

Sustainable Florist Certification Scheme

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Table of contents

Chapter 1 Introduction

Chapter 2 Specific criteria for Barometer services

- 2.1 Sustainable Florist*
- 2.2 Sustainable Fruit & Vegetables for the Wholesale Trade*
- 2.3 Sustainable Butcher (inactive)*

Chapter 3 General requirements for Barometers

- 3.1 General requirements for certificate holders*
- 3.2 Communication*

Annexes

- Annex 1 Environmentally friendly detergents*
- Annex 2 Glossary*



1. Introduction

The Barometer certification scheme for Sustainable Trade and Retail consists of General Requirements for Barometers (Chapter 3) and Specific Requirements for Services (Chapter 2). The specific requirements for services consist of mandatory criteria and optional measures, for which a minimum number of points must be obtained. Each certificate holder and any participants must comply with the General Requirements and Specific Requirements for the services concerned.

Explanation of services

The Barometer scheme distinguishes between different services. Certification is based on the services for which companies wish to be certified. The Sustainable Trade & Retail Barometer certification scheme distinguishes between these services:

- Sustainable Florist Barometer

The criteria for florists are intended for florist outlets and for garden centers in which a clearly defined florist department has been set up. The impression should not be created that the certification applies to the entire garden centre.

Level of requirements

- At the initial inspection, all requirements must be met to be eligible for certification (no major or minor nonconformities).
- During follow-up inspections, a company may have one minor nonconformity without additional sanction.

Level of requirements after certificate is issued

The Level/Points column specifies the level of the requirement. Three levels exist:

- Minor: a nonconformity with little effect on the required level of sustainability or reliability (rectification period till the next inspection); When not rectified, the nonconformity will be considered as a major nonconformity.
- Major: a nonconformity with great effect on the level of sustainability or reliability (one-month rectification period)
- Critical major: an unacceptable nonconformity. This nonconformity leads to the immediate revocation of the certificate and possible exclusion for one year.

Consequences of nonconformities

If the certification body (CB) identifies nonconformities, this has consequences depending on the level of the nonconformity. If the nonconformity can be rectified, but has not been rectified within the rectification period, the certificate expires. A new inspection is required for recertification.

Additional decrees


Any additional decrees that the Panel of Experts (PoE) adopts during the term of the certification scheme are published in a separate document on the Barometer website.

2.1 Specific requirements for the Sustainable Florist Barometer

1 Mandatory requirements

General, proportion of more sustainable products, packaging, waste, energy, hygiene & cleansers, transport, and employees.

No.	Requirement	Assessment guideline	Level
General			
A1	<p>Points score for optional measures</p> <p>A certificate holder and/or participant must achieve the score below from the general optional benchmarks, proportion of more sustainable products, waste, electricity, gas, water, hygiene and cleansers, transport, and employees (section 2.1.2):</p> <ul style="list-style-type: none"> ▪ Gold at least 12 points. ▪ Silver at least 10 points. ▪ Bronze at least 8 points. 	Calculate the number of points obtained on the optional benchmark.	Major
Share of more sustainable products			
SP1	<p>Purchasing percentage of more sustainable products</p> <ul style="list-style-type: none"> - The calculated minimum purchasing percentage of more sustainable products (flowers, plants, and cut foliage) per year: 50% = Gold 30% = Silver 15% = Bronze - The purchasing percentage of products with a sustainability certificate is determined based on the percentage of the purchase amount in euros. - Products with a certificate focusing on environmental and/or social aspects and recognised by the PoE for agriculture/plant-based food ^a count towards this purchasing percentage. These certificates are recognised: <ul style="list-style-type: none"> o MPS-A. The calculation for products from production companies with this certificate will be corrected with factor 0.50 o MPS-A+ o On the way to PlanetProof. The calculation for products with this certificate will be corrected with factor 2.0 o Organic/ECO. The calculation for products with this certificate will be corrected with factor 3.0 o Being converted to organic The calculation for products with this certificate will be corrected with factor 2.0 o GlobalG.A.P. with IDA-module o Max Havelaar/Fair Trade o Kenya Flower Council Silver Standard and Gold Standard o EHPEA Silver Level and Gold Level o Florverde Sustainable Flowers - Specified seasonal products of the open ground without (environmental) certificate count with a factor of 0.5, due to the low use of energy. These products are included in the list published on the website www.barometerduurzamebloemist.nl. 	<ul style="list-style-type: none"> - Administrative review of the purchasing percentages each year based on purchase receipts. - During the initial inspection, the purchasing percentage can be calculated based on at least six months' historical data, to determine whether the purchasing requirement is being met. - During follow-up inspections, the purchasing percentages are calculated on an annual basis (12 months). - Anyone wishing to be certified at a higher level has to demonstrate compliance with the higher level based on six months' historical data. - The purchasing percentage of each participant must be available for supply chain management. - Only Max Havelaar/Fairtrade certified product, which can be shown to have been purchased from a Fairtrade licensee (can be identified by FLO identification number) suffices. - Certificates can be checked on the electronic clock transaction (ECT) via other supplier information (K07) or certificates (K14 to K29), see floricode.com for current characteristic codes for cut flowers and plants. - If a product has several certificates, this product is counted as a more sustainable purchase under one certificate: 	Critical major

