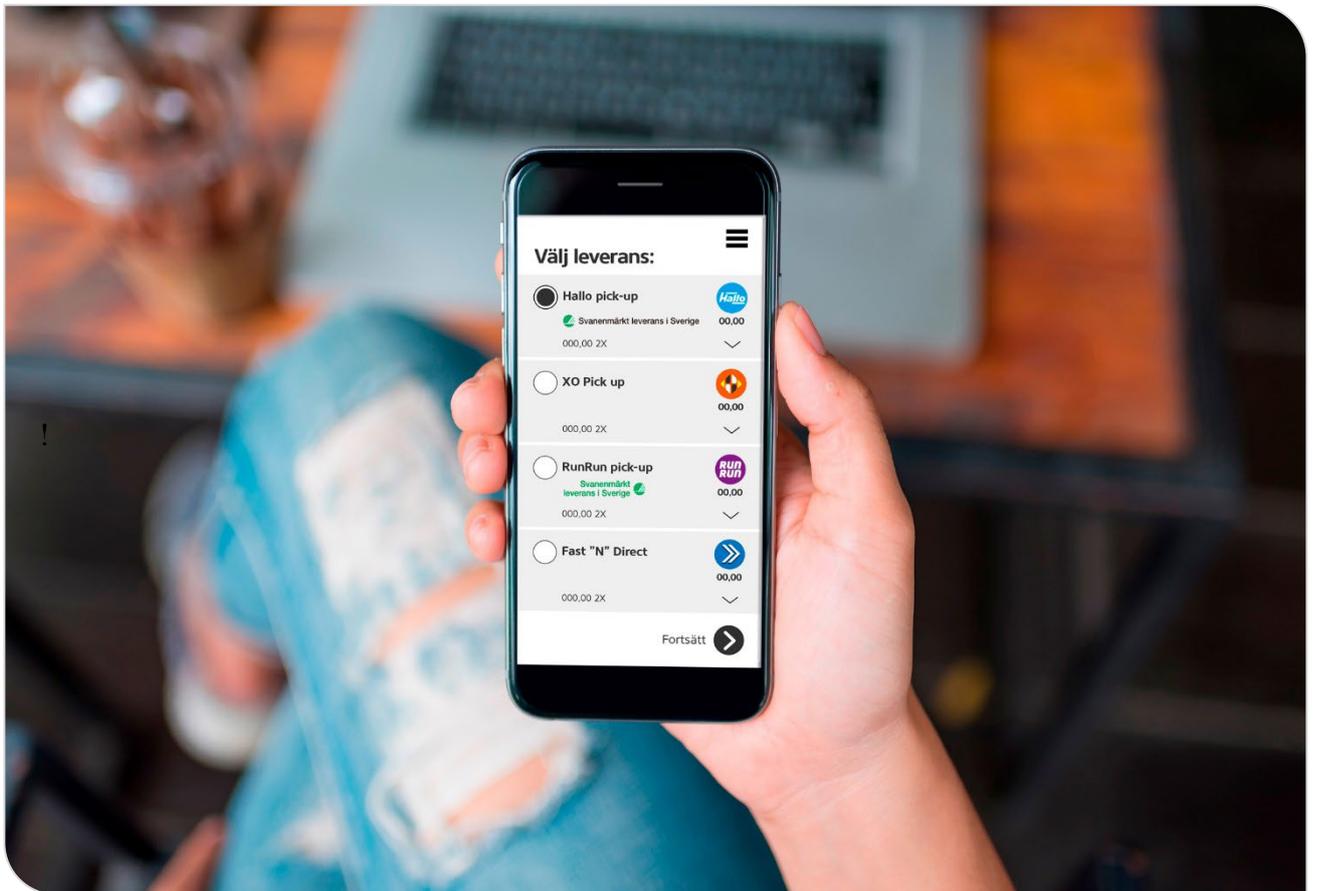


## Nordic Ecolabelling for **E-commerce logistics**



Version 1.4 • 07 March 2023 – 30 September 2028

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

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## Contact information

In 1989, the Nordic Council of Ministers decided to introduce a voluntary official ecolabel, the Nordic Swan Ecolabel. These organisations/companies operate the Nordic Ecolabelling system on behalf of their own country's government. For more information, see the websites:

**Denmark**

Ecolabelling Denmark  
[www.svanemaerket.dk](http://www.svanemaerket.dk)

**Finland**

Ecolabelling Finland  
[www.joutsenmerkki.fi](http://www.joutsenmerkki.fi)

**Sweden**

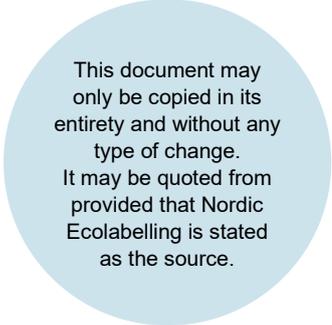
Ecolabelling Sweden  
[www.svanen.se](http://www.svanen.se)

**Iceland**

Ecolabelling Iceland  
[www.svanurinn.is](http://www.svanurinn.is)

**Norway**

Ecolabelling Norway  
[www.svanemarket.no](http://www.svanemarket.no)



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## Nordic Swan Ecolabel e-commerce logistics

Nordic Swan Ecolabel e-commerce logistics are a more sustainable delivery choice. Nordic Swan Ecolabel e-commerce logistics meet strict obligatory life cycle-based requirements for the entire transport network that has been verified by a third party. The label takes a holistic approach with a focus on climate impact and energy efficiency, labour conditions and information in the check-out.

Nordic Swan Ecolabel e-commerce logistics:

- Reduce energy consumption in the logistics network.
- Reduce climate impact which must be further reduced over time and stimulate fossil-free home deliveries.
- Ensure a good level of performance in the existing vehicle fleet and ensure that new vehicle purchases prioritise electric, hydrogen and biogas vehicles.
- *Only applies to Norway, Sweden, and Denmark:* Implies gradually increased use of renewable energy in the logistics network. At the same time, the renewable fuels must not contain palm oil or its by-products.
- *Only applies to Finland:* Requirements for vehicles approved for High-Capacity Transport.
- Promote labour contracts to be aligned with national labour standards.
- Provide more time to optimize transport operations by limiting same day delivery promises.
- Contribute to more efficient packaging solutions by promoting volume-based pricing between e-retailer and transporter.

## Why choose the Nordic Swan Ecolabel?

The Nordic Swan Ecolabel is the official third-party label of the Nordic region, with compliance reviews that offers:

- Consumers a well-known, sustainable, and credible choice of delivery.
- An independent third-party verification giving logistics operators a credible and visible acknowledgment on their sustainability efforts.
- E-commerce companies a support at their sustainability work and a credible ecolabel to communicate at check-out.

The Nordic Swan Ecolabel is the natural choice for those with higher ambitions, who want to be among the very best in their industry, because the ecolabel:

- Sets requirements on both climate and environmental performance and social aspects.
- Takes a holistic approach that includes both transport efficiency, a high rate in electrification and a high share of sustainable renewable fuels.
- Addresses key issues such as coordination, intermodal transport and slightly longer time in the logistic system to create the conditions for increased sustainability.

## What can carry the Nordic Swan Ecolabel?

A transport service offered to the consumer at the e-commerce company’s check-out, often referred to as shipping or delivery, which fulfils the requirements in this criteria document may carry the Nordic Swan Ecolabel.

In these criteria, e-commerce logistics are defined as all transport business-to-consumer (B2C) that takes place within e-commerce, i.e., transport of goods from companies to private consumers, where consumption has taken place in a digital channel. E-commerce goods that are distributed as small parcels within the regular postal service are also included in the product group definition. Also consumer-to-consumer (C2C) transports are included if the purchase has taken place at a digital platform with focus on second hand goods. All prerequisites in this chapter and in the chapter “Who may be a Nordic Swan Ecolabel licensee?” must also be met for C2C services. All e-commerce relating to services, such as streaming, tickets and travel, is excluded from the product group definition.

The criteria for Nordic Swan Ecolabel e-commerce logistics cover the transport of the finished product from the e-retailer’s final warehouse onwards via terminals and any intermediate depots, and then on to final delivery to the consumer/end customer in any of the Nordic countries, see Fig. 1. The final warehouse can also be a Third-Party Logistics (3PL). In the cases where the e-retailer's final warehouse is located in another country than the country where the licensee distributes Nordic Swan Ecolabelled services, the licensee's first terminal can be seen as the e-retailer's final warehouse. This only applies if the licensee does not have control over the transport between the e-retailer's warehouse and the receiving terminal.

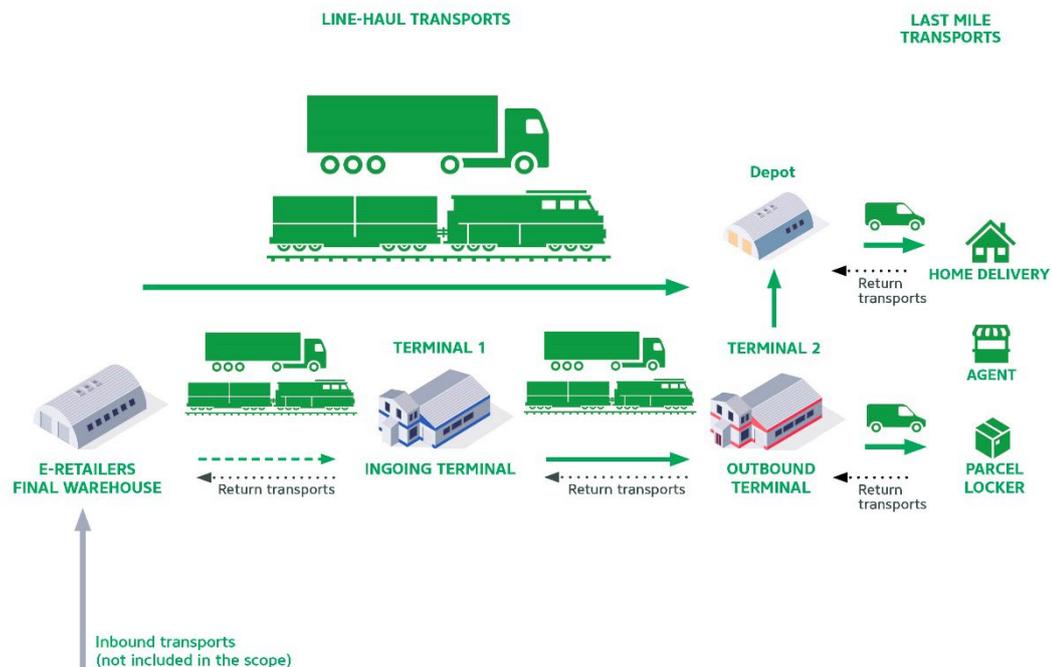


Figure 1: Diagram of an e-commerce logistics network

For C2C-transports, where the purchase has taken place in a digital platform for second hand goods, the criteria cover the transport of the product from the point where the consumer hands over the parcel to the logistics company, typically a service point, onwards via terminals and any intermediate depots, and to final delivery at end customer.

