

TCO Certified

Generation 9, for imaging equipment

-

Draft 2

TCO Certified – driving sustainable development in IT products

Established in 1992, TCO Certified is a global sustainability certification for IT products. Certificates are valid worldwide and can be used as proof in all countries, without the need for local adaptation. TCO Certified is currently available for eleven product categories: displays, notebooks, tablets, smartphones, desktops, all-in-one PCs, projectors, headsets, servers, network equipment and data storage. The organization behind TCO Certified is TCO Development.

Comprehensive criteria with a life cycle perspective

Certified products must meet comprehensive environmental and social criteria throughout the life cycle. The criteria are science-based and developed in an open process with TCO Development's international network of stakeholders which includes users, buyers, industry, NGOs, researchers and subject matter experts. To address the most pressing sustainability challenges and stay current with the latest technology developments, a new generation of TCO Certified is released every three years.

A third-party certification, independently verified

TCO Certified is a third-party certification, independent of the IT industry and buyers. It meets the requirements in ISO 14024 Ecolabel Type 1 and has been approved by the [Global Ecolabelling Network](#) as part of the GENICES peer review process. Independent verification organizations, accredited to ISO 17025, verify that products conform with all criteria in TCO Certified. Verification is done both before and after certification, throughout the full validity period of the certificates.

How to certify

Certifying your products is straightforward. You'll find a guide that explains the process and what you need to do at tccertified.com. It generally takes three to five weeks to receive the certificate, once all documents and the product sample are delivered to the verification organization.

Need help?

Need help getting started? Or, would you like us to explain the certification process in more detail? Our certification team is always here to help. Email us on certification@tcodevelopment.com. Our approved verifiers around the world are also at your hand, and are able to explain the criteria and certification process in your local language. Contact details are available on tccertified.com.

About this document

This is TCO Certified, generation 9, for imaging equipment, released in December 2021. Imaging equipment is defined as a product group used to produce a printed image through a marking process either from a digital image or from a hardcopy through a scanning/copying process. It can also include functionality to produce a digital image from a hard copy through a scanning/copying process. All power cables and external power supplies are considered a part of the imaging equipment.

All product categories are generation 9

TCO Certified is available for twelve product categories and they all have the same generation number: generation 9. A majority of the criteria are the same for all product categories.

The criteria include:

Mandate: A description of the requirements that needs to be fulfilled, and how conformity is verified. Forms and signatures for application are available in chapter 11 of this document.

Definitions: Explanations of important terms relevant to the criterion.

References: References to sources, presented in chapter 10.

Clarifications: Further details and explanations of the mandate.

Conformity

Conformity with the mandates is verified by verification organizations (verifiers) independent of both the certification body (TCO Development), the applicant and the brand owner. Each mandate includes a description of the proof that must be submitted to the verifier, and to TCO Development together with the application form. This may be a test report or a verification report:

1. A test report presents the results from tests conducted by a test facility accredited to ISO 17025, and is issued by that same facility.
2. A verification report is issued by a verifier approved by TCO Development and includes a summary and a result (pass or fail) based on either:
 - a test report issued by the same test facility,
 - a test report issued by a different test facility, or
 - certificates or other proof from the company or brand owner applying for the certificate.

How to refer to TCO Certified correctly

Moving forward, subsequent editions of this document may be released, but will be considered only as updates within the eighth generation, with improved precision of the mandates and test methods. To refer to the most recent criteria, ask for the latest generation of TCO Certified. Citing from our criteria (e.g. in procurement contracts) is permitted, if the source is disclosed and the extent of the quotation is consistent with sound copyright practice.

Editions of TCO Certified

When we publish a new generation of TCO Certified, our ambition is always to maintain criteria levels until the next generation of TCO Certified is launched, which typically happens after three years. Several editions of the criteria document may be released, but will be considered only as updates within the eighth generation, with improved precision of the mandates, test methods and clarifications. To ensure that all currently certified products complies with the new edition of the criteria document, the criteria levels are never raised within a generation.

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1 Product and sustainability information

TCO Certified – sustainability certification in accordance with ISO 14024

TCO Certified is a third-party certification that meets the requirements of ISO 14024 Ecolabel Type 1. The certification has been assessed and approved by the Global Ecolabelling Network, as part of the GENICES peer review process. The ISO 14024 standard establishes the principles and procedures for third-party ecolabels, ensuring that consumers and professional purchasers are given accurate and comparable information. Criteria must cover the product life cycle and be based on scientific principles. Compliance with criteria must be verified by an independent party.

Data gathering in TCO Certified

To measure the impact of TCO Certified and the sustainability benefits of certified products, TCO Development continually collects data based on the use of the certification. The collected data is used in several ways:

- For TCO Development, the data is crucial for the continuous development of TCO Certified. It is used to ensure that criteria are set at reasonable levels and that the most relevant sustainability challenges are being addressed, throughout the product's life cycle.
- Manufacturers and brand owners use the data to verify their performance in various sustainability areas, and compare with their peers.
- Other stakeholders, such as purchasing organizations, use the data as key performance indicators to determine the sustainability benefits for their organization by asking for TCO Certified, and to track this over time.

1.1 Information to end users - REVISED

Background

End users must clearly be able to identify which products are certified and what sustainability features the product fulfills.

Applicability

All product categories.

References

The license agreement between TCO Development and the applicant/brand owner.

1.1.1 Mandate

- a. The information document for end users must be written in English or in the local language of the country where the product is to be sold. It must accompany the product in at least one of the following ways:
 - As a separate printed or digital document.
 - Included in a printed or digital user manual.
 - As a separate digital document that is hosted on the brand owner's website. A direct link to the document must be included in the printed or digital user manual mentioned above.
- b. The product and its retail packaging must be labeled with the TCO Certified logo. See clarifications for details.
- c. "TCO Certified" must be mentioned on the brand owner's website(s) where the specific certified product is marketed and or sold.

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

A copy of the verification report(s) from a verifier approved by TCO Development.

1.1.2 Clarification

Products that are designed to be installed in a rack (supporting framework to hold hardware modules, typically servers, data storage products and networking equipment) are excluded from "Part 2 - labeling of the product and packaging".

Part 1: information document for end users

No editorial changes to the information document for end users are accepted without consent from TCO Development. The information document for end users is available at tcocertified.com.

If the applicant is separate from the brand owner, the applicant must ensure that the brand owner agrees to fulfill their part of this requirement.

The mandate is fulfilled in one of the following ways:

1. As a separate printed or digital document
The information document for end users in print or on digital media is placed together with the product in the packaging.
2. In a printed or digital user manual
The information document for end users is included in a printed or digital user manual that accompanies the product when it is distributed to the end user. The content of the document, with the headline "TCO Certified", must be a separate chapter of the user manual and be included in the table of contents.
3. As a separate digital document that is hosted on the brand owner's website.
The information document for end users is placed on the brand owner's website. A direct link to the information document is placed in the printed or digital user manual that accompanies the product when it is distributed to the end user. TCO Certified must be a separate headline in the user manual. The headline must be visible in the table of contents.

Part 2 - labeling of the product and packaging

The TCO Certified logo must be displayed in one of the following ways:

Alternative A

On a permanent or temporary label. Temporary labels must be affixed to the product with an adhesive or cling-type application. The packaging material that is supposed to be removed in order to get the full functionality of a product (such as a screen protector) is defined as packaging material and not the product in this mandate and thus may not be the place for the product logo.

- a. The logo must be visible on the top or front of the product. (The front of the product is defined as the surface seen when viewing the product from the front and may include the stand. The top is defined as the surface that is seen from the top and the back is the surface that is seen from the back.)
- b. The minimum size of the logo is 16mm in width and 10mm in height.
- c. If the logo is to be placed alongside other logos or graphic elements, a minimum of 2,5mm padding must be used on all sides of the TCO Certified logo.

Exception

If the top and front of the product don't have a contiguous and coplanar area (area used for display or touch input are excluded) which is at least 16mm in width or 10mm in height, then the logo may be placed on the back side of the product.

or

Alternative B

Via electronic labeling displayed on the screen in one of the below ways:

- a. During the startup of the product:
The logo must cover at least 1% of the screen. The logo must be legible and be in color, black, or white; must appear at system start-up, and must be displayed for a minimum of 0,5 seconds.
- b. Via a shortcut on the desktop screen of the product. The shortcut must be in the form of the TCO Certified logo in color and clicking it should link to “the information document for end users” available at tco-certified.com.
- c. TCO Certified logo as a part of the product picture The TCO Certified logo is shown on the first product picture where the product is marketed on the brand owners web site. In the product specification on this page, TCO Certified is also listed with a link to the “information to end-user document” which is the document required under mandate 1.1 point 1.

TCO Development will consider alternative proposals for electronic labeling on a case-by-case basis.

The retail packaging of the product must be labeled with the TCO Certified logo:

- a. The minimum size of the logo must be 16mm in width and 10mm in height.
- b. If the logo is to be placed alongside other logos or graphic elements, a minimum of 2,5mm padding must be used on all sides of the TCO Certified logo.

The certificate owner and brand owner must also conform with all the other logo rules on color, design, marketing, etc., that are specified in the TCO Certified license agreement appendix 2. The following two paragraphs (§2.2 and §2.5 in appendix 2 of the license agreement) are replaced by the rules listed above if a conflict occurs:

Paragraphs that may be replaced:

§2.5 The TCO Certified logo must at all times be reproduced in a quality that allows the text of the TCO Certified logo to be read under normal circumstances. Recommended minimum size for the trademarks TCO Certified and TCO Certified Edge can be found in “Using the TCO Certified brand” guide available at tco-certified.com. If there are limitations and a smaller or different type of logo is used this must first be agreed on in writing with TCO Development.

Part 3 - Mention of TCO Certified on the brand owner website

- The inclusion of “TCO Certified” only needs to be represented as TEXT - i.e. a link to a specific page is not necessary.
- Instead of mentioning “TCO Certified” directly on the brand owners website(s), the brand owner can fulfill this requirement by including “TCO Certified” as TEXT in a product specific PDF file if it is accessible from the brand owner's website(s) where the specific certified product is marketed and or sold.

1.2 Product specification - REVISED

Background

It is important to ensure that each product to be certified corresponds exactly to the product specification. Therefore, a physical sample of each product to be certified must be sent to an approved verifier, that examines it carefully to ensure that product marking and physical aspects conform with the reported information from the applicant or brand owner.

Definition

The marking label is a label with the product's electrical rating (voltage, frequency, current), the manufacturer's name, trademark or identification mark, and the manufacturer's model or type reference according to IEC 60 950:1 clause 1.7.1.

Applicability

All product categories.

References

1.1.

1.2.1 Mandate

- A product specification of the typical product.
- A marking label must be provided for the product.
- The total weight of the **heaviest typical** product configuration and power supply (without packaging) in kg must be reported **by the brand owner**.

Submit the following to an approved verifier:

1. A copy of the marking label, for the product and all external power supplies.
2. A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

1. A copy of the verification report(s) from a verifier approved by TCO Development.
2. The total weight of the typical product configuration and power supply (without packaging) in kg must be reported in TCO Certified portal.

1.2.2 Clarification

The template must be completed with the requested information about the product. A type key that includes an asterisk (*) for unidentified characters, if any, in the model name and for other identification names must be submitted to the verifier. Only two * may be used in the model type key and each * must include two or more options.

The typical product configuration is defined as the product configuration which is expected to be manufactured in the largest number.

Sustainability performance indicator(s):

Product weight is an indication of the amount of potential e-waste at end-of-life. By decreasing the product weight, e-waste can be reduced. The product weight (in kg) of the typical configuration of the product including any power supply but excluding packaging must be reported by the brand owner. **A product weight tolerance of +/- 5% is accepted.**

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1.3 Sustainability performance indicators - REVISED

Background

Sustainability is a long term goal and therefore a responsible way to work with sustainability is through a long term strategy. Improvements must often be phased in gradually and requires planning and preparation. The sustainability performance indicators will measure the development of products and brand owners, enabling new criteria levels in future generations of TCO Certified to be challenging but yet reasonable, and ensure that the most relevant parts of the product life cycle is covered.

The sustainability performance indicators also measure the sustainability benefits that the certified products create, and track this over time. A purchasing organization can use the sustainability performance indicators in sustainability reporting and, for example, implement climate compensation or other sustainability related measures connected to the sustainability impact of the product.

Applicability

Imaging equipment.

1.3.1 Mandate

- All sustainability performance indicators must be evaluated.

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3)

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
- All sustainability performance indicators must be reported in TCO Certified Portal.

1.3.2 Clarification

New applications

A verification report for the sustainability performance indicators must be issued by an approved verifier and the results must be reported to TCO Certified Portal.

Reassessments

Changes made to the product or its manufacturing may affect the sustainability performance indicators. The applicant can choose to do a re-assessment or not. To do a re-assessment, the necessary documentation (and in some cases the product) must be sent to a verifier that issues a verification report for the sustainability performance indicators and report the new data to TCO Certified Portal.

Quoting sustainability performance indicators in the marketing of a product

The following guidelines apply to all communications about sustainability performance indicators. Quoting or referring to the sustainability performance indicators in conjunction with the brand name TCO Certified is not allowed unless a written agreement to do so is made with TCO Development.

“Worst case” reporting

If the verifier has conducted a “worst case” testing and accepts a number of similar configurations of the product in the issued verification report based on these tests, the sustainability performance indicators may also be the same for all accepted configurations and thus represented by the worst case configuration.

1.3.3 Sustainability Performance Indicators (SPI) list

The sustainability performance indicators are collected through the SAQ, submissions to TCO Certified, or during the application process. All sustainability performance indicators must be evaluated. The results will be used to benchmark the performance of products within different aspects of the certification and to provide purchasers with information on sustainability benefits of certified products.

All SPIs marked with “X”

are collected annually either through the SAQ or together with annual submissions.
(X = Always collected during annual reporting)

All SPIs marked with “Y”

are collected by the verification organization during application and product testing.
(Y = Always collected during product testing/verification/application process)

All SPIs marked with “Z”

are considered beyond the scope of mandates in TCO Certified and are therefore not required for compliance with TCO Certified. Products will receive the lowest classification if no data is provided for the evaluation. By submitting the additional data, the product will always receive a better classification than if no data is submitted.

(Z = Additional information by the applicant/brand owner is needed)

The following is a summary of all the sustainability performance indicators collected.

SPI's described under product specification

- Y 1.2 The total weight of the product and power supply (without packaging)

SPI's described under socially responsible manufacturing criteria (Chapter 2)

- X 2.2 (SAQ 1.1) Level of brand owner communication of CoC in the supply chain
- X 2.2 (SAQ 2.1) The level of the supply chain identified
- X 2.2 (SAQ 2.2) The level of transparency for final assembly factories and smelters
- X 2.2 (SAQ 2.2) The percentage of publicly listed factories for certified products. (%)
- X 2.2 (SAQ 3.1) The level of brand owner due diligence on suppliers not owned
- X 2.2 (SAQ 3.2) The level of brand owner audits and follow up on suppliers not owned
- X 2.2 (SAQ 4.1) Level of brand owner Initiatives to avoid child labour

- X 2.2 (SAQ 4.2) Level of brand owner remediation process for child labour
- X 2.2 (SAQ 5.1) Level of brand owner requirement on excessive temporary contracts
- X 2.2 (SAQ 5.2) Level of brand owner engagement in living wage programs
- X 2.2 (SAQ 6.1) Level of brand owner process to avoid excessive overtime
- X 2.2 (SAQ 7.1) The level of factories with trade union or worker representatives
- X 2.2 (SAQ 7.2) Level of brand owner involvement with union or worker representatives
- X 2.2 (SAQ 7.3) Level of brand owner work to counter union discrimination
- X 2.2 (SAQ 8.1) Level of brand owner work to improve management and worker dialogue

SPI's described under environmental responsible manufacturing criteria (Chapter 3)

- X 3.2 The energy efficiency indicators for each final assembly factory
- Y 3.4 Percentage of post consumer recycled plastics by weight versus the total weight of all plastics.
- Y 3.4 Percentage of identified post consumer recycled materials by weight versus the product weight
- Z 3.5 Classification of PCF method (Class A-E)
- Z 3.5 Classification of data age (Class A-E)
- Z 3.5 Classification on availability of PCF (Class A-D)

SPI's described under product performance criteria (Chapter 5)

- Y 5.1 Energy efficiency

SPI's described under product lifetime extension criteria (Chapter 6)

- Y 6.1 Classification of warranty period (Class A-D)
- Z 6.1 Classification of service agreement availability (Class A-F)
- Y 6.2 Classification of fasteners and connectors (Class A-C)
- Y 6.2 Classification of necessary tools for repair/upgrade, (Class A-D)
- Y 6.2 Classification of availability of spare parts by target group (Class A-E)
- Y 6.2 Classification of availability of spare parts by duration of availability (Class A-D)
- Y 6.2 Classification of availability of comprehensive information (Class A-C)
- Z 6.4 Classification of design for reuse/remanufacturing (Class A-C)

SPI's described under material recovery criteria (Chapter 8)

- Z 8.1 Packaging made off forest stewardship council (FSC) certified material (Class A-C)
- Z 8.1 Recycled content in primary packaging: (Class A-C)
- Z 8.1 Recycled content in secondary packaging: (Class A-C)
- Z 8.2 Membership in multi-stakeholder initiatives working towards solving the problems connected to e-waste (Class A-C)
- Z 8.2 Use of internationally accredited reuse and recycling facilities (Class A-D)
- Z 8.2 Brand owner public policy for treatment of electronics (Class A-C)

2 Socially responsible manufacturing

Human rights and social responsibility in the IT supply chain

Market competition and the constant push for new technologies have increased pressure on the IT industry to deliver new product models faster and at a lower cost. With these pressures comes the continued social risk throughout the supply chain. Problems remain with human rights and working conditions, including forced labor, working hours, wages, discrimination and unsafe work environments. From more responsible mineral supply chains, to safer factory conditions and protection of worker rights, a sustainable approach to IT products requires attention to these social responsibility issues as well as environmental factors.

IT buyers are increasingly focused on supply chain responsibility and human rights, and rely on TCO Certified as verification of product conformity.

TCO Certified – driving worker safety, human rights and closing non-conformities

Chapter 2 in TCO Certified, generation 9, aims to drive more socially responsible manufacturing in the final assembly factories and throughout the supply chains. Brand owner companies and their suppliers are required to conform with criteria that cover responsible minerals sourcing, anti-corruption management and responsible manufacturing practices of the certified product, designed to increase transparency, protect worker rights and reduce exposure to hazards during the manufacturing phase.

The criteria are categorized into five main areas:

- Supply chain responsibility
- Supply chain transparency
- Anti-bribery management system
- Responsibly sourced minerals
- Process chemical management

Verification of conformity of supply chain responsibility uses a risk-based factory assessment model. Continued follow up verification is conducted for all areas in TCO Certified and is vital for monitoring that any non-conformities are corrected and closed. New criteria in this generation require that brand owners have a global policy for responsible mineral sourcing for the certified product, an anti-bribery management system covering all business of the certified product, and are taking further steps to eliminate worker exposure to hazardous chemicals in the final assembly factories and the supply chains of the certified product.

2.1 Supply chain responsibility - REVISED

Background

Social responsibility is a continuing challenge throughout the IT supply chain. From raw materials extraction to final assembly, working hours, health and safety and forced labor are examples of industry-wide issues. However, for those who want to drive greater social responsibility, a major issue is the complexity of the IT product supply chain. It includes many suppliers that are spread all over the world.

