

Swan labelling of

photographic development services

Version for public hearing



Nordic Ecolabelling

In November 1989, the Nordic Council of Ministers adopted a measure to implement an official voluntary ecolabelling scheme, the Swan. The organizations/companies listed below administer the Swan ecolabelling schemes on assignment from their national governments.

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Quotations may be made provided that Nordic Ecolabelling is stated as the source.

This document is a translation of an original in Danish. In case of dispute, the original document should be taken as authoritative.

Swan labelling of photographic development services

Version for public hearing January 2007

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What is a Swan-labelled photographic development services?

Swan labelled photographic development is centred on low energy and water consumption, a minimum use of chemicals, and focuses on the use of chemicals with less environmental impact. A Swan labelled photographic development services makes demands on environmental and quality management systems, and implies routines that improve the working environment.

Why choose the Swan label?

- Swan labelled photographic development services may use the Swan trademark for marketing. The Swan label is a very well-known and well-reputed trademark in the Nordic region.
- The Swan label is a cost-effective and simple way of communicating environmental work and commitment to customers and suppliers.
- Reducing environmental impact often creates scope for lowering costs, such as by cutting the consumption of energy and reducing amounts of packaging and waste.
- Environmentally suitable operations prepare photographic development services for future environmental legislations.
- Environmental issues are complex. It may take a long time and extensive resources to gain an understanding of a specific area. Swan labelling can be seen as aid in this work.
- The Swan label not only covers environmental issues, but also quality requirements, since the environment and quality often goes hand in hand. This means that a Swan licence is also esteemed as a mark of quality.

What product/service can embrace the Swan label?

The product group encompasses silver-based services for the development of film, diapositives, analog and digital prints by photographic shops, central laboratories and the like, in accordance with the definitions provided in appendix 1. Accordingly the criteria do not encompass the delivery of images by electronic means, printouts of images with the aid of printers that do not incorporate silver-based processes or the burning of photographs onto CD-ROMs.

If a photographic dealer in a photographic shop supplies the development service, the Swan label will apply to all development services supplied using the photographic shop's developing machine(s) (minilab). It is possible for the photographic shop to have one or more developing machines excluded from the Swan licence. In such

cases, the section about the trade name in the application form must specify which products are included in the license.

An exception can be made for parts of the production of central laboratories. In that case documentation must be available that the criteria are fulfilled for the machines encompassed by the application.

If the prints are delivered on for example CD-ROM, together with paper prints that have been developed by means of a Swan labelled process, the print wallet/folder must state clearly that the Swan labelling applies only to the paper prints.

How to apply

Each requirement is marked with the letter R (Requirement) and a number. All requirements must be fulfilled to be awarded a licence.

The criteria for photographic development services comprise a combination of obligatory requirements and point score requirements.

All requirements are indicated consecutive with R1, R2 ...

Environment and quality management requirements are marked with the letter "M" and a number, and are also mandatory.

The requirements section can also be used as a checklist. Each requirement is followed by two checkboxes – Yes and No – to indicate whether the requirement is met or not.

Icons in the text

The text describes how the applicant shall demonstrate fulfilment of each requirement. Icons in the text that clarifies this are:

- Enclose in the application
- The requirement checked on site
- Enclose procedure in environmental and quality management system

Application

The application shall be sent to Nordic Ecolabelling in the country in which [photographic development services](#) takes place. See page 2 for addresses. The application documents comprise an application form and documentation demonstrating fulfilment of the requirements (specified in the criteria).

Further information and assistance may be available. Visit the Web site of the national ecolabelling body for more information on prices, contact persons.

Sales in other Nordic countries

Registering a licence in another Nordic country allows the Swan label to be used on a larger market. The following must be submitted to Nordic Ecolabelling:

- Form for sales in other Nordic countries. (form can be found on national web sites)
- Copy of a valid license

Registration is free of charge but an annual fee shall be paid in accordance with the national regulations.

On-site inspection

In connection with the handling of the application, Nordic Ecolabelling performs an on-site inspection to ensure adherence to the requirements. For such an inspection, data used for calculations, original copies of submitted certificates, test records, purchase statistics, and similar documents that support the application must be available for examination.

Costs

An application fee is charged to companies applying for a licence. There is an additional annual fee based on the turnover of the Swan labelled services. Information on the exact prices can be found on the respective national homepages, see page two.

Enquiries

Please contact Nordic Ecolabelling if you have any queries or require further information. See page two for addresses.

What are the requirements of Swan labelling?

To be awarded a Swan licence:

All obligatory requirements must be fulfilled.

A minimum of points score must be achieved. Use table below to calculate the points score.

Nordic Ecolabelling must inspect the site.

Maximum and points required to achieve a swan license is listed below.

	Maximum number of points obtainable	Points required to get a licence	Appliers points
Minilabs	14	11	
Central laboratories	31	18	
School photograph	15	12	

Over view of point

Criteria	Photo shop	Central lab.	School photograph
K3	0	5	0
K4	0	5	0
K5	0	2	0
K6	5	5	5
K7	5	5	5
K8	2	2	2
K11	0	5	0
K14	1	1	1
K15	0	0	1
Maximum points	13	30	14
Points required	11	18	12

Environmental requirements

R1 Description of the film development process

A short description of the film development process should be made with information about:

- Whether the service is a central laboratory or a minilab
- Number of development machines to be comprised by the licence
- Machine type (combination of film- and paper development machine etc.)

Description as explained above

R2 Calculation of points

Applicant must document the amount of chemicals; water and energy used, and must document the chemical/water dosing. Central laboratories must also document silver spillage.

The photographic development service must obtain points according to the numbers in the table above here, (in the section ‘What are the requirements of Swan labelling?’)

Description of the calculation of scores for chemical and water consumption, electricity consumption and working environment conditions and the total number of points scored for film development.

R3 Chemical and water consumption (only central laboratories)

Total chemical and water consumption in millilitres (ml) used in the development of each 135-24 film must be allotted points, in accordance with the table below.¹

Table 1. Chemical and water consumption, film development per film

Consumption ml/135-24 film	Points
Below 19	5
20-30	4
31-38	3
39-50	2
Above 50	1

and per square metre²

Consumption ml/m ² film	Points
Less than 500	5
500 -799	4
800 -999	3
1000 - 1299	2
Above 1300	1

- Written information from suppliers on chemical and water consumption per 135-24 film.
- If the requirement is documented by the service provider (central laboratories): information on chemical and water consumption per 135-24 film from the annual report.

¹ If the service provider has information from the supplier of chemicals/machines (typical for minilabs) the chemical and water consumption will be the same as the total replenishment rate for all chemicals and for water. Alternatively the service provider may calculate the chemical- and water consumption from the used quantities of chemicals and water annually in relation to the number of developed square metre of film annually according to section 1.2 (typical for central laboratories).