A central principle is that e-commerce goods should be transported integrated and collective as far as possible. The requirements are set at the level of “a company’s collective e-commerce transport”, i.e., not individual transport arrangements. As shown in Fig 1. the criteria cover both line haul and last mile, i.e. both the long-distance heavy goods transport and last-mile transport out to the agent, parcel locker or home delivery.

Hence, it is not possible to Nordic Swan Ecolabel a particular region or area within a country. Instead, the label covers the entire national logistics network for e-commerce volumes. The reason is to avoid the risk of the entire network being suboptimized to meet the requirements of a specific region. In addition to the risk of energy and climate-related sub-optimizations<sup>1</sup>, there is a risk that the communicative value of the Nordic Ecolabel is obtained without the entire network having been improved.

The delivery option, where the consumer collects from physical stores, is not uncommon for companies having both physical stores and e-commerce business. These goods are often transported integrated with the goods dedicated to the physical stores which is efficient logistics. Hence these transports and collect from stores can also be Nordic Swan Ecolabel, provided that the licensee can show that all transport between warehouses and stores meets Nordic Ecolabelling’s criteria.

In the requirements that have differentiated national levels, the requirement level therefore applies to the country where the company has its legal domicile.

### *Delimitations*

- Local and regional deliveries from grocery stores or restaurants are not included, as these are almost entirely last-mile services.
- Incoming deliveries to the e-commerce warehouse (in-bound transportation) are not included in the product group definition because the licensee has no control over these transports.
- In the cases where the e-retailer's final warehouse is located in another country than where the licensee distributes Nordic Swan Ecolabelled services, the transport between the warehouse and the licensee's first receiving terminal may be excluded if the licensee does not have control over that transport.
- Private trips to collect e-commerce goods from agents or parcel lockers are not included.

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<sup>1</sup> An example is if new electrified vehicles are allocated to the region in question at the same time as older vehicles are moved to areas that are not included in the Nordic Ecolabel. This means that no overall improvement has occurred.

- Other transport in connection with e-commerce, such as return transport, is included in the logistics network, but cannot be specifically Nordic Swan Ecolabel. This is due to the fact that they are not a specific delivery option in the check-out.
- The criteria strongly limit aviation as a type of traffic and therefore the services involving air freight cannot be marked, see further requirement O2.
- International door-to-door service (Dynamic Parcel Distribution) covering all countries in the world, with parcel tracking is normally a B2B service and is not included in the product group definition. Any DPD shipments should not be included.
- If the license applicant is obliged to maintain supply readiness in times of crisis, this particular part of the business is not included in the product group definition and is not covered by the Swan's requirements.

### **Modes of transport included**

In the Nordic region, the vast majority of e-commerce goods are transported by trucks, and it is most relevant to set environmental and climate requirements for road transport and fuel.

Some of the e-commerce goods are sent as small parcels in the regular postal service, and these are then partly transported by train. Within e-commerce, transportation by train is in total a very small mode of transportation. Approximately 1-3% of total e-commerce parcel volumes are transported by train. In Norway, train is a much more common mode of transportation than in the rest of the Nordic countries, due to geographical conditions and the network of narrow and winding roads that complicates truck transportation. As much as 30-35% of total e-commerce parcel volumes are transported by train in Norway.

Goods are also to a limited extent, transported on scheduled passenger ferry services. Both trains and ships are judged to be better alternatives in terms of the environment and climate than road transport, and the criteria do not set any specific requirements for these modes of transport, as this could be restrictive/limiting.

Due to strategic considerations e-commerce goods on train and ships are handled in this way in the criteria document:

- It is optional to include energy use from train transportation of e-commerce goods in requirement *Renewable Energy (O5)* and *Energy Efficiency (O6)*. For the actors that send a large amount of e-commerce goods by train it can be advantageous to include the energy from train transportation in the calculations. Note that the volumes of goods/parcels shall always be included.
- Energy from ship transport is not to be included in any of the requirements.
- In addition, there is an optional requirement that supports work on intermodal transport solutions.

## Who may be a Nordic Swan Ecolabel licensee?

Any company that is included as a shipping/delivery option at the e-commerce company's check-out may become a licensee.

In addition, any licensee must have forwarding/transportation/postal services or carrier services as its core business, i.e., offer its transport and logistic service to the e-commerce business. A company's own internal transport organization can be a license holder if it is its own legal entity and otherwise meets the requirements.

The licensee must be responsible for both *line-haul* and *last-mile* transport and have a business that covers at least 50% of the households in the actual country.

A licensee can have its own fleet of vehicles and its own drivers, or purchase transport in full or in part from subcontractors. The subcontractors that operate in the Nordic Swan Ecolabel logistic network must fulfil all relevant requirements but cannot be Nordic Swan Ecolabel in selves.

The company applies for a licence in the country in which the company is registered, and the company's collective e-commerce transport is covered by the requirements. It is not possible to Nordic Swan Ecolabel a particular region or area within a country. Instead, the label covers the entire national logistics network for e-commerce volumes.

Examples of companies that may be licensees are:

- Freight forwarders.
- Post and morning newspaper distributors who also deliver e-commerce goods.
- Tech companies or platform companies.

A license holder can have its own fleet of vehicles and its own drivers or purchase transport in whole or in part from subcontractors. The subcontractors used in the network of e-commerce transports that are to be Nordic Swan Ecolabel must meet the relevant requirements but cannot obtain Nordic Swan Ecolabel in themselves.

## How to apply

### **Application and costs**

For information about the application process and fees for this product group, please refer to the respective national website. See contact information at the beginning of this document.

### **What is required?**

The application consists of a web form and documentation showing that the requirements are fulfilled.

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

The text describes how the applicant shall demonstrate fulfilment of each requirement. There are also icons in the text to make this clearer. These icons are:

- ☒ Enclose
- 📁 Upload
- 📧 State data in electronic application
- 📍 Requirement checked on site

To be awarded a Nordic Swan Ecolabel licence:

- All obligatory requirements must be fulfilled.
- Nordic Ecolabelling must inspect the site.

All information submitted to Nordic Ecolabelling is treated confidentially. Suppliers can send documentation directly to Nordic Ecolabelling, and this will also be treated confidentially.

### **Licence validity**

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

Revised criteria shall be published at least one year prior to the expiry of the present criteria. The licensee is then offered the opportunity to renew their licence.

### **On-site inspection**

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

On-site normally includes the license applicant's headquarters in the country in question. In addition, any other part of the license applicant's business that carries out the transport of e-sold goods may be covered.

### **Queries**

Please contact Nordic Ecolabelling if you have any queries or require further information. See contact information at the beginning of this document. Further information and assistance (such as calculation sheets or electronic application help) may be available. Visit the relevant national website for further information.

# 1 Definitions and terms

The first time a term is used in the document, it is written in bold italics or with a reference to this definition list.

Term in background and criteria documents	Definition
Contractor	Unlike a self-employed person the contractor does not run a business and pay corporation tax. The contractor belongs to an umbrella company that invoices the clients for a certain amount of commission, reports employer contributions and makes tax deductions, and then pays the rest as salary to the contractor. This is referred to as being a contractor (freelance).
Euro emissions standard	A European classification system that specifies the highest permitted emissions of a number of different air pollutants (hydrocarbons, NOx, carbon monoxide and particles, but not CO <sub>2</sub> ) for cars, trucks and buses that are put on the market.
Fuel	Liquid or gaseous fuel and electrical energy for vehicle operation.
Electric vehicle	An electric vehicle is driven by an electric motor and supplied with electricity from a battery charged with powered from a wall box or charging station. Regenerative braking also charges the battery while driving. A pure electric vehicle has no internal combustion engine.
Dimensional weight/volumetric weight (bulky freight)	<p>Dimensional weight or volumetric weight means that the weight is calculated by volume. Dimensional weight/volumetric weight is calculated as length x width x height x 280. (conversion factor 1 m<sup>3</sup>=280 kg)</p> <p>The aim is to charge the highest of the actual weight and the volumetric weight. In e-commerce the volumetric weight is usually highest, and charges are made on that basis. Source: Vikt och volymeräkning för Transport   ColliCare Logistics.</p>
Renewable fuel	Liquid or gaseous fuels that are produced from biomass and used for transport purposes.
Green gas principle	A system whereby both biogas and natural gas are distributed within the system, with assurances that the same volume of biogas purchased is actually supplied to the system.
Home delivery	Includes the distance to transport the package from the last distribution point and to the consumer's home address. Home delivery also includes e-purchased goods that are delivered in the letter flow.
HCT	High-Capacity Transport are vehicles longer than 25,25 metres or heavier than 64 tonnes. HCT vehicles are in general permitted in Finland but not in the rest of the Nordics. HCT is more energy efficient and leads to less emissions
Hybrid technology	<p>All plug-in hybrids and hybrid cars have a battery that can power the car to reduce the car's emissions.</p> <p>A plug-in hybrid combines an electric motor with an internal combustion engine. The plug-in hybrid can be charged with power from a wallbox or charging station. Should the battery be discharged, or should you need extra power, the internal combustion engine will take over.</p> <p>A hybrid car, also known as a mild hybrid or electric hybrid, cannot be charged via an electrical socket, charging instead through regeneration while the car is being driven. Here, the battery is used to support the internal combustion engine and reduce the vehicle's emissions.</p>
HVO100	Hydrogenated vegetable oil is a 100% renewable and fossil-free diesel fuel that can contribute to a significant reduction in CO <sub>2</sub> emissions compared with fossil diesel. HVO100 is a chemical copy of regular diesel but with a slightly lower density. The similarity to regular diesel means that specially adapted vehicles or storage tanks are not required for this fuel, which means low transition costs and becoming operational faster. However, approval from the vehicle manufacturer is required for warranties, etc. to be valid. The fuel shall comply with the standard EN 15940.
HVO97	This fuel consists of 97% HVO and is offered as "almost" completely renewable fuel from certain fuel companies. There is currently a major difference compared to HVO100. HVO100 falls outside the reduction obligation while HVO97 falls within it. Also called HVO Diesel/RD97/HVO97, or HVO light.

