Licence Holder regarding an event that could trigger the termination of the Product Licence, Accord may, at its discretion, provide a remedy period for the License Holder to address a default that triggers license suspension or termination (see Section N).

N. Termination of a Product Licence

A Product Licence can be terminated under the following circumstances.

1. If the Formulation or packaging of a Licensed Product is changed, other than in accordance with the *Guidance on Variations to Licensed Products* and the applicable processes (see Sections F and J)
2. If the Licence Holder fails to provide an Annual Confirmation Notice to Accord before the anniversary of the Commencement Date.
3. In the case of any of the other events under Section 7 of the *Recognised Licence Agreement*.

According to the terms of the Licence Agreement, Accord may, in its discretion, provide a remedy period for the License Holder to address a default that triggers license suspension or termination.

The termination of a Product Licence is different from Product Licence Expiry, the latter occurring at the three-year anniversary of the Commencement Date.

Treatment of existing product stock bearing the Recognised logo

Accord does not wish to contribute to unnecessary waste by prohibiting the sale of existing logo-bearing stock that was produced while a valid Licence was in place.

Ideally, the Recognised logo on the pack will be over-stickered, when and where practicable (see next point). Notwithstanding this, products that were manufactured and labelled with the Recognised logo during the period of a valid Licence may continue to be sold or distributed with the ecolabel mark for up to 12 months after the Licence expiry date, provided that:

- The product has not been altered or reformulated since the Commencement Date, other than as permitted under the *Guidance on Variations to Licensed Products*
- No new units are manufactured or relabelled with the ecolabel mark after the Licence expiry date
- The Licence Holder does not promote these products as currently certified during the sell-through period (e.g. no claims of current certification in marketing, advertising or sales materials)

Over-stickering or clarifying the on-pack logo

Because the on-pack logo communicates that a product is accredited under Recognised:

- Where it is reasonably practicable, the preferred approach is to over-sticker or otherwise obscure the Recognised logo on packs so it is no longer visible once the Licence has expired, been suspended or terminated.
- If over-stickering or obscuring the logo is not feasible, the Licence Holder must ensure that all marketing and sales collateral—including websites, advertising materials and other sales collateral—clearly state that the Recognised logo on pack should be disregarded and that the product is no longer currently accredited under Recognised.

Obligation to notify supply chain partners

The former Licence Holder must inform relevant distributors and retailers of the Licence expiry (or suspension/termination) and communicate any conditions governing the continued sale of existing stock bearing the Recognised Ecolabel mark, including:

- The 12-month sell-through period (where applicable)
- Any over-stickering or clarification requirements
- The requirement not to promote the products as currently certified

Where feasible, the former Licence Holder should take reasonable steps to ensure customers are not misled, which may include:

- Adding clarification statements to websites and online product listings
- Using point-of-sale notices or materials to explain that the on-pack Recognised logo should be disregarded and that the product is no longer currently accredited under Recognised.

Breach of obligations

Any use of the Recognised Ecolabel mark or associated claims beyond the conditions outlined above may be considered misuse of the Recognised Ecolabel and subject to corrective action.

O. Data retention and confidentiality

Data retention

The Applicant and Third-party Assessor must retain all evidence/supporting information provided in the Whole-of-Business Application for 12 years from the Whole-of-Business Verification date, and all evidence/supporting information provided in the Product Application for seven years from the Licensing Date.

Accord retains all notifications received from the Third-party Assessor and information relating to the dates of initial Licensing and ongoing Licensing (Licensing dates, Whole-of-business Verification dates and Annual Confirmation Notice dates). Accord will retain Licence Agreements for a minimum of seven years from the Licensing Date.

Confidentiality

The *Recognised Communication Protocol* provides guidance on communication between Accord and the Third-party Assessor in relation to the assessment of Recognised Applications, to:

- maintain Accord's independence from the Screening and Technical Assessments conducted by the Third-party Assessor;
- enable the Third-party Assessor to seek clarification regarding Accord's intended interpretation of the *Recognised Ecolabel Standard*; and,
- enable Accord to request feedback regarding the Third-party Assessor's interpretation of the *Recognised Ecolabel Standard* and ability to implement the Criteria in relation to applications received.