² The ranges for square metres are based on the ranges for film and on the assumption that a film has a surface area of 0.0385m² (the figures are rounded values).

R4 Standardised electricity consumption (only central laboratories)

Standardized electricity consumption watt hours (Wh) for developing of each 135-24 film must be allotted points the following way for each film development machine that is going to be part of the ecolabelling licence:

Table 2. Standardised electricity consumption, film development

Consumption Wh/135-24 film	Points
Less than 10	5
10 – 19	4
20 – 49	3
50– 70	2
Above 70	1

- ☒ Description of the measurement of electricity consumption specifying room temperature at the time of measurement, the duration of the measurement, the amount of electricity consumed during the measurement period, the number of films developed during the measurement period, information from the supplier of the machine on the number of 135-24 films the machine is capable of developing per hour and the results of the measurement expressed as Watt hours (Wh) per 135-24 film. The measurement may be performed either by the supplier of the developing machine or by the service provider.

R5 Working environment (only central laboratories)

For each machine that is going to be part of the ecolabelling licence, the various methods of filling chemicals and water into the developing machine are allotted points in accordance with the following table.

Table 3. Working environment, film developments

Filling chemicals and water, film development	Points
Closed filling of all chemicals and water <i>or</i> closed filling of everything except water (for example if all chemicals are dosed using a cartridge system).	2
Closed filling of some or no chemicals (chemicals are dosed pre-mixed, or they are diluted with water in the machine – for example if concentrated chemicals and water are poured into the machine).	1
Other methods of filling (for example if the chemicals are mixed and diluted in a separate container and subsequently poured into the machine).	0

- Description of the way in which the developing machine is filled.

R6 Chemical and water consumption, print development

Total chemical and water consumption in millilitres (ml) per square metre of paper used for the print development must be allotted points in accordance with the table below.³

Table 4. Chemical and water consumption, print development

Consumption ml/m²	Points
Less than 100	5
100 – 199	4
200 – 299	3
300 – 500	2
Above 500	1

- Minilabs: Written information from suppliers on chemical and water consumption per square metre of print
- Central laboratories: The requirement is documented by the annual report on chemical and water consumption per square-metre of print.

³ If the service provider has information from the supplier of chemicals/machines (typical for minilabs), chemical and water consumption will be the same as the total replenishment rate for all chemicals and for water. Alternatively the service provider may calculate the chemical- and water consumption from the used quantities of chemicals and water annually in relation to the number of developed square metre of prints annually.

R7 Standardised electricity consumption, print development

Standardised electricity consumption for print development in watt hours (Wh) per square metre of paper is allotted points in the following way for each print development machine that is going to be part of the ecolabelling licence:

Table 5. Standardised electricity consumption, print development

Consumption Wh/m ²	Points
Less than 100	5
100 – 199	4
200 – 299	3
300 – 500	2
Above 500	1

☒ Description of the measurement of electricity consumption specifying:

- room temperature at the time of measurement,
- the duration of the measurement,
- the amount of electricity consumed during the measurement period,
- the number of prints developed during the measurement period, information from the supplier of the machine on the number of standard 10x15 cm pictures the machine is capable of developing per hour and
- the results of the measurement expressed as Watt hours (Wh) per m² picture.

The measurement may be performed either by the supplier of the developing machine, or by the service provider.

R8 Working environment, print development

For each machine that is going to be part of the ecolabelling licence the various methods of filling chemicals and water into the developing machine are allotted points in accordance with the following table.

Table 6. Working environment, print development

Filling chemicals and water, film development	Points
Closed filling of all chemicals and water <i>or</i> closed filling of everything except water (for example if all chemicals are dosed using a cartridge system).	2
Closed filling of some or no chemicals (chemicals are dosed pre-mixed or they are diluted with water in the machine – for example if concentrated chemicals and water are poured into the machine).	1
Other methods of filling (for example if the chemicals are mixed and diluted in a separate container	0

and subsequently poured into the machine)..	
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- Description of the way in which the developing machine is filled.

R9 General waste products

The applicant must sort waste products in a way that complies with the applicable legislation. Waste must be sorted in a way that promotes recycling as extensively as possible, if no relevant national regulations exists.

- Description of the waste handling

R10 Waste products containing silver and wash water

All waste chemicals (including wash water) deriving from the development process performed in photographic shops must be collected and sent for controlled disposal, including the recovery of the silver in fractions with a silver content.

- The form in Appendix 4, Processing of waste chemicals and photographic paper and film containing silver, duly completed and signed. The form has to be completed each year the licence is valid and kept by the licensee.
- Copy of waste removal agreement with all waste recipients listed in Appendix 4.

R11 Central laboratories and the like

The silver content in waste process water discharged from central laboratories must be allotted points in accordance with the table below, and the score must not exceed a maximum of 20.0 mg/m².

It is always the last compiled annual report of quantities that form the basis for compliance with the silver requirement.

In first time applications the applicant may confine measurements to one 3-day measurement. At the time of application this measurement must not be more than six months old, and compiled in the same way as stated above. The result may be adjusted if the applicant is able to provide written substantiation that a specified annual average can be fulfilled.

Table 7. Silver as an annual average of discharged waste process water

Silver quantity mg/m ²	Points
Less than 0.5	5
0.5 - 1.9	4
2.0 - 4.9	3
5.0 - 10.0	2

Above 10.0 and maximum 20.0	1
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Note that notwithstanding Nordic Ecolabelling's requirements any requirements laid down by the authorities must be fulfilled.

- The form in Appendix 4, Processing of waste chemicals and photographic paper and film containing silver, duly completed and signed. The form has to be completed each year the licence is valid and kept by the licensee.
- Copy of waste removal agreement with all waste recipients listed in Appendix 4.
- Results of the silver measurement(s) compiled as indicated above. The compilation has to be made each year the licence is valid and kept by the licensee.
- Statement about calculation method of silver content in waste water.

R12 Requirements as to choice and use of chemicals

The chemicals discussed in section 2.1, and the cleaning products used to cleaning chemical tanks etc. in developing machines, must not contain:

- chromates (for example sodium dichromate, CAS 10588-01-9, and potassium dichromate, CAS 7778-50-9)
- methyl glycol (CAS 209-86-4) and its acetates
- ethyl glycol (CAS 110-80-5) and its acetates
- thiourea substances (CAS 62-56-6).

The content of formaldehyde (CAS 50-00-0) may be as a maximum 0.1 weight-percent of formaldehyde in the working solution.