ILUC (indirect land use change)	Increased production of biofuel in one country can lead to other agricultural production being displaced, which in the long run can lead to the conversion of forest or pasture into agricultural land in other countries, thereby causing indirect emissions of greenhouse gases. The EU has been discussing the issue of ILUC for a long time. In the latest Renewable Energy Directive, ILUC risk for agricultural commodities has been divided into two levels, low and high. High-risk ILUC commodities must not be included in the EU framework RED II after 2030, see section 6.1 in the Background document.
Agent	Different types of staffed collection points from which the consumer can collect their e-commerce goods. This could be the carrier's own hub, the e-commerce operator's own network of stores, a supermarket, fuel station etc.
Incoming transport	The activities performed to bring specific items or deliveries to an e-commerce company, often from a supplier or manufacturer. It can involve all aspects of shipping and moving equipment to a warehouse.
Intermodal transport	Means that at least two modes of transport are used to move freight, with most of the route by rail or sea.
Last mile	Last mile refers to the movement of goods from a terminal/hub to a final destination, usually a consumer.
Line haul	The long-distance heavy goods transport between two defined points (cities, warehouses, ports, etc.) according to a fixed schedule.
Light goods vehicle	A vehicle that is not considered to be a passenger car or a bus and that has a gross weight of no more than 3.5 tons and 4.25 tons for electrical vehicles. A light goods vehicle may be driven on a Class B driving licence.
Parcel	In these criteria, a parcel is considered to be a consignment that weighs a maximum of 20 kg. A parcel may also be delivered within the regular postal service.
Range extender	A technology whereby a vehicle has a small internal combustion engine that only charges the battery, rather than having a dual powertrain.
Same day delivery	The customer has their package delivered on the day the customer placed the order. In many cases, same day delivery is offered by courier service, i.e., a dedicated delivery.
Economical driving	How the car is driven has a major impact on emissions and noise. Factors that have an impact include the speed at which the vehicle is driven and tire pressure.
Consignment	Defined in accordance with the consultation draft ISO 14083 as "total amount of freight sold in a single transaction". These criteria use a customized variant: A consignment is defined as the total amount of freight that the e-commerce consumer has ordered/purchased in a single transaction and that is shipped from the e-commerce warehouse to the consumer. Parcels delivered within the regular postal service are included in the definition of consignment.
Heavy goods vehicle	Truck weighing more than 3.5 tons and 4.25 tons if electrical.
Ton-kilometres (ton-km)	A measure of transport work for goods. The dimension is calculated by multiplying the weight of the goods in tons by the transport distance in kilometres.
Check-out solution	The electronic solution where payment and choice of delivery options take place.
Volumetric weight	See dimensional weight.
Zero Tailpipe Emission Vehicles	Vehicles with zero emissions at the tailpipe. This includes electric cars and hydrogen cars.

## 2 Introduction to the requirements

The criteria for Nordic Swan Ecolabelled e-commerce transport are divided into five main areas:

1. Climate and efficiency requirements
2. Social requirements
3. Requirements in the agreement between the carrier and the e-retailer
4. Information requirements
5. Requirements for license maintenance

The criteria focus on climate and efficiency requirements, but relevant social requirements are also set in the form of requirements concerning labour standards and road safety.

### Basic principles

A central principle is that e-commerce goods should be transported integrated as far as possible. This means that the requirements are set at the level of “a company’s collective e-commerce transport”, i.e., not individual transport arrangements. As Figure 1 shows, both line haul and last mile are included, i.e., transport from the terminal/depot out to the agent, parcel locker or home delivery.

Transportation of e-commerce goods collected from physical stores is also included, provided that the licensee can show that all transport between warehouses and stores meets Nordic Ecolabelling’s criteria.

To the greatest extent possible, the requirements are the same for all Nordic countries. However, due to different conditions, national adaptations are required in some requirements.

Another basic principle is that certain requirements need to be differentiated depending on how large extent of the postal numbers in the country the transport/logistic company cover (i.e., degree of national coverage). To deliver in sparsely populated areas and in the northern parts of the Nordics imply greater challenges as regards to electrified vehicles and fossil free fuels. At the same time access to e-commerce to all inhabitants is an important sustainability aspect for people to be able to live throughout the country.

### Subcontractors

The requirements set out in the criteria apply to both license holders and all subcontractors used in the network of e-commerce transports to be Nordic Swan Ecolabel. The requirements and the control apply to the subcontractors that are contracting parties to the licensee, i.e. direct suppliers/tier 1 suppliers.

### Other

When a requirement is partly or fully harmonised with Fair Transport Sweden<sup>2</sup> or Good Environmental Choice Local Goods Transport (Bra Miljöval Lokala

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<sup>2</sup> Since Norway’s Fair Transport certification scheme is only a self-declaration system, it cannot be used to verify compliance with the requirements.

Godstransporter), this is clearly stated in the requirement. It is also clearly stated when an approval in accordance with Fair Transport (FT) or a Good Environmental Choice certificate can be used as verification of Nordic Ecolabelling's requirements.

The transport area and especially the last mile is an area that is developing. Some of the requirements in these criteria are set with a gradual tightening during the criteria's validity period. In general, levels are set based on today's conditions. If significant changes occur in e.g. the outside world, requirements and levels may need to be adjusted. This then takes place in a transparent process after a national referral.

## 3 Requirements for network logistics

This chapter contains requirements for the network of e-commerce logistics, with a focus on climate, fleet, fuel and energy efficiency.

### 3.1 General

#### O1 Description of the logistics network

The network of e-commerce logistics to be Nordic Swan Ecolabel must be described. The purpose is to create an understanding of the network and the service/product and to assess whether the service/product meets the product group definition, see "What can carry the Nordic Swan Ecolabel" and Fig. 1.

The description must, as a minimum, include:

1. An overall description of the network of e-commerce logistics or the entire integrated network of which e-commerce logistics are a part. Any delimitations, e.g. regarding cross-border transports, must be clearly described.
2. The modes of transport used in the network, and specifically whether intermodal solutions are used.
3. An investigation of opportunities for intermodal solutions. If the investigation concludes that intermodal solutions cannot be introduced, the reason must be justified. The decision must be reviewed annually, see requirement O19.
4. Name of a product/service that is intended to be Nordic Swan Ecolabel.
5. Coverage expressed as a percentage of postal numbers (all digits in the postal number) in the country where the e-commerce consumers are offered the Nordic Swan Ecolabelled service.
6. Number of terminals, depots and their geographical locations (city).
7. Information on number of own vehicles and number of subcontractors vehicles in the network of e-commerce logistics, divided on different types of vehicles. Percentage of vehicles in own vehicle fleet.
8. Description of subcontractors (number, which are connected to Fair Transport and other relevant information) as well as estimation of share of the total transport work performed by subcontractors as an average over the last 12 months.
9. Description of routines and systems for monitoring how requirements placed on subcontractors are met. Description must also include measures in the event of deficiencies/deviations.

10. Form of employment for drivers/those performing the transport work.
11. Estimation of how much transport is carried out using the private vehicles of the licensee's own employees. This component may be disregarded if it does not exceed 5% of the total transport work, including subcontractors.

☒ Description of points 1–11, as above, preferably in Appendix 1.

## O2 Flight transportation

In order for flights not to occur as *a standard* part of the business model for Nordic Swan Ecolabel e-commerce logistics, both part 1 and 2 must be fulfilled:

1. Air freight as a part of the business concept/ on a regular basis is not permitted in the Nordic Swan Ecolabelled e-commerce network.

*This means for example, that a parcel service that uses an express postal service which includes flights on certain routes (integrated transportation) cannot be Nordic Swan Ecolabel. Despite this, flight transportation can occur in exceptional cases. Exception is also made for special destinations such as Svalbard.*

2. The licensee may not offer Nordic Swan Ecolabel e-commerce logistics to the e-commerce companies whose business concept requires the goods to be flown in order to meet the terms of delivery.

*This means that e-commerce platforms which often fly goods from manufacturing country to the end consumer, cannot offer Nordic Swan Ecolabel e-commerce logistics.*

☒ A guarantee that flight is not on a regular basis used as mode of transportation within the Nordic Swan Ecolabel e-commerce logistics. Signed Appendix 1.

☒ Certification of that Nordic Swan Ecolabel e-commerce delivery is not sold to the e-commerce companies addressed in requirement part 2. Signed Appendix 1.

ρ Nordic Ecolabelling carries out random checks of e-retailers' check-out solutions.

## 3.2 Climate and efficiency requirements

Nordic Ecolabelling has developed the STEP (Swan Transport Energy Performance) calculation tool for use in reporting information for requirements O5 and O6. STEP shows the outcome as a percentage of renewable energy and energy efficiency.

STEP also shows the climate impact performance, in accordance with requirement O8, based on the data entered. Rules and principles for input of data are described in Appendix 2.

Appendix 3 contains the allocation principles that shall be used by the companies with an integrated transport network where e-commerce and other/traditional goods are transported in an integrated way.

### Explanation of the scope of requirements O3 and O4

The requirements apply to the total vehicle fleet and not per haulage company/subcontractor.

All vehicles that can be used for the Nordic Ecolabelled services/products must be included in the calculation of compliance with the requirements. However, the least used subcontractors, which together account for a maximum of 20% of the cost of purchased transport, may be exempted from requirements O3 and O4. However, this does not apply to sub-requirements a) and b) in requirement O3 which cover all vehicles.

### O3 Existing vehicle fleet

At the time of application, the vehicle fleet carrying out the licensee's Nordic Swan Ecolabel e-commerce logistics must meet the following conditions.

*In this context, "vehicles" refers to all motorized vehicles demanding B- oh C- driver's license. Trucks that have been ordered and partially paid for, but have not yet been delivered, may also be included in the truck fleet.*

- a) Emissions standard Euro V is the absolute minimum for all vehicles.
- b) At least 90% of all vehicles must be Euro VI or be equipped with effective particle filter that fulfils the technical specifications set up by relevant authority.
- c) At least 15% of the vehicles  $\leq 3.5^*$  tons must be powered by CNG/CBG, electricity or hydrogen.
- d) At least 5% of vehicles  $> 3.5^*$  tonnes must be powered by CNG/CGB, electricity, hydrogen or ED95. Plug-in hybrids can also be included. The requirement only applies if the fleet is  $\geq 20$  vehicles of this type.
- e) For Finland, it also applies that at least 8% of lorries and trailers (line-haul) must be HCT (see definitions).

*\*4,25 tons for electrical vehicles*

*The requirement for EURO class applies to the vehicles covered by the classification system.*

*Electric vehicles within the vehicle categories found in the EURO classification system must always be considered as belonging to the highest EURO class.*

- Documentation to show that the requirement is fulfilled, e.g. list of vehicles.
- Points a) and b) can alternatively be verified with a copy of Fair Transport (SE) approval, value-added level 2.

### O4 New vehicles

The requirement applies to new vehicles that are added to the licensee's network of e-commerce logistics annually during the licence's period of validity after the licence has been obtained, either as purchased, rented or leased. Trucks that have been ordered and partially paid for, but have not yet been delivered, may also be included.

