

Being



ORGANIC & ECOLOGICAL SPA



CERTIFIED BY ECOCERT

ECOCERT
Organic & Ecological
SPA Standard

—

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TABLE OF CONTENTS

FOREWORD	3
CRITERIA	5
1.SCOPE & DEFINITIONS	6
1.1. SCOPE	6
1.2. DEFINITIONS	6
2.STRUCTURE OF THE STANDARD	7
3.LEVEL I CRITERIA - ACCESS TO THE LABEL	8
3.1 CRITERIA FOR PRODUCTS	8
3.2 CRITERIA FOR SERVICES	11
3.3 CRITERIA CONCERNING SITE MANAGEMENT	14
4.LEVEL II CRITERIA - EXCELLENCE	1421
4.1. PRINCIPLES	1421
4.2. LEVEL II COMPULSORY CRITERIA - EXCELLENCE	1421
4.3. 3 SPECIFIC STRENGTHS OF YOUR SPA CENTER	1422
4.4. SPECIFIC CASE: SPAS CENTERS UNDER CONSTRUCTION OR RENOVATION	1422
5.ECOCERT GREENLIFE JURY AWARD PRIZE	23
6.COMMUNICATION RULES ASSOCIATED WITH THE Being LABEL	253
6.1 LABEL DISPLAY	253
6.2 LABELLING LEVELS REFERENCES AND COMPULSORY CLAIMS REFERING TO “BEING” LABEL	254
7.CERTIFICATION PROCESS	266
8.REVIEWING THE STANDARD	266
8.1. MODIFICATION OF THE STANDARD	266
8.2. TECHNICAL COMMITTEE	266
APPENDIX	277
APPENDIX I - Detergents	288
APPENDIX II - non exhaustive list of strengths to reach Level II	30
APPENDIX III Minimum health controls on pools	33
APPENDIX IV – certification process	34

FOREWORD

Dedicated to relaxing and well-being treatments, the spa is intended to promote the harmony of body and mind. Conveying notions of comfort and relaxation in luxurious surroundings, the spa has become a sociological phenomenon attracting many consumers for a break where "self-care" is central to the offer.

Today, the consumer is increasingly aware of environmental issues, and he looks for a spa establishment providing quality service given with the utmost respect for the environment.

One of the main challenges for professionals eager to meet this request is to create well-being spaces of quality where products, services, equipments and facilities are environmentally friendly and respectful to humans.

To promote the spa establishments involved into an environmental approach dealing with these challenges, Ecocert now offers the label "*Being*" of organic and ecological spas and areas.

OBJECTIVES

The aim of ECOCERT Organic & ecological SPA Standard - "*Being*" is to set high standards that allow consumers to choose a controlled setting where they will be sure to find an experience of "organic well-being" defined according to the following points:

- The need for a complete well-being depending on services, facilities, and organic or ecological products offers,
- A high quality service that meets their expectations in terms of treatment, hygiene and safety,
- Ensuring that this experience will generate a minimized ecological impact on the environment,
- Clear communication about the services of the establishment, its environmental commitment and its labelling grade

To elaborate this standard, ECOCERT has worked with:

- stakeholders of the spa industry, organized as a Committee and technical commissions with spa managers, therapists, and hotel professionals, architects, cosmetics operators,
- advices of independent experts,
- feedback from users, consultants and consumers

REFERENCE DOCUMENTS

The main texts used as the basis for the development of this standard and definition of its criteria are:

- *DECREE No. 2008-990 of 18th September 2008 (OJ of the French Republic) on the management of the quality of bathing water and swimming pools.
- *Decree of 1st February 2010 (OJ of the French republic) on the monitoring of legionella in production facilities, storage and distribution of hot water.
- *French health & sanitary code dedicated to pools and bathing waters : « Code de la santé publique – Articles L1332-1 à L1332-9 Piscines et baignades - Articles D.1332-1 à D.1332-13 Règles sanitaires applicables aux piscines »
- *French framework for controlling health and safety designed to assess, prevent or control the risk from bacteria like Legionella and take suitable precautions especially in whirlpools « Circulaire N°DGS/EA4/2010/289 du 27 juillet 2010 relative à la prévention des risques infectieux et notamment de la légionellose dans les bains à remous (Spas) à usage collectif et recevant du public ».
- *French decree N°93-743 on water (Décret n°93-743 du 29 mars 1993 relatif à la nomenclature des opérations soumises à autorisation ou à déclaration en application de l'article 10 de la loi n° 92-3 du 3 janvier 1992 sur l'eau
- *French regulation on sea shore protection : » Loi n° 86-2 du 3 janvier 1986 relative à l'aménagement, la protection et la mise en valeur du littoral »
- *Work of ISO and AFNOR standards committees such as those listed below:
AFNOR/ST02 Tourism of well-being ISO 12769 Wellness spas.

* Organic farming:

Council Regulation (EC) No 834/2007 of 28 June 2007 on organic production and labelling of or organic products and repealing Regulation (EEC) No 2092/91

NOP federal regulatory framework governing organic food in the USA

Japanese Agricultural Standard (JAS) .

* European Regulation (EC) No 1223/2009 – EU Cosmetics Regulation & Council Directive 76/768/EEC on cosmetics

*European regulation (EC) No 648/2004 of the european parliament and of the council of 31 March 2004 on detergents.

*European Regulation (EU) no. 1007/2011 on textile fibre names and related labelling and marking of the fibre composition of textile products repeals replacing Directives 2008/121/EC on textile names, 96/73/EC on certain methods for the quantitative analysis of binary textile fibre mixtures and 73/44/EEC on the approximation of the laws of the member states relating to the quantitative analysis of ternary fibre mixtures

*European Regulation (EC) No 1272/2008: Regulation on classification, labelling and packaging of substances and mixtures, amending and repealing Directives 67/548/EEC and 1999/45/EC, and amending Regulation (EC) No 1907/2006

*ILO core conventions:

029 Forced Labour - 1930

087 Freedom of Association and Protection of the Right to Organize - 1948

098 Right to Organize and Collective Bargaining - 1949

100 Equal remuneration - 1951

105 Abolition of Forced Labour - 1957

111 Discrimination (Employment and Occupation) - 1958

135 Workers' Representatives Convention, 1971

138 Minimum Age Convention - 1973

154 Collective Bargaining Convention, 1981

155 Occupational Safety and Health Convention, 1981

182 Elimination of the Worst Forms of Child Labour - 1999

CRITERIA

1. SCOPE & DEFINITIONS

1.1. SCOPE

This standard applies to all establishments such as day spas, hotel spas (the label will cover only the spa center), balneotherapy and thalassotherapy centers; beauty salons offering spa treatments.

1.2. DEFINITIONS

SPA

A spa is a well-being center:

- providing ritualized individual treatment for the person in poly-sensory and personalized treatment, excluding any sexual and / or sectarian purposes. Treatments can be "active" (performed manually), or "passive" (related to the use of a technical process or specific equipment),
- combining with body treatment for well-being purposes, relaxation or stress relief (including non-therapeutic well-being massage), water treatment in a suitable environment,
- bringing together various areas including at least: a reception desk, a wet area (water treatment), dry space (massage therapy), a relaxation area, a tea lounge and a cloakroom (individual or collective).

DAY SPA / URBAN SPA:spa establishment not providing related hotel services.

HOTEL SPA / DESTINATION SPA:spa with related hotel services.The certification applies only to the well-being center in the area defined above (definition of the word "spa").

BEAUTY SALONoffering ritualized treatment (see definition of "spa" above) beauty center offering facial treatment, body treatments and other beauty treatments (waxing, manicures, makeup, etc.).

ORGANIC PRODUCTS:plant and animal products (processed or unprocessed) from Organic Farming defined and certified according to European Regulation No. 834/2007 of the Council of 28th June 2007, U.S. regulation NOP, JAS Japanese regulation, Australian NASAA regulation, CAAQ Canadian regulation or other regulations considered equivalent by ECOCERT.This definition also covers "organic products" (cosmetics, textiles, perfumes, detergents etc.) controlled according to specifications recognized by ECOCERT.The list of standards or regulations recognized by ECOCERT is available on request.