No.	Requirement	Assessment guideline	Level
	<ul style="list-style-type: none"> - The figures must be supported by auction/wholesale invoices or statements. A statement with purchase percentages must be drawn up at least once a quarter. A calculation form is available for completion at www.barometerduurzamebloemist.nl. - The Certification Body reports the calculated purchasing percentage for each individually recognised certificate and the total purchasing percentage for more sustainable products in an annex and presents it to the certificate holder after evaluation. The Certification Body sends a copy of this annex to SMK. - If a florist has more than one location (main location and secondary locations), the purchasing percentage of the location with the lowest purchasing percentage of sustainable products must be used. <p>^a As a condition for recognition eligibility, the Panel of Experts requires certification to be done through 'third party certification' (the certification body must work in accordance with EN 45011 and can demonstrate this by having at least one certification scheme - any scheme - under accreditation) and for the certification to focus on sustainability aspects.</p>	<ul style="list-style-type: none"> • MPS-A or MPS-A+ and On the way to PlanetProof: register as On the way to PlanetProof. • Being converted to organic and On the way to PlanetProof: register as On the way to PlanetProof. • Organic and On the way to PlanetProof: register as organic. • Fair Trade and Kenya Flower Council, EHPEA or Florverde: register as Fair Trade. • Check the reported outdoor seasonal products against the list published on the Sustainable Florist-website. 	
SP2	<p>Only more sustainable floral media (foam) will be used. This is a floral medium in which at least 80% of the fossil raw materials have been replaced by degradable raw materials. Biodegradable floral foam also meets this criterion.</p> <p><i>The ultimate goal is to get and use floral media within the next few years, in which no fossil fuels or other materials are applied</i></p>	<ul style="list-style-type: none"> - Check that the purchased floral foam meets the required ratings: at least 80% of the fossil raw materials have been replaced by biodegradable raw materials. This is evidenced by a supplier's certificate. Biodegradable floral foam can be identified by the <i>Kiemplant</i> (seedling) logo or OK Compost logo. - If there is no logo on the packaging: check specifications on the packaging material or purchase receipts. Biodegradability must comply with the European standard ISO 15985 (91% degradable in three years in an anaerobic environment). 	Major
<p>Packaging Goal: packaging preserves the quality of the end product and reduces the environmental impact of the packaging materials used.</p>			
PAC K1	<p>The plastic sleeves/films used are made from polypropylene (or polypropene). Polypropylene can be identified by the recycling symbol shown below or the abbreviations 'PP' or 'BOPP':</p>  <p>PP</p>	<ul style="list-style-type: none"> - Administrative review of specifications and purchase receipts and visual assessment of the packaging material used in the florist's shop. - A certificate from a wholesaler suffices if 100% of the sleeves in its range meet these requirements. 	Major
PAC K2	<p>If paper is used as packaging material, only paper bleached without chlorine is used.</p> <ul style="list-style-type: none"> - Brown kraft paper is an example of unbleached paper. - Paper with the EU Ecolabel, Nordic Swan, Blue Angel, FSC or TCF (totally chlorine free) logo also complies. 	<ul style="list-style-type: none"> - Administrative review of the specifications of the supplied paper. - Besides the specifications, a certificate from a wholesaler also suffices if 100% of the paper in its range meets these requirements. 	Major

No.	Requirement	Assessment guideline	Level
Waste			
<i>Goal: to separate waste streams for further processing, reuse, fermentation, or composting.</i>			
<i>If waste processing is subcontracted, the certificate holder must demonstrate that the collector separates the waste in accordance with the criterion.</i>			
W1	<p>Waste is separated into these categories:</p> <ul style="list-style-type: none"> ▪ carton/paper ▪ green waste ▪ plastics ▪ glass ▪ residual waste <p>Florists must show which categories are collected separately by the municipality (letter from collector). If the florist can demonstrate that one or more of the above categories cannot be disposed of separately at a small additional cost (€50 per year), the florist receives exemption for this category.</p>	<ul style="list-style-type: none"> – It is visually assessed at florists whether the categories are stored separately. – These aspects are also assessed administratively: <ul style="list-style-type: none"> ▪ Waste disposal via a waste collector is assessed based on a contract with the waste collector. ▪ Waste disposal via the municipality is assessed based on a contract with the municipality. ▪ Waste disposal to a charity or association is assessed based on a contract or other documents. 	Major
W2	<p>Hazardous waste is kept completely separate and disposed of separately. Hazardous waste is waste containing toxic, oxidising, corrosive, radioactive, or other dangerous substances. Eural, the European waste list, specifies which waste is hazardous (hazardous waste includes oil, batteries, and solvents). Directive 75/442/EEC on Waste and Directive 91/689/EEC on Hazardous Waste.</p>	<ul style="list-style-type: none"> – Visually assess whether there is physical separation at the collection point. – Administrative review of invoices and/or contracts with collector. 	Major
W3	<p>Waste from single-use packaging is returned to a central point for processing/recycling. A central point is the auction, cash&carry, or wholesale, or a place where an organisation collects its residual waste flows for processing/recycling.</p>	Administrative review of contract or other relevant documents (e.g. invoices, bills of lading).	Major
Electricity, gas, and water			
<i>Goal: to decrease the use of finite resources, to reduce environmental impact by lowering the excretion of environmentally harmful substances.</i>			
E1	<p>An annual Action Plan is drawn up to reduce electricity consumption.</p> <ul style="list-style-type: none"> – This Action Plan is based on an Energy Scan prepared by an external company (no more than two years old) or on the Energy Module. This Energy Module can be found on the SMK website. – The Action Plan must contain at least these elements: <ul style="list-style-type: none"> ▪ Overview list of recommended energy-saving measures from the Energy Scan, or ▪ Completed Energy Module, with points total ▪ Action point list with at least one energy-saving measure planned each year ▪ Overview of the measures implemented over the past year. <p>Note: The action point list and overview of measures are relevant only if the result of the Energy Scan recommends energy-saving measures or if the Energy Module shows that energy-saving measures can be implemented. If a florist can no longer take energy-saving measures, the energy scan no longer needs to be performed annually, but once every five years.</p>	<ul style="list-style-type: none"> – Administrative review of the existence of an Action Plan that is updated annually if changes have occurred. – During the physical inspection, assess the effectiveness of the plan content based on the existing implementation/execution. 	Major