The most basic aspect of social responsibility in the supply chains is to define who holds the responsibility. After this is done, the level of conformity and the implementation in the supply chains need to be defined. Finally, to make sure that problems are solved and improvements are made, independent verification and follow-up is crucial. Continued monitoring is essential, even after closure. TCO Certified offers a structured platform to guide industry progress:

- The responsibility for correcting non-conformities is placed on the brand owner which is at the top of the product value chain.
- Define minimum standards of the brand owner code of conduct covering the manufacturing of the certified product.
- We provide a control system to ensure that the brand owner takes the responsibility in the final assembly factories and supply chains of the certified product, and works in a structured way in accordance with the code of conduct.
- By including a system of consequences for continued non-conformities, we create an incentive for the brand owner to work proactively.

Definitions

Brand owner: The company or organization owning or controlling the brand name of the product.

Final assembly factory: A final assembly factory is where the final assembly of the certified product is taking place and is defined as the whole operation covered by a business license. A business licence covers an independent work unit, which means it has its own separated production areas, operation and management system, including but not limited to recruitment, working hours system, wage and benefit system, factory rules, etc. and all employees that under contract are dedicated to that factory.

Corrective action plan (CAP): A list of actions and an associated timetable detailing the remedial process to address a specific problem.

Next tier major suppliers to the registered final assembly factory: Suppliers of parts and packaging to the certified product. Major suppliers are determined by the criteria defined by the final assembly factory.

Applicability

All product categories.

References

2.1, 2.2, 2.3.

2.1.1 Mandate

By signing this mandate, the brand owner agrees to (1.) the Commitment and agrees to conduct (2) the Structured work. Additionally, TCO Development requires that the brand owner shows (3) Proof of the commitment and the structured work by allowing inspections in the final assembly factories and the supply chains of the certified product, by sharing audit reports and CAPs, and by providing other documented proof described below.

1. Commitment

- The brand owner must have a public code of conduct for the manufacture of certified products, that is considered consistent with the following:
 - ILO's eight core conventions: 29, 87*, 98*, 100, 105, 111, 138 and 182.
 - The UN Convention on the Rights of the Child, Article 32.
 - All applicable local and national health and safety and labor laws effective in the country of manufacture, and a maximum 60-hour workweek including overtime*.

*See clarifications, 1 and 2

2. Structured work

- When applying for a new certificate, the brand owner must report all final assembly factories manufacturing the product model(s) that the application covers to TCO Certified Portal.
- The brand owner must supervise the implementation of the code of conduct at all final assembly factories that the brand owner is using to manufacture the certified product.
- The brand owner must ensure that corrective action plans are developed and implemented within reasonable time, for all non-conformities to the code of conduct that the brand owner is made aware of, at all final assembly factories where certified products are made, and in their supply chains.
- Final assembly factories that are registered to TCO Certified Portal must have a management system to identify their **next tier major suppliers** of parts and packaging for certified products.
- The brand owner's code of conduct must be effectively communicated to the **next tier major suppliers**.
- The final assembly factory must have a self-reported risk assessment of their **next tier major suppliers**.

3. Proof

- TCO Development may conduct/commission factory inspections (spot checks) at any final assembly factory manufacturing a certified product and may require full audit reports during the certification period in order to assess social commitment and advancement.
- The supply chain identification template must be submitted to TCO Certified Portal for each registered final assembly factory.
- TCO Development may annually select a factory from the list of major next tier suppliers it identifies as higher risk for social and/or environmental impact to submit one or more of the following:
 - An independent audit report in accordance with RBA or SA8000 procedures.

- A completed Process Chemical Data Collection (PCDC) Tool.
- Proof of an independently verified OHS management system.
- TCO Development may also require seeing audit reports and corrective action plans from factories further down the supply chains of the certified product, to ensure that corrective actions have been successfully implemented.
- TCO Development additionally requires that supporting documentation be verified by an independent verifier, approved by TCO Development.

Submit the following to an approved verifier:

Once a year at the Senior Management Representative interview:

- The most recent version of the brand owner’s public code of conduct, covering the final assembly factories and the supply chains of the certified product. The code of conduct must be considered consistent with this mandate.
- Supporting Information on the routines of how management and workers in the final assembly factories and the supply chains of the certified product are informed about the brand owner’s code of conduct.
- A completed and signed brand owner form covering the certified product. (Chapter 11.1.)

For each application:

- Names and addresses of all final assembly factories manufacturing the product model that the application covers. If any final assembly factory manufacturing certified products is not registered to the TCO Certified Accepted Factory List, then the brand owner must submit the factory identification template to register final assembly factories to the list.

For each final assembly factory manufacturing the certified product:

- The most recent independent audit and a corrective action plan for each non-conformity. The audit interval is determined by the risk category of the factory. The risk category is determined by the verifier according to the mandate.
- The supply chain identification template must be completed and submitted to TCO Certified Portal.

Submit the following, together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
- A copy of an English version of the public code of conduct must be uploaded to TCO Certified Portal. It must cover the final assembly factories and the supply chains of the certified product.
- **Next tier major** suppliers of parts and packaging to the certified product must be registered to the TCO Certified Portal.
- An independent audit, and a corrective action plan for each non-conformity, must be reported to TCO Certified Portal, at an interval determined by the risk category of the factory, for all final assembly factories manufacturing the certified product.

2.1.2 Clarification

General clarifications

The mandate is a social performance mandate and criteria are based on the eight ILO (International Labour Organization) core conventions and local legislation. The mandate requires that the brand owner comply with the minimum standards for code of conduct, inspection and corrective action engagement, regarding the situation at their own and/or their supplier factories manufacturing certified products.

* Collective bargaining and freedom of association: All workers must have the right to form, join and organize trade unions of their choice and to have them bargain collectively on their behalf with employers. In situations where this is restricted under law, employers must allow workers to freely and democratically elect their own representative(s) for the purpose of defending the rights and interests of workers.

* Local labor law: The limit and enforcement of local law regarding working hours differs tremendously across the world. To harmonize with other initiatives and to find a reasonable level for the industry, the criteria in TCO Certified sets a maximum 60 hour workweek, including overtime, as a global requirement regardless of the local law.

This criterion sets a global limit for weekly working hours that includes overtime based on ILO convention 1 (56 hours per work week including overtime). An additional four hours per workweek is given to harmonize with SAI and RBA. Therefore, workweeks including overtime are not to exceed a total of 60 hours and that workers receive at least 1 day off every 7 consecutive days.

To monitor continued conformity during an agreed period of time, when considered necessary the factory will be required to submit workweek data to TCO Development using a workweek data template. For factories up to 15000 employees the tolerance for excessive working hours per week in TCO Certified is up to 2% of the total workforce working between 60 and 72 hours per week for minor, 2-15% for major and over 15% for priority. Any working hours above 72 hours per week is considered a priority.

The verification process

Proof documentation must be submitted to an independent verifier approved by TCO Development. It is the verifier's responsibility to request any additional documents necessary for the review. The verifier will evaluate the information received from the brand owner according to the principles described below (1-5).

1. The code of conduct

The brand owner must have their code of conduct covering the final assembly factories and the supply chains of the certified product reviewed annually by an approved verifier. If the code of conduct has not changed since the previous annual review, then the brand owner does not have to submit it again. In this instance, the Senior Management Representative for supply chain responsibility must report this to an approved verifier.

- The code of conduct must be considered consistent with:
 - ILO's eight core conventions: 29, 87*, 98*, 100, 105, 111, 138 and 182.
 - The UN Convention on the Rights of the Child, article 32.
 - All applicable local and national health and safety and labor laws effective in the country of manufacture, and a maximum 60-hour workweek including overtime*.

* See local labor law clarifications under "General clarifications" above.

- The contents of the code of conduct must have been adopted by the brand owner's board and addressed by management.
- The code of conduct must relate to the manufacturing of the certified product.

2. Information about the code of conduct

The brand owner must annually submit a description of how management and workers at all final assembly factories manufacturing certified products, and their next tier major suppliers, are informed about the code of conduct. It will be reviewed by an approved verifier. Proof of training classes or other means of worker training and how the factory measures the effectiveness of the worker training must be submitted for review. If there are no changes to the communication routine since the previous annual review, then the brand owner does not have to submit it again. In this instance the Senior Management Representative must report this to an approved verifier.

Examples may be that the brand owner:

- has translated the code of conduct into local languages. This shows that the company has made efforts to inform management and employees about the code's content in their own language.
- has conducted training on the code for employees and/or management at final assembly factories or factories further down in the supply chains of the certified product.
- has made suppliers of the certified product complete a questionnaire (self-assessment) on their understanding of, and conformity with, the code of conduct.

3. The brand owner form

The brand owner signs the brand owner form to confirm that one or all products that are included in the application to TCO Development complies with this criterion.

4. Factory registration on TCO Certified Portal

For each certified product, all final assembly factories the brand owner is using to manufacture the certified product must be identified. Also, the final assembly factory's next tier major suppliers for parts and packaging of the certified product must be identified. The approved verifier will ensure that these final assembly factories are listed on TCO Certified Accepted Factory List and that the completed supply chain identification template has or will be submitted to the TCO Certified Portal before the due date stated on the portal.

- Final assembly factories of the certified product must be registered to TCO Certified Accepted Factory List using the factory identification template for final assembly factories.
- Every final assembly factory on TCO Certified Accepted Factory List must submit the supply chain identification template that identifies their major next tier suppliers of the certified product.
- Each time a final assembly factory is removed, added or updated in any way, it is the brand owner's responsibility to ensure that this information is updated on TCO Certified Portal by submitting the correct documentation to an approved verifier.

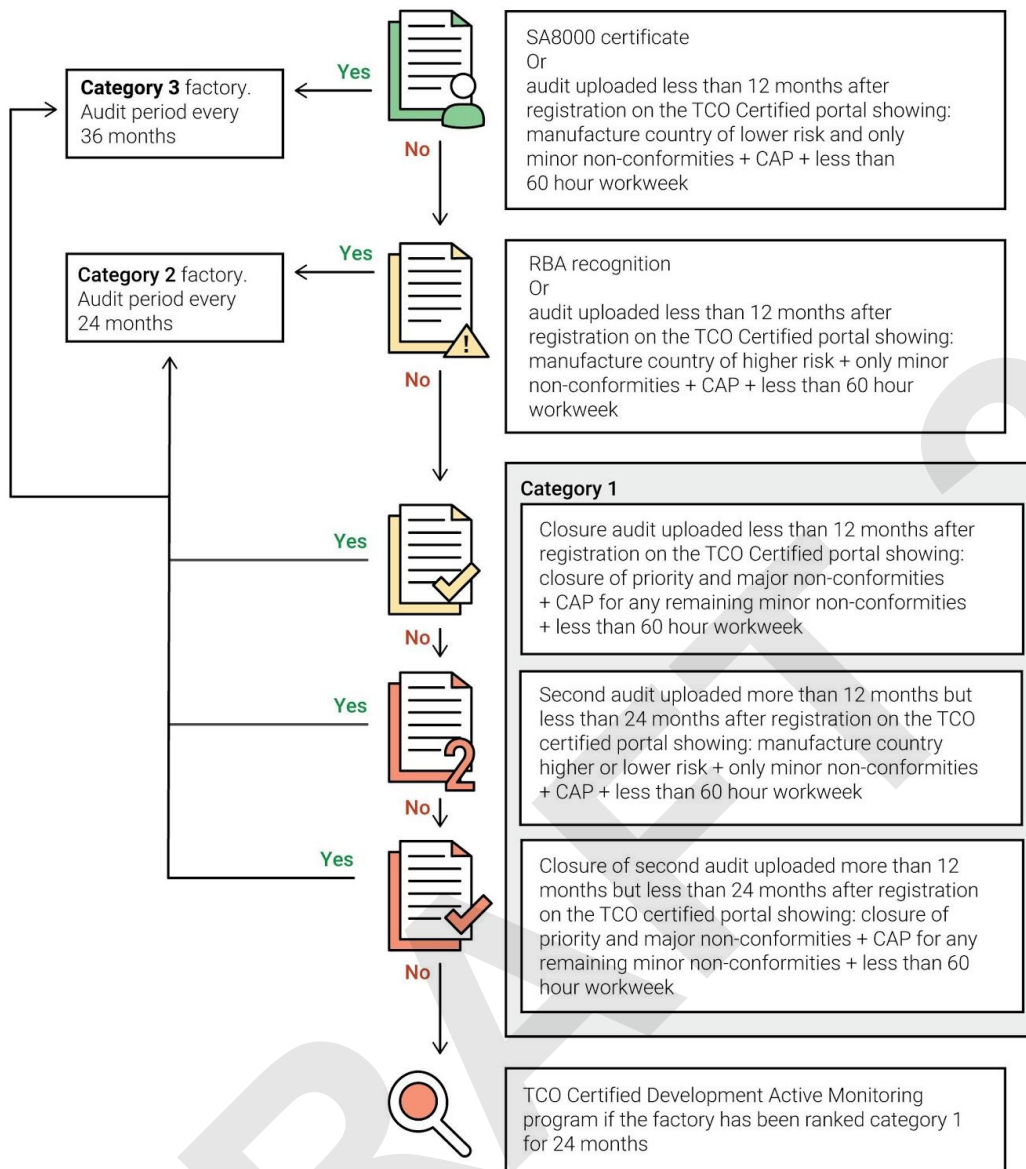
5. Independent social audit reports

The brand owner must ensure that TCO Certified Portal is continuously updated with the most recent independent initial audit report, and corrective action plans for all non-conformities that were found during this audit, from all final assembly factories manufacturing the certified product.

Brand owners or applicants/manufacturers must submit audit reports and corrective action plans to an approved verifier for upload to TCO Certified Portal. Consistency of the reports are ensured through annual spot-checks by TCO Development.

The audit interval is determined by the risk category of the factory.

1. Independent audits must be conducted by organizations accredited to ISO 17021 and carried out by SA8000 or RBA lead auditors. An independent party is considered to be a person or body that is recognized as being independent of the parties involved, regarding the issue in question.
2. Types of accepted audits are:
 - a. SA8000,
 - b. RBA VAP,
 - c. Other audit types, if they are independently verified to be of equal quality to one of the accepted audits (a or b). This includes auditor qualification, audit process (e.g. triangulation of non-conformities), reporting and CAP. Verification will be conducted by an approved verifier before an alternative audit is accepted as proof.



Risk category diagram 2.1.2

Defining the factory risk category and audit intervals

If a newly added final assembly factory is not yet risk categorized, then TCO Certified Portal must be updated with either the latest independent audit report (less than 36 months old), a valid SA8000 certificate, or proof of an RBA recognition from the factory. The proof of an RBA recognition must be submitted with an initial audit report showing that working hours are under 60 hours per workweek. Initial audit reports must cover at least this criterion and be an accepted type of audit according to the definition in "Verification process" above. The factory will then be assessed in accordance with the process shown in the **Risk category diagram 2.1.2** for its level of risk for continued non-conformity. A factory assigned risk category 1, 2 or 3 will reflect the interval, in years, during which a factory must conduct the next initial audit.

Until the brand owner has submitted a factory audit report, the factory will automatically be categorized as risk category 1. (See below: "Audit report and factory risk categorization".) Brand owners that are new to TCO Certified, or apply for certification to a new product category will need to undergo an additional risk assessment in order for TCO Development to

be sure factory audit requirements will be fulfilled within the given time. If the brand owner is considered a high risk for not fulfilling the initial audit requirements, then the brand owner is required to submit an audit report and a corrective action plan before the factory can be registered to TCO Certified Portal.

Factories will receive a better risk category categorization if they:

- are situated in lower risk countries,
- are involved in a social conformity certification and surveillance system that requires a minimum level of conformity before approval,
- have proven a high level of progress in non-conformity closure meaning that all non-minor non-conformities are closed.
- providing proof of well-functioning dialogue between the factory management and a democratically elected trade union or worker representatives. See clarification section: Qualification method and assessment of worker-management dialogue.

Lower risk countries

Some countries are considered as lower risk of social non-conformities by the SA8000 Country Risk Assessments Process, which is based on World Governance Indicators (WGI). These countries include but are not limited to: EU countries, USA and Japan. A full list is available here: saasaccreditation.org.

TCO Certified Accepted Factory List

All brand owners, applicants and verifiers who have access to TCO Certified Portal will have access to see TCO Certified Accepted Factory List with the risk category (excluding factories which are directly owned by a brand owner, which can only be accessed by the owner). This is an advantage for those factories that work proactively with sustainability issues, closing non-conformities and monitoring continued conformity. These factories will be considered a better choice to do business with than risk category 1 factories.

Audit report and factory risk categorization

Initial audits are required regularly. The audit interval is based on the factory risk category.

- An **initial audit** is covering the full scope of the factory and this criterion.
- A **closure audit** covers at least the open non-conformities from the latest initial audit.
- An initial audit is more comprehensive and is accepted as a closure audit.
- Audits older than 12 months are not accepted. However, they can be used for the initial risk categorization of new registered factories to TCO Certified Portal.

Initial risk categorization

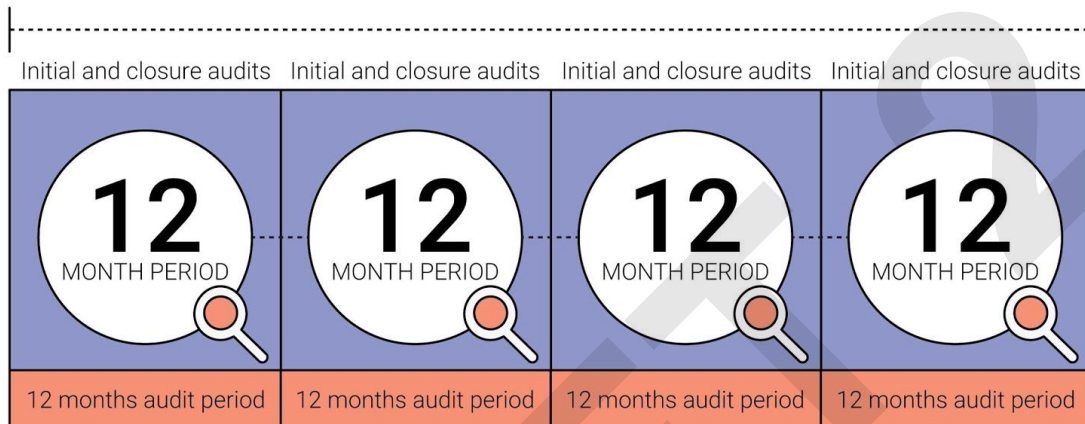
- For all new factories on TCO Certified Portal, existing independent audits that are less than 36 months old must be uploaded to TCO Certified Portal for risk categorization. If no such audit exists, then the factory will be classified as risk category 1 by default.

Risk category 1

Initial audit

- For risk category 1, the factory must be audited every 12 months and a new initial audit must be uploaded to TCO Certified Portal during these 12 months. The start and end date of a new period is always on the date when the factory was first registered to TCO Certified Portal.

Category 1



Corrective action plan

- When an audit has been uploaded it often includes some non-conformities. For each non-conformity to the mandate in TCO Certified, a corrective action plan must be uploaded to TCO Certified Portal. It must include closure deadlines, set by the audit program, for the completion of each corrective action.

Closure audit

- If there are major or priority non-conformities, a closure audit must be submitted within 12 months of the date the factory was registered to TCO Certified Portal. For minor non-conformities, the corrective action plan must be completed but it is not necessary to submit the closure audit.