P. Implementing changes to the Recognised Ecolabel

This section describes the processes that are followed to implement changes to the Recognised Ecolabel.

Changes to the Recognised Ecolabel may consist of:

- revisions to the *Recognised Ecolabel Standard*
- revision of the product scope of the Recognised Ecolabel program

- changes to Recognised processes and guidance documents

Review of *Recognised Ecolabel Standard*

Overview

The *Recognised Ecolabel Standard* sets out the criteria that products must meet to be certified under the Recognised Ecolabel program. These criteria enable the identification of environmentally preferable commercial and I&I cleaning, hygiene and related products by addressing material environmental aspects for these product categories. A rationale for each criterion is included within the Standard. The *Recognised Ecolabel Standard* is publicly available at accord.asn.au/sustainability/recognised/recognised-documents/.

The *Recognised Ecolabel Standard* is reviewed every six years and on an as-needed basis to ensure it remains relevant and meaningful as an indicator of environmentally preferable commercial and I&I cleaning, hygiene and related products.

Review of the *Recognised Ecolabel Standard* can result in any of the following revision types:

i. Technical revisions: Changes to the product or whole-of-business requirements that Applicants need to meet, e.g., revisions to the levels of substances permitted, new criteria addressing additional environmental or human health aspects, or the addition of new sections of criteria that may relate only to certain types of products. Technical revisions are drafted by the Accord Recognised Technical Working Group and circulated to Interested Parties for feedback.

When considering technical revisions to the *Recognised Ecolabel Standard*, the following aspects are considered:

- Any relevant legislative requirements
- Any impacts on existing certified products or Licence Holders
- How urgently the revisions need to be applied
- Potential timeframes for compliance with the revised requirements by Licence Holders
- Timeframe for Third-party Assessor processes to accommodate new assessment requirements
- Any impacts on existing processes for assessment and licensing
- Avoiding any potential commercial advantage to a specific Licence Holder, product type and/or product design

ii. Editorial revisions: Wording or punctuation changes that do not alter the technical requirements but (for example) improve clarity, remove ambiguity or better enable Applicants to determine whether their products meet the criteria before lodging an Application.

iii. Scope revisions: Changes to the scope of product categories that can be considered for certification under Recognised.

In establishing the scope of Recognised, a Feasibility Study is conducted, and its findings summarised in a Product Category Proposal, which is shared with Interested Parties as part of the consultation process.

When considering scope revisions to the *Recognised Ecolabel Standard*, the following are considered:

- The ability for meaningful environmental differentiation within a proposed product category
- Existing ecolabels that relate to the product category
- Whether the category is sufficiently similar to the scope of products addressed by the *Recognised Ecolabel Standard*, such that the Standard is applicable and meaningful for the new category.
- Whether the existing Recognised product function characteristics (see Annex A of the *Recognised Ecolabel Standard*) apply to the category
- Whether a new Feasibility Study and resulting product category proposal are required.

Review process – Scheduled review

A scheduled review of the *Recognised Ecolabel Standard* is undertaken every six years, primarily to determine whether technical or scope revisions are required.

The following process is followed:

1. Commencing in the fifth year of the current *Recognised Ecolabel Standard* being in force, the Recognised TWG considers whether revisions to the *Recognised Ecolabel Standard* are required. Proposed revisions must be agreed upon by the majority of the Recognised TWG to progress.
2. The Third-party Assessor considers the proposed revisions to ensure that the criteria are clear, objectively assessable and that the required information/evidence is suitable. If any modifications are made, these must be agreed upon by the majority of the Recognised TWG to progress.
3. Following majority agreement, if technical or scope revisions are proposed, the revised draft *Recognised Ecolabel Standard* is circulated to Interested Parties for feedback over four weeks. If relevant, any additional supporting information is also circulated; for example, a product category proposal.
4. Substantive comments by Interested Parties are considered by the Recognised TWG and, following majority agreement, the revised *Recognised Ecolabel Standard* is published online, named according to its publication month and year. All Licence Holders and Interested Parties are notified. A summary of the changes and responses to substantive feedback is also published online, subject to agreement from Interested Parties on how their contribution to the consultation is publicised.