*The requirement applies to own vehicles and new vehicles from subcontractors/carriers that carry out e-commerce logistics. The term "new" does not include added capacity from subcontractors' existing vehicle fleet, only newly purchased, new rented or new leased vehicles.*

## A. Light goods vehicles

New added light goods vehicles\* for the Nordic Swan Ecolabel network must be powered by CNG/CBG, electricity or hydrogen. Light goods vehicles mean all motor vehicles  $\leq 3.5$  tons/ $\leq 4.25$  tons for electrical vehicles. In other words, utility vehicles, mopeds and bicycles are also included.

Hybrid technology is not accepted. In order to reward purchases of electric, CNG/CBG and hydrogen vehicles with a greater load capacity, different vehicles are weighted based on their gross weight according to the table below.

Light goods vehicle category	Gross vehicle weight (kg)	Load capacity factor
Panel van	2500–3500	10
Distribution vehicle (delivery vehicle)	1500–2499	7
Other motorised trucks	500–1499	4
Bicycles, mopeds, etc.	0–499	1

The new (added) load capacity from CNG/CBG-, electric- and hydrogen driven vehicles must amount to at least the levels in the table below depending on how large a part of the country the licensee's network covers.

Company coverage of the country	Proportion of added load capacity from gas, electric and hydrogen vehicles
Nationwide*	70%
Not nationwide	80%

\* *Nationwide means that the company offers e-commerce delivery to at least 80% of the country's inhabitants.*

**Example calculation:** 10 vans, 8 of which are CNG/CBG vehicles, and 50 electric bikes are purchased. Added load capacity from CNG/CBG, electric and hydrogen vehicles =  $(8 \times 10) + (50 \times 1) / (10 \times 10) + (50 \times 1) = 87\%$

## B. Heavy goods vehicles

- At least 10% or at least 1 vehicle of the new added heavy goods vehicles for the Nordic Swan Ecolabel network must be powered by CNG/CBG, LNG/LBG, electricity or hydrogen. If the purchase is less than 10 vehicles, at least 1 vehicle must meet the requirement.
- By 1 January 2025 at the latest, the corresponding share must amount to 20%. If the purchase is less than 5 vehicles, at least 1 vehicle must meet the requirement.
- For Finland, it also applies that by January 1, 2025 at the latest, at least 10% of lorries and trailers (line-haul) must be HCT (see definitions).

*The only accepted hybrid technology is range extender (see definitions).*

- When applying for a licence: Investment plan for own vehicle fleet.
- Requirements in agreements with subcontractors/carriers for procured logistics services in the Nordic Swan Ecolabel network.
- The year after the licence is issued and all subsequent years: Extract from the vehicle register showing newly purchased and registered vehicles for the previous 12 months, se O19.

- ☒ The year after the license is issued and all subsequent years: Verification from subcontractors showing newly purchased and registered vehicles for the previous 12 months.
- ℙ Check that the licensee has conducted the audit of logistics suppliers in the network.

## 05 Renewable energy

The proportion of renewable energy used for the overall transport work in the Nordic Swan Ecolabel e-commerce network must amount to the levels below, as a bare minimum. Energy from both own vehicles and those of any subcontractors must be included.

Country	Proportion of renewable energy from the start date of the criteria until 31 Dec 2024	Proportion of renewable energy from 1 January 2025 until the end date of the criteria
Sweden	60%	75%
Norway and Denmark	40%	55%
Finland	Not applicable*	
If the licence applicant achieves an energy efficiency that is at least 30% better than the limit set in requirement O6, the proportion of renewable energy can be reduced by 10 percentage points, since energy efficiency has a major impact on the climate footprint.		

Definition of share of renewable energy:

$$\% \text{ renewable energy} = \frac{\text{Renewable fuels} + 2.5 \times \text{electric}}{\text{Total energy for transport}}$$

Energy for the operation of terminals, sorting machines and the like is not included.

The initial limit value for Sweden has been harmonised with Fair Transport's value-added level 2.

Appendix 2 sets out the specifics of the STEP calculation tool and rules for reporting.

Appendix 3 specifies the allocation and accounting principles that may be used.

*In the event of significant external changes (regulations on act on reduction,, etc.) that may affect the availability of renewable fuels, the limit values may need to be adjusted. This will take place after a national consultation.*

*\*Finland is exempt from the requirement as Nordic Swan Ecolabel e-commerce logistics must not lead to an increased demand for palm/PFAD.*

- ☒ Annual reporting of fuel components/volumes in STEP.
- ☒ A description of how reported data has been produced, including allocation methods, assumptions and supporting verification in the form of reports from fuel suppliers.

## 06 Energy efficiency

The total energy (E) used for the overall transport work in the e-commerce network must not exceed:

$$E(\text{kWh/consignment}) \leq F \times \left( \frac{\text{company's average volumetric weight per consignment (kg)}}{3.0 \text{ (kg)}} \right)$$

The formula is designed to handle differences in weight and volume of the goods and weights the licensee's average volumetric weight (kg) using the Nordic average volumetric weight (3.0 kg).

The calculation shall be performed in STEP where E is calculated automatically and displays fulfilment of the requirement.

F is a national adjusted factor (kWh/consignment):

For Norway, Sweden and Finland:  $F = 2.0$

For Denmark:  $F = 1.8$

Exception: If the license applicant's average volumetric weight per consignment is less than 1.5 kg, a maximum limit of 1 kWh per consignment will apply ( $E \leq 1$ ).

If the license applicant achieves an energy efficiency that is at least 30% better than the limit, the proportion of renewable energy can be reduced by 10 percentage points in requirement O5.

*A consignment is defined as the total amount of freight purchased by the e-commerce consumer in a single transaction.*

- Reporting of fuel components/volumes, number of consignments and average volume per shipment in STEP.
- A description of how reported data has been produced, including allocation methods, assumptions and supporting verification in the form of reports from fuel suppliers (usually the same description and verification as for requirement O5).

## 07 Home delivery

Requirements a) and b) below must be met for the transport/logistics companies that offer home delivery. Home delivery cover the distance to transport/deliver the parcel from the final distribution spot and to the end consumers home address. Deliveries to parcel agents, physical stores or parcel lockers are not included.

- a) At the time of application, home delivery must be conducted in accordance with the table below:

	Share of home delivery vehicles that always run on electricity or renewable fuels*	
Company's coverage (share of postal numbers in the country)	Sweden:	Denmark, Norway and Finland:
> 80% (nationwide)	60%	50%
60–80%	80%	70%
< 60%	100%	100%

- b) For home deliveries that require physical recipient, notifications must always be issued in advance to the recipient. This does not apply to packages that are delivered in the mail/postal service.

*A margin of error of 2% is permitted in the limit values for the proportion of vehicles that perform these deliveries. The margin of error includes for example incorrect refuelling.*

*\* Defined as vehicles that run on electricity (regardless of energy production), pure (100%) biofuels, biogas (according to the green gas principle, see*

*definitions), hydrogen and muscle power. Vehicles with dual powertrains, i.e. vehicles with hybrid technology, cannot be counted regardless of the fuel used.*

*\*\* For Finland, HVO shall not be included in the calculation.*

- Information on the percentage of postal numbers covered by the licensee in the country where Nordic Swan Ecolabel e-commerce delivery is offered.
- Calculation and other verification showing compliance with the requirement level in the country in question. The verification must show that the vehicles have run on electricity or on renewable fuels.
- Description of system/procedure for notification of home delivery.

## O8 Climate performance

Licensees must, on an annual basis, improve the climate performance of the Nordic Swan Ecolabel e-commerce logistics, in absolute measures (not related to the number of consignments).

The licensee's climate performance per is calculated by STEP based on data reported in requirements O5 and O6.

*By default, average emission coefficients are used in STEP. The licensee may use other emission coefficients for liquid and gaseous fuels, provided that they are verified via documentation from the fuel company. The emission coefficient for electricity must not be changed.*

*In the event of acquisitions, sales or consolidation between transport logistics companies that have a major impact on the transport network's climate emissions, the base year shall be calculated on the basis of a methodology accepted by Nordic Ecolabelling.*

- Accounted climate performance according to STEP.
- If other emission coefficients are used: documentation, for example an environmental report from the fuel company.

## O9 Sustainable raw materials/fuels

Fuel containing raw materials with a high ILUC risk in accordance with the EU's Renewable Energy Directive (RED II)<sup>3</sup> must not be used. The requirement covers both the licensee's own vehicles and those of the subcontractors/carriers included in the Nordic Swan Ecolabel logistics network.\*

A calculation based on mass balance in accordance with Article 30 of the Renewable Energy Directive can be used to verify that raw materials with a high ILUC risk have not been used.

*Nordic Ecolabelling harmonizes with the Nordic countries own definitions of the raw material Palm Fatty Acid Distillate (PFAD). For Sweden, Norway and Denmark, this means that PFAD is classified as a by-/co-product from palm oil production and PFAD is therefore considered a raw material with a high ILUC risk. Finland classifies PFAD as a residual product without a high ILUC risk.*

*\* Limit: At least 95% of the volumes of biodiesel (HVO and FAME) in the transport network must be documented 100% free from raw materials with a high risk of iLUC*

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<sup>3</sup> Regulation (EU) 2019/807 of 13 March 2019 <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32019R0807&from=EN>

### **Own fuels:**

- ☒ Copy of agreement with fuel supplier enclosed with application.
- ☒ Annual third party verified verification from fuel supplier(s) showing that purchased quantities of fuel do not contain raw materials with a high ILUC risk. Mass balance assessment/calculation can be used. The annual verification shall be submitted according to requirement O 19 Annual reporting.

### **Subcontractors' fuels:**

- ☒ Copy of agreement, or other documentation, confirming that the licensee requires subcontractors to not use fuel based on raw materials with a high ILUC risk.
- ☒ Results of annual spot checks of subcontractors' fuel purchases.

## **O10 Driving behaviour**

The requirement applies to both the licensee's employed drivers and drivers of subcontractors/contracted carriers used for Nordic Swan Ecolabel e-commerce logistics.

All motor vehicle drivers (driving licence category B or higher) must be trained in economical driving (see definitions). Drivers who have not already completed training must have done so within 12 months of the licence being received. New drivers must be trained within 12 months of starting their job.

*The training in economical driving can be separate, integrated, for example in drivers training or introduction training. The training can be IRL or, including web-based training courses or as elements included in category B driving licence training (completed since 2014). A supplementary paragraph on measuring and feedback on actual fuel consumption can be found in O12 Optional requirements.*

*Requirements for follow-up of speed violations are found in O15 Safety point 5.*

- ☒ For own employed drivers: Training plan that includes driver and date of completed or planned training in economical driving.
- ☒ For subcontractors: Requirements on training in agreements
- ☒ The licence applicant's procedures and program on and follow-up of subcontractors' compliance with the terms of the agreement.
- ☒ The licence applicants result from the most recent year's review/follow up of subcontractors' compliance.
- ☒ The license applicant's action plan for any deviations discovered during the follow-up and control.
- ☒ For drivers with a class C1, C1+E, C or C+E driving licence, a Certificate of Professional Competence (CPC) is sufficient to verify the requirement.