Re-categorization

- When all non-conformities other than minor are closed, the factory will be categorized as risk category 2. If the factory is also placed in a lower risk country, or if it is certified according to SA8000, it will be categorized as 3 instead of 2.
- Otherwise the factory will continue to be categorized as risk category 1.

Final assistance

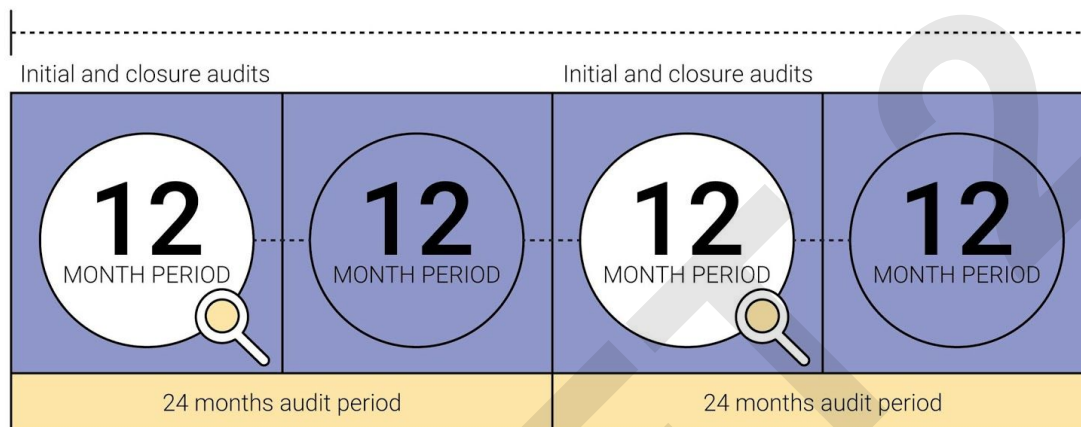
- If the factory has been categorized as a risk category 1 for 24 months, then the factory management will receive final assistance toward conformity through the TCO Certified Active Monitoring Program on tco certified.com. If the brand owner or factory decides to not commit to the active monitoring program, the factory will be removed from TCO Certified Accepted Factory List, and the factory will no longer be allowed to manufacture products certified to TCO Certified.

Risk category 2

Initial audit

- For risk category 2, the factory must be audited every 24 months and a new initial audit must be uploaded to TCO Certified Portal during the first 12 months of every audit period. The start and end date of a new period is always on the date when the factory was first registered to TCO Certified Portal.

Category 2



Corrective action plan

- When an audit has been uploaded it often includes some non-conformities. For each non-conformity to the mandate in TCO Certified, a corrective action plan must be uploaded to TCO Certified Portal. It must include closure deadlines, set by the audit program, for the completion of each corrective action.

Closure audit

- If there are major or priority non-conformities, a closure audit must also be uploaded to TCO Certified Portal during the first 12 months of every audit period. If the factory only has minor non-conformities, the corrective action plan must be completed but it is not necessary to upload the closure audit to TCO Certified Portal. The closure of minor non-conformities will be verified in the next initial audit.

ATTENTION

It is recommended to conduct the initial audit early in the first 12 month audit period, to have time to also provide the closure audit during the first 12 months. If the closure audit is provided later than 12 months after the start of the audit period, the factory may be re-categorized. This may happen even if the audit closure deadline in the corrective action plan allows for more time to close the non-conformities.

Re-categorization

- As long as all non-conformities other than minor are closed within the time specified in the corrective action plan, the factory will continue to be categorized as risk category 2. If it is certified according to SA8000, it will be categorized as risk category 3 instead of 2.

- Otherwise, the factory will be categorized as risk category 1.

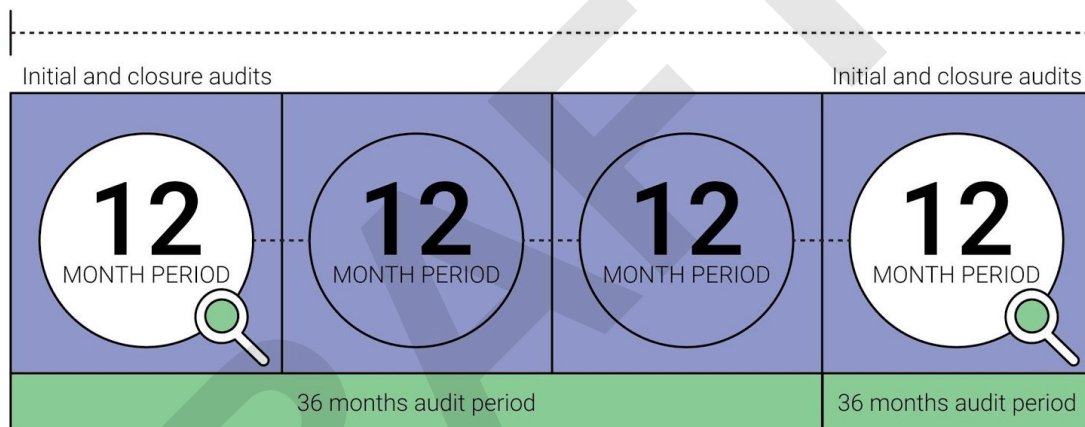
Conformity option: As proof of conformity to risk category 2 without the need to upload a closure audit report to TCO Certified Portal, factories that can prove they have received the status of Platinum, Gold or Silver under the RBA recognition program and provide additional proof that working hours are under 60 hours per workweek will be categorized risk category 2, or 3 if the factory is placed in a lower risk country. Silver level is only accepted if there are no major non-conformities to this criterion.

Risk category 3

Initial audit

- For risk category 3, the factory must be audited every 36 months and a new initial audit must be uploaded to TCO Certified Portal during the first 12 months of every audit period. The start and end date of a new period is always on the date when the factory was first registered to TCO Certified Portal.

Category 3



Corrective action plan

- When an audit has been uploaded it often includes some non-conformities. For each non-conformity to the mandate in TCO Certified, a corrective action plan must be uploaded to TCO Certified Portal. It must include closure deadlines, set by the audit program, for the completion of each corrective action.
 - If the factory is SA8000 certified then the non-conformities are solved in accordance with the SA8000 certification procedure.

Closure audit

- If there are major or priority non-conformities, a closure audit must also be uploaded to TCO Certified Portal during the first 12 months of every audit period. If the factory only has minor non-conformities, the corrective action plan must be completed but it is not necessary to upload the closure audit to TCO Certified Portal. The closure of minor non-conformities will be verified in the next initial audit.

- A valid SA8000 certificate is considered proof that major and priority non-conformities are being monitored during regular intervals by SAAS accredited verifiers, and that issues are being solved.

Re-categorization

- Factories certified according to SA8000 are categorized as risk category 3. If it is discovered that non-conformities other than minor still occur, the factory will be categorized as risk category 1.
- Factories that are not SA8000 certified but are situated in lower risk countries and have provided a satisfactory closure of all non-minor non-conformities within the first 12 months of the audit period can achieve risk category 3 status.
- Factories of risk category 2 can apply for re-categorization to risk category 3 by providing proof of well-functioning dialogue between the factory management and a democratically elected trade union or worker representatives. See the qualification method below.

Qualification method and assessment of worker-management dialogue

For factories at-risk category 1 it is very likely that the worker-management dialogue is not mature enough due to the number of persistent non-conformities. However, once a factory has managed to solve their major and priority non-conformities and achieved risk category 2, they may apply for risk category 3 re-categorization based on worker-management dialogue. To qualify for re-categorization to risk category 3 all the below verification points for a Trade union or non-union worker representation must be considered compliant without remarks.

Verification of the level of worker/management dialogue at the factory.

In order for a factory to be able to get re-categorization from risk category 2 to 3 based on the worker-management dialogue, the factory management, and worker representatives must together prove the following. The proof must be assessed during the factory audit every 3 years by an independent auditor approved by TCO Development. To become approved the auditor evaluating worker management dialogue must fulfill all the requirements of auditors in TCO Certified and must also have documented experience and deep understanding of trade union work.

In the case of a Trade union (TU)

Criteria for assessing a Trade union (TU) presence at factories in high-risk countries for consideration for TCO Certified risk category 3 status.

Requirements on the trade union

1. The TU is not in any way interfered with or financed by the factory management and is independent from the local and national government.
2. The TU is financed by membership fees or donations from non-profit organisations and is non-profit
3. The TU has bargaining rights and acts on the behalf of employees in collective bargaining negotiations with employers.
4. The TU should set and fulfill some or all of the goals it sets itself to win concessions for workers, such as: improve working conditions, working hours, wages and benefits

Requirements on the management

5. Factory management contributions are limited to providing meeting space/materials
6. Payroll records etc show TU employees are not discriminated if they also work at the factory
7. No management interference with the TU representative meeting new consenting employees to explain their rights to freely join the TU and membership is open to all employees.
8. The TU has the ability to call a strike, without restriction from government or company management.

Requirements on the worker - management dialogue

9. TU meets with management regularly for the purpose of furthering and defending the rights and interests of workers for mutual gains. TU meeting minutes and financial records are kept and made available.
10. TU representatives have access to
 - a. Risk assessments
 - b. Internal audits and monitoring of the organization
 - c. Relevant and appropriate aspects of management review
 - d. Opening and closing meetings of labor audits
 - e. Reporting back to workers on any corrective and preventive actions taken
 - f. Reporting back to Senior Management on the performance and benefits of actions taken to meet the criteria in the audit

In case of a non-union worker representation

If the above union criteria are not possible to fulfill due to country laws restricting freedom of association and collective bargaining, workers shall be allowed to freely elect their own non-union representatives. (Note: worker representation should not be seen as a substitution for a union representative in organizations where workers freely choose to organize.)

An organised committee of democratically elected worker representatives from non-management personnel is defined as a democratic trade union like system and must meet the following criteria:

1. An organised committee consists of democratically elected representatives from non-management personnel and is independent from the local and national government.
2. The number of representatives shall be in proportion to the number of workers at the factory and must be in the range 1 for every 50-100 workers.
3. The worker committee has the right to represent the workers in collective negotiations with management.
4. The committee has set and fulfills some or all of the goals it sets itself to win concessions for workers, such as: improve working conditions, working hours, wages and benefits.

Requirements on the management

5. Management has not intervened or interfered in any way in the nomination, election, operation, administration of the committee.

6. Payroll records etc show worker representatives are not discriminated against if they also work at the factory. Workers representatives must be allowed to carry out their duties in the organized worker committee during normal working hours without any wage deductions.
7. The worker committee is free to fulfill their goals without being subjected to discrimination, harassment, intimidation, or retaliation for being representative(s) of workers or engaged in organizing workers, and that all workers have access to the representatives in the workplace and access to their services.
8. Worker representatives have the possibility to meet all new consenting employees to explain their labor rights.
9. Committee members shall be allowed to attend relevant committee-training during normal working hours without getting wage deductions to help fulfill their duties
10. Factory management must provide meeting space/materials

Requirements on the worker - management dialogue

11. Committee meets with management regularly for the purpose of furthering and defending the rights and interests of workers for mutual gains. Meeting minutes and financial records are kept and made available.
12. The non-union committee have access to
 - a. Risk assessments
 - b. Internal audits and monitoring of the organization
 - c. Relevant and appropriate aspects of management review
 - d. Opening and closing meetings of labor audits, includes RBA and SA8000 audits
 - e. Reporting back to workers on any corrective and preventive actions taken
 - f. Reporting back to Senior Management on the performance and benefits of actions taken to meet the SA8000 Standard.

Additional clarifications that are valid for all risk categories

- If the audit program and lead auditor accepts an offsite closure audit it will also be accepted in TCO Certified.
- If proven conditions change, such as when non-conformities are found during a spot check, the risk categorization will be re-assessed.
- A major non-compliance given to a control point in the audit report for the only reason that working hours do not meet the stricter local legislated levels than the 60 hour workweek permitted in TCO Certified, may have this rating altered to compliant on the TCO Certified portal.
- Closure of priority findings within the CAP deadline will be monitored in particular by TCO Development through the spot check program.

Spot checks of supply chain responsibility

Spot checks are financed by TCO Development as long as no non-conformities are found. If non-conformities are found and further investigations are necessary, the cost for this must be covered by the license holder.

Audit reports and corrective action plans

Central to the spot check conformity program is the review of the factory audit report and corrective action plan conducted by a verifier approved by TCO Development. TCO Development will randomly select audit reports and corrective action plans on TCO Certified Portal to be spot checked. This is to ensure that the data uploaded to TCO Certified Portal is correct.

During the spot check conformity program, the corrective action plan will also be evaluated for effectiveness by the approved verifier. A judgement on the remedial effectiveness and a summary will be given in the verification report issued by the approved verifier. This summary is permitted to be shared with the clients of the factory.

On-site inspection initiated by TCO Development

TCO Development reserves the right to require full audit reports and conduct or commission on-site inspections at final assembly factories manufacturing the certified product, to verify that the brand owner is fulfilling the obligations in this criterion. The planning of social audits will be done in cooperation with the Senior Management Representatives appointed by the brand owner.

Social audits initiated by TCO Development will be realized on a judgement sample basis, in each case decided upon and financed by TCO Development. Results from the audits will be shared with the audited factory (both management and worker representatives) and all the brand owners listed as using the audited factory. This is in order to create a combined effort toward implementing the corrective action plan. For TCO Development, the spot checks and all other uploaded reports contain valuable information on social performance, making it possible to translate non-conformities into metrics and then measure improvements through code of conduct and audit methodology.

The verifier approved for supply chain responsibility

Only an independent verifier approved by TCO Development has the authority to approve the following:

For each brand owner:

- Code of conduct covering the final assembly factories and the supply chains of certified products.
- Communication of the code of conduct to the final assembly factories and the supply chains of certified products.
- Supporting documentation.
- Conduct interview with senior management representative.

Other assessments

- Review evidence that could prove that another audit protocol can be considered “equal quality to other approved audit protocols”. This includes but is not limited to; auditor qualification, audit process, reporting and corrective action plan.

The list of approved verifiers is found at tco-certified.com.

2.2 Supply chain transparency

Background

Supply chain transparency includes two vital parts: a) the extent to which information about a company and its sourcing locations is made public to end-users and stakeholders and b) the company's process of taking action through supply chain visibility, to manage it effectively. Companies struggle to achieve supply chain transparency since they lack a solid process and structure to manage risks and monitor behavior in their extended supplier network. Without visibility into their supply chains, brand owners create a blind spot where damage to reputation can emerge.

Transparency toward an independent party provides a company not only with the possibility to measure its own performance in key areas against their peers, but also a way to share and gain knowledge about solutions. Supply chain transparency requires a solid management system, where improvements are achieved by acting on responses to shared information.

Applicability

All product categories.

2.2.1 Mandate

The brand owner must appoint a Senior Management Representative (SMR) for supply chain responsibility for the certified product, who reports directly to senior management.

Irrespective of other duties, this person must have the authority to ensure that the certified product meets the supply chain criteria in TCO Certified.

The SMR must annually complete the TCO Certified self-assessment questionnaire (SAQ) and complete a follow-up interview with an approved verifier.

Submit the following to an approved verifier:

- A completed and signed self-assessment questionnaire (SAQ)
- A completed and signed brand owner form covering the certified product (chapter 11.1)

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
 - The report from the SMR interview including the verified self-assessment questionnaire (SAQ).
-

2.2.2 Clarifications

General clarifications

The aim of the mandate is to create transparency between TCO Development and senior management at the brand owner company of the certified product.

Senior Management Representative (SMR) details

The required details of the SMR must appear in TCO Certified Portal and the SMR must be available for dialogue in English with TCO Development and verifiers throughout the validity of all the brand owner's certificates.

If the appointed SMR is changed, then details of the new SMR must be updated in TCO Certified Portal. TCO Development must be informed immediately.

The SMR must ensure that TCO Certified Portal is up to date covering:

- Name, title, telephone number and email address of the SMR.
- A date, with a period of less than 12 months, of the completed and / or planned SMR interview with the name of the approved verifier.

SMR interview

The interview with the SMR must be done with one of the verifiers approved by TCO Development. It is booked and paid for by the SMR. The purpose is to ensure that the appointed person has the necessary authority and is working in a structured way to implement the brand owner's code of conduct. Primarily, the interview will cover the self-assessment questionnaire (SAQ) answers about supply chain management.

All questions in the SAQ must be answered and submitted to the verifier prior to the interview. During the part of the interview that covers the SAQ, the SMR will be required to explain in more detail the brand owner's work toward a socially responsible supply chain of the certified product and provide supporting documentation where needed. It is recommended that SMRs involve colleagues in the meeting who can provide necessary expertise in the areas covered by the SAQ.

The interview will likely be an online meeting. If for some reason it is not possible to have an online meeting or if the interview does not obtain an acceptable quality due to language difficulties, then the verifier may require a face to face interview.

The report from this interview is then uploaded to TCO Certified Portal. TCO Development have the right to participate at the interview with the SMR. In this case TCO Development will cover their own expenses.

About the self-assessment questionnaire (SAQ) and result benchmarking

The SAQ is a set of questions aimed at gaining transparency into the brand owner's risk management in the supply chain of the certified product. This includes areas such as child labor, worker representation, unions, ethics and minerals.

The SMR is responsible for answering all questions and providing supporting documentation where needed. The SMR must follow the SAQ guidelines when answering. Each answer must be given according to the following three levels of commitment that can be proven. Answers are color benchmarked for easy reference: invested (green), involved (yellow) or interested (red).

There is no minimum graded level required to be fulfilled, since the SAQ is only intended to gather information on the actual level of social commitment and assist in the development of future generations of TCO Certified criteria. Feedback to the brand owner is given in the form of a report and table that shows the brand owner's final grading (after the interview) in comparison to other certifying brand owners (all brand names will remain anonymous). This will help the brand owner identify areas for improvement and measure their progress within the industry.

Result data will also be used to risk assess factories of the certified product for the spot-check program. In this program, TCO Development orders annual factory audits according to the code of conduct by independent auditors at a number of final assembly factories where certified products are manufactured.

The questionnaire and guidelines for the assessment are public and available for download at tcocertified.com.

Clarification of sustainability performance indicator(s)

One or more "sustainability performance indicators" (chapter 1.3) are collected for this criterion. There is no mandatory level for these indicators but they must be verified and reported according to the description below.

- **Public factory list**

The percentage of final assembly factories manufacturing the certified product which are publically listed on the brand owners website must be reported in TCO Certified portal, together with the application (0% may be reported if the number is unknown).

In order to count a final assembly factory as publically listed it must be made public on the brand owner website under a heading "Supply Chain" or similar. The factory information must show at least the supplier name, factory full address and type of products produced at the factory. Additional information on whether the supplier has produced a GRI-based sustainability report is optional.

2.3 Anti-bribery management system - REVISED

Background

Bribery is a widespread phenomenon. It raises serious moral, economic and political concerns, undermines good governance, hinders development and distorts competition. It erodes justice, undermines human rights and is an obstacle to the relief of poverty. It also increases the cost of doing business, introduces uncertainties into commercial transactions, increases the cost of goods and services, diminishes the quality of products and services, which may lead to loss of life and property, destroys trust in institutions and interferes with the fair and efficient operation of markets.

Organizations have a responsibility to prevent all forms of corruption within their businesses and their supply chains. To do so, organizations must align their business policy, monitoring and enforcement mechanisms with internationally recognized best practices against all forms of bribery.