ECOLOGICAL PRODUCTS:products inspected or certified as Ecological according to specifications recognized by ECOCERT.The list of standards or regulations recognized by ECOCERT is available on request.

COSMETICS: A "cosmetic product" shall mean any substance or preparation intended to be placed in contact with the various external parts of the human body (epidermis, hair system, nails, lips and external genital organs) or with the teeth and the mucous membranes of the oral cavity with a view exclusively or mainly to cleaning them, perfuming them, changing their appearance and/or correcting body odours and/or protecting them or keeping them in good condition.

2. STRUCTURE OF THE STANDARD

This standard defines criteria to ensure "organic well-being" for consumers.

Two levels of certification and a "jury award" are proposed to highlight the environmental performance of each site and support spa establishment in a developing approach:

- **Level I: level of access to the label**, with 50 fixed criteria, applicable to any type of spa center willing to start with an environmental approach
- **Level II: level of excellence** highlighting the strengths of the spa establishment and rewarding advanced approaches.
- **The "Jury Award"** will be given annually to the spa establishment that will have the most accomplished approach among the spas already holding the level of excellence.

Thus, the main objective of this standard is to guarantee "organic well-being" based on three fundamental values:

WELL-BEING: *The services, products and facilities must ensure a complete well-being experience to the guests, also ensuring that products, food and equipments were selected to optimize this wellness. Hygiene and safety must be flawless. The use of organic or ecological products should be preferred to minimize the presence of contaminant from the petrochemical industry which could affect well-being.*

QUALITY: *The experience sought in a spa must be qualitative, and actions implemented to reduce environmental impacts cannot be at the expense of service quality.*

ECOLOGY: *The activity of a spa can be particularly energy and water consuming. Proper management of resources, waste and environmental impacts of the establishment is required.*

THE CRITERIA OF THE STANDARD ARE DIVIDED OVER 3 FIELDS:

The three fields are divided into 19 themes in total distributed as follows:

1. PRODUCTS:

Associated themes: cosmetics, food & beverages, detergents, fragrances, consumables, textiles.

2. SERVICES:

Associated themes: protocols of treatment, skills, comfort.

3. SITE MANAGEMENT:

Associated themes: environmental management, hygiene and safety regulations, use of water resources, use of energy resources, waste and discharge, swimming pools, laundry, vegetation, air quality and social criteria.

3. LEVEL I CRITERIA - ACCESS TO THE LABEL

ECOCERT has chosen to implement a simple and accessible entry level to every type of spa establishment regardless of its size, location or age of the premises, provided that its establishment presents no proven risk to the environment and local socio-economic balances.

50 criteria (divided in 19 themes) were defined to encourage spa establishments to commit themselves in the approach.

13 criteria concerning **PRODUCTS** purchased, used or sold by the spa establishment.

10 criteria concerning conditions of **TREATMENTS**

27 criteria concerning **SITE MANAGEMENT**

All these criteria must be observed and will be inspected on site by ECOCERT. However, if certain criteria concern non available equipments (pools, parks, etc.) they will be considered as not applicable and **will not be taken into account during the inspection.**

3.1 CRITERIA FOR PRODUCTS

THEME 1. COSMETICS

***Intention:** Maximizing the presence of ecological and organic cosmetics gives to the guests a quality treatment based on natural raw materials whose production is more eco-friendly.*

<i>Requirement</i>	<i>Description</i>
1. At least 10% of total cosmetics references are organic. Including these 10% , at least 20% of the total marketed cosmetics references should be organic or natural.	* Display of the organic products offered for sale * Clear distinction between certified and non certified products on the treatment menu or where the products are sold
2. Guarantees for all purchases of organic or natural cosmetics used for treatment or for sale	* Proof of purchase and traceability of certified organic or natural products

THEME 2. FOOD & BEVERAGE

***Intention:** Maximizing the presence of products from organic farming allows to reduce the environmental impact and to offer customers more healthy catering, in agreement with the experience of "well-being" sought in spas.*

