

The Australian Ecolabel Program

Good Environmental Choice Australia Standard

Transport and Distribution Services



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Use of This Standard

This voluntary environmental labelling standard may be used by competent environmental assessors to establish goods and services conforming to the Australian Ecolabel Program. Services that are certified with the mark of conformity, the "Good Environmental Choice Australia Services Label" have been independently assessed and demonstrate compliance to the environmental and social performance criteria detailed in this standard. The overall goal of environmental labels and declarations is the communication of verifiable and accurate information, which is not misleading, on environmental aspects of goods and services. This encourages the demand for, and supply of, those goods and services that cause less stress on the environment, thereby stimulating the potential for market-driven continuous environmental improvement.

This standard identifies environmental, quality, regulatory and social performance criteria that goods and services provided in Australia can meet in order to be considered as good "environment practice". Service providers that have been certified as conforming to this standard may gain greater market recognition and a marketing advantage in government and business procurement programs, as well as broad consumer preference.

This standard can be used by Australian goods and service providers to guide their environmental programs by using the environmental criteria as key performance benchmarks to reduce the environmental loads resulting from their activities. The standard is necessarily restricted in its identification of environmental loads under the direct control of the service provider. Providers should consider other environmental measures, which are not included in this standard, in their activities and aim for even higher levels of environmental performance where technically possible.

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GOOD ENVIRONMENTAL CHOICE AUSTRALIA STANDARD FOR SERVICES

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Abstract

This Standard specifies environmental performance requirements of environmentally managed transport and distribution services for the Australian Ecolabel Program. The program complies with ISO 14024: "Environmental labels and declarations - Guiding principles" which requires environmental labelling specifications to include criteria that are objective, reasonable and verifiable.

This Standard specifies requirements for the use of energy, fuel and water by service providers, as well as the systems that must be in place to support waste management and product procurement. Requirements for the arrangement of cleaning, maintenance and cultural programs must be implemented as well as compliances with regulatory bodies concerning the environment and occupational health and safety.

Definitions

Appliance includes: all items usually located in kitchens, bathrooms, meeting and work areas that consume energy and perform a function.

Label means the Good Environmental Choice Australia (GECA) Label.

Product is a broad term covering both **goods**, which are physical objects, and **services**.

Recycled Content is defined as "post-consumer" material generated by households or by commercial, industrial and institutional facilities in their role as end-users of a product, which can no longer be used for its intended purpose. This includes returns of material from the distribution chain.

Renewable Energy is an energy resource that is rapidly replaced by natural processes. Examples include: biomass, geothermal, hydro, solar, tidal and wind.

1 INTRODUCTION

1.1. Purpose

This Standard seeks to define a benchmark for good environmental performance for service providers responsible for transport and distribution services. It is a voluntary environmental labelling standard administered by Good Environmental Choice Australia (GECA), which specifies minimum environmental performance criteria for the category of service. Members of the category of service who adhere to the standard will be able to demonstrate environmental preferability over their peers.

1.2. Background

Transport services are integral to economic activity in Australia and account for approximately a sixth of all jobs in Australia. Services are an important and growing part of the global economy, accounting for the dominant share of output and employment in most industrialised countries.

Over the past four decades, the share of GDP accounted for by the category of services has continually and significantly increased. Employment growth within the services industry has been even stronger – increasing by almost 20 percent from the mid 1960s.

At the same time, the environmentally damaging effects of the commercial service sector have become more apparent. The 2001 State of the Environment Report points out that the commercial service sector contributes significantly to energy use and waste volumes.

The primary purpose of this standard is to define environmental performance criteria for transport and distribution services, in particular the environmental impacts resulting from activities undertaken by transport workers and logistical support staff.

An environmentally efficient commercial service sector is preferable because it reduces the demand for virgin raw materials at the same time as limiting the emission of various pollutants and wastes. While direct impacts such as these are most obvious, there are also indirect impacts such as those on human health and wellbeing.

2 STANDARD CATEGORY SCOPE

This standard is applicable to air, road, rail and sea transport provided by the following:

- Delivery service providers,
- Goods transport providers,
- Live transport providers, including human and animal transport.

This standard is not applicable to:

- Internet or electronic transfer providers,
- Mining, construction or manufacturing service providers,
- Public services or utilities,
- Wholesale or retail trade.