- A list of all chemicals and cleaning products (trade names, names of chemical suppliers and function) and a description of their function in the development process.
- HSE data sheets from the suppliers of each of the chemicals in the form of 16 points product safety data sheets drafted in accordance with the rules in the country in which the product is used (if these rules do not specify that safety instructions are required, some other form of technical data sheet containing classification will be sufficient). If the service provider has a certified environmental management or quality assurance system in place (ISO/EMAS or similar), is it not necessary to submit HSE data sheets compiled by the supplier. Instead a copy of the certificate must be submitted.
- A completed and signed declaration for all chemicals (see Appendix 2 Declarations).
- Calculation of the content of formaldehyde in the working solution if formaldehyde is used.

R13 Requirements as to photographic paper, film and packaging

The following materials, used in connection with the eco-labelled development service, must not be made of/or contain chlorine-based plastics (PVC):

- photographic paper, dia-positives and mountings for dia-positives
 - new unexposed film given to customers as a special offer in connection with developed photographs
 - packaging for the aforementioned film, including film canisters and film cartridges
 - packaging for the prints (print wallets, print covers and the like)
 - Plastic folders for developed film
 - Labels and tape
- A list of packaging, paper and film materials used (trade names and suppliers).
- Completed and signed declarations for all materials listed (see Appendix 2 Declarations).

R14 Use of Swan labelled printed papers

If the photo shop/ central laboratory uses more than 50% (measured by the productions costs) Swan labelled printed matter or sales promotion material, it will be rewarded with 1 point.

- List and description of the printed matter used by the company and a calculation of the percentage Swan labelled printed matter used.

R15 Electronic ordering of school photos

If products like school photos⁴ etc. can be ordered electronically it will be rewarded with 1 point.

- Description of the ordering system

Quality requirements and requirements of the authorities

M1 Quality requirements

The photographic quality of film and prints may be compromised by chemical or mechanical interruptions to operations such as in the temperature-regulating unit or pumps of a developing machine or errors in the mixing of process fluids.

For this reason the service provider must check the quality of the development process by developing pre-exposed control strips (applies to both print and film) with the frequency per week recommended by the supplier of the machine or chemicals.

Development quality must lie within the tolerances specified by the chemicals/ machine supplier. If the quality does not lie within this tolerance, the service supplier must adjust the equipment in accordance with the instructions received.

⁴ Electronic ordering in a photo shop is not included

- A quality journal in the form of a table or the like containing space to record the date of development of control strips, the results of the development and any adjustments made on the basis of the results achieved or equivalent information.

M2 Requirements of the authorities

The service provider must comply with the applicable legislation, including regulations governing the working environment and safety at work in the country in which the film processing business is conducted.

- A signed application form.

M3 Recording journals and annual reports

The applicant must keep a journal containing the information provided for below. The applicant must use the information in the journal for compiling an annual report of quantities (in the case of first-time applicants, a three-month period is sufficient) of chemicals and water used in the processes. The service providers who receive documentation about chemical and water consumption from the chemical/machine supplier (typical for photographic shops with minilabs), need NOT keep a journal or make annual reports.

The journal provides material for the annual report, and must be kept by the applicant as long as the licence remains valid

Subsequently an annual report must be compiled not later than June starting the year after the license is granted and for as long as the licence remains valid. The most recent annual report will always form the basis for determining whether or not the criteria have been fulfilled.

The annual report must provide details of the following:

Quantities for the year (specification of both film and print development):

- The number of square metres of film developed
- The number of litres of liquid chemicals used, with specification for both film and print development
- The number of litres of water added, with specification for both film and print development
- The number of square metres of prints developed

Key figures for the year

- Chemical and water consumption per square metre of print and per square metre of film

- The journal need not to be submitted in connection with the application, but must be available for inspection at the applicant.
- The annual report compiled on the basis of the journal must be submitted at the time of application and in subsequent years be kept by the applicant. If the annual report reveals that the service supplier is no longer fulfilling the criteria, the applicant must report this to the ecolabelling organization as a deviation, without delay (see Appendix 5b about procedures for deviations).

M4 person responsible for ensuring the fulfilment of Swan requirements

The company shall appoint a person responsible for ensuring the fulfilment of Swan requirements, and a contact person for communications with Nordic Ecolabelling.

- A chart of the company's organizational structure detailing who is responsible for the above.

M5 Requirements as to training and maintenance

If service provider is a photo shop, and has information from the machine/chemical supplier, which documents compliance with the requirements as to chemical and water consumption, the person or persons who operate the developing machines must undergo or must have undergone training from the supplier, or from a comparable provider, in the correct use of the machine.

The same manner there must be an agreement about a maintenance programme, to ensure that the consumption of chemicals, water and electricity of the machine(s) continues to accord with the information provided.

- Copy of the agreement under which the machine/chemical supplier or the equivalent provides training
- Copy of the agreement under which the machine/chemical supplier supplies the maintenance programme is and the measures included.

M6 Work instructions and information on chemicals

To ensure that the handling of chemicals and machines involves the minimum risk of errors, written information on all chemicals as well as written instructions for operatives on the handling of the developing process must be available. This applies nonetheless the machine/chemical supplier provides courses.

The information and instructions must be updated, if the service provider introduces new chemicals or machines, or changes are made to the information.

The information provided on each chemical must as a minimum contain the following informations. The information shall be kept in one place and must be available to persons handling the developing process:

HSE material safety data sheet⁵.

The operating instructions for each machine must as a minimum contain the following information. The instructions shall be kept in one place and be available to the persons handling the developing process:

- The machine to which the instructions apply
- The steps involved in starting, running and shutting down the machine
- The steps involved in maintaining the machine

If the service provider introduces new chemicals or machines, or changes existing chemicals or machines after the licence has been awarded, the information and the instructions must be updated and retained during the period of validity of the licence. They must be presented to Nordic Ecolabelling upon demand.

- All material safety data sheets.
- All written operating instructions.
- If the service provider has a certified eco-management or quality assurance system in place (ISO/EMAS or the like), there will be no need to submit the following information. It will be sufficient to submit a copy of the certificate.

M7 Marketing

Marketing and the use of the Swan label must comply "Design og the Swan label" and the "Rules on the Nordic Ecolabelling of Products". Marketing personnel must be provided with information on these rules and on the ecolabelling criteria.

The marketing of photographic shops that trade as chains must be coordinated centrally for the chain as a whole. All marketing material issued by the chain about the Swan Label must specify precisely which shops in the chain that offers ecolabelled developing.

- Description of responsibility in marketing processes signed and filled in. Appendix 3.

⁵ Instructions for use of the chemical, including a short description of the function of the chemical, quantity filled, and the way in which the product is used in combination with other chemicals.

- ☒ Signed declaration of familiarity with the criteria and “Regulations on the Nordic Ecolabelling of Products” etc. (see Appendix 3, Marketing of the ecolabelled service)
- ☒ Sketch of, or copy of, print wallet and/or print folder bearing the Swan Label and the associated texts “design of the Swan label”. If a CD is supplied with prints from ecolabelled development, a sample of the CD in question must also be submitted to Nordic Ecolabelling with the application.
- ☒ If applicable, drafts or samples of marketing material for the service.