With TCO Certified, brand owners that apply for product certification are interviewed by an independent reviewer, who assesses the brand owner's anti-bribery management system, to ensure that it meets the requirements of ISO 37001.

Definitions

Corruption: Gaining an advantage through illegitimate means. Bribery, abuse of power, extortion, fraud, deception, collusion, cartels, embezzlement and money laundering are all forms of corruption.

Bribery: Giving or receiving an unearned reward to influence someone's behavior.

Anti-bribery management system: Instilling an anti-bribery culture and appropriate controls to detect and reduce the incidence of bribery for financial or nonfinancial benefits.

Applicability

All product categories.

References

2.4.

2.3.1 Mandate

The brand owner must have internal processes and routines in place to prevent and respond to all forms of bribery, covering all business activities connected to the certified product. This includes making sure that the supply chain proves alignment with the anti-bribery management system standard ISO 37001.

Submit the following to an approved verifier:

- A completed and signed brand owner form covering the certified product (chapter 11.1).
- An ISO 37001 certificate, or a booked date for the self-assessment questionnaire (SAQ) and follow-up interview with an approved verifier.

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.

2.3.2 Clarification

The brand owner's anti-bribery management system covering all business activities connected to the certified product including the supply chain must be considered to be aligned with ISO 37001. If an ISO 37001 certificate is not available as proof, the brand owner has the option to complete the self-assessment questionnaire (SAQ) and take part in a follow-up verification interview with an approved verifier. A date for the interview must be set before the verifier can issue a verification report to TCO Development.

A follow-up review of the brand owner anti-bribery management system will be in the form of a self-assessment questionnaire (SAQ) and included in the first interview with the assigned Senior Management Representative (SMR) for supply chain responsibility.

Each answer of the SAQ will be graded using a color. Green is pass, yellow is room for improvement and red is non-compliance. A completed SAQ and required supporting documentation must be submitted to the verifier prior to the interview. These will be verified in the online interview between the verifier and the brand owner SMR and any experts responsible for anti-bribery the SMR wishes to include.

Verification guidelines

- If all answers are scored green (except 12.1) in the first annual interview, then there's no need to include the anti-bribery interview in the following annual cycle.
- If any point is yellow (except 12.1), only these need to be covered in the following annual interview, to check if the brand owner has improved to green level.
- If any point is red, a corrective action plan must be submitted and the point will be included in the following annual interview and must then be either yellow or green.
- Only question 12.1 can be graded red indefinitely, since the interview is considered an independent verification of the anti-bribery management system.

2.4 Responsibly sourced minerals - REVISED

Background

Minerals such as tin, tantalum, tungsten, gold and cobalt are connected to armed conflicts and human rights abuses in the regions of the world where they are extracted. Unsafe mining methods also lead to severe health problems for workers, and environmental degradation in local communities. Since the mineral supply chain can include hundreds of suppliers, from mines and smelters to final production, it is a challenge to make informed choices about mineral sourcing, from extraction to finished product.

TCO Certified drives more responsible mineral sourcing in all countries where the mining industry and trade are present. Suppliers must adopt a responsible approach to mineral sourcing, irrespective of where in the world they operate. TCO Certified goes beyond the current definition of conflict minerals and requires that brand owners include cobalt as part of their due diligence process. To drive widespread, positive impacts at a faster rate, due diligence and risk reporting is standardized, with focus on long-term, continuous improvement.

Definitions

Conflict-affected and high-risk areas (CAHRAs): Areas in a state of armed conflict, fragile post-conflict areas, as well as areas witnessing weak or non-existing governance and security, such as failed states. In these areas, there are often widespread and systematic violations of international law, including human rights abuses.

Responsible Minerals Assurance Process (RMAP): Independent third-party assessment of smelter/refiner management systems and sourcing practices to validate conformance with RMAP standards.

Responsible minerals initiative (RMI): Member initiative for the implementation of minerals supply chain due diligence.

Smelting: The process of applying heat to ore in order to extract a base metal.

Refining: A process that increases the grade or purity of a metal.

Applicability

All product categories.

References

2.5, 2.6, 2.7, 2.8.

2.4.1 Mandate

The brand owner must:

- Have a strict supply chain policy for responsible minerals sourcing, for the certified product that can be considered to cover at least 3TG and cobalt. The policy must be both public and communicated to the supply chain.
- Have a process to identify smelters and refiners of at least 3TG and cobalt for the certified product.
- **Annually submit the completed responsibly sourced minerals template.**

Submit the following to an approved verifier:

- The most recent version of the public responsibly sourced minerals policy and a description of how it is communicated to the supply chain of the certified product.
- A description of the brand owner's structured work on identifying risk areas in the supply chain of the certified product with supporting documentation.
- **The responsibly sourced minerals template must be completed and submitted to TCO Certified Portal before the brand owner annual due date stated on the portal.**
- A completed and signed brand owner form covering the certified product (chapter 11.1).

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
- A copy of the responsibly sourced minerals policy, in English. (Must be uploaded to TCO Certified Portal.)

2.4.2 Clarifications

Responsibly sourced minerals policy

The responsibly sourced minerals policy is an essential statement by the brand owner. It reflects the brand owner's commitment toward responsible sourcing of minerals and the expectations that their raw material suppliers adhere to the policy.

Verification guidelines

The verifier must be able to verify that the responsibly sourced minerals policy can be considered to cover at least 3TG and cobalt for the certified product, is public, and also that it is clear how the policy communicated to suppliers.

- "Public" means that the policy is visible on the brand owner website, or is included in the brand owner's annual sustainability or responsible minerals report.
- "Communicated" could be as part of a contract and/or in a written agreement with suppliers.

To verify the level of strictness, the policy must require at least the following:

- That suppliers conform with the policy.
- That suppliers neither directly nor indirectly finance armed groups in conflict-affected regions.
- That suppliers neither tolerate nor contribute to human rights abuses that include forced labor, child labor and environmental degradation.
- A commitment to supporting responsible sourcing from those regions in which specific mining operations may present risk.

Structured work on identifying risk areas

The brand owner must carry out structured work to identify if at least 3TG and cobalt are present anywhere in the supply chain of the certified product, with the goal to identify the smelters and refiners.

Identifying risk areas is a process that helps map the chain of custody of risk minerals down to the smelters and refiners within the supply chain. This is commonly done by a minerals reporting template such as a conflict minerals reporting template and a cobalt reporting template being systematically sent through the supply chain. This transfer of information facilitates the identification of high-risk smelters and refiners.

Verification guidelines

The verifier has been provided a description of how the brand owner identifies risk areas in its supply chain of the certified product. The verifier can also require a copy of the completed template as further evidence of compliance. See below examples:

- Using an established conflict minerals reporting template as part of the brand owner's due diligence process. As a random follow up at the request of TCO Development, completed examples of the template are to be submitted to the verifier.
- A public list of smelters and refiners on the brand owner website is considered verification that the brand owner has identified the list through using a minerals reporting template.

Regulated smelters and refiners

Brand owners are required to annually submit information of the smelter and refiner facilities identified as the source of 3TG and cobalt in the supply chain of the certified product. The required information identifies those facilities that are conformant, active or otherwise registered through independent verification for their mineral sourcing due-diligence process.

Verification guidelines

The verifier is provided with the responsibly sourced minerals template with the required columns covering information on the identified smelters and refiners identified as the source of 3TG and cobalt in the supply chains of the certified products.

The template section; 'Regulated facilities' requires that the brand owner is transparent about which 3TG and cobalt smelter and refiner facilities are conformant or active with RMAP or registered on the EU 'white list'.

For the template section 'facility details', the brand owner has the option to add a link for their public report that covers 3TG, Cobalt and the 'required' information. If there is no public report or only some of the minerals are covered in the report, then the brand owner must complete the template with the additional required information that is not found in their public report.

More information:

- The OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas ("the Guidance"), available at oecd.org. Brand owners require suppliers to disclose their sourcing origins of conflict minerals by using a questionnaire template such as the responsible minerals initiative (RMI), conflict minerals reporting template (CMRT) or similar in order to prevent the potential use of risk minerals.
- Member of the responsible minerals initiative (RMI). Members contribute to a number of tools and resources including the conflict minerals reporting template; supporting in-region sourcing schemes and the Responsible Minerals Assurance Process (RMAP).

- Responsible Minerals Assurance Process (RMAP) helps companies make informed choices about responsibly sourced minerals in their supply chains. Independent third-party assessments of smelter/refiner management systems and sourcing practices are used to validate conformance with RMAP standards. The assessment employs a risk-based approach to validate smelters' company-level management processes for responsible mineral procurement.

The RMAP standards are developed to meet the requirements of the OECD Due Diligence Guidance, the Regulation (EU) 2017/821 of the European Parliament and the U.S. Dodd-Frank Wall Street Reform and Consumer Protection Act.

- EU 'white list' of smelters and refiners. The regulation works to promote the responsible sourcing of smelters and refiners of tin, tantalum, tungsten and gold, whether they are based inside the EU or not. This is because EU importers will be required to identify the smelters and refiners in their supply chains and check whether they have the correct due diligence practices in place. Whenever EU importers find smelters and refiners' practices to be insufficient or associated with risks, they will have to manage and report on this.

To help companies, the European Commission is creating a so-called 'white list' of global smelters and refiners which source responsibly.

2.5 Process chemicals management - REVISED

Background

Scientific research shows that workers that come into contact with chemical substances used in the manufacture of IT products are more likely to suffer from cancer, reproductive damage, birth defects and other serious illnesses.

The use of chemicals such as benzene and n-hexane (industrial cleaning solvents), that have well-documented toxic human health effects, have been restricted in some parts of the world, but are often used by the manufacturing industry in developing countries where legislation is weaker and workers are less protected. These chemicals need to be phased out of production, and not be replaced with equally hazardous substances.

To replace chemicals with safer alternatives, process chemicals and their suitable safer alternatives must be identified and independently assessed by an approved toxicologist. The Personal Protective Equipment (PPE), training and exposure monitoring provided to the workers who risk chemical exposure also needs to be reviewed and improved.

Definitions

Final assembly factory: A final assembly factory is where the final assembly of the certified product is taking place and is defined as the whole operation covered by a business license. A business licence covers an independent work unit, which means it has its own separated production areas, operation and management system, including but not limited to recruitment, working hours system, wage and benefit system, factory rules, etc. and all employees that under contract are dedicated to that factory.

Process chemicals: Chemicals (individual chemicals or mixtures) used during the manufacture of a product and/or maintenance of related production equipment, that are not intentionally fully incorporated into the product.

Cleaning solvents: Chemicals and chemical mixtures used to remove contaminants, unwanted materials and/or manufacture process residues (e.g. lubricants, adhesives, solder flux residues, plastic residue, mold releases, etc.). Examples of process chemicals used for cleaning include: solvents, aqueous detergent solutions, stencil/ink removers, adhesive removers, solvent vapor degreaser solutions, ultrasonic parts cleaner solutions, photo-resist strippers, solder defluxing solutions, etc.

Process chemical inventory: A record kept by the factory showing at least the process chemicals used at the factory.

Surface-mount technology (SMT) is a method in which the electrical components are mounted directly onto the surface of a printed circuit board (PCB). An electrical component mounted in this manner is referred to as a surface-mount device (SMD).

GreenScreen Profilers: Toxicology firms licensed by CPA to provide GreenScreen assessment services for a fee to clients.

TCO Certified Accepted Substance List: Public list of independently assessed safer available alternatives considering toxicity and functionality. Go to tcocertified.com.

Clean Production Action (CPA). Developers of GreenScreen® for Safer Chemicals.

Applicability

All product categories.

References

2.1, 2.2, 2.9, 2.10, 2.11, 2.12, 2.13.

2.5.1 Mandate

Each final assembly factory manufacturing the certified product:

- must have a structured health and safety management system in place, that is independently certified to ISO 45001.
- must only use cleaning solvents necessary for product and PCB process cleaning that contain individual chemicals or mixtures that appear on the TCO Certified Accepted Substance List for process chemicals.
- All substances of a mixture must be accounted for. Non-accepted substances must not exceed concentration levels of 0.1% by weight of the chemical product.

Submit the following to an approved verifier:

- A copy of the ISO 45001 certificate for each final assembly factory manufacturing the certified product.
- A completed Process Chemical Data Collection (PCDC) Tool for each final assembly factory manufacturing the certified product. The chemical data must cover cleaning solvents used for product cleaning and PCB process cleaning at the production lines where certified products are manufactured. The scope of chemical data to be submitted is stated in the Process Chemical Data Collection (PCDC) Tool, that can be downloaded at tcocertified.com.
- A completed and signed factory form (chapter 11.2).

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
- A copy or access to a copy kept on a database of the complete assessment report conducted and issued by an approved licensed profiler independent of the approved screened chemistry program.
- The process chemical data template must be reported in TCO Certified Portal.

2.5.2 Clarification

The process chemicals that appear on TCO Certified Accepted Substance List are commonly used by final assembly factories to clean display panels, product enclosures and printed circuit boards (PCBs) and SMT machinery. They have been identified by TCO Development during the previous generation of TCO Certified. PCB cleaners are relevant since many final assembly factories include surface-mount technology (SMT) production lines that cover solder machines, stencils, flux, ovens, PCBs, glues and tools.

These processes must only use cleaners that are listed on TCO Certified Accepted Substance List. To be included on the list, chemicals must be independently assessed, and receive a GreenScreen® benchmark score of 2, 3 or 4. Alternatively chemical mixtures that are GreenScreen certified (silver or gold) by a licensed GreenScreen Profiler are accepted. Chemicals on the list without an approved benchmark or certification will receive a sunset

date for when they will be removed from the list. Before the sunset date, the chemical may be used on production lines where products certified according to TCO Certified are made. This gives the supplier/s time to have an independent assessment of the chemical, or to replace it with an approved benchmarked or certified alternative from the list.

From the date when the factory is registered on the TCO Certified Accepted Factory List, a factory has up to 12 months to make sure that the cleaning chemicals used on production lines where certified products are made are listed as safer alternatives on TCO Certified Accepted Substance List.

TCO Development and Clean Production Action (CPA) must have access to a copy of the GreenScreen assessment report before the benchmarked substance can be added to TCO Certified Accepted Substance List, available at tcocertified.com.

Proof of health and safety management system conformity

The applicant must upload a valid ISO 45001 certificate to TCO Certified Portal. The certificate must be issued by a certification body that is accredited to issue the certification. Factories that do not yet have a certified health and safety management system according to ISO 45001, may apply to TCO Development for an extended time period of up to 24 months to complete certification by **annually submitting an extension application on the status of the certification**. This application and **status template** can be obtained from TCO Development. TCO Development has the right to deny the applicant an extended period of time if there is reason to believe the factory will not be able to achieve the ISO 45001 certification within the extended time period (for example, if other critical non-compliance issues are pending, or if the timeplan is insufficient). A factory that has been certified to OHSAS 18001 has good prerequisites for an extended time approval.

Process Chemical Data Collection (PCDC) Tool and guidelines

The applicant must complete and upload the PCDC Tool to TCO Certified Portal. TCO Development has entered the scope of the data to be entered, therefore it is preferred that applicants download it from tcocertified.com/certification-documents.

For the default PCDC Tool, guidelines and films on how to complete the tool, go to: http://www.centerforsustainabilitysolutions.org/pcdctool_

Completing the Process Chemical Data Collection (PCDC) Tool

- The senior representative at the factory, whose responsibilities cover chemical management, must assist the applicant in the completion of the PCDC Tool.
- The areas that must be completed by the applicant are stated in the Requested Scope tab of the PCDC Tool that can be downloaded from tcocertified.com.
- In cases of proprietary, confidential business information of a CAS# number, the chemical supplier can directly submit this information to TCO Development. This must first be agreed upon by the applicant and TCO Development. If this information is not submitted, then the chemical ingredient must be treated as a restricted substance and the cleaning product must be replaced with an accepted alternative.
- The information must cover all cleaning solvents and their chemical ingredients used in the assembly of TCO Certified production lines.

- Upon request, the process chemical inventory at the factory must also be submitted for independent verification purposes.
- The PCDC Tool must be updated at the request of TCO Development.
- TCO Development has the right to compile confidential information with CAS numbers. TCO Development reserves the right to publish such compiled, anonymous information, but no information will be presented in such a way that the company or the products in question can be identified.

To verify compliance with this criterion, the completed PCDC Tool will be reviewed by TCO Development. The factory will be audited by independent assessment bodies.

Exposure controls and personal protective equipment (PPE)

TCO Certified Accepted Substance List reduces the risk of worker exposure to highly hazardous chemicals. However, safer alternatives do not remove the responsibility of the factory management to provide personal protection equipment as described in section 8 of the chemical safety data sheet (SDS), that covers exposure controls and personal protection. Verification of PPE (availability, training and use) is included in the factory audit requirement of mandate 2.1.

3 Environmentally responsible manufacturing

Environmental risks in the manufacturing phase

Of the wide range of environmental risks throughout the IT product life cycle, many of these occur in the manufacturing phase. For example, life cycle assessments confirm that a typical IT product consumes more energy during its manufacture than during its entire usable life. Other problems include the extensive use of natural resources required to manufacture IT products, along with resulting, soil, water and air pollution, and greenhouse gas emissions.

TCO Certified – focused on environmental management and energy efficiency in manufacturing

In chapter 3 of TCO Certified, generation 9, the criteria focus on **two five** areas designed to create a more environmentally responsible manufacturing environment in the final assembly factories of the certified product:

- Environmental Management System, EMS. With an environmental management system (EMS) in place in the final assembly factories of the certified product, the brand owner can work systematically to continuously improve the environmental performance of the product.
- Energy efficiency indicators - measurement of energy efficiency in the final assembly factories of the certified product.
- Energy management system
- Post-consumer recycled content and renewable materials
- Product carbon footprint

3.1 Environmental management system

Background

A certified environmental management system helps an organization work in a systematic way with environmental performance, and make continuous environmental improvements. To be efficient, an environmental management system must include independent, external reviews.

Definitions

Final assembly factory: A Final assembly factory is where the final assembly of the certified product is taking place and is defined as the whole operation covered by a business license, and thereby the employment agreements of the factory workers.

Applicability

All product categories.

The company or companies that manufacture the product.

References

3.1 and 3.2.

3.1.1 Mandate

Each final assembly factory manufacturing the certified product must be certified in accordance with ISO 14001.

Submit the following to an approved verifier:

- A copy of a valid ISO 14001 certificate for every final assembly factory manufacturing certified products.

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
-

3.1.2 Clarification

The applicant must ensure that a valid ISO 14001 certificate is available on TCO Certified Portal at all times, for every final assembly factory manufacturing certified products.

The certificate(s) or an appendix to the certificate(s) must make it clear what the certification covers.

The applicant may ask for an extended time period of 12 months maximum on behalf of a factory that is not yet certified, by presenting a time plan for achieving the ISO 14001 certification and signing an agreement. TCO Development has the right to deny the applicant an extended period of time if there is a substantial risk that the factory will not be able to achieve ISO 14001 certification within the extended time period.

The certificate must be issued by a certification body that is accredited by an accreditation body covered by the International Accreditation Forum, iaf.nu, Multilateral Arrangement on Environmental Management Systems.

3.2 Energy efficiency indicators - REVISED

Background

While IT products become increasingly energy efficient in the use phase, there are still improvements to be made in the manufacturing phase. Life cycle assessments show that many IT products consume more energy during manufacturing than during the use phase.