Review process – Unscheduled review

An unscheduled review of the *Recognised Ecolabel Standard* can be conducted at any time in response to an identified need, for example, to clarify an existing requirement or modify an existing requirement in light of new information/developments. An unscheduled review can be instigated by Accord, or suggested by a member of the Recognised TWG, the Third-party Assessor, or an Interested Party.

The following process is followed:

1. The Recognised TWG considers any proposed revisions. Proposed revisions must be agreed upon by the majority of the Recognised TWG to progress.
2. The Third-party Assessor considers the proposed revisions to ensure that the criteria are clear, objectively assessable and that the required information/evidence is suitable. If any modifications are made, these must be agreed upon by the majority of the Recognised TWG to progress.
3.
 - a. If any technical or scope revisions are proposed, the revised draft *Recognised Ecolabel Standard* is circulated to Interested Parties for feedback over four weeks.
 - b. If only editorial revisions are made, feedback from Interested Parties is not sought.
4. If 3a, substantive comments are considered by the Recognised TWG and, following majority agreement, the revised *Recognised Ecolabel Standard* is published online. The revised standard is named according to its publication month and year. All Licence Holders are notified. A summary of the changes and responses to substantive feedback is also published online.
5. If 3b, the revised *Recognised Ecolabel Standard* is published online. The revised Standard retains the month and year of its parent version, appended with ‘_vx’, where ‘x’ is the number of the revision.
6. If it is feasible, depending on the nature of the changes, all Licence Holders will be given notice that changes to the Standard are being considered.

Impact of Recognised Ecolabel Standard revisions on existing Licenses

All new Applications for certification under the Recognised Ecolabel will be assessed under the latest version of the *Recognised Ecolabel Standard*. If substantial revisions to the *Recognised Ecolabel*

Standard have been made, it may be published online ahead of its 'in force' date, which will also be communicated online.

Any Applications that have already been submitted or are currently undergoing Screening or Technical Assessment are assessed under the version that was current at the time of application.

Following the publication of a new *Recognised Ecolabel Standard*, the following scenarios relating to existing certified products could apply.

- A. The technical requirements have changed such that all products certified under a previous *Recognised Ecolabel Standard* no longer meet the new *Recognised Ecolabel Standard*.
- B. The technical requirements have changed such that products in some product categories, which were certified under a previous *Recognised Ecolabel Standard*, no longer meet the new *Recognised Ecolabel Standard*.
- C. The technical requirements are unchanged, so products certified under a previous *Recognised Ecolabel Standard* would still meet the new *Recognised Ecolabel Standard*.
- D. The scope has changed, adding a new product category.
- E. The scope has changed, removing a product category/categories.

For all scenarios, existing Licenses remain valid for the remainder of their licensing period. At licence expiry, a new Product Application needs to be submitted for Screening and Technical Assessment against the new *Recognised Ecolabel Standard*.

The Whole-of-business Assessment is conducted against the latest version of the *Recognised Ecolabel Standard*.

Review of Recognised Ecolabel processes

Recognised processes are aspects of the Recognised Ecolabel program that support the certification of products under the program.

These include:

- A. The revision or preparation of documents other than the *Recognised Ecolabel Standard*, such as guidance documents, information documents, feasibility studies, legal documents and promotional materials
- B. The licensing process
- C. Online communications, including website information
- D. The Third-party Screening and Technical Assessment processes, and related aspects such as the online Application form, website information

A and B are primarily undertaken by Accord, with feedback from the Recognised TWG and Third-party Assessor, as required. Revised versions of documents are identified according to their finalisation dates.

C is undertaken by both Accord and the Third-party Assessor.

D is primarily undertaken by the Third-party Assessor, with input from Accord, as required.

Q. Interested Parties and consultation

Accord engages in a formal consultation process to inform the development and review of the *Recognised Ecolabel Standard* Criteria and the scope of the Recognised Ecolabel program. This process is summarised below.

Phase 1: Identifying Interested Parties

Interested Parties are sought via three approaches:

- Broad advertisement via relevant channels, including via the Accord website and LinkedIn.
- Direct outreach to identified individuals with expertise in environmental/human health toxicology assessment/regulation.
- Outreach to industry associations and professional organisations in the commercial and I&I cleaning and hygiene product supply chain, and/or with expertise in environmental/ human health toxicology assessment.

The consultation process, including requirements and timeframes, is explained to all potential Interested Parties. A list of Interested Parties is formed of those who agree to participate in the process.