Analysis and control

R16 Monitoring compliance

The ecolabelling organization will perform the inspection provided in “Rules on the Nordic Ecolabelling of Products”. This means that the application material is checked in accordance with the documentation instructions for each individual requirement. Inspection visits will also be made to the service provider, during which the application documentation will be compared with observed conditions. Moreover, follow-up inspections will be performed (see below).

A typical inspection visit will involve checkups on the following conditions:

- that the machines used in the service are those disclosed in the application
- that the chemicals used in the service are those disclosed in the application
- that statutory safety equipment is in place, for example eye-wash, and the expiry date of the eye-wash
- the regeneration rates set on the machines and the actual consumption registered by the machine (minilabs)
- the accuracy of the machine’s pumping system (minilabs)
- journals as provided for in M3
- journals detailing quality control

R17 Follow-up

Re-examinations may focus on all requirements provided for in the criteria document. The frequency of such inspections will vary. Responsibility for performing inspections of this type rests with the ecolabelling organization.

For photographic development services, a typical re-examination might encompass:

- a request to the service provider to submit the most recent annual report or the résumé of the silver measurements (central laboratories)
- a request to the service provider to submit the most recent information about waste processing (form in Appendix 3).

- a check during an inspection visit on the availability of up-to-date data sheets containing chemical and machine-related information
- a check of the quality journal during an inspection visit, to see how the quality control procedures are performed
- a request to the service provider to submit copies of any complaints received.
- a check during an inspection visit that the service provider has documentation registering the quantities of waste removed
- check with the regulatory authorities as to whether the service-provider has any outstanding business in relation to complying with the legislation, including for example that central laboratories hold relevant waste water permits.

If a photographic shop is encompassed by a licence for a chain and the development procedures of the shop in question prove not to comply with the requirements, the chain as a whole will lose the right to use the ecolabel. This will apply also if the other ecolabelled service providers in the chain fulfil the requirements.

R18 Silver measurement

Silver measurement does not apply in the case of photographic shops and the like, since these are required to collect all waste process water. Samples must be taken on a flow proportional basis over a minimum of a three-day period once per month. A representative part of the waste process water must be collected continuously, at the stage of the process when waste process water is discharged into the sewage system. The total quantity of waste process water discharged during this period must be registered by means of a flow meter. The number of square metres of film and paper developed during the sampling period must be registered.

Sampling must be performed in a satisfactory way, and the sample must be processed in order to stabilize the silver, and to prevent the presence of silver in adsorbed, colloidal or suspended form. This could for example be achieved by allowing the silver to form complexes with cyanide. Methods are described in:

- "Determining the silver content in washing solutions from photographic operations". Naturvårdsverket Report No. 4200, June 1993.
- "Silver in waste water" in Nyt Fra Reflab 1998/1, Miljøstyrelsens referencelaboratorium for kemiske analyser, DHI Institut for vand og miljø.

Data must be available for checking by the ecolabelling organization during the period of validity of the licence.

The test institute/analysis laboratory must be impartial and qualified, and must fulfil the general requirements provided for in the standard EN 45002/DS/EN/ISO/IEC 17025, or have official GLP approval. The applicant is responsible for documentation and bearing the cost of analysis.

The service provider's laboratory may be approved to perform these analyses, if the authorities are given access to monitor the sampling and analysis process. The service provider's laboratory may also be approved if it is encompassed by a quality control system which includes sampling and analysis and is certified to ISO 9001 or ISO 9002.

The analysis of silver must apply atomic absorption in accordance with generally accepted standards. See for example Danish Standard DS 259 "Vandundersøgelse. Metal ved atomabsorptionspektrofotometri i flamme. Almene principper og retningslinier". Equivalent Swedish Standards are SS 02 81 50 and SS 02 81 83.

Using the result of the silver content analysed in terms of milligrams per litre of water (mg/l), total volume discharged in litres (l) and total surface area of film and paper expressed in square metres (m²) a value for the quantity of silver must be calculated, using the unit milligram silver per square metre of film and prints (mg Ag/m²).

Environmental management system including legislation and regulations

M8 Documentation

The licensee must be able to present a copy of the application, and factual and calculation data supporting the documents submitted on application (including test reports, documents from suppliers and suchlike).

☺ Checked on site.

M9 Legislation and regulations

The licensee must guarantee adherence to safety regulations, working environment legislation, environmental legislation and conditions/concessions specific to the operations, at all sites where the Swan-labelled product is manufactured.

No documentation is required, but Nordic Ecolabelling may revoke the licence if the requirement is not fulfilled.

Marketing

The Swan label is a very well-known and well-reputed trademark in the Nordic region. Swan-labelled products and services may be marketed using the Swan label as long as the associated licence is valid.

The label must be positioned on the product in a way no doubt as to what the label refers to can arise, in a way that it appears that the product/service is ecolabelled.

For example a photo shop with only a part of their developing machines included in the license can not mark the photo shop as Swan labelled. In such cases it must be clear that only products from the developing machines included in the license can be marked as Swan labelled.

Design of the Swan label

Design of the Swan label:



licence number

Each licence has a unique licence number that must be displayed along with the label.

The explanatory text (shown in the figure as XY) must consist of one or more of the following⁶

Danish:	Fotofremkaldelse
Swedish:	Fotoframkallning
Finnish:	Valokuvankehitys
Norwegian:	Fotofremkalling
Icelandic:	Framköllunarþjónusta
English:	Photographic Development Service

More information on marketing can be found in "Regulations for Nordic Ecolabelling" 12. December 2001 or later versions.

The ecolabel may be used on, or in connection with, developing machines encompassed by the licence. It may be applied to the print wallets or print covers in which the photographs are supplied. It may also be used on signs, posters and so on in photographic shops or others who deals in photographic development service encompassed by the license.

If the service provider provides products other than prints on photographic paper (for example CD-ROMs), the text must clearly state that the ecolabel applies only to prints on photographic paper.

The licence holder may market the service by means of advertisements in various media and in promotional material. The instructions in the "Rules on the Nordic Ecolabelling of Products" notwithstanding, the explanatory text below must also appear in the marketing material.