No.	Requirement	Assessment guideline	Level
E2	<p>The energy consumption, electricity and gas or heat supply is registered each quarter.</p> <p>This requirement does not apply if it can be demonstrated that the electricity, gas and/or heat consumption CANNOT be registered because of a rental property whose rent includes electricity, gas, and/or heat consumption.</p>	<ul style="list-style-type: none"> - Administrative review using a registration system (e.g. Excel, Environmental Barometer or the energy supplier's online system) or a folder with copies of consumption bills. - During the initial inspection, the consumption of the previous year can be shown with the registration system or the annual invoice and the registrations of the last two quarters. 	Major
E3	<p>Water consumption is registered each quarter.</p> <p>This requirement does not apply if it can be demonstrated that the water consumption CANNOT be registered because of a rental property whose rent includes water consumption.</p>	<ul style="list-style-type: none"> - Administrative review using a registration system (e.g. Excel, Environmental Barometer or the water supplier's online system) or a folder with copies of consumption bills. - During the initial inspection, the consumption of the previous year can be shown with the registration system or the annual invoice and the registrations of the last two quarters. 	Major
E4	<p>If renewable electricity is used for everything – see Annex 2: definition of sustainable (renewable) energy. The use of renewable electricity can be demonstrated with the energy supplier's contract.</p> <p>This requirement does not apply if:</p> <ul style="list-style-type: none"> o it can be demonstrated that the electricity consumption CANNOT be registered because of a rental property whose rent includes electricity consumption, o at least four points are scored with optional measures k-E2 to k-E4. 	Administrative review of the energy supplier's contract and/or invoices.	Major
<p>Hygiene, cleansers, and paints <i>Goal: conscious use of agents so that employees perform service safely and finished products are safe for human use.</i></p>			
HCP 1	<p>No fresh products, such as flowers and plants, are bought and then sold with paint, wax, glitter, or lacquer applied</p> <p>Exception:</p> <ul style="list-style-type: none"> - These agents may be applied to non-fresh (painted branch) or non-natural (artificial flowers) products. 	Administrative review of purchase receipts and visual assessment in the florist's shop to check whether there are any painted or dyed flowers or spray cans for painting flowers.	Major
HCP 2	No use of cleansers containing chlorine.	Visual assessment to check whether there are any cleansers containing chlorine.	Major
HCP 3	Cleansers, including the open packaging, are stored in a separate room or cupboard. This is so unauthorised persons do not have access to the agents.	<ul style="list-style-type: none"> - Visual assessment to check whether there is a cupboard for storing cleansers. - Visual assessment in the work areas to check whether there are any cleaners not being used for work. 	Minor


No.	Requirement	Assessment guideline	Level
Transport			
<i>Goal: efficient and environmentally friendly transport with equipped commercial vehicles.</i>			
T1	<p>In-house transport using commercial vehicles with clean engines: all commercial vehicles have at least a Euro 6 engine (or are non-fossil powered). Florists with commercial vehicles without a Euro-6 engine submit a replacement plan that ensures that all vehicles meet the requirement within 3 years. A clean engine emits less harmful substances, such as particulate matter (PM), nitrogen oxides (NOx), hydrocarbons (HC), and carbon monoxide (CO).</p>	<p>Administrative review of the technical specification of the commercial vehicles or registration certificate, if the vehicle is registered on or after 15 September 2015.</p>	Major
Employees			
<i>Goal: safe working conditions and sustainable employment relationships.</i>			
EMP 1	<p>There is a collective labour agreement (CLA) for street flower traders and the established flower retail trade at the company and it is referred to in employment contracts. In case no people are employed, the requirement does not apply</p>	<ul style="list-style-type: none"> - Administrative review to check for CLA in the company. - The signed written employment contracts of each employee also refer to the CLA. If no CLA is in force, reference is made to the CLA that was last in force. 	Major