Phase 2: Seeking feedback from Interested Parties

All documentation subject to consultation is sent to the list of Interested Parties.² A four-week consultation period is set. During this period, Interested Parties can seek additional information from Accord in relation to the consultation documents.

After the consultation period ends, all feedback received from Interested Parties is reviewed by the Accord Recognised TWG, and the documentation is revised as needed. Substantive comments or questions are anonymised and tabulated, along with the action taken.

Phase 3: Finalisation

In the case of consultation on the *Recognised Ecolabel Standard*, Accord finalises and publishes the revised version. Accord also publishes the table of substantive comments and responses (after seeking approval from consultation participants about how their contribution is acknowledged). These documents are publicly available via the Recognised webpages.

R. Third-party Assessor requirements

There are requirements that pertain to the Third-party Assessor, to ensure competence, impartiality and independence. These are described in the *Third-party Assessor and Independent Expert Requirements*.

S. Funding

The Recognised Ecolabel is based on a fee-for-service third-party screening/assessment model and cost-recovery approach for licensing. The fees are kept as low as possible to maximise accessibility.

Third-party Screening and Technical Assessment fees

Each Application is subject to Screening and Assessment fees to reflect the service provided by the Third-party Assessor. The two-step process ensures that the Applicant is not subject to the larger Assessment fee without first undergoing screening to ascertain that the Application is in scope and complete.

Additionally, where the rigour of the Recognised assessment process can be maintained without requiring a full Product Assessment, fees have been set accordingly. For example, certain product variations are subject to Variation Assessment (see *Guidance on Variations to Licensed Products*) and unchanged products are eligible for Renewal Assessment (see *Guidance on Licence Renewal*).

For the current fee schedule, see Annex II of these Rules or *Guidance on Application and Licensing*.

² This documentation has been prepared by the Accord Recognised Technical Working Group, with majority agreement.

Licensing fees

Licensing is the final step before a product can be certified under the Recognised Ecolabel program. The Licence Fee reflect the administration costs to Accord and is set at different levels for Accord members and non-members, to reflect that membership fees paid by Accord members also contribute towards the establishment and ongoing administration of the Recognised Ecolabel program.

For the current fee schedule, see Annex II of these Rules or *Guidance on Application and Licensing*.

T. Impartiality

Impartiality

Award of the Recognised certification for a commercial or I&I cleaning, hygiene or related product cannot occur without the following aspects having been completed:

- The Applicant having passed the Whole-of-business Assessment—comprising Screening and Technical Assessment stages—in the previous 6 years.
- The Applicant's product passing the Product Assessment—comprising Screening and Technical Assessment stages.
- The Applicant entering into a Licence Agreement with Accord for certification of the product under the Recognised Ecolabel.

Mechanisms for safeguarding impartiality

Processes have been established to ensure the impartiality of Recognised Assessment and Licensing. These are:

- Separation of Assessment and Licensing: Accord has no input into the assessment outcome, which is determined solely by the Third-party Assessor. *See Sections E and F*
- Third-party Assessor Requirements: The Third-party Assessor is subject to impartiality (and other) requirements, as set out in *Recognised Third-party Assessor and Independent Expert requirements*.
- Independent Expert: The Independent Expert is subject to impartiality (and other) requirements, as set out in *Recognised Third-party Assessor and Independent Expert requirements*.
- Recognised certification is open to all in-scope products.
- The Recognised criteria are subject to consultation with Interested Parties. *See Section P*

Accord will take action to respond to any risks to the impartiality of all parties associated with the Recognised Ecolabel, including itself and the Third-party Assessor.

U. Definitions

Annual Confirmation Notification: A formal communication that must be provided by the License Holder to the Licensor each year by the anniversary of the Licence Agreement, requiring the Licensee to confirm that their certified product/s continue to comply with the requirements of the *Recognised Ecolabel Standard* and the *Recognised Licence Agreement*.

Applicant: A manufacturer/brand owner/importer of commercial and I&I cleaning, hygiene and related products that has submitted an Application for certification under the Recognised Ecolabel.

Application: The evidence/information submitted by an Applicant to the Third-party Assessor, based on the requirements specified in the *Recognised Ecolabel Standard*, for assessment against the *Recognised Ecolabel Standard*.