One or more of the following short texts may be utilized for marketing purposes:

Danish:	Det nordiske miljømærke Svanen giver garanti for en høj miljøstandard. Fotofremkaldelse med lavt forbrug af kemikalier og el.
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⁶ The use of any other language must be agreed in writing with the Ecolabelling secretariat

- Swedish: Det nordiska miljömärket Svanen ger garanti för en hög miljöstandard. Fotoframkallning med låg el- och kemikalieförbrukning.
- Finnish: Pohjoismainen Ympäristömerkki Joutsenmerkki takaa korkean ympäristövaatimustason. Alhainen kemikaalien ja sähkön kulutus valokuvan kehityksessä.
- Norwegian: Det nordiske miljømerket Svanen gir garanti for en høy miljøstandard. Fotofremkalling med lavt forbruk av el og kjemikalier.
- Islandic: Norræna umhverfismerkið Svanurinn tryggir umhverfisvæna þjónustu. Framköllunarþjónusta þar sem efna- og raforkunotkun er í lágmarki.
- English: The Nordic Swan ecolabel provides a guarantee of a high environmental standard. Photographic development service with a low consumption of chemicals and electricity.

How long is a licence valid?

The ecolabel licence is valid, providing the criteria are fulfilled, until the criteria expire. The validity period of the criteria may be extended or adjusted, in which case the licence is automatically extended and the licensee informed.

Revised criteria shall be published at least one year prior to the expiry of the present criteria. The licensee will in this case be offered the opportunity to renew their licence.

New criteria

This section will be developed after the public hearing.

Appendix 1 definitions and explanations

A developing machine	A developing machine is the unit or machine in which the developing process takes place.
Chemicals	<p>Chemicals are liquid or solid products used in the photographic development process</p> <p>(for example developing fluids, fixing solutions, stabilizers/wash chemicals and other photographic chemicals, antistatic agents and antifungal agents).</p> <p>These chemicals also include chemicals added in connection with recycling of working solutions. They may be added for purification purposes, or to re-establish the original function and to replace chemical loss from the solution (occurs at central laboratories).</p> <p>Chemicals used for desilvering and other purification of photographic solutions and then disposed of, are not included.</p>
Closed filling	<p>Closed filling of all chemicals and water imply that there is no risk that the person who fills the machine with the liquids gets into contact with the chemicals.</p> <p>By for example use of a cartridge system (minilabs), or pumping the liquid into the machine (central laboratories).</p>
Development service	<p>A development service is a service whereby</p> <ol style="list-style-type: none"> 1) exposed film or disks containing stored images are delivered by a customer or received by the service provider by some other means 2) these images are developed and 3) the developed prints are released to the customer
Digital images	Digital images are images from a digital medium: digital camera, memory chip,

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	<p>CD, images sent by e-mail or the Internet etc. Analog photographs are exposed with a traditional camera containing film.</p>
Electronic orders	<p>The customer can choose the pictures via electronic medias, like the Internet or a card-reader etc. in the shop, before the pictures are developed on paper.</p>
Film	<p>Film is the material that carries the analog images, before they are printed onto the photographic paper.</p>
Photographic paper	<p>Photographic paper is the material that bears the finished images. Photographic paper may be made of paper or plastic or a combination of these two materials.</p>
Printers that do not incorporate silver	<p>Printers that do not incorporate silver-based technology are print/text-reproducing machines that do not utilize silver-based development in the printing process, but instead use for example laser/LED, inkjet or dot matrix technology.</p>
Silver content	<p>The silver content is the annual amount of silver per square metre of film and prints. M8 describes analyses and sampling methods.</p> <p>Silver measurements and results must be compiled annually, and contain the monthly analysis for silver, amount of waste process water used in the period of sampling and amount of square metre of film and prints used in the period of sampling from the laboratory.</p> <p>The result must be submitted as the silver content in of milligrams silver per litre waste process water (mg Ag/l) and in total surface (mg Ag/m²) for each month and as annual average for silver content in waste process water (applies only to</p>

	square metre).
Standardized electricity consumption	<p>The Standardized electricity consumption is the energy consumption during production for a developing machine.</p> <p>It must be measured with a electric meter at room temperature (18-22 °C) as an average during full production in minimum 30 minutes. The developing machine must be warmed up before testing.</p> <p>Information on the capacity of the machine per hour (135-24 films or the like) can be obtained from the machine supplier. This information must be in accordance with the number of film developed by the machine in the test period.</p>
The development process	<p>The development process takes place in the unit or machines in which the film or prints are developed. In photographic shops these units are known as minilabs. In central laboratories it will be one unit in a production line. As well as processing by means of a number of chemicals, the development process also involves washing with water and drying.</p>
The service	<p>The service referred to in this document is the photographic service for which the applicant applies an ecolabel for</p>
The service provider	<p>The service provider referred to in this document is the business providing the development service.</p>
Waste chemicals	<p>Waste chemicals is all chemicals (see the definition in section 2.1) and all wash water, that are no longer in use or reused in the developing process or processed</p>

Nordic Ecolabelling

	with a view to recycling. Waste chemicals may take the form of liquids or sludge, used ion-exchange material, used filters, accumulated silver, remains of solid chemicals that are no longer used, etc.
Waste in form of photographic paper and film	Waste in form of photographic paper and film with a silver content, means all photographic paper and film and remains thereof, containing silver and no longer used by the service provider in production, or that the service provider cannot process with a view to recycling the silver, etc.
Water	Water is water from the water-mains added to the development process to dilute chemicals, as well as water eventually added to the process as wash water.

Appendix 2 Declaration from suppliers of chemicals and materials

for use in connection with an application for the Swan ecolabelling of photographic development services.

The declaration applies to the following product(s):

Chemical suppliers and suppliers of cleaning products for the machines:

Does the product contain chromates? Yes No

Does the product contain methyl glycol, or acetates thereof? Yes No

Does the product contain ethyl glycol, or acetates thereof? Yes No

Does the product contain thiourea? Yes No

Photographic paper and film suppliers:

Is the photographic paper/dia-positiv made of, or contain chlorine-based plastics? Yes No

If film is provided to the customer together with prints developed by an ecolabelled developing service, is the film and its packaging (including film canisters and film housing/film cartridges) made of, or containing chlorine-based plastic material? Yes No

Suppliers of packaging for prints and film:

Is the packaging for the prints (print wallets/folders and print covers including labels and tape) and plastic sleeves for developed film made of, or containing chlorine-based plastics? Yes No

Suppliers of frames for dia-positives:

Are the frames for dia-positives made of, or do they contain chlorine-based plastics? Yes No

Date: _____

Company name: _____

Authorized signatory

Repeat in block capitals

Photographic development services 081/1.2

31 August 2006

Appendix 3 Marketing of the Swan labelled service

We hereby confirm that we are familiar with the rules governing the use of the Nordic ecolabel as described in "Regulations on the Nordic Ecolabelling of Products".

We hereby undertake that the marketing of the service for which license is sought, will comply with these regulations.

We undertake that notwithstanding the instructions in the "Rules on the Nordic Ecolabelling of Products" the explanatory text discussed in "Design og the Swan label" of the criteria document will also appear in marketing material.