Requirement	Description
3. Among the food & beverages offered during an "organic" treatment or sold in the spa, the consumer must be offered organic products.	<ul style="list-style-type: none"> * Proof of purchase and traceability of certified organic products. * all type of teas or herb teas available have to be certified as organic. * At least one reference by product family sold or offered must be organic (fruit, pastries, hot drinks, cold drinks, snacks). * Easy distinction between organic and non organic products on the menu or where the products are sold or offered
4. Among the snacks offered or sold (including waters), the establishment must favour locally supplied products	<ul style="list-style-type: none"> * Proof of purchase traceability and origin guaranties of products. * Establishment of a local supplying plan for products with annual plan for continuous improvement. If not applicable, justification will have to be given

THEME 3. DETERGENTS AND DISINFECTANTS

***Intention:** Maximizing the presence of ecological and organic cleaning products contributes to limit the risk of exposing the consumer to synthetic products, and favouring the use of products from natural raw materials whose production is more eco-friendly.*

Requirement	Description
5. All detergents (cleaning, descaling, disinfecting, washing, etc.), used for cleaning the premises and equipments are certified ecological or organic products or complying with Annex I	<ul style="list-style-type: none"> * conformity of products (Ecocert certification, Ecolabel or in accordance with Annex I) * proof of purchase, traceability and provision of a technical and a safety data sheet for each product used in the establishment.

THEME 4. HOME PERFUMES

Intention: Maximizing the presence of ecological and organic products contributes to reduce the risk of exposing the consumer to synthetic products, and favouring the use of products from natural raw materials whose production is more eco-friendly.

Requirement

Description

6. All air perfumes or candles used in the area are certified organic and / or ecological products.	* Proof of purchase and traceability of organic or ecological products
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THEME 5. CONSUMABLES

Intention: Avoiding the use of non-biodegradable disposable plastic products while replacing them by reusable, compostable or recycled products... This is what a purchasing policy should include.

Requirement

Description

7. Use of recyclable or biodegradable or recycled materials for bin bags	* All bin bags , should be made of recycled material or biodegradable / compostable / or reusable.
8. All self-service cosmetic products (soap, shower gel, shampoo, etc.) are organic or ecological and presented in a environmentally-friendly size..	* cosmetics provided in showers and locker rooms must be inside distributors - no-single-dose
9. Dishware used for snacks is made of recycled material or is biodegradable / or reusable or recyclable	* dishware used for snacks is made of recycled material or is biodegradable / or reusable (glass, metal, ceramique) or recyclable The use of water fountains should be encouraged. If not applicable, justification must be provided and criterion will be reviewed on an annual basis. * Plastic water bottles should be avoided unless impossibilities due to local specificities or t recycling programme available.
10. Small items, utensils and accessories used in all protocols are made of recycled material or are biodegradable / or reusable or recyclable disposable hygiene linens (briefs, mob caps, bed protection, disposable footwear), are made from recycled material or are biodegradable / or recyclable	* Reusable (glass, ceramic, metal) or biodegradable (paper, cotton, cardboard, PLA, etc.) or recyclable components (eg. wrapping sheets in starch or cornstarch) should be preferred * If not applicable, justification must be provided and criterion will be reviewed on an annual basis. * See also criterion 12 for non disposable hygiene linens and criterion 13 for cotton pads and wipes.

<p>11. Other "Papers" consumables (printing paper, toilet tissue, paper towels, cardboard bags, etc.) are preferably made from recycled or certified PEFC or FSC.</p>	<ul style="list-style-type: none"> * Proof of purchase and traceability, complete technical information sheet. * If not applicable, justification must be provided and criterion will be reviewed on an annual basis.
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THEME 6. TEXTILES

Intention: Maximizing the presence of organic, recycled or eco-friendly textiles contributes to minimize the environmental impact and to guarantee end consumers' health & safety.

Requirement

Description

<p>12. Preferring textiles (used and marketed) in the spa (towels, bathrobes, uniforms, sheet for massage tables, etc.) labelled organic or ecological</p>	<ul style="list-style-type: none"> * At least one product of the following categories are labelled organic or ecological: <ul style="list-style-type: none"> -Textile for customers (towels, bathrobes...) -Textile for massage tables (sheets...) -Textile used in protocols (gloves...) -Uniforms -Textiles for snacks (towels, tablecloth...) * Proof of purchase and traceability, proof of certification
<p>13. All textiles items such as cotton, wipes and gauzes used are labelled organic or ecological.</p>	<ul style="list-style-type: none"> * Proof of purchase and certification ; a traceability.