## **O11 Route optimisation**

The transport/logistics company must employ digital route optimisation that includes at least all regional transport and last-mile transport by motor vehicle, in the Nordic Swan Ecolabel network.

The requirement also covers the subcontractors/carriers included in the licensee's network of Nordic Swan Ecolabel e-commerce logistics.

*Digital route optimisation refers to a digital system that is continuously updated and thus ensures optimal routes that, for example, take into account parcel volumes, delivery points, traffic queues and roadworks. It is sufficient for routes to be optimised up to departure.*

*Regional transport and last-mile transport are the transport carried out from the distributing terminal to the end consumer, via any depots. Line-haul transport and other fixed routes are not covered.*

*A supplementary paragraph on dynamic route optimisation can be found in O12 Optional requirements.*

- ☒ Description of the route optimisation tool(s) used by the licensee and its subcontractors and how they work to make the logistics more efficient.
- 🔗 On-site inspection.

## O12 Optional measures

This requirement contains six different measures that contribute to more sustainable e-commerce logistics. At least one (1) of these measures must be established in the operations to obtain a licence.

### 1. Intermodal transport

The license applicant must have a strategy for intermodality (see Definitions), agreed by senior management, that aims to increase freight volumes by sea or rail. One year of a licence being granted, the strategy decision must be followed up by a project plan approved and financed by management. The benefit must be realised within the period of validity of the licence.

*Scheduled ferry traffic included in the road network is not considered an intermodal solution.*

*It may be worth linking this sub-requirement to the EU Taxonomy concerning the economic activity Freight rail transport.*

- ☒ An agreed strategy or an approved and funded project plan.

### 2. Monitoring of actual fuel consumption

An (IT) system that reports more than just the vehicle's fuel consumption/ average consumption should be used and at least 50% of the vehicles deployed in the network must be covered.

The system must measure and deliver detailed driving and consumption data (to the office/control centre or to the driver). The system must give the company the ability to analyse the reason for the consumption.

- ☒ Description of the system and how large a proportion of the vehicles are connected.

### 3. Digital dynamic route optimization

The license applicant must employ dynamic route optimization that includes at least 20% of the parcel volumes delivered annually.

*Dynamic route planning means that routes are optimized on a daily basis in terms of distance/energy efficiency, based on the goods to be delivered, and which vehicles and drivers are available. This requires a digital tool in which all the underlying data is analysed and presented to the planner.*

*Line-haul transport and other fixed routes are not covered.*

*Requirement O10 sets an obligatory requirement for digital (static) route optimisation.*

- Description of dynamic route optimisation system and how it contributes to increased energy efficiency and/or climate performance.

#### **4. Co-loading/co-transport between different transport companies**

The license applicant shall routinely coordinate/co-load at least one transport arrangement with one or more other transport/logistics operators (not subcontractors).

The co-loading/co-transport needs to entail an annual reduction of at least 10% in the number of kilometres driven and have a planned duration of at least 2 years.

- A description of how the collaboration is set up, including an estimation of the efficiency/benefit.

#### **5. Open charging infrastructure**

In order to speed up the conditions for electrification, the license applicante must have a strategy agreed by senior management, to give its subcontractors/carriers access to its own operations' charging stations for light and heavy goods vehicles at least 25% of its own terminals or depots.

Within one year of a licence being granted, the strategy decision must be followed up by a project plan approved and financed by management. The benefit must be realised within the period of validity of the licence.

- A list of the company's terminals and which of them offer open charging stations.

#### **6. More eco-efficient packaging**

In collaboration with e-commerce, the license applicant shall carry out ongoing work (not projects) that results in any of the following:

- less air in the packaging
- reduced amount of packaging material
- shipping packaging or shipping carriers returned or otherwise reused in closed systems

The work must comprise at least 20% of the parcel volumes delivered annually.

*Requirement O17 sets an obligatory requirement for an agreement on dimensional weight (see definitions).*

- A description of the work on more environmentally efficient packaging.

### **3.3 Social requirements**

The requirements in this section are harmonised with Fair Transport SE, basic level and the new criteria for Good Environmental Choice Local Goods Transport 2022/. Approval or licence certificates in accordance with any of these systems automatically verify requirements O13 and O15.

#### **O13 Labour standards for employees and self employed**

The following requirements apply to both own drivers employed and those drivers who are subcontractors, i.e. employees of carriers and hauliers. The requirement applies to all drivers who carry out transport within the e-commerce network that is to be Nordic Swan Ecolabelled.

First comes the requirement, then national references to relevant agreements and finally how the requirement is to be documented by the applicant.

- a) The licence applicant must comply with agreements concluded between the social partners (employer's organisation and employee organisation/union organisation), known as collective agreements; see references below.

Alternatively:

- b) Salaries, holidays, working hours and insurance cover, including collective pension provision, must be at least on a par with the terms and conditions set out in the agreement specified in point a) above. There are national market adaptations, see below.

### **Sweden**

Swedish Transport Workers' Union and Biltrafikens Employers' Association, Transport Agreement: [Arbetsrättsliga villkor för godsförare](#)

(Procurement authority's website, Requirement ID: 11367:3, in accordance with Appendix 1.)

SEKO agreement for Postal Services: [Avtal Kommunikation](#)

### **Denmark:**

One of the most common collective agreements according to the Danish Road Traffic Authority:

<https://fstyr.dk/da/Erhvervstransport/Godskoersel/Overenskomstforhold>

For commercial vehicles, reference is made to the conditions found in the collective agreements for drivers who carry out goods transport, [Krav til varebilsvognmænd \(fstyr.dk\)](#)

### **Finland:**

Any of the following collective agreements within Central Organisation of Finnish Trade Unions SAK member unions:

Transport Workers' Union <https://www.akt.fi/in-english/>

Finnish Post and Logistics Union, PAU Collective Agreement <https://www.pau.fi/>

### **Norway:**

Written labour agreement, the content of which complies with Norwegian legislation, with reference to the minimum requirements in Section 14-6 of the Norwegian Working Environment Act.

As a minimum, drivers must have a salary equivalent to that stated in the "Regulation on general application of wage agreements for goods transport by road" and be covered by the statutory insurance and pension insurance provision. [Forskrift om allmenngjøring](#).

If self-employees are engaged as subcontractors, these must be real independent (reelt selvstendige).

If subcontractors are used for deliveries with vans (B driver's license), the license applicant must ensure that all points in the checklist (see appendix 5) are handled in the business.

*If a piecework system is used, it may be converted to hourly wages.*

- For own employees: Most recently signed collective agreement. If there is no collective agreement, complete Appendix 4 for the country in question instead.
- For employees of subcontractors: Written agreement/contract/Code of Conduct between the licensee and subcontractor, showing that the licensee sets

requirements for collective agreements or for labour standards on a par with collective agreements with possible national adaptations.

- ☒ The licence applicant's procedures and program on and follow-up of subcontractors' compliance with the terms of the agreement/contract/Code of Conduct.
- ☒ The licence applicants result from the most recent year's review/follow up of subcontractors' compliance.
- ☒ The license applicant's action plan for any deviations discovered during the follow-up and control.
- ☒ The requirement can also be verified with a copy of an approval from Fair Transport Sweden, or a licence certificate for Good Environmental Choice Local Goods Transport 2022.
- ☒ For Norwegian license applicants with self-employed subcontractors: documentation that proves real independence.
- ☒ For Norwegian license applicants with van deliveries subcontractors: Documentation showing that all points in Appendix 5 are handled in the business.
- 🔗 Nordic Ecolabelling conducts random checks on implemented reviews of the terms and conditions of the agreement.
- 🔗 For Norwegian license applicants with subcontractors of van deliveries: Nordic Ecolabelling reserves the right to contact the relevant authority regarding control of compliance with Appendix 5.

#### O14 Working conditions, platform work

In order to ensure that the transport service is carried out in a socially responsible way, all persons carrying out transport work on behalf of the licence applicant must, as contractors, be:

- a) Covered by a collective agreement or terms and conditions at least on a par with such an agreement.
- a) Employed by an umbrella company.
- b) Paid an hourly wage. Percentage-based pay is not accepted.

There must also be a written agreement between the licence applicant and the umbrella company governing implementation of the assignment and clarifying employer responsibility.

*The employment form "contract/platform work" is relatively new to the Nordic labour market and is more common in some Nordic countries than others.*

*Subcontractors who have an F tax slip are self-employed and are not covered by this requirement.*

*The umbrella company is to be regarded as a tier 1 supplier.*

- ☒ Signed Appendix 6.
- ☒ Extract from the agreement between the licence applicant and the umbrella company/companies engaged, demonstrating regulation of the above requirements.

- The licence applicant's procedures and follow-up of compliance with the agreement on the part of the umbrella company.
- Extract from the agreement between the umbrella company and the individual driver, demonstrating regulation of the above requirements.

## O15 Safety

### **Applies to the license holder's own drivers and vehicles:**

The applicant must have the following (point 1-5) in place at the time of application.

1. Customised checklists for safety checks on vehicles, drivers and load securing including at least the actions stated in Appendix 7.
2. Procedures for ensuring that safety checks, including tyre pressure checks, are carried out as specified in the checklist/safety check procedure.
3. Procedures and/or system support ensuring that checks, servicing and vehicle inspections are carried out.
4. Procedures and/or system support that describes how driving and rest times, plus National acts on working time in road transportation, are complied with and monitored.
5. Documented procedures for monitoring speeds and any speed limit violations.

### **Applies to the license holder's subcontractors:**

The applicant must have the following procedures (point 6-8) for subcontractors in place at the time of application:

6. Procedures and/or system support ensuring that checks, servicing and vehicle inspections are carried out.
7. Procedures and/or system support that describes how driving and rest times, plus National acts on working time in road transportation, are complied with and monitored.
8. Documented procedures for monitoring speeds and any speed limit violations.

*There are various aids (templates, checklists, procedures and the like) to support this, see Fair Transport and the associations for employees and employers in transport and Regulation of the Council and the European Parliament (EC/561/2006).*

- The applicants procedures and checklists in accordance with points 1–5 above.
- The license applicant's procedures for subcontractors' in accordance with point 6-8 above.
- Alternatively, the requirement can be verified with a copy of Fair Transport (SE) approval basic level or a licence certificate for Good Environmental Choice Local Goods Transport 2022.

### 3.4 Requirements included in agreements between carrier and e-retailer

#### O16 Consumer promise on delivery time

Delivery options promising same calendar day delivery in the check-out cannot carry the Nordic Swan Ecolabel.

There is an exception to this basic rule which means:

Delivery options that promise delivery on the same calendar day may also carry the Nordic Swan Ecolabel if all last-mile transport in the network takes place using only electric or muscle power.