Applicability

All product categories.

3.2.1 Mandate

Each final assembly factory which manufactures the certified product must report the previous calendar year energy efficiency indicators by the end of **April August** each year. (This applies until the year after a certificate has expired.)

Submit the following to an approved verifier:

- A completed and signed factory form(s) (chapter 11.2)

Submit the following together with the application to TCO Development:

- A copy of the verification report(s) from a verifier approved by TCO Development.
 - The energy efficiency indicators must be reported in TCO Certified Portal.
-

3.3 Energy management system - NEW

Background

A certified energy management system helps an organization work in a systematic way with energy performance, and make continuous improvement at both company and product levels. To be efficient, an energy management system must include independent, external reviews.

Definitions

Final assembly factory: Factory where the final assembly of the certified product takes place.

Applicability

All product categories

3.3.1 Mandate

Each final assembly factory manufacturing the certified product must be certified in accordance with ISO 50001

Submit the following to an approved verifier:

- A copy of a valid ISO 50001 certificate for every final assembly factory manufacturing certified products.

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development

3.3.2 Clarification

The applicant must ensure that a valid ISO 50001 certificate is available on TCO Certified Portal at all times, for every final assembly factory manufacturing certified products.

The certificate(s) or an appendix to the certificate(s) must make it clear what the certification covers.

The applicant may ask for an extended time period of a maximum 18-24 months on behalf of a factory that is not yet certified or registered, by completing and signing an agreement. Factories that do not yet have a certified energy management system according to ISO 50001, may apply to TCO Development for an extended time period of 24 months to complete certification by annually submitting an extension application on the status of the certification. This application and status template can be obtained from TCO Development.

TCO Development has the right to deny the applicant an extended period of time if there is a substantial risk that the factory will not be able to achieve ISO 50001 certification within the extended time period. The certificate must be issued by a certification body that is accredited by an accreditation body covered by the International Accreditation Forum, iaf.nu, Multilateral Arrangement on Energy Management Systems

3.4 Post-consumer recycled content - NEW

Background

Use of recycled materials lowers the environmental impact. The manufacturing of recycled plastics, **if 100% recycled content is achieved**, can reduce the energy consumption up to **80 60** percent, compared to virgin plastics. Less raw materials are required to produce recycled plastics, which can lead to a reduced carbon footprint. Every metric ton of recycled plastic produced can result in up to 1-3 metric tons of carbon dioxide savings, compared to virgin plastics.

The long term goal is that all materials in certified products are circulated and renewable where technically possible.

Definition

PCR – Post-consumer recycled: Post-consumer recycled plastics are materials derived from used consumer products, often packaging, bottles, durable goods including IT-products. (aluminum cans, PET bottles)

PCM - "Pre-consumer Material": Material or by-products generated during the manufacturing of a product but before the product reaches the end-use consumer.

Recycled Content: means the total percentage of recovered material in a product, including pre-consumer and post-consumer materials.

~~Renewable materials: Materials that use only resources taking <50 years to be renewed.~~

~~Renewable materials are those which can be manufactured or generated quickly enough to keep pace with how fast they are used up. Non-renewable materials, including materials for energy sources, are those which take a long time to renew and are generally used faster than they can be regenerated.~~

Applicability

All product categories.

3.4.1 Mandate

The brand owner must report the following information for the **heaviest typical product** configuration (mandate 1.2.1 - product specification) of the certified product (including any external power supply):

- Percentage of post consumer recycled plastics by weight versus the total weight of all plastics.
- Percentage of identified post consumer recycled materials by weight versus the product weight
- ~~Percentage of identified renewable materials by weight versus the sum of the product weight minus the post consumer content weight.~~

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

- A copy of the verification report(s) from a verifier approved by TCO Development.

3.4.2 Clarification

Only post consumer recycled content and renewable material where the weight is confirmed by documented proof **from the material vendor** as described below may be reported, **e.g. copies of certificates or, if certificates are posted publicly by the certifier, list of certificate number and certifiers**. If no proof exists then 0% must be reported. TCO Development has the right to require a full bill of material.

Exceptions plastics

Panels—Optical components and display panels, electronic components, cables, connectors, PCBs, insulating mylar sheets, **hard sheets for insulation, soft sheets for heat dissipation, elastomer feet, sponge materials** and labels are exempted. This means that the weight of these items is not included when calculating the total weight of the plastic in the product in this requirement.

The following information must be reported in chapter 11.3

For each plastic part with a weight above 0.5g the following must be reported:

- **Name of part/Part ID**
- **Material manufacturer name**
- Weight (grams)
- **Post consumer recycled content in weight (grams)**
- **Renewable plastic materials excluding post consumer recycled materials (grams)**

For each part with a weight above 0.5g and more than 0% post consumer recycled content **or renewable material** the following must be reported:

- The post consumer recycled plastics weight in grams
- The post consumer recycled content weight in grams
- ~~The renewable material weight in grams~~

Clarification of sustainability performance indicator(s)

One or more “sustainability performance indicators” (chapter 1.3) are collected for this criterion. There is no mandatory level for these indicators but they must be verified and reported according to the description below.

3.5 Product carbon footprint - NEW

Background

Product Carbon Footprint (PCF) is one of the most established ways for determining the climate impact of a product. PCFs cover the whole life cycle of a product, from the raw material extraction to the recycling or disposal phase. Using product carbon footprints, enables an overall picture in order to work on reductions and measures in the right places.

The accuracy of PCFs can vary enormously based on the methodology and the **type and** age of the source data used. As it is very time consuming and costly to make accurate PCFs the majority of PCFs are based on very general and old source data. This results in large uncertainties making product comparisons useless.

Applicability

All product categories.

3.5.1 Mandate

The PCF methodology **and**, age of source data **and availability** must be classified and reported.

Submit the following to an approved verifier:

- Necessary documentation for the PCF evaluation
- A completed and signed product form (11.3).

Submit the following together with the application to TCO Development:

- A copy of the PCF report and a verification report(s) from a verifier approved by TCO Development.
- The classification of the PCF method **and**, age of source data **and availability** must be reported in TCO Certified Portal.

3.5.2 Clarification

If no PCF data is available at the time of certification, the product will receive the lowest classification of method and data age. It is possible to submit data for PCF evaluation at any time in order to update the classification.

The PCF for the product is estimated based on product type data using either ISO 14067, ISO 14040, ISO 14044, IEC TR 62921, PAS 2050, the WRI GHG Protocol Product Life Cycle Accounting and Reporting Standard, PAIA-tool, INEMI Eco-Impact Estimator or equivalent PCF standard.

The accuracy of product carbon footprint results are determined by the type, method and the age of data sources.

The PCF method (Class A-E)

For Class A-E (defined below) the product carbon footprint result must include the following:

1. Inputs used in the assessment (at a minimum, lifetime of product, amount of electricity consumed in the use phase by the product per year, and significant product model elements/parameters).
2. Total life cycle carbon footprint and carbon footprint of the product's life cycle stages (at a minimum manufacturing, use, transport and end-of-life).
3. Explanation of uncertainty, addressed either through a statistical assessment or through a disclaimer statement.

Class A

- The PCF for the product is based on a LCA report of the product model.
- The LCA consists of primary data sources only.

Class B

- The PCF for the product is based on a LCA report of the product model.

Class C

- The PCF for the product is based on the product model.

Class D

- The PCF for the product is based on the product model family.
 - **Example**
 - Similar chassis appearance
 - Same display size
 - Similar functionality (e.g. headset with microphone)

Class E

- No data available

Data age (Class A-E)

The development of ICT products transpire in a rapid pace. Therefore the age of data is of high importance in order to make accurate PCF estimates.

Class A

- The data used to calculate the PCF is maximum 3 years old.

Class B

- The data used to calculate the PCF is maximum 6 years old.

Class C

- The data used to calculate the PCF is maximum 10 years old

Class D

- The data used to calculate the PCF is older than 10 years old.

Class E

- No data available

Availability (Class A-D)

The availability of PCF increases the transparency on PCF methods used and enables future revisions.

Class A

- The PCF is publicly available and can be downloaded free of charge.
- A link to the download location is uploaded to TCO Certified Portal

Class B

- The PCF is available on demand from the brand owner.
- Instructions on how to retrieve the PCF is provided

Class C

- The PCF is not publicly available.

Class D

- No PCF available

DRAFT 2

4 User health and safety

User health and safety – essential for IT product sustainability

An IT product must be safe to use and should provide the user with the function and comfort needed to support productivity.

Examples of identified safety risks that are relevant to IT products include:

- product overheating, leading to increased fire risk.
- battery volatility, burning or explosion.
- poor electrical safety design, that may give the user an electric shock or cause a fire.

In addition, an ergonomically designed IT product is better positioned to meet the user's needs longer and be a more sustainable product choice.

TCO Certified – verifying product safety, protecting the user

Chapter 4 in TCO Certified includes criteria for product and electrical safety as well as ergonomic design, and user health.

4.1 Electrical safety - REVISED

Background

IT products must be safe to use. Electrical safety refers to the electrical design of the product. Electrical insulation and other arrangements must be in place to prevent the user from touching live components. Faulty or inadequate electrical insulation can also result in an electrical flashover that may cause a fire or an explosion.

Applicability

All products with built-in power supplies as well as any external power supply intended to be used together with the product.

References

4.1.

4.1.1 Mandate

The product and external power supply/supplies must be certified according to EN/IEC 62368-1 edition 2 **or newer**.

Submit the following to an approved verifier:

- A copy of a valid CB certificate or a national certificate from a CB member (NCB) for the product.

Submit the following together with the application to TCO Development:

- A copy of the verification report(s) from a verifier approved by TCO Development.
-

5 Product performance

Product performance is vital for extended life and user productivity

Product performance is essential for user satisfaction and productivity. A well-performing product can also likely be used effectively for a longer period of time before being replaced. Products that maintain a high level of performance can also be valuable for re-use, further extending its usable life. Cost savings and reduced environmental impact are also viable outcomes.

To move toward greater sustainability, product performance factors must also be in balance with environmental effects. For example, high product performance should not be at the expense of energy efficiency, which is vital for reducing the climate impact of IT products.

A high performing product should also be comfortable to use. It may improve user productivity and reduce the risk of health and safety problems, such as eyestrain, headache and repetitive strain injuries.

TCO Certified – product performance for extended life and lower environmental impact

In chapter 5 of TCO Certified, generation 9, criteria for product performance are specific to each product category and focus on energy efficiency, display image quality, computer keyboard design as well as volume control and sound quality, where relevant.

5.1 Energy efficiency

Background

The IT industry and people's IT usage are large sources of greenhouse gas emissions, which remain the leading factor in climate change. As the volume of IT equipment in use grows, greenhouse gas emissions are also increasing. Reducing the problem requires a number of measures, of which energy-efficient products are one part.

This criterion focuses on energy efficiency in the use phase and helps purchasing organizations independently verify that the IT product they source meets the energy efficiency requirements of ENERGY STAR.

Applicability

Imaging equipment.

References

5.1.

5.1.1 Mandate

The energy efficiency and power supply requirements in version 3.0 of ENERGY STAR® program for imaging equipment must be fulfilled.

Submit the following to an approved verifier:

- A copy of the test report(s) from a laboratory accredited according to ISO 17025.

Submit the following together with the application to TCO Development:

A copy of the test report(s), and a copy of the verification report(s) from a verifier approved by TCO Development.

5.1.2 Clarification

The product must be tested according to version 3.0 or a more recent version of the ENERGY STAR® program for printers. Testing can be carried out at any test facility accredited according to ISO 17025, but the test report must be verified by a verification organization approved by TCO Development

The tests only need to cover the energy consumption requirements and the external power supply requirements of that program. The product does not need to be ENERGY STAR certified to be approved for TCO Certified.

Exceptions and special requirements

TCO Development also accepts all exceptions and special requirements, test methods, etc. that are accepted by ENERGY STAR.

Products that are covered by other ENERGY STAR product specifications must be tested in accordance with that specification.

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5.2 N-up printing capability

Background

This technology enables the ability to print multiple pages onto a single sheet of paper. The N-up printing method can therefore save a considerable amount of paper and ink/toner which helps to lower the total environmental impact of the imaging equipment during its lifetime.

Applicability

Imaging equipment

5.2.1 Mandate

The product must offer as a standard feature the capability to print two or more pages of a document on one sheet of paper when the product is managed by original software provided by the manufacturer (the printer driver).

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3)

Submit the following together with the application to TCO Development:

A copy of the verification report(s) from a verifier approved by TCO Development.

5.2.2 Clarification

-

5.3 Automatic duplex

Background

The use of paper is one of the most important hotspots throughout the life cycle of imaging equipment products. By printing on both sides of a paper compared to printing on one the total environmental footprint can greatly be reduced. As a result, this can help reduce deforestation and also help to conserve water as producing paper is a water intensive process.

Applicability

Imaging equipment

5.3.1 Mandate

The default printer drivers of the product must be set to automatic duplexing when printing.

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

A copy of the verification report(s) from a verifier approved by TCO Development.

5.3.2 Clarification

If the product is registered in the ENERGY STAR database this can be used as evidence to show compliance with this criterion.

5.4 Capability to use recycled paper

Background

Recycled paper can have substantially lower environmental impacts than virgin paper, so the confirmed ability of the equipment to use recycled paper can bring significant reduction of impacts. For instance, energy consumption can be reduced by 27%, wastewater by 33%, air particulate emission by 28% and solid waste by 54%.

Applicability

Imaging equipment

References

5.2, 5.3, 5.4

5.4.1 Mandate

The product must be capable of processing recycled paper that meets the quality requirements of EN 12281:Printing and business paper for dry toner imaging processes or equivalent.

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

A copy of the verification report(s) from a verifier approved by TCO Development.

5.4.2 Clarification

Scanners are excluded from the scope of this criterion.

6 Product lifetime extension

IT products and the circular economy

The concept of a circular economy is one that moves away from the linear “take, make and dispose” approach to products, to an economy that is more regenerative, and decouples economic activity from the consumption of finite resources. For products, a move to a more circular approach means designing out waste from the product ecosystem, and keeping products and materials in their intended use longer.

Today, too many IT products are discarded prematurely because of components or performance aspects that could have been upgraded or repaired. There is also a growing market for second hand use of IT products, which also allows computers and other electronics to stay in use longer.

The best way to begin taking a more circular approach to the production and consumption of IT products, is extending their usable life. Product reuse is also more resource efficient than remanufacturing and recycling. For the IT industry, this means designing products that are durable, built to last, upgradeable and repairable, making them more attractive for reuse or secondary markets.

TCO Certified – extending product life, upgradability, durability

We believe that a more circular approach to IT products is critical in the drive toward an environmentally and socially responsible life cycle. Therefore, in TCO Certified, generation 9, we have included criteria that enable and promote product lifetime extension.

6.1 Product warranty - REVISED

Background

By extending product lifetime, natural resources are used more efficiently and the pollution to air, water and soil is reduced. A precondition for an extended product lifetime is that the product is of high quality. A product warranty provides the brand owner with an economic incentive to design a durable product that lasts longer.

Definitions

Brand owner: The company or organization owning or controlling the brand name.

Brand name: The name or sign, including but not limited to a trademark or company name, used to identify, amongst users and customers, the manufacturer or seller of a product.

Product warranty: Is an agreement where the brand owner offers to repair or replace broken products at no charge.

Applicability

All product categories.

6.1.1 Mandate

The brand owner must:

- Provide a product warranty for at least one year,

AND

- Provide information about the minimum product warranty period for the product

covering all markets where the product is sold.

Submit the following to an approved verifier:

- A completed and signed brand owner product form (chapter 11.4).

Submit the following together with the application to TCO Development:

- A copy of the verification report(s) from a verifier approved by TCO Development.

Clarification of sustainability performance indicator(s)

One or more "sustainability performance indicators" (chapter 1.3) are collected for this criterion. There is no mandatory level for these indicators but they must be verified and reported according to the description below.

Warranty period (Class A-D)

- **Class A** - Product warranty for more than 3 years, covering all markets where the product is sold
- **Class B** - Product warranty for at least 3 years, covering all markets where the product is sold
- **Class C** - Product warranty for at least 2 years, covering all markets where the product is sold

- **Class D** - Product warranty for at least 1 years, covering all markets where the product is sold

Verification: Documentation proving the product warranty period, covering all markets where the product is sold.

Service agreement availability (Class A-F)

- **Class A** - Service agreement for the product is available for 7 years or more on all markets where the product is sold
- **Class B** - Service agreement for the product is available for at least 6 years on all markets where the product is sold
- **Class C** - Service agreement for the product is available for at least 5 years on all markets where the product is sold
- **Class D** - Service agreement for the product is available for at least 4 years on all markets where the product is sold
- **Class E** - Service agreement for the product is available for at least 3 years on all markets where the product is sold
- **Class F** - No data provided

Verification: Documentation proving the maximum duration availability on service agreement for the product

6.2 Replaceable components - REVISED

Background

Extending the lifetime of IT products is the most effective way to reduce their environmental impact. Components that often break or become outdated may limit the total lifespan of the product and must be replaceable. By making these critical replaceable components available and providing the user with clear instructions on how to exchange them, IT-products can live longer.

Definitions

CPU: Central processing unit.

GPU: Graphics processing unit.

RAM: Random access memory.

Storage: Any computing hardware that is used for storing, porting, and extracting data files and objects, including temporary and permanent storage of information (SSD, HDD, RAM).

Display assembly: Main display panel.

All batteries: Defined as all batteries with one or more cells that are installed in the product.

System board: Also referred to as the motherboard.

Keyboard: Built-in keyboard.

External/Internal PSU: The power supply unit used to convert AC to low voltage DC power for the internal components of the product.

Critical, replaceable components: Components that are crucial for the functionality and have a high risk of failing during normal use. Components that are defined as critical, replaceable components (per product category) are listed in the clarifications section of this criterion.

Applicability

All product categories.

References

6.1, 6.2.

6.2.1 Mandate

1. The brand owner must provide a service manual describing how to replace at least all critical replaceable components. The service manual must be available online for anyone to read, free of charge.
2. The brand owner must guarantee that, during the validity of the certificate, all critical replaceable components for the product type; that are listed in the clarifications of this criterion;
 - are available for anyone to purchase
 - or
 - may be replaced by a service network for repair and maintenance of the certified product on all markets where it is sold.

Submit the following to an approved verifier:

- A completed and signed brand owner form (chapter 11.4)
- A link to the service manual on the brand owner website or a pdf of the material that will be published there during the validity of the certificate

Submit the following together with the application to TCO Development:

- A copy of the verification report(s) from a verifier approved by TCO Development.

6.2.2 Clarification

Replaceable parts management

- The brand owner must provide a service manual including step-by-step instructions and component descriptions for the disassembly and assembly.
 - External PSU, charger, and AC Adapters are exempted from the disassembly instructions.
 - If instructions on how to replace all critical replaceable components (listed below) are included in the user manual, no additional service manual is needed to comply with the mandate 6.2.1.
- A critical, replaceable component must be possible to replace with an equivalent component. However, the replacement component does not have to be identical to the original component.
- Instructions on how to replace the critical components must be available online during the validity of the certificate.
- Step-by-step instructions on how to replace **soldered components CPU and RAM** does not need to be listed in the service manual (mandate 6.2.1) **when CPU or RAM is soldered directly onto the system board/motherboard.**
- For data center products (Servers, Storage products, Network equipment), if one or more critical replaceable component(s) are part of a controller canister or system board, the controller canister or system board must be treated as the critical component.