3.2 CRITERIA FOR SERVICES

THEME 7. TREATMENT PROTOCOLS

Intention: To ensure a flawless treatment quality and optimal well-being, it is essential to use the good practices as recognized in the spa industry and to offer treatment protocols using only organic products.

Requirement

Description

<p>14. At least 10% of the protocols using cosmetics use exclusively organic cosmetics. Including these 10%, at least 20% of the protocols using cosmetics should use organic or natural cosmetics.</p>	<ul style="list-style-type: none"> * Display of the treatment menu * Clear distinction between organic/ecological protocols and protocols using non certified products on the treatment menu.
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15. Availability of precise Protocol for each treatment	<ul style="list-style-type: none"> * Existence of a protocol for each treatment describing: <ul style="list-style-type: none"> -Type of massage/treatment -Qualification required for the therapist -Devices needed -Treatment steps and timings
16. Availability of precise protocol for the preparation of each treatment	<ul style="list-style-type: none"> * Protocol for preparation of the products used in treatment describing: <ul style="list-style-type: none"> -Quantities (mixtures...) - Devices - Measures to avoid confusion, contamination, involuntary mixtures or non-compliance with expiration dates.
17. treatment tracability	<ul style="list-style-type: none"> * following data recording, for each client: <ul style="list-style-type: none"> -Identity, -Treatment followed, -Products applied,(batch numbers...) -Identity of the therapists who performed the treatment.
18. For organic protocols no cosmetics in a single use packaging should be used	<ul style="list-style-type: none"> * Prohibition of single-dose for the organic protocols If not applicable, justification must be provided and criterion will be reviewed on an annual basis.
19. Risk assessment (health and safety) for each treatment provided	<ul style="list-style-type: none"> * Risk assessment study regarding customers health must be available for each treatment provided * corresponding action plan must be set to minimize risks (health questionnaire, interviews, written informations,, liability release form....)

THEME 8. COMPETENCES

***Intention:** An essential requirement to the experience sought in a spa is a guarantee on treatment quality, which needs well trained and skilled therapists.*

Requirement

Description

20. Therapists skills	<ul style="list-style-type: none"> * Evidence of competence for the type of treatment / therapy practiced (formalized document with diplomas, references, experience, internal training (dates /trainer's skills) or external training : durations, location evidence of trainings to maintain staff qualification * Evidence of trainings about the risks related to improper use of essential oils (handling precautions, allergy risks, respect of quantities, contra-indications according to the essences used)
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Intention: The service quality implies clearly defined and validated skills and functions of each member of the team.

Requirement	Description
21. Staff organisation and skills management	<ul style="list-style-type: none"> * Flowchart with spa manager designation * Formalised folder for each employee: containing CV, qualification , job description, training followed , substitutions

THEME 9.COMFORT

Intention: An essential consumer need in a spa is the guarantee of a complete comfort and well-being. These parameters can not be avoided and are not inconsistent with an eco-friendly spa.

Requirement	Description
22. guarantees for a complete well being consideration	<ul style="list-style-type: none"> * Quality questionnaire to be given to the Guests including at least all of the following parameters: <i>Premises layout & planning (consistent with the customer flow)</i> <i>Organization of the relaxation area to favour rest</i> <i>Respect for privacy</i> <i>Quality of the soundproofing and background music</i> <i>Efficiency of the heating / air conditioning system, pool & room temperatures</i> <i>Overall comfort in the cabin (room size, privacy, space, comfort of the massage tables, position the heater / air conditioner etc.)</i> <i>Choice of materials (rest area, snack, sauna, steam bath)</i> <i>Reduced – unpleasant odours</i> <i>food & beverage quality assessment</i> <i>Evaluation of overall well-being:</i> <ul style="list-style-type: none"> * Evidence of improvement actions. * Evidence of corrective actions.
23. Guarantees of privacy and well being	<ul style="list-style-type: none"> * The spa should have individual lockers room(s) and at least one rest areas.