- ☒ Agreement between the licensee and e-commerce company showing compliance with the requirement and requiring that this is clearly stated in the check-out solution.
- 🔍 Nordic Ecolabelling carries out random checks of e-retailers' check-out solutions.
- ☒ Only for the exception: List of motor vehicles and bicycles used in last-mile deliveries, with specification of their powertrain.
- 🔍 Only for the exception: Nordic Ecolabelling carries out random checks of the vehicle fleet.

#### O17 Incentives to minimise air in packaging

In agreements between the licence applicant and e-commerce company concerning Nordic Swan Ecolabel e-commerce logistics, the pricing model must be based on volume (i.e. dimensional weight or volumetric weight, see definitions) according to the formula below.

*Dimensional weight = height (m) x width (m) x length (m) x conversion factor.*

Conversion factor = 280 kg/m<sup>3</sup>.

The requirement this does not apply to e-commerce goods > 20 kg or e-commerce goods that are transported as part of the regular postal service.

The requirement must be met no later than 12 months after the license has been granted.

*The pricing model must not be based on weight or unit.*

*Nordic Ecolabelling may accept other pricing models if they are considered to provide an equivalent reduction of air in packaging or demonstrate comparable efficiency*

- ☒ Copies of anonymised agreements with e-commerce companies.
- 🔍 Nordic Ecolabelling carries out random checks of anonymised invoices.

### 3.5 Information requirements

#### O18 Consumer information

The requirement consists of two parts, both of which must be met:

##### **A. information in check-out**

At check-out, the Nordic Swan Ecolabel mark must be visible together with the following text:

"Nordic Swan Ecolabel delivery in XX" //And the equivalent in the respective Nordic language// XX is replaced by the country where the licensee offers Nordic Swan Ecolabelled delivery.

The mark with associated text must be positioned so that it is clearly understood that it is the delivery option that is certified with the Nordic Swan Ecolabel and not the entire logistics/transport company nor the e-commerce company.

The Nordic Swan Ecolabel must not be combined with other unverified claims such as "Climate-smart delivery". Verified claims such as Fair Transport and "Fossil-free delivery" which are based on compliance with the industry agreement for fossil-free deliveries ([www.svenskhandel.se](http://www.svenskhandel.se)) can be combined with the Nordic Swan Ecolabel.

In addition to the text "Nordic Swan Ecolabel delivery in XX" it is recommended (but not required) that the meaning of certification is explained in the check-out. In that case, it should be done with the sentence:

"Nordic Swan Ecolabel delivery in XX\* with strong requirements on climate performance and high energy efficiency." //And the equivalent in the respective Nordic language//

\*XX is replaced by the country where the licensee offers Nordic Swan Ecolabelled delivery.

*More information can be found in "Guidelines and recommendations for communicating Nordic Swan Ecolabel deliveries" which are published on the respective ecolabelling organization's website. For addresses see page 3.*

## **B. Post Purchase communication**

In addition, in its direct communication to the consumer (e.g. in delivery notices), the licensee must include a brief explanation of what the Nordic Ecolabel means, see " Rules and recommendations for licence holders' communication" in appendix 8.

- ☒ The license holders' routines for implementing the requirement and the routines for follow up and random checks that the customers have implemented the requirement in their check-outs.
- ☒ List of companies that have signed agreements for Nordic Swan Ecolabel e-commerce logistics including web page addresses must be available on request.
- ρ Nordic Ecolabelling carries out random checks of the company's check-out solutions.

## **3.6 Licence maintenance**

### **O19 Annual reporting**

To ensure compliance with the requirements over the validity period of the criteria, the license applicant must have a written routine for informing Nordic Ecolabelling in the event of significant changes that affect the licence.

In addition, the following requirements must be reported annually to Nordic Ecolabelling:

O1: Decision based on recent investigation of possibilities for intermodal solutions.

O4: New vehicles

O5: Renewable fuel in the STEP calculation tool

O6: Energy efficiency in STEP

O7: Home delivery

O8: Climate performance in STEP

O9: Sustainable raw materials/fuels

*O18: Consumer information. List of companies that have signed agreements for Nordic Swan Ecolabel e-commerce logistics including web page addresses may be available on request*

*It is desirable to bring the reporting systems in line with the requirements of the Corporate Sustainability Reporting Directive (CSRD) in order to facilitate automated input.*

- Annual report demonstrating compliance with the above requirements, submitted to Nordic Ecolabelling no later than 1 April of the following year for review. For details, see the respective documentation requirements.

## O20 Feedback from clients and consumers

The licensee must guarantee that the quality of the Nordic Swan Ecolabel e-commerce logistics is maintained during the period of validity of the criteria. The license applicant must, therefore, have a procedure in place for receiving feedback from the end consumer and e-commerce companies.

As a minimum, the procedure needs to cover feedback about products damaged in transit, too much air in packaging, non-eco-friendly packaging or inadequate attention to road safety during delivery or different types of improvement proposals within sustainability and transport.

- Company procedure for receiving and handling feedback.

Compliance check during on-site audit.

# Regulations for the Nordic Ecolabelling of services

## At the license holder

To easily identify Nordic Swan Ecolabel services, the licence number and a descriptive sub text shall always accompany the Nordic Swan Ecolabel.

The descriptive sub text for 111 E-commerce logistics is: e-commerce logistics.

The license holder is responsible to follow marketing and graphical guidelines, and regulations found at [www.nordic-swan-ecolabel.org/regulations](http://www.nordic-swan-ecolabel.org/regulations).

## At the e-commerce company

The Nordic Swan Ecolabel mark must be visible together with the following text in the check-out: "Nordic Swan Ecolabel delivery in XX" where XX is the country where the licence holder offers Nordic Swan Ecolabelled delivery. Please see requirement O18.

More information can be found in "Guidelines and recommendations for communicating Nordic Swan Ecolabel deliveries" which are published on the respective ecolabelling organization's website. See contact information at the beginning of this document.

## Follow-up inspections

Nordic Ecolabelling may decide to check whether the license holder fulfils Nordic Ecolabelling requirements during the licence period. This may involve a site visit, random sampling, or a similar test.

The licence may be revoked if it is evident that the license holder does not meet the requirements.

## Criteria version history

Nordic Ecolabelling adopted version 1.0 of the criteria for 111 E-commerce logistics on 07 March 2023. The criteria are valid until 31 March 2027.

On 6 June 2023 the Nordic Criteria Management Group decided on the adjustment of requirement O3 and O4. The adjustment means that the least hired subcontractors, which in total amount to a maximum of 20% of the cost of all purchased transports may be exempted from the requirement O4, and from point c, d and e in requirement O3.

On 22 August 2023, Nordic Ecolabelling adopted adjustments in several requirements: In requirement O9, a limit was introduced which means that 95% (instead of 100%) of the biodiesel volume must be documented free of feedstocks with a high iLUC risk. In requirement O10, the documentation requirement regarding follow-up of subcontractors was harmonized with requirement O13. Requirement O15 was adjusted so that the license holder's requirements on

subcontractors only apply to points 3, 4 and 5 (not points 1 and 2). The new version is 1.1.

23 January 2024, Nordic Ecolabelling decided to adjust the section "What can carry the Nordic Swan Ecolabel?" as well as the requirements O1 and O18. The adjustment means that if the e-retailer's final warehouse is located in another country than the country where the license holder distributes Swan labelled services, the transport between the warehouse and the license holder's first receiving terminal may be excluded. This only applies if the licensee does not have control over the transport between the e-retailer's warehouse and the receiving terminal.

On 12 March 2024, Nordic Ecolabelling decided to adjust the section "What can carry the Nordic Swan Ecolabel?" so that also consumer-to-consumer transports can be included. At the same time, a clarification of O7, regarding home delivery notifications, was decided. The new version is 1.2.

On January 21, 2025, Nordic Ecolabelling adjusted requirement O6. An exception was introduced, stipulating that if the average volumetric weight of consignments is less than 1.5 kg, a maximum limit of 1 kWh per consignment will apply. The new version is 1.3.

On January 27, 2026, Nordic Ecolabelling adjusted requirement O3, point 3, from 20% to 15% for Finland (same as for all other countries). The corresponding USP has also been updated. The requirement text in O3, O4 and O15 has been made clearer in relation to what applies to the applicant and the applicant's subcontractors. At the same time, a clarification of O19, regarding annual reporting, was decided. The STEP calculation tool was updated with the emission factor for Nordic Swan Ecolabelled Redefine HVO100. Finally, the validity period of the criteria has been extended to 30 September 2028. The new version is 1.4.

## Appendix 1      Operational description

*The network of e-commerce logistics for which the Nordic Swan Ecolabel is being sought must be described here (requirement O1). The purpose of this is to create an understanding of the network and the service/product and to assess whether the service/product meets the product group definition. The description must, as a minimum, include the points below. This appendix may be used for the description, and references may also be made to other supplementary documents.*

<p>1) Describe the network of e-commerce logistics or the entire integrated network of which e-commerce logistics are part. Clearly describe any delimitations, e.g. regarding cross-border transports.</p> <hr/> <hr/> <hr/> <hr/>	
<p>2) Describe the modes of transport used in the network and specifically whether intermodal solutions are used. State whether, and in which situations, air freight could occur as a mode of transport in the Nordic Swan Ecolabel e-commerce logistics.</p> <hr/> <hr/> <hr/> <hr/>	
<p>3) Investigation of opportunities for intermodal solutions. If the investigation concludes that intermodal solutions cannot be introduced, the reason must be justified.</p> <hr/> <hr/> <hr/> <hr/>	
<p>4) The name of any product/service that is intended to carry the Nordic Swan Ecolabel.</p> <hr/> <hr/> <hr/>	
<p>5) Coverage expressed as percentage of postal numbers (all digits in the postal number) in the country.</p> <hr/> <hr/> <hr/>	
<p>6) Number of terminals, depots, and their geographical locations:</p> <hr/> <hr/> <hr/> <hr/>	
<p>7a) Total number of vehicles in the e-commerce logistics network divided in different types of vehicles:</p>	<p>Percentage of own vehicle fleet _____ %</p>
<p>7b) Total number of subcontractors' vehicles divided in different types:</p>	

8) Description of subcontractors (number, which are connected to Fair Transport and other relevant information)	
<hr/> <hr/> <hr/> <hr/>	
9) Description of routines and systems for monitoring how requirements placed on subcontractors are met.	
<hr/> <hr/> <hr/> <hr/>	
10) State the form of employment for drivers/those who carry out the transport work:	
<hr/> <hr/> <hr/> <hr/>	
Own employees with collective agreement?	Own employees with terms and conditions on an equivalent level with a collective agreement?
Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Requirement that subcontractors offer collective agreements for their employees.	Subcontractors that offer employees terms and conditions equivalent to a collective agreement.
Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Use of drivers who are contractors, i.e. work for umbrella companies?	None of the above <input type="checkbox"/>
Yes <input type="checkbox"/> No <input type="checkbox"/>	
11) Estimate of how much transport is carried out using private vehicles.	
.....%.	