We also confirm that we are familiar with the criteria for the ecolabelling of photographic development services.

We undertake to ensure that the persons marketing the ecolabelled service within our company receives information on the criteria governing the ecolabelling of photographic development services and "Regulations on the Nordic Ecolabelling of Products".

We are a chain of photographic shops and give our assurance that all marketing is centrally coordinated.

We are not a chain of photographic shops.

Date: _____ Name of company: _____

Contact

Telephone

Person responsible for marketing

Telephone

A new confirmation must be submitted to the ecolabelling organization in case of changes in the above-mentioned personnel.

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Appendix 4 Processing waste chemicals etc.

Type of waste	Silver/non-Silver	Generated by service provider?	Removed together with following waste fraction*	Quantity** Year: ____	Carrier	End processor	Degree of silver recovery***
Developer	non-silver	<input type="checkbox"/> Yes <input type="checkbox"/> No					not relevant
Bleaching chemical and bleach rinse	non-silver	<input type="checkbox"/> Yes <input type="checkbox"/> No					not relevant
Fixative and bleach fixative	silver	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Stabilizer chemicals and wash water	silver	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Used filters	silver	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Used filters	non-silver	<input type="checkbox"/> Yes <input type="checkbox"/> No					not relevant
Waste from cleaning/ emptying developing machines	silver	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Waste from cleaning/ emptying developing machines	non-silver	<input type="checkbox"/> Yes <input type="checkbox"/> No					not relevant
Ion exchanger waste	silver	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Ion exchange waste	non-silver	<input type="checkbox"/> Yes <input type="checkbox"/> No					not relevant
Accumulated silver (metallic)	silver	<input type="checkbox"/> Yes					not relevant

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		<input type="checkbox"/> No					
Paper and film with silver content	silver	<input type="checkbox"/> Yes					
		<input type="checkbox"/> No					

*) State whether the type of waste in question is removed together with another type of waste from the form. If so, state which type of waste.

***) Quantity need not be stated by first time applicants. If it is difficult to state quantities for non liquid waste fraction, an estimate of the quantity is approved.

****) State how much silver the end processor recovers from the waste in question as a percentage of the total quantity of silver in the waste fraction in question.

Date: _____

Company name: _____

Authorized signatory: _____

Repeat in block capitals: _____

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Appendix 5a General requirements as to photographic shops and the like

This form applies to general requirements for the ecolabelling of development services provided by photographic shops (see section 6.2.1). The form in Appendix 4b should be used if the ecolabelling applicant is a central laboratory or the like.

- A single photographic shop providing its own development services.
 A chain of photographic shops encompassing _____ shops applying for ecolabelling.

Total number of shops in the chain: _____ .

- Physical location of copy of the original application and any other factual basis for the application: _____
- Physical location of quality journal (see point 4): _____

Chains of photographic shops

The procedures provided for here, apply to the principal division in a chain of shops.

In addition, the photo chain must establish equivalent procedures in all shops encompassed by the licence.

These must be signed by the person responsible for ecolabelling at the individual shop.

The procedures must be formulated in such a way that all contact between the chain and Nordic Ecolabelling must take place via the chain's contact person. The duly signed forms from the shops are attached as Appendix _____ (specify appendix no.) to these procedures.

Single photographic shops

If the individual photographic shop documents its chemical and water consumption, it must introduce the same procedures for recording a journal as that applicable to central laboratories and described in Appendix 4b.

We provide our own documentation of chemical and water consumption

We receive documentation from chemical/machine supplier

1. Organizational structure

Provide a brief description of whether the responsible persons in point 2 are located in different departments/organizational units and if so, how these departments are organized in relation to each other. If preferred, a chart of the organization containing the equivalent information may be submitted.

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2. Persons responsible for ecolabelling

At a single photographic shop:

Name of the person responsible for contact with Nordic Ecolabelling: _____

Name of the person responsible for marketing: _____

Name of the person responsible for quality: _____

A photographic chain (responsibility at chain level):

Name of the person responsible for contact with Nordic Ecolabelling: _____

Name of the person responsible for marketing: _____

Name of the person responsible for environmental matters: _____

Name of the person responsible for quality: _____

A list must be drafted of the photographic shops in the chain, that are to be encompassed by the licence. The list must provide the address, telephone number and name of each photographic shop, as well as the person responsible for ecolabelling at the individual shop. The list must also state the type of developing machines and chemicals used. The list attached as appendix _____ (specify appendix no.) to these procedures.

3. Procedures for documenting, processing and reporting unforeseen deviations, complaints and planned changes

The purpose of this procedure is to ensure that the ecolabelling requirements continues to be met in case of of deviations, complaints and changes.

The procedures apply to all development by the photographic shop(s).

The contact person is responsible for documenting and processing unforeseen deviations and planned changes, and for all reporting to Nordic Ecolabelling. This responsibility may be delegated to others.

_____ (*enter name*) is responsible for documenting and processing complaints. This responsibility may be delegated to others.

Changes

In the event of planned changes in the information on which the ecolabel was granted, the contact person must notify Nordic Ecolabelling in writing before the change is introduced. Examples of changes includes changes of developing machines, changes of chemicals used and changes in the processing of waste or legislative changes.

The contact person must determine whether a change has any effect on the ability of the photographic shop to comply with the criteria. When contacting Nordic Ecolabelling, the contact person must state the nature of the change and how it impacts upon the ecolabelling criteria. In addition, the contact person must enclose a completed and duly signed application form for a change to extension of the licence.

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The change may be implemented only after a reply has been received from Nordic Ecolabelling. The contact person must ensure that all correspondence with Nordic Ecolabelling is documented and filed together with the original application.

Deviations

In the event of deviations that have an impact upon whether or not the ecolabelling criteria are met, the contact person must notify Nordic Ecolabelling in writing immediately after the deviation occurs. The contact person must initially determine whether a deviation has any impact on whether or not the criteria are being fulfilled. Nevertheless, the contact person must always submit a deviation report if he or she is requested to do so by Nordic Ecolabelling.

The deviation report must provide a description of the nature of the deviation, an account of the scope of the deviation, a description of how the deviation occurred, a description of what efforts have been made to remedy the deviation and a plan for avoiding similar deviations in the future. If this plan encompasses changes in relation to the original application information, the contact person must treat this the same way as a planned change.

The contact person must ensure that all correspondence with Nordic Ecolabelling is documented and filed together with the original application.

Complaints

The person responsible for complaints must respond to all written complaints. The reply must contain a clear decision on the matter to which the complaint refers, and where applicable information on compensation as well as the reasons for the decision. The person responsible for complaints must ensure that all written complaints are documented and filed together with the original application. The contact person must be notified if the complaint results in changes in internal work procedures.