Assessment: The evaluation of an Application (Whole-of-business or Product) for certification under the Recognised Ecolabel against the requirements of the *Recognised Ecolabel Standard* by the Third-party Assessor.

Assessment fee: The fee payable to the Third-party Assessor for Whole-of-business or Product Technical Assessment against the requirements of the *Recognised Ecolabel Standard*.

Certification: The formal recognition, or the process of formal recognition of a product as meeting the requirements of the *Recognised Ecolabel Standard* and entering into a Licence Agreement with Accord. (Note that the Whole-of-business Verification is a prerequisite for product certification, but does not enable certification on its own.)

Cleaning products: Products with the primary function of removing visible matter (soil) and odours (often in conjunction with physical action). Examples are detergents, cleansers and soaps.

Commencement Date: The date on which a Product Licence commences.

Commercial and I&I products: Products designed primarily for use in workplaces, public facilities, institutions, warehouses and industrial facilities.

Domestic use: Primarily intended for use in households.

Ecolabel mark: The Recognised logo, see *Annex I*.

Environmentally preferable: In the context of the Recognised Ecolabel, a product with multiple attributes (as set out in the *Recognised Ecolabel Standard*) relating to material life cycle aspects for commercial and I&I cleaning, hygiene and related products, that result in the environmental superiority of the product compared to conventional, contemporary alternatives in the same product category.

Expiry date: The date on which a Product Licence expires.

Feasibility study: A study that may be undertaken when considering additional potential product categories to be included in the scope of the Recognised Ecolabel program, comprising the aspects described in ISO 14024:2018.

Formulated (product)/Formulation: A chemical product made from a carefully selected and proportioned mixture of substances (which may also include live microorganisms) that do not chemically react, but that each play a part in the properties of the finished product. 'Formulation' also refers to the act of formulating a formulated product, or all ingredients within a formulated product.

GENICES: 'Global Ecolabelling Network Internationally Coordinated Ecolabelling System', a peer-review program run by the Global Ecolabelling Network that benchmarks and recognises the credibility of ecolabelling schemes worldwide.

GHS: Globally Harmonised System for the Classification and Labelling of Chemicals³

Hygiene products: Products with the primary function of killing and/or deactivating microorganisms.

I&I: 'Industrial and institutional'; that is, products specifically designed for cleaning and maintenance in non-household environments, including in large-scale commercial, manufacturing and institutional environments, such as factories, schools, hospitals and food processing plants.

Interested Party: 'A person or organisation that can be affected or perceives itself to be affected by an ecolabel'⁴.

ISO: International Organization for Standardization

Licence Agreement: The formal, legally binding authorisation issued under the Recognised Ecolabel that permits an Applicant to promote their product as certified, subject to the conditions set out in the *Recognised Licence Agreement*.

Licensing: Granting of legal permission to an Applicant to promote their product as certified under the Recognised Ecolabel, in accordance with the terms of the *Recognised Licence Agreement*.

³ GHS 7: <https://unece.org/ghs-rev7-2017>

⁴ ISO/DIS 14024

Licensing Fee: The fee payable to Accord for Licensing of a product under the Recognised Ecolabel program. This fee is paid prior to the Commencement Date and is a one-off fee for the duration of the three-year licence. Current fees are set out in *Annex II* to these Rules and in the *Guidance on Application and Licensing*.

License Holder: An Applicant that has been granted a Licence under the Recognised program and is thereby authorised to promote their product as certified under Recognised.

Microorganisms: Organisms of microscopic size, including bacteria, fungi, viruses and protozoa.

Notification: Formal communications provided by the Third-party Assessor to the Applicant or Accord at specified milestones throughout the Recognised application process to advise on progress.

Packaging: The main Product container, including any closures and inserts

Product: the commercial, industrial and institutional cleaning, hygiene or related product, comprising its formulation and packaging

Product certificate: The certificate issued to the Licence Holder upon certification of a Product, identifying the Product name, Licence Holder, Licence Commencement and Expiry dates and the version of the *Recognised Ecolabel Standard* against which the product was evaluated.

Product Screening: The preliminary review of a Product Application by the Third-party Assessor to confirm eligibility, completeness of documentation, and readiness for Technical Assessment against the *Recognised Ecolabel Standard*.