This standard applies only to the extent that the applicant has control over the service being certified. For example, a contractor with no control over existing infrastructure is not expected to be responsible for facilities that are outside the control of the contractor, but is expected to make whatever behavioural and procurement changes are possible to ensure the minimisation of environmental impact resulting from their activities.

This standard is applicable to all transport and distribution services provided by the applicant with no exception for any service, so there cannot be a distinction between “ecolabelled services” and “non-ecolabelled services” that may be offered.

Use of the GECA Label

The Label must be used appropriately by certified organisations in line with the licensing agreement offered to successful applicants. This includes specification of the certified service and licence number alongside any display of the label. The Label must not be used to over-represent the extent and scope of certification under this Standard.

Certification under this Standard applies only to the distribution service of the organisation seeking certification. The Label must not be associated with goods or with other services excluded by the scope that are provided by the organisation, or as part of advertising material for those goods or services. The GECA label for transport services does not in any way constitute GECA endorsement of products transported or delivered by the certified service provider.

Physical goods may be certified by Good Environmental Choice Australia under the relevant product category standard and only then may the goods display the GECA Label.

Examples of appropriate use of the Label for distribution services under this Standard include:

- Tender applications for projects requiring services certifiable under this Standard.
- Advertisement of services specifically certified under this Standard.

3 ENVIRONMENTAL PERFORMANCE CRITERIA

3.1 Operational Requirements

Company-wide standard operating policies and procedures must be in line with minimum legal requirements. Operating policies and procedures must also be incorporated in the induction of all new staff and drivers, and be readily available to all staff upon refresher training and at an individuals request training.

3.1.1 Energy Measurement

Total energy use for the whole company must be measured and recorded on a minimum quarterly basis. Total energy use must be analysed into categories including, as a minimum: electricity, gas and fuels. Fuel use must be recorded by type (e.g., petrol, LPG, aviation fuel, diesel, ethanol). This energy data must be auditable by viewing receipts from energy suppliers.

3.2 Transport Functions

This section applies only to the transport activities of the service provider (i.e., vehicles and proper operation of vehicles) and does not include administrative support functions or infrastructure controlled by the organisation.

3.2.1 Vehicle Servicing

All commercial vehicles must be serviced by qualified service technicians at least once per year or as recommended by the manufacturer, whichever is the most frequent. In addition, road transport vehicles must be serviced every 10 000 km.

3.2.2 Vehicle Emissions

All vehicles shall be subject to annual emissions testing to establish compliance with relevant regulations. At a minimum this testing shall include “cold-start” emissions (i.e., pre-warming the engine before testing is prohibited). Vehicles must not be used if emissions are found to be above environmental regulatory limits.

All road transport vehicles must be equipped with catalytic converters or another emission limiting device of equal efficacy.

All road vehicles must clearly display a sign encouraging other motorists to report unsightly emissions. This must be accompanied by a telephone number and documented as directed in Section 3.3.1.

3.2.3 Alternative Fuels

Where technically possible, all petrol and diesel operated vehicles must use a minimum of 10 % fuel from non-petrochemical origin. This may include bio-diesel, vegetable oils or ethanol.

Exemptions may be granted for existing vehicles where fuel substitution is prohibited under the vehicle warranty. This exemption only applies for the period of the warranty. The procurement of new vehicles must give preference to vehicles that do not make such warranty limitations (see Section 3.5.1).

3.2.4 Route Calculation

The service provider must have effective systems in place to optimise route planning and delivery efficiency in order to minimise fuel use. The use of network theory is recommended.

3.2.5 Carbon Offsets

The following proportion of carbon emissions from non-renewable origin must be offset by a carbon credit provider acceptable to GECA:

Road Transport	70 %
Air Transport	70 %
Rail Transport	50 %
Sea Transport	40 %

“Carbon neutral” fuels such as vegetable oil, biodiesel or ethanol from fermentation of sugars need not be included in the calculations. Ethanol produced from ethylene is classified as a non-renewable fossil fuel.

3.2.6 Hazardous Goods and Secure Transport

If hazardous goods transport or secure transport is offered by the service provider, functioning policies must be in place including, as a minimum:

- Compliance with relevant regulations (hazardous goods and security of information).
- Clear instructions to staff, delivery drivers and customers regarding:
 - the proper labelling of hazardous materials, and
 - the safe handling of hazardous materials.
- Special training for hazardous goods delivery drivers (including emergency spill procedures).
- Clear communication of the particular hazardous goods not accepted for transport.
- Procedures to ensure secure document delivery.