2.1.2 Optional measures for the Sustainable Florist Barometer

Minimum points to be obtained: Gold = 12 points
 Silver = 10 points
 Bronze = 8 points

No.	Optional measure	Assessment guideline	Points
General			
k-A1	Active participation in research projects to improve sustainable purchasing and/or more sustainable business operations related to requirements and/or optional measures from the Sustainable Florist Barometer certification scheme: <ul style="list-style-type: none"> - the ultimate responsibility lies with a research institute. - the business owner must personally spend at least ten hours or €1,000 on the project (to perform experiments and/or exchange knowledge). one point per project, with a maximum of three points.	Administrative review to check compliance with preconditions.	1-3
k-A2	Business owner actively participates in a study club and/or organised knowledge days about ornamental cultivation/floriculture (attends at least three meetings a year).	Check whether the business owner has attended at least three meetings (e.g. proof of registration, material from the meetings).	1
Proportion of more sustainable products			
k-SP1	Purchasing percentage of more sustainable flowers and plants above the lower limit of the achieved level: Gold: total purchasing percentage - 50% Silver: total purchasing percentage - 30% Bronze: total purchasing percentage - 15% One point for every 5% above the lower limit, with a maximum of three points.	Calculate based on the purchasing percentage for criterion SP1.	1, 2, or 3 points
k-SP2	Purchase of Organic/ECO products: At least 1% organic flowers and plants are purchased. Two points for 1% and then increasing for each % to a maximum of five points.	Administrative review based on the purchase receipts of last year (twelve months) and purchasing percentage for criterion SP1.	2-5
k-SP3	By-products are purchased more sustainably: One point is awarded for purchasing at least €1,000 of biodegradable vases and pots each year.	<ul style="list-style-type: none"> - Check purchase receipts to see how many biodegradable vases and pots have been purchased. - Visually check product, packaging, or purchase receipt for biodegradability. 	1
k-SP4	100% of the cut flower food is: <ul style="list-style-type: none"> - Fair Trade cut flower food. - Cut flower food in compostable package / sachets. - Cut flower food in paper package / sachets. 	Administrative review of purchase receipts and visual review of Fair Trade, OK Compost or paper recycling logo on package of the cut flower food.	2
k-SP5	At least 5% of the purchased floral medium is certified for biodegradable or actually fully reusable	Check on purchase receipts of the floral media that at least 5% is completely biodegradable (demonstrable by certification) or can be reused	1

Packaging			
k-P1	All carrier bags of a certain size are made from these raw materials: <ul style="list-style-type: none"> - Single-use plastic bags are made from HDPE and bio-PE. - Medium-sized bags are made from r-LDPE, LDPE, r-paper, and PET. - Big shoppers are made from r-PP, PP, r-paper, and PET. 	Check specifications of carrier bags or purchase receipts.	1
k-P2	All carrier bags are made from vegetable raw materials (e.g. corn or sugar cane). Packaging material can be identified by the <i>Kiemplant</i> (seedling) logo or OK Compost logo. 	<ul style="list-style-type: none"> - Visually check packaging material, identified by the <i>Kiemplant</i> (seedling) logo or OK Compost logo; - If there is no logo on the packaging: check specifications of the packaging material or purchase receipts. 	1
Waste			
k-W1	No optional measures, only requirements.		
Electricity, gas, water			
k-E1	In addition to the mandatory measure each year, one bonus point applies for each additional energy-saving measure. <ul style="list-style-type: none"> - A maximum of three bonus points can be obtained. These points are also awarded if the result of the Energy Scan and/or the Energy Module do not contain energy-saving measures. - If a refurbishment involves more than three additional energy-saving techniques/measures, these additional measures can be spread over three years. - If all savings measures have already been implemented, three bonus points will be awarded by default. The measures mentioned under k-E2, k-E3, and k-E4 do not count here.	Visual assessment of up to three additional measures implemented, excluding those listed in k-E2, k-E3, and k-E4.	1-3
k-E2	Hot water supply and heating at florist based on: <ul style="list-style-type: none"> - biogas¹, or - heat pump (no gas connection in building²), or No hot water and heating facilities in building* (no gas connection). <p>¹ Biogas means gas generated from renewable sources (see Annex 2 for definition of renewable energy). CO₂ compensated gas does not suffice. ² The business premises are a physically independent unit. A florist working with other businesses in a larger building (for example in a flower auction or flower shop in a supermarket) is eligible for points only if the whole building complies.</p>	<ul style="list-style-type: none"> - Administrative review of the energy supplier's contract and/or invoices. - Visual check for absence of gas connection if heat pump is used. 	2
k-E3	Energy-efficient lighting: <ul style="list-style-type: none"> - 50 to 75% of power points (1 point) - From 75% of power points (2 points) Energy-efficient lamps are energy-saving lamps, LED lamps, or lamps with energy label A.	<ul style="list-style-type: none"> - Visual assessment of number of lamps in use on a commercial basis and the proportion of energy-efficient lamps. - Visual assessment to check there are no incandescent lamps in the business. 	1 or 2 points