Program Operator: The organisation (Accord Australasia Ltd) responsible for developing, administering and maintaining the Recognised Ecolabel program.

Product Register: The online register of products certified under the Recognised Ecolabel program. accord.asn.au/sustainability/recognised/register-recognised-products/

Product Criteria: The requirements within the *Recognised Ecolabel Standard* (Section 6) that apply to the formulated product.

Product Screening: The preliminary review of an Application under the Recognised Ecolabel by the Third-party Assessor to confirm eligibility, completeness of documentation, and readiness for Technical Assessment against the *Recognised Ecolabel Standard*.

Product Technical Assessment: The evaluation of an Application for certification under the Recognised Ecolabel against the requirements of the *Recognised Ecolabel Standard* by the Third-party Assessor.

'Related products': Products that complement the action of commercial and I&I cleaning and hygiene products, without a cleaning or hygiene function and that are supplied with commercial and I&I cleaning and hygiene products and used in commercial and I&I settings. Examples are skin moisturisers and barrier creams.

Screening: The preliminary review of an Application under the Recognised Ecolabel by the Third-party Assessor to confirm eligibility, completeness of documentation, and readiness for Technical Assessment against the *Recognised Ecolabel Standard*.

Screening fee: The fee payable to the Third-party Assessor for Whole-of-business or Product Screening in relation to the Recognised Ecolabel program.

Product Technical Assessment: The evaluation of a Product Application by the Third-party Assessor against the requirements of *Recognised Ecolabel Standard* Section 6.

Third-party Assessment: The evaluation of an Application for certification under the Recognised Ecolabel against the requirements of the *Recognised Ecolabel Standard* by a party distinct from the Program Operator.

Third-party Assessor: The individual/organisation responsible for the Third-party Assessment process, independent of the Program Operator. Details of the current Third-party Assessor are in Annex B.

TWG (Technical Working Group): A working group of volunteers from Accord's members in the commercial and I&I cleaning and hygiene sector that are responsible for providing input to the *Recognised Ecolabel Standard* as well as advice on other aspects of the program, as necessary.

Whole-of-business Criteria: The requirements within the *Recognised Ecolabel Standard* (Section 7) that apply to the overall policies, practices, and operations of a business, beyond individual formulated products.

Whole-of-business Assessment: The evaluation of a Whole-of-business Application by the Third-party Assessor against the requirements of *Recognised Ecolabel Standard* Section 7.

Whole-of-business Verification: If a Whole-of-business Application is assessed by the Third-party Assessor as passing the requirements of *Recognised Ecolabel Standard* Section 7, a Whole-of-business Verification is awarded, with a duration of six years.

V. Contact

Accord Australasia Ltd, the Program Operator, can be contacted at recognised@accord.asn.au.

Davoren Environmental, the current Third-party Assessor, can be contacted at de.recognised@davorenenvironmental.com.au.

Annex I: Recognised logo



Annex II: Recognised fees

Assessment Fee & Licensing Fee Schedule for the Recognised Ecolabel program

Name of fee	Payable by	Payable to	Amount	Frequency
Whole-of-business Screening fee	Applicant	Third-party Assessor	\$500	Every 6 years
Whole-of-business Assessment fee	Applicant	Third-party Assessor	\$1,750	Every 6 years
Product Screening fee	Applicant	Third-party Assessor	\$500	Per product application
Product Technical Assessment fee	Applicant	Third-party Assessor	\$1,000	Per product application
Licence Fee	Applicant (Accord Member)	Accord	\$1000	Per product application, if it passes assessment (one-off fee for duration of 3-year licence)
	Applicant (Non-member)		\$2000	

Renewal and Variation Assessment Fee Schedule for the Recognised Ecolabel program

Name of fee	Payable by	Payable to	Amount	Frequency
Renewal Assessment fee ⁵	Applicant	Third-party Assessor	\$500	Per licence renewal application
Variation Assessment fee ⁶	Applicant	Third-party Assessor	\$500	Per variation application

⁵ Refer to *Guidance on Licence Renewal* to determine eligibility for streamlined licence Renewal Assessment.

⁶ Refer to *Guidance on Variations to Licensed Products* determine eligibility for streamlined Variation Assessment.