3.2.7 Animal Transport

If animals (including fish) are accepted for transport by the service provider, transport must be carried out, as a minimum, in accordance with the relevant Model Code of Practice for the Welfare of Animals or the equivalent state or territory code. Where no relevant code exists, all transport must be carried out, as a minimum, in accordance with the World Organisation for Animal Health (OIE) transport guidelines.

Additionally the following procedures must be used:

- Animals must be assembled, loaded, transported or unloaded in a way which is unlikely to cause injury, suffering or distress.
- Animals must not be accepted for transport if not in good health and fit for the intended journey. Emergency transport for veterinary treatment is excepted.
- Animals must be separated into appropriate compatible groups prior to loading.
- Vehicles and containers must be designed, constructed and maintained as appropriate to the biological needs of the species to be transported.
- All animal transport journeys must be as short as possible in terms of the time and distance travelled. This includes the transport of livestock for slaughter, which must take place humanely as near as possible to the point of production.
- Animals must not be accepted for transport if the person responsible for their care does not undertake to provide sufficient food, water and rest before, during and after the journey, according to their biological needs.
- The transport of unaccompanied animals must be minimised and avoided wherever possible.
- Suitable provision must be made for wild animals unused to human contact or confinement.

Species Specific Procedures

- Bobby calves must be 10 days old or of an age that enables them to withstand the stress associated with transportation, whichever is the later.
- Bobby calves must at all times be transported in vehicles that ensure a sheltered dry environment.
- Horses may only be transported in single deck vehicles specifically designed for the needs of horses.
- All horses must be transported, as a minimum, in accordance with the Australian Model Code of Practice for the Welfare of Animals: Land Transport of Horses or the equivalent state or territory code.

- Feral horses may only be accepted for transport for the purposes of relocation or rehoming and as part of a government supervised management program.

Transport of Animals by Air and Sea

The transport of animals by air both domestically and internationally must be carried out, as a minimum, in accordance with the International Air Transport Association's Live Animal Regulations.

Animals may not be accepted for transport by sea for the purpose of slaughter. Companionate animal, zoological specimens (e.g., captive breeding programs for CITES species), or other necessary transport may be undertaken in accordance with Australian Standards for the Export of Livestock, as a minimum.

3.3 Administrative Functions

This section only applies to administrative and support activities (e.g., offices, depots and storage sites).

3.3.1 Quality Assurance

A register of complaints must be maintained for service quality, unsightly emissions reports and operational procedures. This must include the complainants contact details, the reason for the complaint, action taken and the date.

3.3.2 Energy Source and Offsetting

For grid electricity, either:

- A minimum of 20% of the total energy used must be sourced from renewable electricity must be sourced from a government approved Green Power provider, or
- A minimum of 20% of the total electricity used from non-renewable sources must be offset by carbon credit provider acceptable to GECA.

For other non-renewable energy sources, (e.g. gas):

- A minimum of 20% of the total energy used from non-renewable sources must be offset by carbon credit provider acceptable to GECA.

3.3.3 Lighting

This section may not apply where a tenant can prove they have no control over the systems in place after a written request to the property owner or manager.

All non emergency lighting must be switched off after hours.

No incandescent light bulbs may be installed. An exception is made for applications where there is no low-energy bulb on the market for the fitting, or where equal fitness for purpose cannot be demonstrated using a low-energy bulb.

3.3.4 Heating and Cooling

This section may not apply where a tenant can prove they have no control over the systems in place after a written request to the property owner or manager.

Cooling and heating systems must have their thermostats set no lower than 20°C for summer months and no higher than 24°C for winter months.

All heating and cooling systems must be switched off after hours. Exemptions may be granted where energy usage measurements demonstrate improved overall efficiency from continuous operation.

3.3.5 Hot Water

Instantaneous hot water systems involving hot water storage (e.g., urns) must not be installed. Existing systems may be used, but may only be replaced at end-of-life with energy efficient alternatives, such as gas-preheaters or non-storage-based systems.

3.3.6 Power Management

All appliances including computers capable of power management must have these features switched on. An appropriately short time delay must be set for an appliance to be inactive before it enters 'suspend' or 'sleep' mode.