k-E4	Use of solar water heater and/or solar panels, with a potential 10% saving on energy consumption.	Visual assessment for existence and administrative review of the specifications of the solar water heater and/or the solar panels.	2
Hygiene and cleansers			
k-HC1	Environmentally friendly detergents. <ul style="list-style-type: none"> - If at least 50% (based on purchase price) of the detergent to clean space, surfaces, and so on consists of environmentally friendly cleaning agents, one point is awarded. - Environmental friendliness can be demonstrated with the European Ecolabel or Nordic Swan label. If products do not have such a certificate or logo, the requirements set out in Annex 1 apply. 	Administrative review of the range of detergents, the specifications, and purchase receipts for detergents.	1
k-HC2	A conditioner (cut flower food for use during transport and in the shop) is used in the shop to extend the shelf life of the flowers and cut foliage and to reduce waste. The active substances in the conditioner must not have been designated as crop protection products.	Administrative review of purchase receipts. Check that the active substances in the conditioner have not been classified as crop protection products.	1
Transport			
k-T1	In-house transport using commercial vehicles with clean engines: <ul style="list-style-type: none"> - Passenger cars, vans, and light commercial vehicles (< 3,500 kg) have an EEV, Euro 6, or Euro 6 Plus engine, AND are not older than 5 years. - Heavy commercial vehicles (> 3,500 kg) have a Euro 6 or Euro 6 Plus engine, AND are not older than 5 years - Vehicles are otherwise equipped with a full electric motor. OR: In-house transport takes place a/an (electric) bike. One point can be earned for each vehicle, with a maximum of three points.	Administrative review of the technical specification of commercial vehicles, or the registration certificate. The point can be awarded to the vehicles that are less than 5 years old at the moment of the inspection.	1-3
k-T2	Hired transport takes place as efficiently and sustainably as possible: <ul style="list-style-type: none"> - The transport company has a Lean & Green award. - Orders of at least five florists are clustered (efficient trip planning and fixed delivery days). - There is a fixed contract for a bicycle courier to deliver orders. One point can be earned for each measure, with a maximum of two points.	Administrative review of agreement with transport company. Check for a Lean & Green award and logo. The award may not be more than five years old.	1-2
k-T3	All employees (including the florists) who deliver orders are trained in <i>Het Nieuwe Rijden</i> (The New Style of Driving) or a demonstrably equal approach. Demonstrate with a certificate of up to four years old or a driving licence issued for the first time after 1 January 2008.	Administrative review to check for certificates, diplomas, or the date on which driving licences were first issued.	2
Employees			
<i>If a florist does not have salaried employees, the next optional measures do not apply, and two points are awarded as default for employee optional measures.</i>			
k-M1	The company has internal regulations.	Administrative review to check for an internal regulations document.	1
k-M2	The company is a recognised work placement company, with work placements and/or traineeships.	Administrative review of entry in the work placement company register of the Cooperation Organisation for Vocational Education, Training and the Labour Market (SBB).	1

k-M3	The company has employees 'with poor job prospects' (WAO, WIA, Wajong - see Glossary in Annex 2).	Administrative review of the Employee Insurance Agency (UWV) certificate.	1
k-M4	There is direct employee consultation with all employees at least once every six months. A report is then drawn up.	Administrative review to check for the reports of the direct employee consultations.	1
k-M5	Permanent employees have an annual performance review. A report is then drawn up, containing at least the arrangements made about future performance and the support required from the company for this purpose. This report is signed by the manager and employee.	Administrative review to check for the existence and assess the content of the signed performance review reports(s)	1
k-M6	The company encourages cycling to work and/or using public transport for travelling for work (points are awarded only if the scheme is applied in practice).	Administrative review to check for the existence and specific application of a bicycle plan or a travel and/or expense allowance for cyclists.	1
k-M7	At least 50% of the employees (on FTE basis) participate at least once a year in an informative or educational activity relating to the florist profession, noted in an overview.	Administrative inspection of participation overview	1
k-M8	The company organises an in-house course on sustainable and safe working practices at least every four years.	Administrative inspection of participation certificate	1
k-M9	A business scan has been performed in accordance with the NPR 6070:2010 guideline. The scan may not be more than five years old, is updated annually for any changes, and must contain at least these components: <ul style="list-style-type: none"> - Completed organisational scan. - Project proposal with a change-management approach and implementation of sustainable employability. - Overview of measures implemented over the past year. 	Administrative review to check for existence of performed scan, which is updated annually if changes have occurred.	1

3. General requirements

The general requirements consist of these components:

General requirements for certificate holder (criteria 3.1 - 3.8)

- Communication (criteria 3.9 - 3.10)