*By ticking this box, you guarantee that air freight is not normally used as a mode of transport within the Nordic Swan Ecolabel e-commerce logistics and that the above information is correct. See requirement O2.*

*By ticking this box, you guarantee that Nordic Swan Ecolabel e-commerce logistics is not offered to e-commerce companies whose business concept requires the goods to be flown in order to meet the terms of delivery. See Requirement O2.*

**Licence applicant's signature**

Place and date	Company
Name of contact person	Signature of contact person
Tel. no.	E-mail

## Appendix 2      Instructions and rules STEP

Nordic Ecolabelling provides the STEP (Swan Transport Efficiency Performance) calculation tool, which shall be used by the e-commerce logistic companies to demonstrate compliance with requirements O5–O6, and O8 in the criteria for E-commerce logistics.

STEP is first filled in when applying for the Nordic Swan Ecolabel, and every year at the annual follow-up of the licence (by latest 1 April). In addition, a description is required of how reported data is sourced, including allocation methodology, assumptions and verifying documentation such as reports from fuel suppliers.

### **Guidance**

Data can be entered in all green cells.

#### *1. Calculation sheet*

*Row 4:*

Enter the company name and the country where the company has its legal domicile.

*Rows 12–26:*

Enter total amounts of the different fuel components used for e-commerce logistics, both the applicants' own consumption and that of any subcontractors.

The requirement levels applies to the country where the company has its legal domicile.

Rules on data allocation methodology for e-commerce activities can be found in Appendix 3 of the Criteria document.

Note! Fuels must be separated by their different fossil and renewable components. Example: purchased diesel must be separated out and entered in both diesel, HVO and FAME.

Specific data on the composition of the purchased fuel grades shall be used. If not known, the national average must be used.

Figures on used amounts of liquid and gaseous fuel components can be sourced both from your own fuel consumption, and from data on kilometres driven. If kilometre data is used, the conversion to fuel amounts must be based on real-world measurements and experience, not on the vehicle manufacturer's data. This is due to the risk of inaccuracies in the data from the manufacturer.

Electricity for electric vehicles shall be based on measured data from vehicles or charging boxes. If this is not available, it is permitted to estimate the electricity consumption based on the vehicle's kilometre data. It is optional to include electricity from train transportation.

*Row 27–28:*

Fill in the total amount of e-commerce consignments. One consignment = The total amount of freight that the e-commerce consumer has ordered in one single transaction.

Fill in your company's average volumetric weight per e-commerce consignment (volume,  $m^3 * 280 \text{ kg}/m^3$ ).

*Coefficient sheet*

It is permitted to use well-to-wheel (life cycle) emission coefficients for liquid and gaseous biofuels other than those stated in column E, if a certificate from the fuel retailer, for example a fuel report, can be presented.

It is not permitted to change the emission factors for electricity or fossil fuels.

*Data quality*

The licensee must check information from subcontractors at least through an annual sample audit. All data must be available for audits.

## Appendix 3 Allocation principles

As a basic condition, the product group definition's limitations for e-commerce transport apply, i.e. from the e-commerce operator's final warehouse to the end consumer. See also Chapter 6.

In cases where e-commerce logistics cannot be physically separated from other types of shipment in the shared network, such as full-load and part-load, the licence applicant needs to allocate energy use for transport to those specifically used for e-commerce. Shipments include those carried out by your own vehicles and those carried out by subcontractors. If injections exceed 5 % of the total transport energy, the fuel for injections shall be included.

It is important that this allocation is made in a transparent, uniform and credible way, preferably based on recognised standards in the area. It is not permitted to allocate to the advantage of e-commerce deliveries when shipments are transported in an integrated way (e.g. within a licensee, but also by a subcontractor who drives for several customers). For example, allocate all biofuel to e-commerce.

The following is a guide on how to allocate in order of priority. Note that allocation principle 1 below can often be used broadly, as far as possible to set aside flows that clearly do not relate to e-commerce (B2C). You then work your way down in order of priority for a complete allocation.

### **1. For logistics networks where e-commerce shipments can be physically separated from other shipments.**

The transport energy/fuel that can be physically separated out through, for example, separate reporting of fuel added to the tank, should be allocated to e-commerce (B2C).

*Example: The organisation has two separate networks/vehicles for e-commerce B2C and other transport services. In this case, only the transport energy/fuel used for e-commerce B2C should be included.*

### **2. For logistics networks including e-commerce volumes and other volumes that are not separable.**

#### **2.1 Allocation based on share of tonne-km for each service (according to EN16258 or ISO 14083)**

This assumes that the organisation has detailed documentation of goods and routes. If this is the case, the transport energy for a network can be distributed between e-commerce (B2C) and another operation (B2B, C2C) using a key based on the proportion of tonne-km for each logistics service.

*Example: If 50% of tonne-km of total line-haul transport consists of e-commerce volumes (B2C), 50% of the transport energy for line-haul shall be allocated to e-commerce and thus included in the calculation.*

## **2.2 Allocate on weight without regard to distance (according to EN16258 or draft proposal for standard ISO 14083)**

Tonne-kilometres is not the best key performance indicator for e-commerce, as the weight is often not limiting. It is also not an optimal metric for distribution and with large proportion of last-mile deliveries.

If tonne-km is not available, an allocation key based on dimensional weight/volumetric weight (i.e. volume of the goods in m<sup>3</sup> x 280) is required. This takes into account the percentage of the volume that is e-commerce volumes.

*Example: If the proportion of volumetric weight for e-commerce goods is 40% in a network, the corresponding proportion of transport energy must be included in the calculations.*

## **2.3 Distribution key based on actual checks of load distribution in the vehicles.**

Based on the licensee's continuous spot checks on a large proportion (volume) of the goods in a vehicle that are e-commerce goods. This key can then be used to allocate transport energy for e-commerce in the calculations. This factor should be updated regularly.

*Example: If the company checks the load in a number of shipments and obtains a distribution key based on these checks, this can be used.*

## **3. For logistics networks where none of the above allocation methods work.**

Since no allocation can be made, this alternative means that the entire network must meet Nordic Ecolabelling requirements O5, O6 and O7. As such, all transport energy and all consignments must be included in the calculations.

## Appendix 4 Labour standards – no collective agreement – Sweden

*This is to certify that all employees who carry out transport within the logistics network to be Nordic Swan Ecolabelled are covered by terms and conditions under labour law (salary, holidays, working hours, collectively agreed insurance cover and collective pension provision) at least on a par with one of the following collective agreements:*

### Sweden

Swedish Transport Workers' Union, Transport Agreement: [Arbetsrättsliga villkor för godsförare](#)

SEKO agreement for Postal Services: [Avtal Kommunikation](#)

Fill in the details in the table below:

Terms of employment	Tick yes/no and enter amount/number	
<b>1. Salary</b>		
Supplement for unsocial working hours	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Overtime pay	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Hourly bonus	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Starting salary (hourly salary, weekly salary and/or monthly salary)	Stockholm, Gothenburg: _____ SEK	Rest of the country: _____ SEK
Salary after 2 years in the profession	Stockholm, Gothenburg: _____ SEK	Rest of the country: _____ SEK
Salary after 4 years in the profession	Stockholm, Gothenburg: _____ SEK	Rest of the country: _____ SEK
Salary after 6 years in the profession	Stockholm, Gothenburg: _____ SEK	Rest of the country: _____ SEK
<b>2. Holidays</b>		
Holiday days at 100%	No. of days: _____	
Holiday pay/holiday compensation	_____ SEK	
<b>3. Working hours</b>		
State ordinary working hours per week (with no public holidays), breaks not included	_____ hours/week	
Specify how rules and compensation are applied for night work, shift work, overtime, and public holidays	_____ _____	
<b>4. Complete insurance declaration below or attach an insurance certificate, e.g. verification of Fora's insurance agreement for workers</b>		
AGS (Group sickness insurance)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
TSL (Redundancy pay insurance and redundancy support)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
TFA (Occupational injury insurance)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
TGL (Group life insurance)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
FPT (Parental benefit insurance)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Collective pension	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**Norway**

//A similar table as above, will be inserted after consultation process//

**Denmark**

//A similar table as above, will be inserted after consultation process//

**Finland**

//A similar table as above, will be inserted after consultation process//

**Licence applicant's signature**

Place and date	Company
Name of contact person	Signature of contact person
Tel. no.	E-mail

## Appendix 5 Norway: checklist preventive measures

This checklist contains preventive measures against crime in the commercial vehicle industry taken from the report "Forebygging av kriminalitet i varebilbransjen- Råd og tiltak for hovedleverandører og oppdragsgivere, juni 2022".

*//An English version will be developed before the publication of the criteria//*

### 1. Risiko for svart arbeid og trygdebedrageri

- Er det en logisk sammenheng mellom arbeidskapasiteten til underleverandøren og antall utførte oppdrag?
- Er det bedt om dokumentasjon på at ansatte hos underleverandøren er registrert i arbeidstakerregisteret?
- Er det bedt om dokumentasjon på at ansatte hos underleverandøren får innberettet lønn?
- Er det bedt om dokumentasjon på at underleverandør har innmeldt hjelpemann i Aa-registeret dersom oppdragene tilsier det?
- Er det foretatt kontroller av ID til sjåfører og hjelpemenn på godsterminaler og lager?
- Er det foretatt kontroller av ID til sjåfører og hjelpemenn på leveringsruten?

### 2. Risiko for stråpersonvirksomhet

- Er personen som hovedleverandør har kontakt med hos underleverandøren den samme som er registrert med formelle roller i foretaket?
- Er personen som har signert rammeavtale med hovedleverandør den samme som fremstår som leder hos underleverandøren?
- Er det avklart hvorfor den som fremstår som reell leder ikke er formell leder?

### 3. Risiko for utnyttelse av arbeidskraft

- Bygges det en god kultur for behandling av ansatte i hele leverandørkjeden, og er det vurdert å avholde opplæring av underleverandører som reflekterer hovedleverandørens rutiner og etiske verdier?
- Har underleverandør signert avtale som gir uttrykk for retningslinjer for anstendig lønn, arbeidstid og forebygging av sosial dumping?
- Har ansatte hos underleverandør fått informasjon om arbeidstakeres rettigheter på et språk de forstår?
- Er det etablert gode varslings- og tilbakemeldingskanaler for underleverandørene?