- Headband cushions which are molded do not need to be replaceable. Headband cushions designed to be snapped/mounted (for eg, with adhesive) shall be replaceable.

Critical replaceable components:

The critical replaceable components listed below must only be made available if they are included in the certified product.

<p>Displays Connectivity cables Power cables External PSU</p> <p><i>For SPI evaluation only: System board/motherboard Display panel assembly</i></p>	<p>Tablets Battery Display Panel/display assembly External/internal PSU</p>
<p>All-in-one PCs CPU External/internal PSU Storage (SSD, HDD, ODD) System memory (RAM) System board/motherboard</p>	<p>Smartphones Battery Display Panel/display assembly Charger</p>
<p>Notebooks Battery Display Panel/display assembly Storage (SSD, HDD) System memory (RAM) External/internal PSU Keyboard System board/motherboard</p>	<p>Headsets Battery External/internal PSU Earloop Neckband Ear tips Ear cushions Microphone shield Headband</p>
<p>Desktops CPU GPU (PCIe) External/internal PSU Storage (SSD, HDD, ODD) System memory (RAM) System board/motherboard</p>	<p>Projectors The light source (except lasers) Filters External PSU</p>

<p>Servers</p> <p>System boards(s) Storage (i.e. SSD, HDD) CPU RAM Network device PSU GPU Fan module(s) Connectivity cables Rack rails Cable management arms</p>	<p>Storage products</p> <p>System board(s) Storage (i.e. SSD, HDD) Storage controller (i.e. RAID controllers) PSU Fan module(s) Batteries Connectivity cables Rack rails Cable management arms</p>
<p>Network equipment</p> <p>System board(s) Storage (i.e. SSD, HDD) PSU Fan module(s) Expansion module(s) I/O module(s) Connectivity cables Rack rails Cable management arms</p>	<p>Imaging equipment</p> <p>Print heads Laser unit Fuser units Drum units Storage (SSD, HDD, ODD) System board/motherboard External/internal PSU Transfer belts/kits Paper feed components Density sensors Power and control circuit boards Cartridge/container attachment components Hinges Toner collection unit Ink collection unit Motors Gears</p>

Component table

Clarification of sustainability performance indicator (SPI)(s)

One or more “sustainability performance indicators” (chapter 1.3) are collected for this criterion. There is no mandatory level for these indicators but they must be verified and reported according to the description below.

Replaceability and repairability of the product

For each critical component in the **component table** above, the following evaluation must be completed to calculate the repairability and reusability of the product. The evaluation is based on the standard EN 45554:2020 - General methods for the assessment of the ability to repair, reuse and upgrade energy-related products.

1. Fasteners and connectors (Class A-D)
2. Necessary tools for repair/upgrade, (Class A-D)
3. Availability of spare parts
 - a. Availability by target group (Class A-E)
 - b. Duration of availability (Class A-D)
4. Types and availability of information - Availability of comprehensiveness (Class A-C)

1. Fasteners and connectors (Class A-C)

The reusability of fasteners and connectors is interlinked with the repairability and reusability of products and components. Knowledge of type of fasteners can assist with the assessment of tools and skills necessary for repair reuse or upgrade.

Evaluation procedure

The assessment of the fasteners and connectors must be done from the start until the component is removed. This means that if any other part needs to be removed before it is possible to remove the critical component, then those steps must also be taken into consideration for the final score.

- **Class A: Reusable**
 - An original fastening system that can be completely reused, or any elements of the fastening system that cannot be reused are supplied with the new part for the repair, reuse or upgrade process.
- **Class B: Removable**
 - An original fastening system that is not reusable, but can be removed without causing damage or leaving residue which hinders reassembly (in case of repair or upgrade) or reuse of the removed part (in case of reuse) for the repair, reuse or upgrade process.
- **Class C: Neither removable nor reusable**
 - An original fastening system that is not removable and not reusable, as defined above, for the repair, reuse or upgrade process.

Example for a battery in a notebook:

Example 1

Step 1 - Remove eight screws to open the chassis - Class A

Step 2 - Remove four screws and loosen the connector to the motherboard - Class A

Step 3 - The battery can now be removed without using tools - Class A

Total score for battery component: Class A

Example 2

Step 1 - Remove eight screws to open the chassis - Class A

Step 2 - Remove four screws and loosen the connector to the motherboard - Class A

Step 3 - The battery is glued with non-reusable adhesive - Class B

Total score for battery component: Class B

If a component is soldered to another component, it automatically receives Class C.

2. Necessary tools for repair/upgrade (Class A-D)

The availability of tools necessary for repair, service or upgrade, are interlinked with the product lifetime. Without easy access to tools needed for repair, upgrade or service the likelihood of these decrease. Therefore, it is important to make use of tools that are readily available instead of using proprietary tools.

- **Class A: Basic tools, no tools, provided tools**
 - Replacing critical components can be carried out without the use of any tools, or with a tool or set of tools that is supplied with the product or spare part, or with basic tools as listed in Table A.
 - All tools required must be listed in the service manual.

Tool type	Reference
Screwdriver for slotted heads, cross recess or for hexalobular recess heads	ISO, 2380, ISO, 8764, ISO 10664
Hexagon socket key	ISO 2936
Combination Wrench	ISO 7738
Combination pliers	ISO 5746
Half round nose pliers	ISO 5745
Diagonal cutters	ISO 5749
Multigrip pliers (multiple slip joint pliers)	ISO 8976
Locking pliers	
Combination pliers for wire stripping and terminal crimping	

Prying lever	
Tweezers	
Hammer, steel head	ISO 15601
Utility knife cutter with snap off blades	
Multimeter	
Voltage tester	
Soldering iron	
Magnifying glass	

Table A - Basic tools

- **Class B: Other commercially available tools.**

- Replacing critical components can be carried out with non-proprietary tools that are not Class A.
- All tools required must be listed in the service manual.

Verification: The brand owner must include a link to a shop where the tools can be bought in the service manual.

- **Class C: Can be carried out with proprietary tools.**

- The tools required to replace critical components can be carried out with use of proprietary tools. These are tools that are not available for purchase by the general public or for which any applicable patents are not available to license under fair, reasonable, and non-discriminatory terms.

Verification: The brand owner must state in the service manual that the tools needed are proprietary.

- **Class D: Not enough information, or not feasible with any existing tools.**

- The tools listed in the service manual are not Class A, and no extra information is made available on where usable tools can be purchased, or if they are proprietary.

or

- The tools required to replace the critical components are not listed in the service manual.

3. Availability of spare parts

The availability of spare parts is a prerequisite for a successful repair. Spare parts availability refers to both the availability to various target groups and the availability over a specific period of time. These two perspectives are assessed in sequence.

3.a. Availability by target group (Class A-E)

- **Class A: Publicly available**
- **Class B: Available to independent repair service providers**
- **Class C: Available to manufacturer-authorized repair service providers**
- **Class D: Available to the manufacturer only**
- **Class E: No spare parts available or no information on availability**

Verification: The brand owner must pledge the availability of spare parts in the service manual.

3.b. Duration of availability (Class A-D)

- **Class A: Long-term availability (6 or more years)**
- **Class B: Mid-term availability (4 or more years)**
- **Class C: Short-term availability (2 or more years)**
- **Class D: No information on duration of availability**

Verification: The brand owner must pledge the minimum duration of availability for spare parts in the service manual.

4. Comprehensiveness of available information (Class A-C)

The comprehensiveness of service information facilitates the possibility for repairs, maintenance and upgrades, which enables the extension of product lifetime.

- **Class A: Comprehensive information available**

A repair, reuse or upgrade process, for which the following information is available for anyone to read, free of charge:

- Step-by-step disassembly instructions with identification of tools needed.
- Information on where to attain all tools needed for repair/upgrade.
- An overview of repair or upgrade services offered by the manufacturer.
- Troubleshooting charts.
- Circuit board schematics.
- Functional specification of parts (e.g. resistance value of resistors).
- Recommended torque for fasteners.
- Diagnostic and error resetting codes.

or

- Appropriate formats for reporting comprehensive information can include IEEE1874 (IEEE Standard for Documentation Schema for Repair and Assembly of Electronic Devices).

- **Class B: Basic information available**

A repair, reuse or upgrade process, for which the following information is available for anyone to read, free of charge:

- Step-by-step disassembly instructions with identification of tools needed.
- Information on where to attain all tools needed for repair/upgrade.
- An overview of repair or upgrade services offered by the manufacturer.
- Troubleshooting charts.

- **Class C: Limited information available**

A repair, reuse or upgrade process, for which the following information is available for anyone to read, free of charge:

- Step-by-step disassembly instructions with identification of tools needed.

Verification: Unless the brand owner provides documentation showing compliance with Class A or B, the product will be categorized as Class C.

DRAFT

6.3 Capability to use remanufactured cartridges and containers

Background

To extend the usable life and lower the total environmental footprint of imaging equipment products it is of importance that the product is able to use remanufactured cartridges and containers. By requiring this type of functionality it gives manufacturers incentive to design their products and consumables in a way that helps promote reuse and new more circular business models.

Definitions

Container: means an end-user replaceable product that holds toner or ink and that fits onto or into or is emptied into an imaging equipment product. Containers do not contain integrated components or moving parts integral to the imaging product's function. Containers may also be called bottles or tanks.

Cartridge: (Ink/toner) means an end-user replaceable product, which fits into or onto an imaging equipment product, with a printing-related functionality that includes integrated components or moving parts integral to the imaging equipment's function beyond holding the ink or toner material. Cartridges may also be called modules.

Applicability

Imaging equipment

6.3.1 Mandate

The product must not be designed to prevent remanufactured toner and/or ink cartridges and containers. Constructive, software-based, or other measures that prevent the use of remanufactured cartridges and containers must not be present or applied.

Submit the following to an approved verifier:

- A completed and signed brand owner form (chapter 11.4).

Submit the following together with the application to TCO Development:

- A copy of the verification report(s) from a verifier approved by TCO Development.
-

6.4 Prolonged lifetime of consumables

Background

To extend the usable life of IT products and produce less e-waste, products must be prepared for reuse/remanufacturing. One barrier for imaging equipment is that the cartridges or containers are sometimes purposefully designed to limit the ability to reuse/remanufacture them. To promote the reuse through maintenance, refurbishment, and recycling, the end-users, technicians and remanufacturers must not be limited by practices that would prevent reuse/remanufacturing of toner and ink cartridges.

Definitions

Container: means an end-user replaceable product that holds toner or ink and that fits onto or into or is emptied into an imaging equipment product. Containers do not contain integrated components or moving parts integral to the imaging product's function. Containers may also be called bottles or tanks.

Cartridge: (Ink/toner) means an end-user replaceable product, which fits into or onto an imaging equipment product, with a printing- related functionality that includes integrated components or moving parts integral to the imaging equipment's function beyond holding the ink or toner material. Cartridges may also be called modules.

Applicability

Imaging equipment

6.4.1 Mandate

Cartridges or containers shipped with the product must not be purposefully designed to limit the ability to reuse/remanufacture. Examples of features which are deemed to limit the ability to remanufacture, or promote non-reuse, include, but are not limited to:

- Statements on the cartridge or container, or packaging, which declare, or imply, that the product is not designed to be remanufactured

Submit the following to an approved verifier:

- A completed and signed brand owner form (chapter 11.4).

Submit the following together with the application to TCO Development:

- A copy of the verification report(s) from a verifier approved by TCO Development.
-

6.4.2 Clarification

Clarification of sustainability performance indicator(s)

One or more "sustainability performance indicators" (chapter 1.3) are collected for this criterion. There is no mandatory level for these indicators but they must be verified and reported according to the description below.

Design for reuse/remanufacturing (Class A-C)

Class A - No limitation of remanufacturing

- Cartridges or containers are not covered by patents or licence agreements which include statements that seek to limit remanufacturing

Class B - Limitation of remanufacturing

- Cartridges or containers covered by patents or licence agreements which include statements that seek to limit remanufacturing

Class C - No data available

DRAFT 2

6.5 Consumable quality

Background

Products shipped with subpar quality consumables can result in excessive waste generation as these are disposed of before their end of life by the user. By requiring higher quality consumables to be shipped with the product we can help increase the lifetime of the consumables and in turn enable more reusability of them. As a consequence this can help lower the total environmental footprint of the product.

Definitions

Consumables: meaning replaceable products essential to the functioning of the imaging equipment product. They can be replaced or replenished by either the end user or service provider during the normal usage and life span of the imaging equipment product.

Applicability

Imaging equipment

6.5.1 Mandate

All toner cartridges and/or containers shipped with the product must be tested to and comply with at least one of the following quality standards:

- DIN Technical Report No. 155:2007-09
- DIN 33870-1 for monochrome printouts
- DIN 33870-2 for colour printouts
- DIN 33871-1 series
- DIN 33871-2 series

or

an equivalent quality standard for cartridges and containers.

Submit the following to an approved verifier:

- A completed and signed brand owner form (chapter 11.4).

Submit the following together with the application to TCO Development:

- A copy of the verification report(s) from a verifier approved by TCO Development.
-

6.5.2 Clarification

-

6.6 Firmware update control

Background

Firmware can be updated remotely via firmware updates, which are sent out by the brand owner. These firmware updates affect how the product works and the way it accomplishes its tasks. Firmware updates can fix minor problems and even improve the way your product functions, such as printing speed. But running a firmware update on your product can lead to complications if not researched thoroughly. Some firmware updates have resulted in restricting the usage of remanufactured and compatible ink cartridges. This criterion sets out to prevent this limitation of functionality to increase the reuse and refurbishment of cartridges and containers.

Definitions

Firmware: a specific class of computer software that provides the low-level control for a device's specific hardware.

Applicability

Imaging equipment

6.6.1 Mandate

1. Any firmware update must not prevent the use of reused/remanufactured consumables.
2. The product must include functionality allowing firmware updates to be rolled back to previously installed versions.

Submit the following to an approved verifier:

- A completed and signed brand owner form (chapter 11.4).

Submit the following together with the application to TCO Development:

- A copy of the verification report(s) from a verifier approved by TCO Development.
-

6.6.2 Clarification

The included functionality for software rollback may be provided through a network connected computer or within the imaging equipment itself. Instructions detailing how firmware updates can be rolled back must be provided in the service manual or user manual. If the previous version of the firmware is made openly available on the internet, from the time it is first released, and users are provided clear instructions on where this can be located, then the objectives of the criterion are met.

Alternatively, the brand owner must commit publicly that if a software update prevents the use of reused/remanufactured consumables, a solution will be provided that permits the continuous use of reused/remanufactured consumables.

7 Reduction of hazardous substances

Hazardous substances in IT products: A human health and environmental risk

Chemicals and heavy metals used in IT products present a wide variety of human health and environmental hazards. Throughout the life cycle, products may release dioxins, halogens and other toxins, which can persist in the natural environment and human body.

IT products contain a number of substances that can be categorized as hazardous. These include flame retardants, used to prevent products from catching fire, and plasticizers, that make plastics, especially cables, more flexible.

Risks include worker and environmental exposure in the manufacturing supply chain as well as during end of life handling. In addition, contaminated materials cannot responsibly be used in new products since they include substances that may be banned in the future. These materials risk being incinerated or discarded directly into the waste stream, adding to the problem.

While some hazardous substances have been phased out through legislation or voluntary initiatives, too little is known about the substances being used to replace them. Only a small percentage of chemicals in use today have been evaluated for their environmental and human health risk. Better knowledge and transparency around these chemicals is needed, along with a pathway for making substitutions.

TCO Certified – reducing risk, driving a shift to safer substitutes

Criteria in chapter 7 focus on:

- Further reducing the use of hazardous substances by restricting the use of them in certified products. These substances include heavy metals, halogens and high hazard non-halogens.
- Driving a shift toward transparency and safer substitutes through independent assessment and use of safer alternative substances to non-halogenated flame retardants and plasticizers. The assessed and approved safer alternatives are presented on the TCO Certified Accepted Substance List.

7.1 Heavy metals - REVISED

Background

Electronic devices contain hazardous substances like heavy metals and brominated flame retardants. The effects of cadmium, mercury, lead and hexavalent chromium are well documented as substances hazardous both to human health and the environment. They may cause problems, both in the manufacturing phase where workers or the environment can be exposed, and at the material recovery, where uncontrolled recycling can cause the release of toxins such as dioxins and furans.

This criterion is harmonized with [EU RoHS Directive \(2011/65/EU\)](#), except that TCO Certified does not allow mercury in lamps. As TCO Certified is a global certification, this also affects products sold outside the EU.

Applicability

Displays, notebooks, tablets, smartphones, desktops, all-in-one PC's, headsets, servers, network equipment, data storage products.

References

7.1, 7.2.

7.1.1 Mandate

The product must not contain cadmium, mercury, lead and hexavalent chromium

The maximum concentration values tolerated by weight in homogeneous materials are 0.01% for cadmium, 0.1% for mercury, 0.1% for lead and 0.1% for hexavalent chromium according to [EU RoHS Directive \(2011/65/EU annex II\)](#) and the documents supporting the directive.

The limit value for batteries is 0.0005 % for mercury, 0.002 % for cadmium and 0.004 % lead per listed part, according to EU Directive 2006/66/EC.

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
-

7.2 Halogens - REVISED

Background

Halogenated substances are often persistent and can bio-accumulate in living organisms. They are problematic from both a human health and environmental perspective throughout the product life cycle and should be phased out. Workers may be exposed during manufacturing. Substances risk leaking out into the natural environment at end of life. PVC is by far the most common halogen-containing plastic.

Definitions

Electronic component is considered an individual part or combination of parts that, when together, perform a design function(s) and are typically directly attached to a printed circuit board.

Product housing is considered the external enclosure or casing that protects the internal parts of a product. This includes a product stand.

Printed circuit board (PCB) or printed wiring board (PWB) laminate is a printed board that provides point-to-point connections.

Halogens are a group of five chemically related non-metallic elements in the periodic table: fluorine, chlorine, bromine, iodine and astatine.

Polybrominated biphenyls (PBB) and polybrominated diphenyl ethers (PBDE) are restricted in the EU RoHS Directive (2011/65/EU) due to the hazardous properties of these substances.

Hexabromocyclododecane (HBCDD) has been identified as a substance of very high concern in accordance with EU REACH criteria due to PBT (persistent, bio accumulative, toxic) properties.

Applicability

All product categories.

References

7.2, 7.3.

7.2.1 Mandate

1. Product housing and printed circuit boards above 0.5 grams must not contain intentionally added (additive or reactive) halogens, such as flame retardants or plasticizers with halogenated substances.
Exempted are all other parts, such as electronic components and all kinds of cable insulation.
2. The product must not contain PBB, PBDE and HBCDD.
No parts of the product are exempted.
- ~~3. The main PCB must be XRF screened to ensure that it does not contain bromine or chlorine (see clarification below).~~
3. The largest PCB in both the product and in the power supply (internal/external) must be tested for bromine and chlorine, (see clarification below).

Maximum concentration values tolerated for a restricted substance (including decaBDE) is 0.1% by weight of the material in homogeneous materials.

Fluoroorganic additives, used to modify the dripping behavior of plastics in fire conditions or to improve the processing behavior, are exempted provided that they do not exceed 0.5% by weight of the material in homogeneous materials.

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3).
- A copy of the test report(s) from any laboratory accredited according to ISO 17025

Submit the following together with the application to TCO Development:

- A copy of the test report(s) from any laboratory accredited according to ISO 17025 and a copy of the verification report(s) from a verifier approved by TCO Development.