No.	Criterion	Assessment guideline and interpretation	Level
General requirements for certificate holder			
3.1	<p>General certification conditions Upon registration, the certificate holder agrees to SMK's General Certification Conditions. This states that the certificate holder meets all legal conditions, including any applicable environmental notification to the government. There is a max 3 years old management statement available that this is fulfilled.</p>	<ul style="list-style-type: none"> - Check the signed version of the General Certification Conditions - Check if the management statement and if applicable the environmental notification is available. 	Major
3.2	<p>Scope</p> <ul style="list-style-type: none"> • Registration is possible for florist outlets only. • Certification takes place at company level. 	Check whether the established requirements have been met.	n/a
3.3	Florists who buy in groups or have several locations can be certified for a limited number of locations. The purchasing percentage for the locations to be certified is calculated on the florist's total purchases (for all group members/locations) of the range of products in the locations to be certified.	Administrative review of the purchasing data.	Major
3.4	<p>Inspections and certification</p> <p><u>Initial inspection</u></p> <ul style="list-style-type: none"> • The first inspection (initial inspection) before certification includes an administrative and physical inspection of the potential certificate holder, covering all components of this certification scheme. <p><u>Periodic inspection of individual florist</u></p> <ul style="list-style-type: none"> • An annual administrative inspection checks whether the purchasing percentage of more sustainable flowers and plants meets at least the lower limit of the achieved level. This administrative inspection may be done at another location (e.g. at the Certification Body). • Every three years, there is a complete inspection (administrative and physical) at the certificate holder's premises, on all components of the certification scheme. • In years when there is only an administrative inspection at florists, unannounced^b, complete inspections must be held annually at 10% of the number of individually certified florists at the Certification Body. This inspection is unannounced, so it has to take place separately from the administrative inspection <p><u>Periodic inspection at florist with several locations</u></p> <ul style="list-style-type: none"> • An annual administrative inspection checks whether the purchasing percentage of more sustainable flowers and plants meets at least the lower limit of the achieved level. This administrative inspection may be done at another location (e.g. at the Certification Body). <ul style="list-style-type: none"> - If 100% central administrative purchasing^a through the main location applies: administrative inspection of the purchasing percentages of the main location. 	<p><u>Initial inspection:</u> The certification body assesses whether the company meets all the requirements of the certification scheme (that there are no major or minor nonconformities). The initial inspection is held at all companies (individual and groups).</p> <p><u>Administrative inspection:</u> The certification body assesses whether the purchasing percentage of more sustainable flowers and plants meets at least the lower limit of the achieved level.</p> <p><u>Periodic complete inspection (administrative and physical):</u></p> <ul style="list-style-type: none"> - The certification body assesses whether the company meets all the requirements of the certification scheme. - A company may have one minor nonconformity without additional sanction. 	n/a

No.	Criterion	Assessment guideline and interpretation	Level
	<ul style="list-style-type: none"> - If decentralised administrative purchasing through the main location and secondary locations applies: administrative inspection of the purchasing percentages of the main location and secondary locations. • Every three years, there is a complete inspection (administrative and physical) of all aspects of the scheme, at the main location and at \sqrt{n} of the secondary locations. The \sqrt{n} inspections are performed through a random sample. At least 10% of these inspections are unannounced ^b, subject to a minimum of one. <p><u>Periodic inspection at group registration</u> A group of florists qualifies for this requirement if it has at least four participants.</p> <ul style="list-style-type: none"> • An annual administrative inspection at all florists in the group checks whether the purchasing percentage of more sustainable flowers and plants meets at least the lower limit of the achieved level. This administrative inspection may be done at another location (e.g. at the Certification Body). • Every three years, a complete inspection (administrative and physical) of all aspects of the scheme at all florists in the group. • In years when there is an administrative inspection of florists, unannounced ^b, complete inspections must be held annually at \sqrt{n} (n= total number of florists in a group). This inspection is unannounced, so it has to take place separately from the administrative inspection <p>^a This concerns the purchasing administration for all products and services relevant to the Barometer (more sustainable products/raw materials, energy, water, detergents, packaging materials, waste disposal).</p> <p>^b The CB gives the certificate holder one to two working days' advance notice that an unannounced inspection will be held. If it is impossible to accept the unexpected inspection (for a medical or other legitimate reason why the inspection cannot be held), another time is chosen for the inspection.</p>	<ul style="list-style-type: none"> - If a company has the same minor nonconformity for two consecutive years, it must be resolved within six months. <p>Unannounced inspections: The 10% unannounced inspections of individual florists is based on the number of certified companies affiliated with the Certification Body on 1 January of the year concerned. 10% of this number of companies must be visited with an unannounced inspection.</p>	
3.5	<p>Notification of temporary nonconformities During the validity period of the issued certificate, the certificate holder undertakes to comply at all times with the applicable requirements of this certification scheme.</p> <ul style="list-style-type: none"> • if the certificate holder is temporarily or permanently unable to meet the certification requirements any longer, they must inform the certification body of this in writing within two working days of determining this fact. • if the certificate holder makes arrangements with the certification body to resolve the nonconformities, these arrangements must be fulfilled within the agreed period. • by reporting nonconformities, the certificate holder prevents nonconformities from being discovered during an inspection and the associated consequences (costs of recertification and possible exclusion). 	<ul style="list-style-type: none"> - Written proof of having informed the certification body - Written proof of follow-up arrangements. - Check that the nonconformity has been rectified. 	Critical major
3.6	<p>Complaints procedure The certificate holder has a procedure for complaints concerning certified products or services. The procedure specifies that:</p> <ul style="list-style-type: none"> • complaints must be registered with an assigned number and stating the date, name of complainant, and brief description within two working days of receipt. • complaints must be handled within a specified period. 	<p>Check:</p> <ul style="list-style-type: none"> - Complaints procedure - Complaints register 	Minor