4. Quality control procedure

The purpose of this procedure is to ensure that operations remains stable and that the quality of the prints remains high, and accordingly that the ecolabelling criteria are fulfilled.

The procedure applies to all development by the photographic shop(s).

The quality control person is responsible for quality controls. This responsibility may be delegated to others. The contact person is responsible for checking on a continuous basis, that the ecolabelling criteria are met in the event of adjustments made as a result of the quality control procedures.

The person responsible for quality must ensure that control strips are developed for the developing machines approved for ecolabelling. He/she must also ensure that the control strips are sent for development and that the instructions as to adjustment of the developing machines are implemented.

The person responsible for quality must record a quality journal showing the results for all control strips and all adjustments. The quality journal must be kept for as long as the ecolabelling licence remains in force.

The person responsible for quality must continuously notify the contact person of any adjustments. The contact person will investigate whether the adjustment involves changes in

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relation to the application information and whether the ecolabelling criteria are still being fulfilled. If not, the change will be processed in the same way as a deviation (see point 3).

5. Procedure for training and maintenance

The purpose of this procedure is to ensure that developing machines are used correctly and that they are properly maintained.

The procedure covers all development at the photoshop(s).

The person responsible for quality is responsible for ensuring that developing machine operatives are provided with training in correct use of the machines by the suppliers of the machines, and that the maintenance programme is followed. This responsibility may be delegated to others.

The person responsible for quality must ensure that all developing machine operatives are provided with training by the machine/chemical supplier. He/she must check that the machine/chemical supplier fulfils the maintenance agreement and ensures that any maintenance procedures that are to be performed internally are implemented.

6. Procedure for updating written operating instructions and chemical information

The purpose of this procedure is to ensure that information on the correct use of the developing machine(s) and the correct handling of chemicals is kept up-to-date and is easily accessible.

The procedure applies to all development at the photographic shop(s).

The person responsible for quality is responsible for updating operating instructions and chemical information. He/she is also responsible for ensuring that the instructions and information are always easily available to developing machine operatives. This responsibility may be delegated to others. The contact person is responsible for informing the person responsible for quality of any updates that he/she is required to implement. This responsibility may be delegated to others.

The contact person will notify the person responsible for quality of the updates that are to be implemented as a consequence of planned changes, deviations and complaints (see point 3).

The person responsible for quality will update operating instructions and chemical information on the basis of the information received from the contact person and otherwise as required. The person responsible for quality will file the updated instructions and information together with the original application, during the period of validity of the licence.

The person responsible for quality will ensure that operating instructions and chemical information are readily available to developing machine operatives.

7. Procedure for registering waste quantities

The purpose of this procedure is to ensure that the waste plan outlined in Appendix 4 "Processing waste chemicals and other types of waste" is kept up-to-date, and that annual waste quantities are registered in a way that the criteria are fulfilled.

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The procedure applies to all waste generated by the photographic shop(s).

The contact person is responsible for keeping the waste plan in Appendix 4 up-to-date and for registering annual quantities of liquid waste chemicals. This responsibility may be delegated to others.

The contact person must ensure that at least once a year the quantities of at least the various liquid waste fractions recorded in the waste form in the original application are registered. The information on quantities should be taken from invoices or counts for the year from the waste recipients. The contact person must record the information in the form in a way that one form is made for each year. The annual forms must be filed together with the original application for as long as the ecolabelling licence remains in force.

Date: _____ Name of service provider: _____

Authorized signatory

Repeat in block capitals

In the event of personnel changes, a new confirmation must be submitted to Nordic Ecolabelling.

Appendix 5b General requirements as to central laboratories and the like

This form applies to general requirements for the ecolabelling of development services provided by central laboratories. If the ecolabelling applicant is a single photographic shop or a chain or the like, the form in Appendix 5a should be used instead.

We are a central laboratory or the like

- Physical location of copy of the original application and any other factual basis for the application: _____
- Physical location of the quality journal (see point 6): _____
- Physical location of journal material for the annual report (see point 5):

If the chemical and water consumption for all the central laboratory developing machines that is going to be part of the license is documented with information from the machine/chemical supplier, it is permitted to exclude the procedure number 5 in journal recording.

We provide our own documentation of chemical and water consumption of all developing machines

We receive documentation from the chemical/machine supplier for one or more minilabs

We receives documentation from the chemical/machine supplier for all the machines

1. Organization

Provide a brief description of whether the responsible persons in point 2 are located in different departments/organizational units and if so, how these departments are organized in relation to each other. If preferred, a chart of the organization containing the equivalent information may be submitted.

2. Persons responsible for ecolabelling

Name of the person responsible for contact with Nordic Ecolabelling:

Name of the person responsible for environmental matters:

Name of the person responsible for quality:

Name of the person responsible for marketing:

Name of the person responsible for day-to-day operation of the developing machine(s): _____

3. Procedure for documenting, processing and report unforeseen deviations, complaints and planned changes

The purpose of this procedure is to ensure that the ecolabelling requirements continues to be met in the event of deviations, complaints and changes.

The procedure covers the following print wallets:

(write name/identification of the print wallet. The name must be the same as in the application form)

A list of print wallets can be found in Appendix: _____ to the application.

The contact person is responsible for documenting and processing unforeseen deviations and planned changes, and for all reporting to Nordic Ecolabelling. This responsibility may be delegated to others.

_____ (*enter name*) is responsible for documenting and processing complaints. This responsibility may be delegated to others.

Changes

In the event of planned changes in the information on which the ecolabel was granted, the contact person must notify Nordic Ecolabelling in writing before the change is introduced. Examples of changes include changes of developing machines, changes of chemicals, changes in the processing of waste or legislative changes.

The contact person must determine whether a change has any effect on the ability of the photographic shop to comply with the criteria. When contacting Nordic Ecolabelling, the contact person must state the nature of the change and how it impacts upon the ecolabelling criteria. In addition, the contact person must enclose a completed and duly signed application form for a change to extension of the licence.

The change may be implemented only after a reply has been received from Nordic Ecolabelling. The contact person must ensure that all correspondence with Nordic Ecolabelling is documented and filed together with the original application.

Deviations

In the event of deviations that have an impact upon whether or not the ecolabelling criteria are met, the contact person must notify Nordic Ecolabelling in writing immediately after the deviation occurs. The contact person must initially determine whether a deviation has any impact on whether or not the criteria are being fulfilled. Nevertheless, the contact person must always submit a deviation report if he or she is requested to do so by Nordic Ecolabelling.

The deviation report must provide a description of the nature of the deviation, an account of the extent of the deviation, a description of how the deviation occurred, a description of what efforts have been made to remedy the deviation, and a plan for avoiding similar deviations in the future. If this plan encompasses changes in relation to the original application information, the contact person must treat this the same way as a planned change.