All computers must be switched off after hours. Computers performing a constant business function, such as servers, are exempt from this requirement if display devices that are able to be turned off are switched off when not in active use.

3.3.7 Water Use

This section may not apply where a tenant can prove they have no control over the systems in place after a written request to the property owner or manager.

All water output fittings must have a minimum 3 star water conservation rating as set by the Water Efficiency Labelling and Standards (WELS). Hoses must be equipped with automatic trigger mechanisms to minimise water use. Car, truck and other vehicle washing stations must be equipped with some form of water recovery and recycling system.

No visible water leaks (from taps, hoses or bathrooms) may be present on site.

3.4 Waste

This section applies to all activities undertaken by the service provider.

3.4.1 Data Collection

At least 98 % of waste by volume must be recorded and disposal receipts maintained. A spreadsheet containing, as a minimum, categories for waste type, weight, date, disposal method and cost (e.g., recycling, landfill, specific waste collection service) must be used for waste management purposes.

3.4.2 Specific Waste Collection

Motor oil, lubricants, tyres, IT equipment, office equipment, printing ink, toner refills, fluorescent tubes or any other materials with hazardous (or environmentally hazardous) content must be collected for reuse or recycling, or appropriate disposal by the manufacturer.

Chain of custody evidence must be available for all hazardous waste streams.

3.4.3 Packaging

Packaging used by the service provider must be recyclable in local mainstream recycling systems, and:

Plastics:

- Must not contain halogenated plastics (including PVC)
- If greater than 50 g in weight, must be marked with an appropriate resin code in conformance with ISO 11469.

Papers and cardboards:

- Must contain at least 50 % recycled content
- Must be free of elemental chlorine (EFC or TCF).

3.5 Procurement

3.5.1 Procurement System

A procurement policy in general conformance with the “GECA Green Procurement Guidelines in Brief” must be established which includes the majority of products purchased, including, as a minimum

- Vehicles and parts, including tyres, fuels, oils and lubricants,
- IT equipment and printing consumables,
- Paper products, including office and sanitary paper,
- Cleaning services and supplies,
- Energy consumption including lighting.

All paper purchased must be specified to contain at least 50% environmentally preferable fibre (recycled or FSC certified) and be Elemental Chlorine Free (ECF or TCF) or be certified by GECA. Exceptions may be made in cases where the intended function of the paper cannot be performed by this type of paper (e.g. archival).

The procurement system should maintain receipts and define the product, source, quantity, cost, end of life options and environmental credentials for procurement decisions. The procurement system should also specify all materials designated as hazardous.

3.5.2 Environmental Preference

Procurement policies must specify criteria for environmentally preferable products. Environmentally preferable products are those certified by GECA or other third party environmental certification schemes delivered by not-for-profit, non-trade associations.

3.6 Cultural Programs

3.6.1 Environmental Manager

A nominated individual must be responsible for environmental management. GECA must be notified if this individual changes during the certification period.

3.6.2 Environmental Goals

Clearly defined environmental goals of the organisation, as a minimum established by this Standard, must be readily accessible to staff and clients.

3.6.3 Training of Staff

All current staff, including cleaning contractors, must be trained how to use the environmental management systems in place for this Standard.

New staff must be trained about how to use the environmental management systems as a part of their introduction to the workplace. Training must be followed up to ensure that workers understand and use the environmental systems in place.

3.6.4 Environmental Prompts

Where temporary staff or customers come into contact with environmental systems, prompts must be in place to explain their use.

3.7 Ethical Activity Requirements

Many aspects of service provision are not covered under this standard, namely the ethical nature or indirect environmental or social impact of the service itself. It is expected that significant social impacts or environmental loads are managed by the service provider. If an aspect of the service provision is grossly mismanaged or the service provision directly supports socially or environmentally damaging activities, which are not directly covered by the above environmental performance criteria, assessors may recommend against certification under this Standard.

4 COMPLIANCE TO ENVIRONMENTAL REGULATIONS

The applicant is required to comply with relevant environmental legislation and government orders at the Local, State, and Commonwealth levels, if these have been issued. An applicant's compliance with these criteria may be established by undertaking a series of random checks; and/or by gathering samples of applicant operational procedures and documents from approved assessors as evidence to support compliance during the verification. Where an applicant is from an overseas jurisdiction, that jurisdiction's environmental regulations apply. Where the applicant is subject to a guilty verdict by a legally constituted court in the last 24 months on the basis of a breach of any environmental legislation or permits, there must be evidence of corrective action.