No.	Criterion	Assessment guideline and interpretation	Level
	<ul style="list-style-type: none"> records are kept for two years, including the method and date of settlement. 		
3.7	<p>Environmental policy plan A certificate holder with more than ten FTEs draws up an Environmental Policy Plan, which at least addresses:</p> <ul style="list-style-type: none"> the general environmental policy and the environmental objectives of the company how this environmental policy is reflected in the company's objectives what actions, activities and operations are undertaken to achieve the environmental objectives (training of employees, and so on) the monitoring and recording of environmental performance assessment of the extent to which objectives are achieved adaptation of the environmental policy plan based on the evaluation every three years <p>Companies with ISO 14001 certification are exempt from this requirement.</p>	Check the existence and content of the Environmental Policy Plan at companies with more than ten FTEs.	Minor
3.8	<p>Environmental coordinator The certificate holder with more than ten FTEs has appointed an environmental coordinator whose responsibilities are defined in a task description. The environmental coordinator's minimum responsibilities are:</p> <ul style="list-style-type: none"> announcing within the organisation that they are the central point of contact for all environmental affairs. ensuring that employees receive instructions on environmental affairs. maintaining and keeping records on environmental affairs up to date. <p>Companies with ISO 14001 certification are exempt from this requirement.</p>	<ul style="list-style-type: none"> For companies with more than ten FTEs, check whether an environmental coordinator has been appointed and the job or task description. Ask employees whether they have received environmental instructions. Check records on environmental affairs. 	Minor
Communication			
3.9	<p>Use wordmark and logo Barometer Duurzame Bloemist - Sustainable Florist – nachhaltiger Florist Florists with the certificate Barometer Duurzame Bloemist can use from 1-1-2021 to 31-12-2024 the wordmark and logo Barometer Duurzame Bloemist as well as Sustainable Florist as well as nachhaltiger Florist in their communication. Sustainable Florist will replace the Barometer op 1-1-2025</p>	Give a declaration of conformity in which wordmark, logo and level of Sustainable Florist are registered and in which is referred that the certification is according to the certification scheme Barometer Duurzame Bloemist	
3.10	<p>Communication - General Use of the Barometer and Sustainable Florist and nachhaltiger Florist wordmarks or logos is permitted only:</p> <ul style="list-style-type: none"> after the certification body has given written permission. Permission is granted to the certificate holder that is responsible for the correct use of the wordmarks and logos. Certificate holders are not obliged to use the logo. 	<p>Assessment of compliance with communication requirements. Check:</p> <ul style="list-style-type: none"> Websites / social media Stationery Advertising leaflets Packaging 	Major



No.	Criterion	Assessment guideline and interpretation	Level
	<ul style="list-style-type: none"> when accompanied by the certificate holder's unique registration number. This number is issued by the certification body. This unique registration number must always be accompanied by the certification body's name or identification code. in the certificate holder's communications in relation to the products or services with a Barometer or Sustainable Florist of nachhaltiger Florist certificate. if it does not exceed the product, brand, and/or trade name in size and conspicuousness. Any suggestion that the Barometer or Sustainable Florist of nachhaltiger Florist is a trademark is not permitted. <p><u>Clarification</u> For use of the logos, see 'Logo guidelines' on the Barometer Duurzame Bloemist and Sustainable Florist and nachhaltiger Florist websites.</p> <ul style="list-style-type: none"> The format of the unique registration number is, for example, ABC1234567. If a certificate holder for several certification schemes is certified by a single certification body, the certification body can use just one registration number. 	<ul style="list-style-type: none"> Advertisements Posters Catalogues Brochures Commercial documents (offers, invoices, delivery notes, list of products, and so on) etc. <p>Check whether the logo is used with the certificate holder's registration number</p>	
3.11	<p>Use of Barometers / Sustainable Florist / nachhaltiger Florist wordmark/logo</p> <ul style="list-style-type: none"> The Barometer wordmark/logos and wordmark/logo of Sustainable Florist and wordmark/logo nachhaltiger Florist can be used only if they are accompanied by the achieved certification level (Bronze, Silver or Gold, see example clarification). If the logo is used, the certificate holder's unique registration number assigned by the certification body must be stated. The unique registration number must always be accompanied by the certification body's name or identification code. The Barometer wordmark and logo may not be used on communication media and/or commercial documents if they are also used for communication about non-Barometer-certified services unless it is clearly stated which services the Barometer certificate applies to and which it does not. On commercial documents this must be indicated on a line-by-line basis. The Barometer logo or the logo of Sustainable Florist of the logo of nachhaltiger Florist may not be used on or in relation to any product. <p><u>Clarification</u> You can request a full colour Barometer logo and the logo of Sustainable Florist and the logo of nachhaltiger Florist digitally from SMK. The logo may also be depicted in black-and-white shades of grey. For graphical presentation of the logo, see the 'Barometers logo guidelines'. You can find these on the relevant site of the barometer or request them by email from smk@smk.nl</p>	<p>Assessment of compliance with communication requirements.</p> <p>Check:</p> <ul style="list-style-type: none"> Websites / social media Stationery Advertising leaflets Packaging Advertisements Posters Catalogues Brochures Commercial documents (offers, invoices, delivery notes, list of products, and so on) etc. <p>Check whether the logo is used with the certificate holder's registration number</p>	Major