The contact person must ensure that all correspondence with Nordic Ecolabelling is documented and filed together with the original application.

Complaints

The person responsible for complaints must respond to all written complaints. The reply must contain a clear decision on the matter to which the complaint refers, and where applicable the reply must contain a information on compensation as well as the reasons for the decision.

The person responsible for complaints must ensure that all written complaints are documented and filed together with the original application.

The contact person must be notified if the complaint results in changes in internal work procedures.

4. Procedure for ensuring traceability

The purpose of this procedure is to ensure that ecolabelled developing is kept separate from non-labelled developing.

The procedure covers all development from the central laboratory.

The person responsible for contact with Nordic Ecolabelling is responsible for ensuring that orders that are to be ecolabelled are labelled accordingly. This responsibility may be delegated to others. The person responsible for day-to-day operations is responsible that orders that are to be ecolabelled are developed on machines that have been approved for ecolabelling.

All developing machines fulfil the requirements and may all be used for ecolabelled development. If so, there is no need for the labelling of orders as described above.

The following developing machines 1. _____

fulfil the ecolabelling requirements: 2. _____

3. _____

4. _____

5. _____

The following developing machines 1. _____

have not been approved for ecolabelling 2. _____

developments: 3. _____

4. _____

5. _____

The contact person must ensure that all print wallets described in point 3 (above here) are clearly labelled as Swan labelled orders with information about which developing machine(s) may be used (if all machines can be used print wallets need not be labelled). The person responsible for day-to-day operations must ensure that orders that are labelled are only made in the approved machines listed here.

5. Procedure for recording a journal

The purpose of this procedure is to ensure that the journal is recorded correctly and that the annual report is compiled correctly.

The procedure covers:

- Development on developing machines used for ecolabelling (as described in point 4 above)
- All development.

The person responsible for contact with Nordic Ecolabelling is responsible for recording the journal and for compiling the annual report. This responsibility may be delegated to others.

While the ecolabelling licence remains in force, the contact person must compile an annual report not later than June 31. each year.

The contact person must calculate the total area of film developed, using the area for the various film types. All types of prints developed must be converted to square metres and added up.

The annual report must contain the following quantities:

- Number of square metres of film developed
- The number of litres of chemicals used for film and prints development respectively
- The number of litres of water used for film and prints development respectively
- The number of square metres of prints developed

The contact person must add up chemical consumption and water consumption for film and print development respectively, and divide by the number of square metres of film for film development and the number of square metres for print development. These key figures will also be shown in the annual report together with the annual average amount of silver in waste process water.

The contact person must investigate whether any changes have occurred since the application, and ensure that the ecolabelling criteria are still fulfilled. If this is not the case, the change must be processed as a deviation (see point 3). The contact person must ensure that the annual report is filed together with the original application, for as long as the ecolabelling licence remains in force.

The contact person must ensure that journal material, such as invoices, journals of measurements of water consumption if applicable, operating journals for registering the number of film and types of films, and operating journals for registering the number of prints and types of prints, are filed together with the application for as long as the ecolabelling licence remains in force for inspection by Nordic Ecolabelling.

6. Quality control procedure

The purpose of this procedure is to ensure that operations remain stable and that the quality of the prints remains high, and accordingly that the ecolabelling criteria are fulfilled.

The procedure applies to development in developing machines utilized for ecolabelling (these are specified in point 4).

Quality control is the responsibility of the person responsible for quality. This responsibility may be delegated to others. The contact person is responsible for checking on a continuous basis that the ecolabelling criteria are met in the event of adjustments made as a result of the quality control procedures.

The person responsible for quality must ensure that control strips are developed for the developing machines approved for ecolabelling. He/she must also ensure that the control strips are sent for development, and that instructions as to adjustment of the developing machines are implemented.

The person responsible for quality must record a quality journal showing the results for all control strips and all adjustments. The quality journal must be kept for as long as the ecolabelling licence remains in force.

The person responsible for quality must notify the contact person of any adjustments that are made. The contact person will investigate whether the adjustment involves changes in relation to the application information, and whether the ecolabelling criteria are still being fulfilled. If not, the change will be processed in the same way as a deviation (see point 3).

7. Procedure for updating written operating instructions and chemical information

The purpose of this procedure is to ensure that information on the correct use of the developing machine(s) and the correct handling of chemicals is kept up-to-date and is easily accessible.

The procedure applies to development in developing machines utilized for ecolabelling (these are specified in point 4).

The person responsible for quality is responsible for updating operating instructions and chemical information. He/she is also responsible for ensuring that the instructions and information are always easily available to developing machine operatives. This responsibility may be delegated to others. The contact person is responsible for informing the person responsible for quality of any updates that he/she is required to implement. This responsibility may be delegated to others.

The contact person will notify the person responsible for quality of the updates that are to be implemented as a consequence of planned changes, deviations and complaints (see point 3).

The person responsible for quality will update operating instructions and chemical information on the basis of the information received from the contact person and otherwise as required. The person responsible for quality will file the updated

instructions and information together with the original application during the period of validity of the licence.

The person responsible for quality will ensure that operating instructions and chemical information are readily available to developing machine operatives.

8. Procedure for registering waste quantities

The purpose of this procedure is to ensure that the waste plan in Appendix 4, 'Processing waste chemicals and other types of waste', is kept up-to-date and that the quantities of liquid waste for the year are registered.

The procedure applies to all development in the central laboratory.

The contact person is responsible for updating the information in the waste plan in Appendix 3 and for registering of the liquid waste quantities. This responsibility may be delegated to others.

The contact person will at least once per year compile a summary of at least the liquid waste quantities recorded in the waste plan from the original application. The information about quantities is based on invoices or transcripts from the recipients of the waste. The contact person writes this information in the waste plan doing a new edition of the waste plan each year.

The contact person will file the waste plans for each year together with the original application during the period of validity of the licence.

9. Procedure for compiling a summary of the silver measurements results

The purpose of this procedure is to ensure that the silver measurements are made continuously and that a summary is compiled each year.

The procedure applies if there is a silver emission by the waste process water from the central laboratory.

The contact person is responsible for the silver measurements and for compiling a annual summary. This responsibility may be delegated to others.

The contact person will perform the silver measurements at least once per month and make sure that the conditions during the measurement and the results are registered. He will also compile a summary with the results at least once a year. The contact person checks if the annual average silver content in the waste process water leads to changes in relation to the original application and if the ecolabelling requirements are still complied with. If not, the change is treated as a deviation (see point 3). The annual summary is filed together with the original application during the period of validity of the licence.

Date: _____ Name of service provider: _____

Authorized signatory

Repeat in block capitals

In the event of personnel changes, a new confirmation must be submitted to Nordic Ecolabelling.