- Har hovedleverandør etablert en kultur som gir rom for å varsle om avvik?
- Er det etablert retningslinjer på hvordan hovedleverandør følger opp avvik?
- Er det etablert en tilbakemeldingskanal slik at kunden kan melde fra om kritikkverdige forhold?
- Er det foretatt en grundig bakgrunnssjekk av underleverandøren før kontraktsinngåelse?
- Har hovedleverandør en begrensning på ett ledd med underleverandører?
- Følger hovedleverandør opp hvorvidt ett ledd med underleverandører faktisk overholdes?

#### **4. Risiko for skatte- og avgiftsunndragelse**

- Inneholder rammeavtale en klausul om at underleverandører plikter å være a jour med innbetaling av offentlige skatte- og avgiftskrav?
- Har hovedleverandør kontraktsfestet at de kan hente inn relevante skatteopplysninger fra underleverandør i hele kontraktsperioden?
- Har hovedleverandør sjekket underleverandøren i Enhetsregisteret, Foretaksregisteret, MVA1registeret og konkursregisteret?
- Har hovedleverandør sjekket at underleverandør innbetaler MVA i henhold til inntjent beløp?

#### **5. Risiko for overlast**

- Er det iverksatt lokale tiltak på godsterminaler som kan forebygge overlast?
- Er det mulig å veie kjøretøy på godsterminaler?
- Er det vurdert om noe av varetransporten kan overføres til lette lastebiler?
- Har hovedleverandør kommunisert til underleverandører at det er nulltoleranse for overlast?

#### **6. Risiko for korrupsjon**

- Er det gode og transparente rutiner knyttet til inngåelse av kontrakter og tildeling av kjøreruter?
- Har hovedleverandør foretatt internkontroll av prosessen med tildeling av kjøreruter?
- Er det enkelte underleverandører som har påfallende høy inntjening?
- Har hovedleverandør vurdert å plassere ansvaret for oppdragstildeling til et høyere nivå i organisasjonen?

## 7. Risiko for hvitvasking

- Har hovedleverandør iverksatt tiltak som kan forebygge hvitvasking?
- Er det indikasjoner på at underleverandøren benytter fiktiv fakturering av tjenester?
- Har hovedleverandør gjennomgått regnskapet til underleverandøren for å se etter uregelmessigheter?
- Er forebyggende tiltak om hvitvasking inntatt i Code of Conduct?

## 8. Risiko ved bransjestruktur

- Er det vurdert å ansette egne sjåførere istedenfor å benytte innleide transporttjenester?
- Har hovedleverandør vurdert å benytte underleverandører som har faste ansatte?
- Har hovedleverandør vurdert å ha færre underleverandører, slik at det blir enklere å følge opp at underleverandørene etterlever regelverket?
- Er det foretatt beregninger av hvor mye underleverandøren har i inntjening per oppdrag?
- Er «timebetalingen» til underleverandørene forsvarlig?
- Foretar hovedleverandør økte kontroller i perioder med høykonjunktur (som Black Week, førjulstid mv.)?
- Stiller oppdragsgiver tilstrekkelige krav til sine hovedleverandører, slik at de sikrer at deres valgte leverandører har kontroll?

## Appendix 6 Labour standards – self employees

*This is to certify that those who carry out transport work in the network intended to be Nordic Ecolabelled, as contractors for an umbrella company, enjoy labour standards that at least correspond to those specified in the relevant country below:*

### Sweden:

Swedish Transport Workers' Union, Transport Agreement: [Arbetsrättsliga villkor för godsförare](#)

(Procurement authority's website, Requirement ID: 11367:3, in accordance with Appendix 1.)

SEKO agreement for Postal Services: [Avtal Kommunikation](#)

### Norway:

Written labour agreement, the content of which complies with Norwegian legislation, with reference to the minimum requirements in Section 14-6 of the Norwegian Working Environment Act.

As a minimum, drivers must have a salary equivalent to that stated in the "Regulation on general application of wage agreements for goods transport by road" and be covered by the statutory insurance and pension insurance provision. [Forskrift om allmenngjøring](#)

If subcontractors are used for deliveries with vans (B driver's license), the license applicant must ensure that all points in the checklist (see appendix 5) are handled in the business.

### Denmark:

One of the most common collective agreements according to the Danish Road Traffic Authority: <https://fstyr.dk/da/Erhvervstransport/Godskoersel/Overenskomstforhold>

For commercial vehicles, reference is made to the conditions found in the collective agreements for drivers who carry out goods transport, [Krav til varebilsvognmænd \(fstyr.dk\)](#)

### Finland:

Any of the following collective agreements within Central Organisation of Finnish Trade Unions SAK member unions:

Transport Workers' Union <https://www.akt.fi/in-english/>

Finnish Post and Logistics Union, PAU Collective Agreement <https://www.pau.fi/>

**Licence applicant's signature**

Place and date	Company
Person responsible	Signature of person responsible
Tel. no.	E-mail address

## Appendix 7 Road /traffic safety

Any checklist for safety control shall as a minimum include the following:

### **Vehicle**

Control of fluid levels

Control of lighting, reflectors and signs

Control of tire pressure and tire pattern (depth)

Control of suspension/spring system

### **Driver**

Drivers' documents

Vehicle documents

Valid permits

Inspection round after workday (for example cleaning, refuelling, locks)

### **Load securing**

The placement and securing of the load

Load protective equipment (for example edge protection)

Axle load and bogie pressure

Load handling equipment (for example pallet lifter, tail lift)

## Appendix 8 Rules and recommendations for licence holders' communication

In section 3.5 in the criteria document the requirement 018 “Information to consumer”, demands that you provide the following information to end consumers when you communicate with them post purchase.

Please note that XX in the UK language version must be replaced by the country where the licensee offers Nordic Swan Ecolabel delivery.

Why this text?	UK	SE	DK	FI	NO
Research shows that congratulating customers on the choice they made will create positive feelings and help to therefore reassure them on their choice and hopefully become a repeat customer.	<b>[Optional]</b>  Congratulations on your choice of delivery! It makes a difference for the environment.	<b>[Valfri]</b>  Grattis till ditt val av leverans! Det gör skillnad för miljön.	<b>[Valgfri]</b>  Tillykke med dit valg af levering. Det gør en forskel for miljøet.	<b>[Valinnainen]</b>  Kiitos ympäristölle hyvän toimitustavan valinnasta!	<b>[Valgfri]</b>  Gratulerer med ditt valg av levering. Du har gjort et godt miljøvalg.
This sentence summarizes what a Nordic Swan Ecolabel delivery option is.	<b>[Mandatory option 1]</b>  Nordic Swan Ecolabel delivery in XX with strict requirements on climate performance and high energy efficiency.	<b>[Obligatorisk alt 1]</b>  Svanenmärkt leverans i Sverige med stränga krav på klimatprestanda och hög energieffektivitet.	<b>[Obligatorisk alt 1]</b>  Svanemærket levering i Danmark med skrappe krav til reduceret klimabelastning og høj energieffektivitet.	<b>[Pakollinen vaihtoehto 1]</b>  Joutsenmerkitty toimitus Suomessa – täyttää tiukat vaatimukset ilmastovaikutuksissa ja energiatehokkuudesta.	<b>[Obligatorisk alt 1]</b>  Svanemærket levering i Norge med strenge krav til redusert klimabelastning og høy energieffektivitet.
This text briefly explains what a Nordic Swan Ecolabel delivery option means.	<b>[Mandatory option 2]</b>  Nordic Swan Ecolabel delivery in XX is a delivery choice that meets strict requirements for climate performance and high energy efficiency.	<b>[Obligatorisk alt 2]</b>  Svanenmärkt leverans i Sverige är ett leveransval som oppfyller stränga krav på klimatprestanda och hög energieffektivitet.	<b>[Obligatorisk alt 2]</b>  Svanemærket levering i Danmark er et leveringsvalg, der lever op til skrappe krav til reduceret klimabelastning og høj energieffektivitet.	<b>[Pakollinen vaihtoehto 2]</b>  Joutsenmerkitty toimitus Suomessa on tiukat ilmasto- ja energiavaatimukset täyttävä vaihtoehto.	<b>[Obligatorisk alt 2]</b>  Svanemærket levering i Norge er et leveringsalternativ som oppfyller strenge krav til redusert klimabelastning og høy energieffektivitet.

<p>These points provide the consumer with more information about what a Nordic Swan Ecolabel delivery option means.</p>	<p><b>[Mandatory option 3]</b></p> <p>Nordic Swan Ecolabel delivery in XX is a delivery choice that meets strict requirements on climate performance and high energy efficiency.</p> <p>The Nordic Swan Ecolabel ensures:</p> <ul style="list-style-type: none"> <li>• Reduced greenhouse gas emissions by strict requirements on energy efficiency, renewable fuel, and electrified vehicles.</li> <li>• Employment contracts in line with collective agreements or similar.</li> </ul>	<p><b>[Obligatorisk alt 3]</b></p> <p>Svanenmärkt leverans i Sverige är ett leveransval som uppfyller stränga krav på klimatprestanda och hög energieffektivitet.</p> <p>Svanenmärkningen säkerställer:</p> <ul style="list-style-type: none"> <li>• Minskade klimatutsläpp genom stränga krav på energieffektivitet, förnybara drivmedel och eldrivna fordon.</li> <li>• Anställningsvillkor i enlighet med kollektivavtal eller motsvarande.</li> </ul>	<p><b>[Obligatorisk alt 3]</b></p> <p>Svanemærket levering i Danmark er et leveringsvalg, der lever op til skrappe krav til reduceret klimabelastning og høj energieffektivitet.</p> <p>Svanemærket sikrer:</p> <ul style="list-style-type: none"> <li>• Reduceret udledning af drivhusgasser via skrappe krav til energieffektivitet, fornybare brændstoffer og andel el-køretøjer.</li> <li>• Vilkårene i ansættelseskontrakter er på niveau med nationale overenskomster indenfor området.</li> </ul>	<p><b>[Pakollinen vaihtoehto 3]</b></p> <p>Joutsenmerkitty toimitus Suomessa on tiukat ilmasto- ja energiavaatimukset täyttävä vaihtoehto.</p> <p>Joutsenmerkki tarkoittaa:</p> <ul style="list-style-type: none"> <li>• Pienempiä kasvihuonepäästöjä – tiukat vaatimukset energiatehokkuudelle sekä kaasu- ja sähköautojen käytölle</li> <li>• Hyvät työolot – kansallisia työehtosopimuksia noudatetaan.</li> </ul>	<p><b>[Obligatorisk alt 3]</b></p> <p>Svanemerket levering i Norge oppfyller strenge krav til redusert klimabelastning og høy energieffektivitet.</p> <p>Svanemerket sikrer:</p> <ul style="list-style-type: none"> <li>• Reduserte klimagassutslipp grunnet strenge krav til energieffektivitet, fornybart drivstoff og elektriske biler.</li> <li>• Bedre arbeidsvilkår utover nasjonale arbeidsmiljøbestemmelser.</li> </ul>
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