Annex 1: Environmentally friendly detergents





Equivalent means:

- The product does not contain any hazardous or toxic substances or preparations such as:
 - APEOs (alkylphenol ethoxylates) and their derivatives;
 - EDTA (ethylenediaminetetraacetic acid) and its salts;
 - NTA (nitrilotriacetic acid);
 - Nitromusks and polycyclic musks, such as: musk xylene: 5-tert-Butyl-2,4,6-trinitro-m-xylene, musk ambrette: 4-tert-Butyl-3-methoxy-2,6-dinitrotoluene, moskene: 1,1,3,5-Pentamethyl-4,6-dinitroindane, musk tibetene: 1-tert-Butyl-3,4,5-trimethyl-2,6-dinitrobenzene, musk ketone: 4'-tert-Butyl-2',6'-dimethyl-3',5'-dinitroacetophenone, HHCB: 1,3,4,6,7,8-Hexahydro-4,6,7,8,8-hexamethylcyclopenta(g)-2-benzopyran, AHTN: 6-Acetyl-1,1,2,4,4,7-hexamethyltetraline.
- These rules apply to ingredients containing phosphorus: for all-purpose cleaners, the total phosphorus content (P) must not exceed 0.02 g/functional unit; for sanitary cleaners, the total phosphorus content (P) must not exceed 1.0 g/100g of product.
- The product must not contain any ingredients with these R-phrases, or combinations of them, in a quantity exceeding 0.01% of the total weight of the finished product:
 - (Environmental risks) R50/53, R51/53, R59
 - (Health risks) R31, R40, R45, R46, R49, R60, R61, R62, R63, R64, R68

Annex 2: Glossary

Term	Definition
Biodegradable	A material is biodegradable when fungi and bacteria can break down the material biologically. How long it takes for something to break down depends on the circumstances and the time.
Single-use packaging	Packaging used once in the trade channel, such as plant trays.
ECT	Electronic Clock Transaction, a service that provides transaction information electronically.
Renewable energy	Sources of electricity and gas that fulfil the legal definitions of sustainable energy sources. These are renewable energy sources such as electricity from wind, sun, water power and biogas. Only electricity and gas for which the supplier can produce a Guarantee of Origin (certificate from CertiQ and Vertogas for renewable electricity and biogas, respectively) meet this requirement. Electricity and gas from fossil sources whose CO ₂ emissions are compensated, regardless of how, do not meet this requirement.
WAO	Invalidity Insurance Act (<i>Wet op de arbeidsongeschiktheidsverzekering, WAO</i>) is a Dutch law intended for employees who are sick or disabled for an extended period and can no longer fully provide for themselves.
WIA	Work and Income (Capacity for Work) Act (<i>Wet werk en inkomen naar arbeidsvermogen, WIA</i>) is an employee insurance and applies to people who have become incapacitated for work on or after 1 January 2004.
Wajong	Disablement Assistance Act for Handicapped Young Persons (<i>Wet arbeidsongeschiktheidsvoorziening jonggehandicapten, Wajong</i>) is an insurance for young handicapped people who are fully incapacitated for work.

Packaging components

Term	Definition
Bio-PE	Bio-polyethylene is a plastic made from renewable raw materials (biomass) but chemically identical to traditional PE. This material can be recycled without any problems.
HDPE	 High-density polyethylene
LDPE	 Low-density polyethylene
PET	 Polyethylene terephthalate
PP	 Polypropylene
r-LDPE	Recycled low-density polyethylene. The same logo is used for this as for LDPE.
r-paper	Recycled paper
r-PP	Recycled polypropylene. The same logo is used for this as for PP.

General requirements

Term	Definition
Inspection	Review by certification body
Initial inspection	First inspection after registration.
Periodic inspection	Follow-up inspection at an existing certificate holder.
Certificate holder	Company holding a certificate issued on the basis of the Sustainable Florist Barometer certification scheme.
Transition period	A period established to give current certificate holders the opportunity to implement new requirements after revision of the certification scheme. Within a transition period, certificate holders have the option to have inspections based on either the previous certification scheme or the current certification scheme. New certificate holders must always comply with the current certification scheme. For the next inspection, once the transition period has ended, compliance with the criteria of the current certification scheme is mandatory. Each time a revised version of a certification scheme is published, a decision will be made on whether to include a transition period, and if so, how long the transition period will be.
Minor	A nonconformity with little effect on the required level of sustainability or reliability (six-month rectification period)
Major	A nonconformity with great effect on the level of sustainability or reliability (one-month rectification period)
Critical major	An unacceptable nonconformity. This nonconformity leads to the immediate revocation of the certificate and possible exclusion for one year.
Main location	A company's registered office for legal purposes and, as such, where it is registered with the Chamber of Commerce. The secondary locations are managed from the main location. The relevant administrative records for secondary locations are available at the main location.
Secondary location	Branch of a company or institute that performs business activities at a location other than the main location (registered office for legal purposes). A secondary location is accountable to the main location for its business operations and turnover (also called a branch, suboffice, or subsidiary).