7.2.2 Clarification

1. The criterion applies to plastic parts in all assemblies and sub-assemblies. LCD panels are included in the requirement.
2. The criterion applies to the whole of the product, including components, parts and raw materials in all assemblies and sub-assemblies, such as batteries, paint, surface treatment, plastics, electronic components and printed wiring boards.
3. HBCDD has been identified as a substance of very high concern in accordance with EU's REACH criteria. The main application of HBCDD in electrical and electronic equipment (EEE) is a flame retardant in HIPS plastic being used for closures and structural parts of different types of EEE. TCO Development considers that the use of HBCDD in EEE is not deemed essential as technically suitable alternative substances and materials are available and already used extensively today

Point 1 in the mandate applies to the product housing and printed circuit boards above the weight of 0.5 grams. Printed circuit boards inside electronic components are exempted. Plastic housing of internal and external power supplies are not exempted. PCBs inside internal and external power supplies are not exempted.

Point 2 in the mandate applies to the whole of the product, including components, parts and raw materials in all assemblies and sub-assemblies, such as batteries, paint, surface treatment, plastics, electronic components and printed wiring boards.

Point 3 in the mandate applies to the testing for halogens where the following is required:

X-Ray Fluorescence (XRF) screening of product hotspots

The main-largest PCB in both the product and in the power supply must be tested screened with XRF for bromine and chlorine. The PCB must be tested in its final state with PCB laminates included but does not need to be tested with electrical components attached. Testing must be conducted through either XRF-screening, EN14582 or Ion chromatography by an ISO 17025 accredited laboratory.

If the same PCB is used in multiple products, the test report may be used for multiple products if traceability between the tested sample and the product is verified.

- If the product has a power supply unit, then the main PCB of that power supply unit must also be screened with XRF for bromine and chlorine.
- If other substances are discovered by the XRF halogen screening, these are disregarded as the uncertainty is considered too large for everything other than bromine and chlorine.
- If indications of bromine or chlorine $>0.1\%$ are discovered, the applicant must proceed with additional testing in order to prove compliance with this criterion.
- If the concentration of detected substance is $<0.1\%$, then no additional testing is needed.

7.3 Non-halogenated substances - REVISED

Background

Hazardous non-halogenated substances are problematic in the manufacturing and material recovery phases where workers and the environment can be exposed, leading to both human health and environmental risks. The purpose of this criterion is to increase the knowledge of which non-halogenated substances are used in certified products, how hazardous they are to human health and the environment, and to drive a shift toward less hazardous alternatives. This mandate uses the hazard assessment and decision logic framework GreenScreen® for Safer Chemicals, developed by the non-profit organization Clean Production Action (CPA). GreenScreen criteria are in line with international standards and regulations that assess the human health and environmental risks of chemicals. These include the Regulation on the classification, labelling and packaging of substances and mixtures (CLP), Globally Harmonized System of Classification and Labelling of Chemicals (GHS), OECD testing protocols, European REACH Regulation that includes RoHs, POPs, SVHCs and the U.S. EPA's Design for Environment (DfE) Alternatives Assessment.

Definitions

GreenScreen Profilers: Toxicology firms licensed by CPA to provide GreenScreen assessment services for a fee to clients.

TCO Certified Accepted Substance List: Public list of independently assessed safer available alternatives considering toxicity and functionality. Go to tcocertified.com.

Clean Production Action (CPA). Developers of GreenScreen® for Safer Chemicals.

Electronic component is considered an individual part or combination of parts that, when together, perform a design function(s) and are typically directly attached to a printed circuit board.

Product housing is considered the external enclosure or casing that protects the internal parts of the product. This includes the product stand.

Applicability

All product categories.

References

7.4, 7.5, 7.6.

7.3.1 Mandate

- Product housing and printed circuit boards above 0.5 grams must only contain intentionally added (additive or reactive) non-halogenated flame retardants that have been assigned a GreenScreen benchmark score of 2, 3 or 4 by a licensed GreenScreen Profiler and appear on the public TCO Certified Accepted Substance List. (A benchmark U may only be accepted when the “worst case scenario” for data gaps is considered to be a benchmark 2 or above.)
- All substances of a mixture must be accounted for. Non-accepted substances must not exceed concentration levels of 0.1% by weight of the flame retardant.
- ~~Exempted are electronic components and all kinds of cable insulation.~~
- Exempted are all other parts, such as electronic components and all kinds of cable insulation.

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
- A document copy or access to a database copy of the certified assessment report conducted and issued by a licensed GreenScreen Profiler.

7.3.2 Clarification

The mandate applies to the product housing and printed circuit boards above the weight of 0.5 grams. Printed circuit boards inside electronic components are exempted. Plastic housing of internal and external power supplies are not exempted. PCBs inside internal and external power supplies are not exempted.

TCO Certified Accepted Substance List

Non-halogenated flame retardants can be used in certified products once they receive an accepted benchmark and appear on the public TCO Certified Accepted Substance List. The list is dynamic, which allows new substances that have undergone a valid assessment to be added. Accepted substances may be reassessed in light of new scientific findings. If an accepted substance is reassessed and given a benchmark score lower than 2, TCO Development reserves the right to remove the substance from TCO Certified Accepted Substance List. Before a substance is removed from the list a sunset date (at least one year) is set and shown on the list. This is to give chemical and product manufacturers time to submit additional information to improve the benchmark score or to transfer to an alternative on the list. Models certified before a sunset date that use a removed chemical are permitted to reach their end of life as TCO Certified. Models certified after the sunset date may only contain flame retardants or plasticisers that are listed on TCO Certified Accepted Substance List. Any spot checks by TCO Development will require manufacturers to disclose substance details being used in randomly chosen products. To verify that the obligations according to this mandate are fulfilled CASNR disclosure and laboratory assessments of selected plastic parts will be conducted to assess the completeness, quality and validity of a benchmark score.

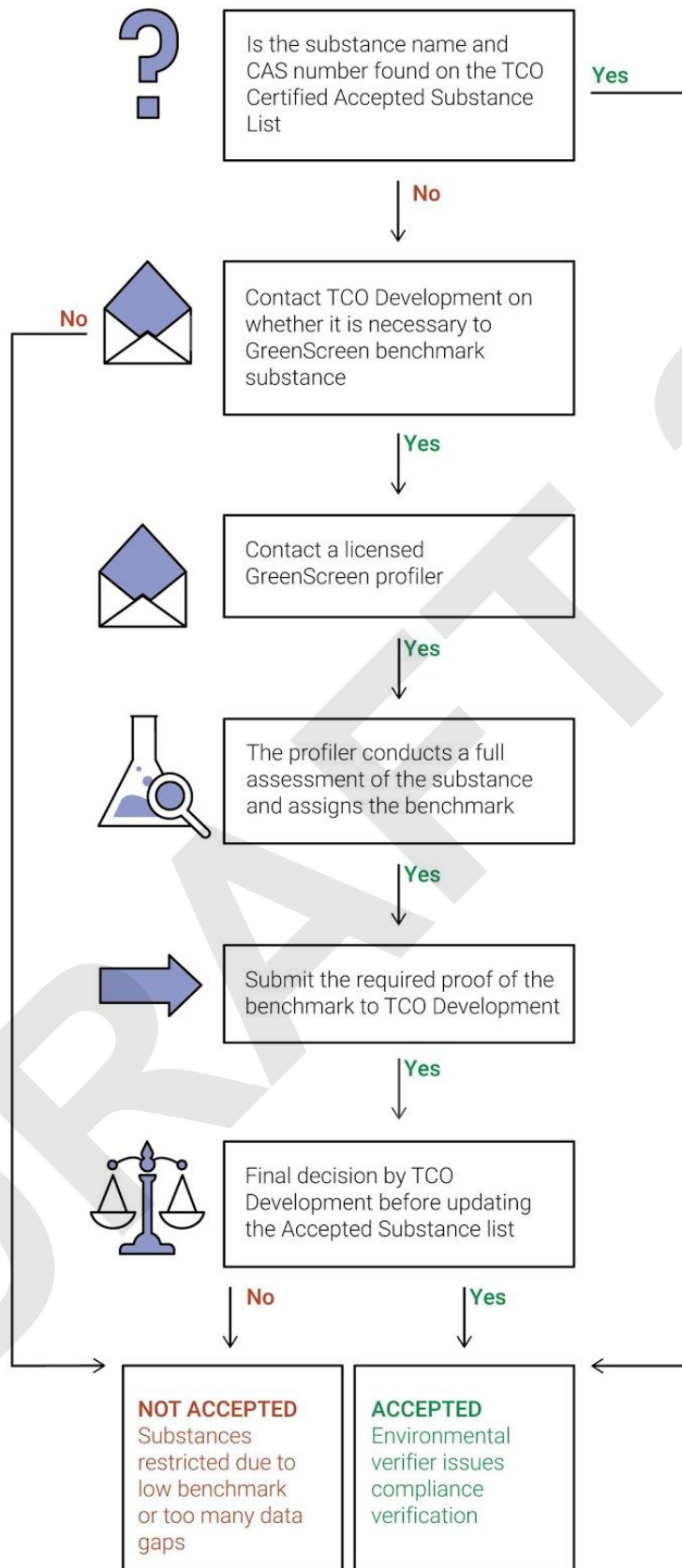
TCO Development and Clean Production Action (CPA) must have access to a copy of the GreenScreen assessment report before the benchmarked substance can be added to TCO Certified Accepted Substance List, available at tcocertified.com.

Conformity procedure (See also Flow chart 7.3.2)

- The applicant must contact suppliers, such as the plastic and panel manufacturer, and ask them to confirm that the flame retardants and plasticizers they use only include substances listed on TCO Certified Accepted Substance List.
- If all flame retardants and plasticizers only include substances on TCO Certified Accepted Substance List, complete the product form 11.3 and submit it to an approved verifier. When the verifier considers all documentation to be compliant, they will issue an environmental verification to the applicant.
- If any flame retardant or plasticizer is used that contains a substance that is above the threshold level but doesn't appear on TCO Certified Accepted Substance List, then it must be added before approval can be given by a verifier. An extended time period to comply can be applied for here (see "Applying for an extended period..." below).

Adding a substance to the TCO Certified Accepted Substance List:

1. Contact TCO Development directly to see if we have any additional information on the substance. Reasons for the substance's absence can be that the substance has received benchmark 1, that no assessment has been conducted or that it has a benchmark score U (unspecified), due to a high number of data gaps.
2. If TCO Development requires the substance to be benchmarked, we recommend that you contact your suppliers and inform them that the substance will need an assessment by a licensed GreenScreen Profiler. The list of licensed profilers can be found on the Clean Production Action website at greenscreenchemicals.org.
3. A draft report per substance (not per product) is assembled by the licensed profiler from the available information (literature search, structural similarity comparison, expert judgment).
4. It is the licensed profiler that sets the benchmark score per relevant substance, which is valid for at least five years (assessments conducted after January 1, 2020).
5. Benchmark reports must be submitted to TCO Development for final approval before a substance is added to TCO Certified Accepted Substance List. A copy must also be made available to CPA.
6. Once a substance is added to the list and the environmental verifier identifies them, then they will issue the environmental verification to the applicant (see above point 1: "If all flame retardants and plasticizers only include substances on TCO Certified Accepted Substance List the procedure is as follows").



Flow chart 7.3.2 Conformity procedure, TCO Certified Accepted Substance List

Applying for an extended period of time to add a substance to TCO Certified Accepted Substance List

Applicants signing the mandate have the option to seek an extended period of time in order to complete assessments or substitute substances with unknown hazard levels. Upon request for an extension, the applicant is required to complete a risk assessment questionnaire and submit it to TCO Development. The risk assessment requires the applicant to clarify why an extension is necessary, provide information on the chemical and its substitute in question, and include a timeline for the assessment and/or substitution to be completed. If an extension application is not granted, the applicant is required to ensure that all used flame retardants or plasticizers only include substances that are on TCO Certified Accepted Substance List before an environmental verification can be issued for the product model by an environmental verifier. If the agreed extension due date is exceeded without conformity, then the environmental verifier must contact TCO Development and a course of action will be decided after discussing the issue with the applicant.

Clarification of sustainability performance indicator(s)

One or more “sustainability performance indicators” (chapter 1.3) are collected for this criterion. There is no mandatory level for these indicators but they must be verified and reported according to the description below:

- Substances with benchmark 3 or higher:
Percentage of non-halogenated flame retardants and plasticizer substances used according to 7.3 with a GreenScreen® benchmark 3 or higher. (If no non-halogenated flame retardants or plasticizer substances are used then N/A must be declared.)

7.4 Plasticizers - REVISED

Background

Plasticizers are increasingly associated with negative environmental and human health impacts. RoHs is a restricted substances list that, beginning in 2019, restricts the use of four phthalates. TCO Development is committed to take a much broader approach by identifying and restricting not only these four, but all substances of high concern used in IT products. Our criteria are therefore designed to make sure that replacement substances are independently assessed as safer alternatives, and that transparency increases. The full list of safer alternatives is available on tcocertified.com.

This mandate uses the hazard assessment and decision logic framework called GreenScreen® for Safer Chemicals, developed by the non-profit organization Clean Production Action (CPA).

GreenScreen criteria are in line with international standards and regulations that assess chemicals on their human health and environmental hazards. These include the Regulation on the classification, labelling and packaging of substances and mixtures (CLP), Globally Harmonized System of Classification and Labelling of Chemicals (GHS), OECD testing protocols, European REACH Regulation that includes RoHs, POPs, SVHCs and the U.S. EPA's Design for Environment (DfE) Alternatives Assessment .

Definitions

Plasticizer: An additive to a polymer (plastic), to increase its flexibility, transparency, durability, or longevity.

Phthalates: The most common type of plasticizer in PVC cables.

Licensed profilers: Toxicology firms licensed by CPA to provide GreenScreen assessment services for a fee to clients.

TCO Certified Accepted Substance List: Public list of independently assessed safer available alternatives considering toxicity and functionality. Available at tcocertified.com.

Clean Production Action (CPA). Developers of GreenScreen® for Safer Chemicals, **Product housing is considered the external enclosure or casing that protects the internal parts of the product. This includes the product stand.**

Applicability

All product categories.

References

7.4, 7.5, 7.6.

7.4.1 Mandate

- Plasticizers used in product housing and cable and wire insulations must have been assigned a GreenScreen benchmark score of 2, 3 or 4 by a licensed GreenScreen profiler and appear on the public TCO Certified Accepted Substance List. A benchmark

U is only accepted when the “worst case scenario” for data gaps is considered to be a benchmark 2 or above.

Exempted are wires inside electronic components and connectors.

- The product must not contain Bis (2-ethylhexyl) phthalate (DEHP), Butyl benzyl phthalate (BBP), Dibutyl phthalate (DBP), and Diisobutyl phthalate (DIBP). No parts of the product are exempted.
- All substances of a plasticizer mixture must be accounted for. Non-accepted ingredients must not exceed concentration levels of 0.1% by weight of the plasticizer.

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
- A document copy or access to a database copy of the complete assessment report conducted and issued by an approved GreenScreen licensed profiler.

7.4.2 Clarification

TCO Development and Clean Production Action (CPA) must have access to a copy of the GreenScreen assessment report before the benchmarked substance can be added to the accepted substance list. Once this is done the substance will be added to the TCO Certified Accepted Substance List available at tcocertified.com.

For more TCO Certified accepted substance list clarifications, conformity procedure, rules for adding a substance and applying for an extended period of time for substances not on the list, refer to clarifications under the mandate non-halogenated substances 7.3 clarifications.

7.5 Hazardous substances in product packaging

Background

The use of hazardous substances in packaging materials is problematic and should be minimized. It poses a risk to human health and the environment, not least because packaging materials have a short lifespan and generate large volumes of waste. Several hazardous substances are regulated in many countries, and the use of them should be phased out.

Applicability

All product categories.

References

7.7.

7.5.1 Mandate

The packaging material must not contain lead (Pb), cadmium (Cd), mercury (Hg) or hexavalent chromium (Cr6). Plastic packaging material must not contain organically bound halogens.

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
-

7.5.2 Clarification

Limit values are according to Directive 94/62/EC on packaging and packaging waste.

8 Material recovery

E-waste prevention and recovery of safer materials is essential for a sustainable life cycle

According to the United Nations University, electronic waste is the fastest growing waste stream in the world, with nearly 50 million metric tons generated every year. Today, a large share of e-waste ends up in scrap heaps or is incinerated, causing pollution, human health hazards, and the loss of valuable resources such as copper, gold and rare earth metals.

The amount of e-waste can be reduced if IT products are recovered at their end of life. Product and material recovery should be made easier for three main reasons:

- to conserve natural resources,
- to decrease environmental impact and,
- to encourage material reuse.

Taking back used products and recovering their materials supports a more sustainable, circular approach to the product life cycle. To drive this positive development, products and their packaging must be designed in a way that enables remanufacturing and recycling. To be effective, this approach also requires that products are made using safer materials that are more attractive for re-use.

8.1 Product packaging - REVISED

Background

Packaging is a well-known environmental problem that is regulated in many countries worldwide. Packaging material has a short lifetime and generates large volumes of waste.

Applicability

All product categories.

8.1.1 Mandate

- Non-reusable packaging components of the certified product weighing more than 25 grams must be possible to separate into single material types without the use of tools in order for the material to be recycled.
- Exempted is reusable packaging.

Submit the following to an approved verifier:

A completed and signed product form (chapter 11.3)

The following information must be submitted with the application to TCO

Development:

A copy of the verification report(s) from a verifier approved by TCO Development.

8.1.2 Clarification

A reusable package or container is designed for repeated reuse without impairment of its protective function. A take back system of the packaging must also be available for all end users in order for packaging to be defined as reusable.

Clarification of sustainability performance indicator(s)

One or more "sustainability performance indicators" (chapter 1.3) are collected for this criterion. There is no mandatory level for these indicators but they must be verified and reported according to the description below.

Packaging made off forest stewardship council (FSC) certified material (Class A-C)

- **Class A:** To be decided
- **Class B:** To be decided
- **Class C:** To be decided

Recycled content in primary packaging: (Class A-C)

- **Class A:** Primary packaging contains more than XX% post consumer content
- **Class B:** Primary packaging contains more than YY% post consumer content
- **Class C:** Primary packaging contains more than ZZ% post consumer content

Recycled content in secondary packaging: (Class A-C)

Class A: Secondary packaging contains more than XX% post consumer content.

- **Class B:** Secondary packaging contains more than YY% post consumer content.
- **Class C:** Secondary packaging contains more than ZZ% post consumer content.

DRAFT 2

8.2 E-waste compensation - NEW

Background

Enormous amounts of e-waste is generated every year. It is one of the world's fastest growing waste streams, and much of it is exported to developing countries, burdening local communities with this global problem. Unsafe handling of e-waste causes pollution, human health hazards and the loss of valuable, finite resources. The Basel Convention governs the export of many types of electronic waste, however, it is not properly implemented in all countries. To help reduce the e-waste problem, manufacturers need to provide mechanisms to take back their products. This is consistent with the principle of individual producer responsibility, where each manufacturer is financially responsible for managing its own branded products at end-of-use. The purpose of this criterion is to influence the expansion of better electronic waste management practices to more countries.

Applicability

All product categories.