5 COMPLIANCE TO LABOUR, ANTI-DISCRIMINATION AND SAFETY REGULATIONS

The applicant shall demonstrate that all employees are covered by a Federal or State award or a certified industrial agreement or a registered workplace agreement as determined by the Industrial Relations Commission, the Employment Advocate or a State or Territory Workplace Relations Agency or a workplace agreement in compliance with Workplace Relations Act 1996 Part 7 – The Australian Fair Pay and Conditions Standard.

The applicant shall demonstrate general compliance to the terms of State or Territory Legislation concerning Occupational, Health and Safety and/or the *Commonwealth Safety, Rehabilitation and Compensation Act 1988*, where applicable. Driver log books must be enforced and be compliant with the *Road Transport Legislation – Driving Hours legislation*. Where the applicant is subject to a breach order by a government agency, or a guilty verdict by an Australian Court within the last 24 months, on the basis of a breach of State, Territory or Commonwealth Occupational, Health and Safety Legislation, there must be evidence of corrective action.

The applicant shall demonstrate general compliance to the requirements of the Racial Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992, Equal Opportunity for Women in the Workplace Act 1999, and complementary State Legislation. Applicants cannot be in the list of 'named' or non-compliant employers under the Equal Opportunity for Women in the Workplace Act 1999. Where the applicant is subject to a breach order by a government agency, or a guilty verdict by an Australian Court in the last 24 months on the basis of a breach of these Acts, there must be evidence of corrective action.

Where the applicant is from an overseas jurisdiction, the applicant shall demonstrate compliance to that jurisdiction's anti-discrimination, occupational health and safety, and workers' compensations regulations. Where the applicant is subject to a breach order by a government agency, or a guilty verdict by a legal court in their respective country within the last 24 months on the basis of a the breach of anti-discrimination, occupational health and safety, and workers' compensation regulations, there must be evidence of corrective action.

The applicant's compliance with these criteria may be established by undertaking a series of random checks; gathering samples of applicant operational procedures and documents from approved assessors; and/or by providing a self-declaration document signed by an executive officer of the applicant organisation as evidence to support compliance during verification.

6 EVIDENCE OF CONFORMANCE

6.1 Audit Methodology

Conformance with this standard shall be demonstrated by undertaking an assessment under the above criteria by an approved assessor, following the certification and verification procedures detailed in the Good Environmental Choice Australia Ltd Documented Quality Management System, which generally follows the environmental auditing requirements of ISO 19 011.

6.2 Assessor Competency

The Australian Ecolabel Program classifies approved assessors as:

- a. Assessors registered by Good Environmental Choice Australia Ltd as environmental professionals that hold expertise relevant for an assessment, and who have undertaken training in the procedures of the Australian Ecolabel Program; or
- b. Environmental auditors accredited with the RABQSA.

6.3 Suitable Sources

Audit evidence should be of such a quality and quantity that competent environmental auditors, working independently of each other, will reach similar audit findings from evaluation of the same audit evidence against the same audit criteria.

Suitable sources of information to establish compliance may be, but are not limited to:

- a. Technical specification of a product.
- b. Obvious characteristics of the product under examination.
- c. Scientific test results and reports.
- d. Environmental management system and audit reports and results.
- e. Life-cycle assessment of each stage of the product life-cycle via a physical audit and examination.
- f. Life-cycle assessment via scientific testing.
- g. A statement of confirmation by an executive officer.
- h. An assessment of company or government records, including minutes of meetings, policy documents and receipts.
- i. Other material that can be considered objective evidence.

6.4 Laboratory Testing

New testing shall be undertaken by a laboratory accredited by the National Association of Testing Authorities (NATA), or similar overseas accreditation agents who can conduct the relevant tests and/or provide documentation detailing environmental performance against the criteria of this standard. The test results should be presented on NATA-endorsed reports or from a laboratory acceptable to Good Environmental Choice Australia Ltd.

If test results or environmental auditing results are not available, and/or there is insufficient data to establish full compliance with the criteria required by this standard, then certification cannot be awarded.