8.2.1 Mandate

By the end of ~~April~~ August each year, the brand owner must report the following for the previous calendar year on a global scale for each certified product. (This applies until one year after the certificate expires):

1. The number of certified products that were manufactured
2. All countries the certified products were sold in
3. The name of the take-back system or extended producer responsibility schemes (EPRs) used for each country
4. The name and address of the reuse and recycling facilities processing the collected products together with the standards met by the facilities (i.e. R2, e-Stewards, EN50625, or equivalent).
- ~~5. The number of products collected on the brand owner's expense which are of the same product category as the certified product~~
- ~~6. The percentage of these collected products that are processed to be reused~~
- ~~7. The percentage of these collected products that are recycled~~

Submit the following to an approved verifier:

A completed and signed brand owner product form (chapter 11.4).

Submit the following together with the application to TCO Development:

- A copy of the verification report(s) from a verifier approved by TCO Development.
 - All results in the mandate above must be reported annually in TCO Certified Portal
-

8.2.2 Clarification

Instead of reporting manufacturing volumes for each certified product, reporting may be done by combining all certified products within each product category.

Reuse and recycling facilities that are used by government-approved EPRs are excluded from point 4 in the mandate.

Clarification of sustainability performance indicator(s)

One or more “sustainability performance indicators” (chapter 1.3) are collected for this criterion. There is no mandatory level for these indicators but they must be verified and reported according to the description below.

Membership in multi-stakeholder initiatives working towards solving the problems connected to e-waste (Class A-C)

- **Class A:** Membership in a multi-stakeholder initiative working towards solving the problems connected to e-waste (i.e StEP, PREVENT Waste Alliance, PACE)
- **Class B:** No membership
- **Class C:** No information provided

Verification: The brand owner must provide documentation showing an active membership in a multi-stakeholder initiative working towards solving the problems connected to e-waste.

Use of internationally accredited reuse and recycling facilities (Class A-D)

Brand Owners use EPRs and reuse/recycling facilities that are certified to internationally accredited standards (R2, e-Stewards, EN50625 or equivalent).

- **Class A:** For all markets where the product is sold, only internationally accredited EPRs and reuse/recycling facilities are used.
- **Class B:** For all markets where the product is sold, internationally accredited reuse/recycling facilities (EPRs excluded) are used.
- **Class C:** All markets where the products are sold are not covered by EPRs or reuse/recycling facilities.
- **Class D:** No information provided

Verification: The data must be provided during the reporting at the end of August.

- *For EPR systems:*
 - *a link to their public policy must be provided which must include their requirement on internationally accredited standards (R2, e-Stewards, EN50625 or equivalent).*
- *For reuse and recycling facilities:*
 - *a valid certificate for R2, e-Stewards, EN50625, or equivalent must be provided.*

Brand owner public policy for treatment of electronics (Class A-C)

- **Class A:** Public policy in place with minimum requirements covering take-back, reuse, recycling, and export.
 - Insert minimum requirements based on feedback.
 - ...
 - ...
- **Class B:**
 - No public policy in place for treatment of electronics
- **Class C:** No information provided

Verification: The brand owner must provide a link to their public policy for treatment of electronics.

DRAFT 2

8.3 Material coding of plastics - REVISED

Background

The best way of reducing IT products' environmental impact is to extend product life through reuse. Once this no longer is possible, the materials must be recycled. By coding the plastic parts, recycling is made easier and the materials can be used in new products.

Definitions

Plastic parts are parts made mainly of plastics, e.g. the product housing. Parts containing other materials in any significant amounts, e.g. cables with metal conductors, are not included in the definition.

Printed wiring board laminate is a printed board that provides point-to-point connections but not printed components in a predetermined configuration on a common base.

Applicability

Displays, desktops, all-in-one PCs, projectors, servers, network equipment, data storage products, Imaging equipment.

References

8.1-8.3.

8.3.1 Mandate

- Parts made with a majority of plastics weighing more than 25 grams must be material coded in accordance with ISO 11469 and ISO 1043-1, -2, -3, -4.

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3)

The following information must be submitted with the application to TCO

Development:

- A copy of a verification report from a verifier approved by TCO Development.
-

8.3.2 Clarification

Printed wiring board laminates, wires and cables, connectors, electronic components, optical components, acoustic components, ESD and EMI components are exempted from the mandate.

If the amount of flame retardant exceeds 1 % by weight, the coding must be complemented in accordance with ISO 1043-4.

The requirements also apply to plastics in the LCD panel, however, labeling of the light guide may instead consist of the application of a label in close proximity, for example PLASTIC LIGHT GUIDE:>*plastic type(s)*< or >PLASTIC LIGHT GUIDE:*plastic type(s)*<.

Labeling of plate diffuser (not thin plastic film diffuser) must follow the same rules as for the light guide. The requirement does not cover other thin plastic films in the panel due to difficulties in labeling these.

DRAFT

9 Test conditions for servers

9.1 General test conditions

9.1.1 Definition of a test object

The product that are subject to tests within this product category are defined in the chapter “About this document”.

9.1.2 Required information about the product

The applicant must specify:

- Name(s), type designation(s) and manufacturer of the product.

9.1.3 Test conditions

- The product must be delivered to the test facility in test-ready condition and include any required accessories. All necessary information about how to operate and adjust the product must be provided.
- The performance of the tested product must in all aspects be equal to the product that is delivered to the end-user.
- Only equipment that is necessary for the functionality of the product should be connected to external ports such as USB-ports, unless otherwise stated by the manufacturer.
- The product must be tested under nominal conditions of input voltage, current, etc. If sold on different markets, one setup must be chosen by the manufacturer which must represent the conditions of the country there the product must be sold the most.

9.1.4 Instruments used for testing

All instruments used for testing must be calibrated and there must be a valid calibration report. Calibration must be done before the tests are carried out. Calibrations must be traceable to national standards.

9.1.5 Test report

The test results are valid only for the presentation form(s) and configuration(s) that are included in the test. However, configurations may be accepted by the test facility based on tests of a “worst case” configuration. In this case, it must be clearly specified in the test report which of the configurations that have been tested.

The test report must include the following information:

- Any changes to the test methods.
- The manufacturer, brand name, model type and serial number (if available).
- The supply voltage and frequency used during the test and whether it is a CLASS I or CLASS III type. If CLASS III the AC external power supply brand name and model number must also be stated.
- The degree of uncertainty for each given measurement result.

- Photographs of the product showing: front, rear and, if applicable, the external power.

9.1.6 Overall uncertainty

The overall uncertainty of the test facility must be calculated for each measurement procedure in this document and presented in the test report. The uncertainty must be within the required levels for each criterion. All measurement uncertainties claimed for used instruments must be referred to traceable calibration reports.

About combining overall uncertainty values during test measurements:

- Criteria are fulfilled without adding or subtracting the overall measurement uncertainty.
- Report the value shown on the instrument without adding or subtracting the overall measurement uncertainty.
- The overall measurement uncertainty of the test facility must be printed in the test report together with the reported value.
- If a test facility has an overall measurement uncertainty higher than the one allowed by TCO Development for a certain criterion, then the test report for that criterion is not valid for certification and the test result will not be accepted by TCO Development.

10 References

International standard organizations referred to and their websites..

- ASTM, American Society for Testing and Materials, <http://www.astm.org/>
- CIE, Commission Internationale de l'Eclairage, International Commission on Illumination, www.cie.co.at/cie/
- DIN, Deutsches Institut für Normung e. V., www2.din.de
- EBU, European Broadcasting Union, http://www.ebu.ch/tech_info.html
- IEC, International Electrotechnical Commission, www.iec.ch
- ISO, International Organization for Standardization, <http://www.iso.org/>
- ITU, International Telecommunication Union www.itu.int/home/index.html
- SMPTE, Society of Motion Picture Television Engineers, www.smpste.org
- VESA, Video Electronics Standards Association, www.vesa.org

1.1 EN 60950-1 (IEC 60950-1). Safety of information technology equipment including business equipment.

2.1 Responsible Business Alliance (RBA), <http://www.responsiblebusiness.org/>

2.2 SA8000, <http://www.sa-intl.org>

2.3 Amfori BSCI, <http://www.amfori.org/>

2.4 <https://iccwbo.org/global-issues-trends/responsible-business/combating-corruption/>

2.5 <http://www.oecd.org/corporate/mne/mining.htm>

2.6 EPRM: <https://europeanpartnership-responsibleminerals.eu/>

2.7 RCI <http://en.cccmc.org.cn/news/58372.htm>

2.8 RMI <http://www.responsiblemineralsinitiative.org/>

2.9 & 3.1 EMAS EU regulation no 761/2001 concerning the voluntary participation of industrial companies in the Union's environmental control and review structure.

2.10 ISO 14001 Environmental management systems - Specification with guidance for use

2.11 <https://www.bsigroup.com/en-GB/standards/>

2.12 <https://www.iso.org/iso-45001-occupational-health-and-safety.html>

2.13 <http://www.centerforsustainabilitysolutions.org/clean-electronics/>

3.1 EMAS EU regulation no 761/2001 concerning the voluntary participation of industrial companies in the Union's environmental control and review structure.

3.2 ISO 14001 Environmental management systems - Specification with guidance for use

4.1 EN 60950 (IEC 60950). Safety of information technology equipment including business equipment.

5.1 ENERGY STAR® Program Requirements for Computers

5.2 <https://www.nap.edu/read/5734/chapter/9#61>

5.3 <https://www.planetexperts.com/recycled-beats-virgin-paper-environmental-impact-new-study-shows>

5.4 Pratima Bajpai, 15 - Environmental Aspects of Recycling, in: Recycling and Deinking of Recovered Paper, 2014, Pages 271-282; available online at:

<https://www.sciencedirect.com/topics/earth-andplanetary-sciences/recycled-paper>

6.1 Tecchio, P., Ardente, F., Marwede, M., Christian, C., Dimitrova, G. and Mathieux, F., Analysis of material efficiency aspects of personal computers product group, EUR 28394 EN, Publications Office of the European Union, Luxembourg, 2018, ISBN 978-92-79-64943-1, doi:10.2788/89220, J

6.2 Ben Bridgens, Kersty Hobson, Debra Lilley, Jacquetta Lee, Janet L. Scott, Garrath T. Wilson, Closing the Loop on E-waste: A Multidisciplinary Perspective, Journal of Industrial Ecology, 2017

7.1 EU Directive 2006/66/EC on batteries and accumulators containing certain dangerous substances

7.2 EU Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment

7.3 Regulation concerning Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH), EC 1907/2006

7.4 GovTrack.us. "H.R. 4040--110th Congress (2007): Consumer Product Safety Improvement Act of 2008, GovTrack.us (database of federal legislation) . Retrieved 14 August 2009. -> <https://echa.europa.eu/sv/home> - NEW

7.5 ECHA Website - Proposal for identification of Substances of Very High Concern -> <http://eur-lex.europa.eu/homepage.html> - NEW

7.6 <https://www.greenscreenchemicals.org/>

7.7 Directive 94/62/EC on packaging and packaging waste.

8.1 EU Directive 67/548/EEC on the approximation of laws, regulations and administrative provisions relating to the classification, packaging and labelling of dangerous substances

8.2 ISO 11469:2000 Plastics - Generic identification and marking of plastics products

8.3 ISO 1043-1, -2, -3, -4 Plastics - Symbols and abbreviated terms

8.4 EU Directive 2002/96/EC on waste electrical and electronic equipment (WEEE)

11 Forms and signatures for application

All forms must be completed, signed and sent to a verifier approved by TCO Development.

The forms in this chapter are for reporting conformity with the mandates in TCO Certified generation 9, for imaging equipment and for providing information about the brand owner management systems, the product and its manufacture.

DRAFT 2

11.1 Brand owner form

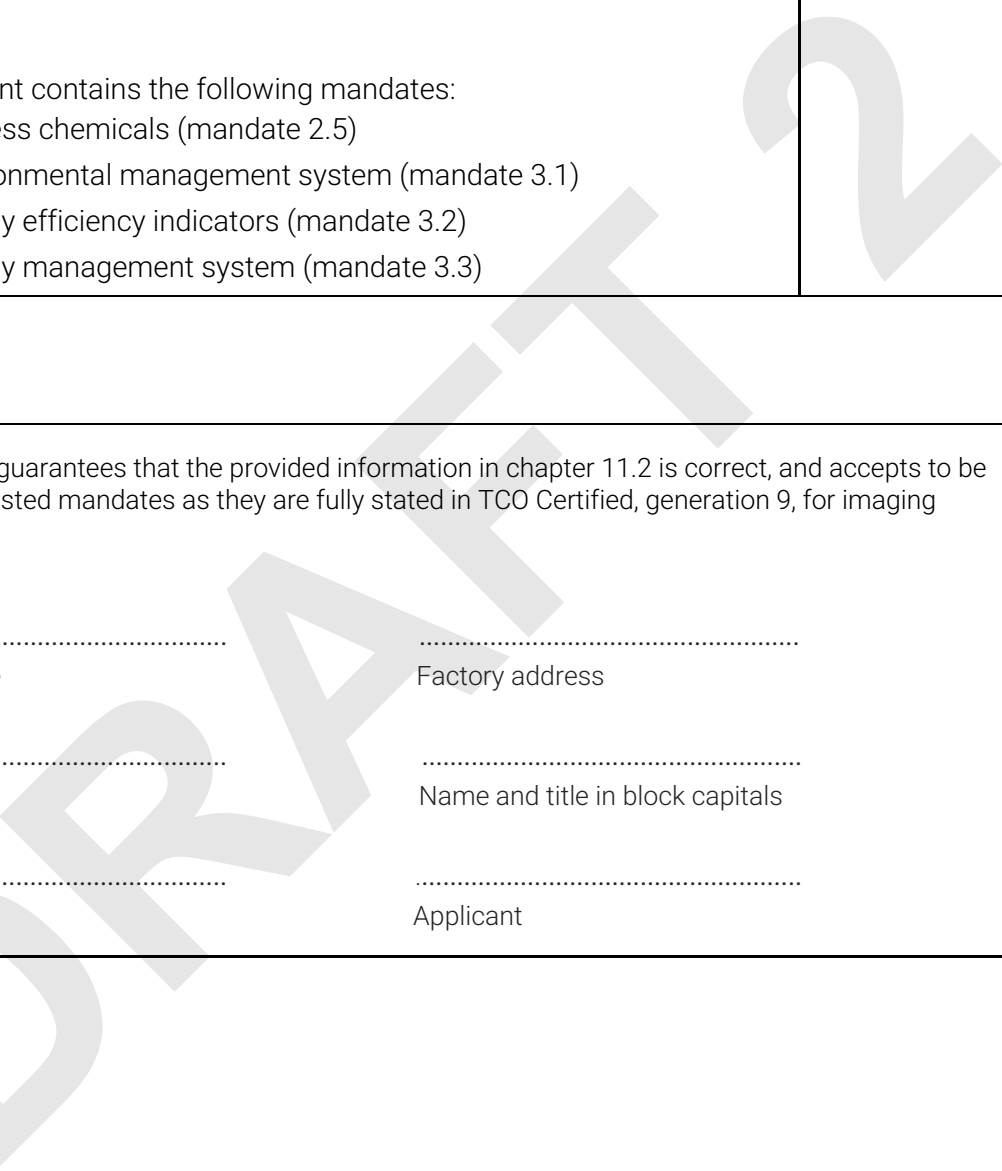
The information in this form refers to the brand owner. The form may cover several of the brand owner's products. The form must be submitted once a year.

<p>Is the "Application spreadsheet - Brand owner" document filled out? The document can be found at tcocertified.com/certification-documents/ (yes/no):</p> <p>This document contains the following mandates:</p> <ul style="list-style-type: none"> Supply chain responsibility (mandate 2.1) Supply chain transparency (mandate 2.2) Anti-bribery management system (mandate 2.3) Responsibly sourced minerals (mandate 2.4) 	
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<p>The brand owner guarantees that the provided information in chapter 11.1 is correct, and accepts to be bound by the listed mandates as they are fully stated in TCO Certified, generation 9, for imaging equipment.</p>	
<p>.....</p>	<p>.....</p>
<p>Product brand name</p>	<p>Model name(s) or "All certified products"</p>
<p>.....</p>	<p>.....</p>
<p>Signature</p>	<p>Name and title in block capitals</p>
<p>.....</p>	<p>.....</p>
<p>Date</p>	<p>Brand owner company</p>

11.2 Factory form

The information in this form refers to the factory where products included in the application are manufactured. The form may cover several of the brand owner’s products. A separate copy of the form must be used for each factory.

<p>Is the “Application spreadsheet - Factory” document filled out? The document can be found at tcocertified.com/certification-documents/ (yes/no):</p> <p>This document contains the following mandates:</p> <ul style="list-style-type: none"> Process chemicals (mandate 2.5) Environmental management system (mandate 3.1) Energy efficiency indicators (mandate 3.2) Energy management system (mandate 3.3) 	
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<p>The applicant guarantees that the provided information in chapter 11.2 is correct, and accepts to be bound by the listed mandates as they are fully stated in TCO Certified, generation 9, for imaging equipment.</p>	
<p>.....</p>	<p>.....</p>
<p>Factory name</p>	<p>Factory address</p>
<p>.....</p>	<p>.....</p>
<p>Signature</p>	<p>Name and title in block capitals</p>
<p>.....</p>	<p>.....</p>
<p>Date</p>	<p>Applicant</p>

11.3 Product form

The information in this form refers to the product that is included in the application. A separate copy of the form must be used for each product model.

<p>Is the "Application spreadsheet - Product" document filled out? The document can be found at tcocertified.com/certification-documents/ (yes/no):</p> <p>This document contains the following mandates:</p> <ul style="list-style-type: none"> Information to end users (mandate 1.1) Product specification (mandate 1.2) Sustainability performance indicators (mandate 1.3) Post-consumer recycled content (mandate 3.4) Product carbon footprint (mandate 3.5) All chapter 4 mandates All chapter 5 mandates Replaceable components (mandate 6.2) Capability to use remanufactured cartridges and containers (mandate 6.3) Prolonged lifetime of consumables (mandate 6.4) Consumable quality (mandate 6.5) Firmware update control (mandate 6.6) All chapter 7 mandates Product packaging (mandate 8.1) Material coding of plastics (mandate 8.3) 	
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<p>The applicant guarantees that the provided information in chapter 11.3 is correct, and accepts to be bound by the listed mandates as they are fully stated in TCO Certified, generation 9, for imaging equipment.</p>	
<p>..... Product brand name</p>	<p>..... Model name(s)</p>
<p>..... Signature</p>	<p>..... Name and title in block capitals</p>
<p>..... Date</p>	<p>..... Applicant</p>

11.4 Brand owner product form

The information in this form refers to the product that is included in the application.
The form may be signed once and cover all products, but a copy of the form must be attached to each application.

<p>Is the "Application spreadsheet - Brand owner product" document filled out? The document can be found at tcocertified.com/certification-documents/ (yes/no):</p> <p>This document contains the following mandates:</p> <ul style="list-style-type: none">Product warranty (mandate 6.1)Factory identification (mandate 2.1)E-waste compensation (mandate 8.2)	
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<p>The brand owner guarantees that the provided information in chapter 11.4 is correct, and accepts to be bound by the listed mandates as they are fully stated in TCO Certified, generation 9, for imaging equipment.</p>	
.....
Product brand name	Model name(s) or "All products"
.....
Signature	Name and title in block capitals
.....
Date	Company

11.5 Certification documents

The process chemical data template, self-assessment questionnaire and other relevant documents are available on tcocertified.com/certification-documents.



DRAFT 2