3.3 CRITERIA CONCERNING SITE MANAGEMENT

THEME 10. ENVIRONMENTAL MANAGEMENT OF THE SITE:

Intention: *The environmental management of a site implies the creation of a team supporting an overall mission: reduction of use of resources, waste reduction and waste management, staff training and public awareness..*

Requirement	Description
24. Existence of an environmental policy	<ul style="list-style-type: none"> * The environmental and ethical policy of the site must be written and include: <ul style="list-style-type: none"> - appointment of a team or a person to manage the implementation of this policy - definition of the main guidelines for environment, social and ethics - commitment to train staff to Being standard - commitment to communicate this policy to its customers and its staff - commitment to the ethical code of the company or group if applicable
25. Water resource management	<ul style="list-style-type: none"> * Existence of an analysis plan including: <ul style="list-style-type: none"> - quaterly monitoring (minimum) of consumptions - balance sheet minimum of annual consumptions - identification of the main items of consumption, axis of control and improvement * Awareness and Training of Personnel * Awareness and customer information
26. Energy management	<ul style="list-style-type: none"> * Existence of an analysis plan including: <ul style="list-style-type: none"> - quaterly monitoring (minimum) of waste and discharges generated and treated - balance sheet minimum of annual waste and discharges volumes sorted by nature - identification of the main waste and discharges items, axis of control and improvement * Awareness and Training of Personnel * Awareness and customer information
27. Waste and discharges management	<ul style="list-style-type: none"> * Written procedure for sorting / recovery of waste generated by the center (consistent with possibilities offered by local authorities: description of the waste management organisation must be available) * Formalized staff training. * Formalized communication for customers on this point.

THEME 11. REGULATION, HEALTH & SAFETY

Intention: *To ensure hygiene, optimal security and better respect for the environment, the spa establishment must comply with laws, regulations, and best practices and implement appropriate operational procedures.*

Requirement	Description
28. Compliance with current standards and legislation	<ul style="list-style-type: none"> * Written commitment to comply with applicable legislation relative to the establishment. * Declaration to the competent authorities, statutory approvals and compliance with specifications imposed by the authorities. * Reporting to Ecocert of any incident leading to non-compliance with the applicable regulation
29. Guarantees of maintenance and equipment safety	<ul style="list-style-type: none"> * A maintenance plan of equipments (boilers, plumbing, air conditioning, sensors, filters or other devices to thermal or electric, ...) should be established in connection with the maintenance recommendations and safety risks
30. Health guarantees on pools' water (including whirlpools)	<ul style="list-style-type: none"> * Sanitation diary including: <ul style="list-style-type: none"> - records of interventions and treatments with frequency - achievement of minimum controls required for bath water: cf. Annex III and at least three measures of pH and disinfectant concentration per day - Records of controls and compliance thresholds (see Annex III) - Establishment and registration of corrective measures in case of non compliance with the thresholds * Renewal at least of 30l fresh water per bather per day in the pool
31. Cleaning of premises & wet areas , hygienic measures	<ul style="list-style-type: none"> * Cleaning and disinfection procedures of premises & wet areas with associated protocols, staff training * Adapted design of wet areas: area for removing footwear, foot bath, showers available before entering the pools ... * Cleaning and disinfection procedures of premises and wet areas written to optimize the doses used (detergents, water, water temperature, frequency) depending on constraints of each area to be cleaned, set up in-house or at the subcontractor. * Awareness and customer information
32. Prevention of Legionnaires disease	<ul style="list-style-type: none"> * Procedure and measurements ensuring the implementation of the following points: <ul style="list-style-type: none"> - Temperature of hot water production above 55°C. -Distribution of hot water at a temperature above 50°C throughout the network - Mixer at the point of use for a maximum temperature of 50°C to avoid burns. - Water bleed off to do before the arrival of customers :for water systems not used for several days (hot and cold water). - Bleeding and flushing of the entire water heating system when restarted after a prolonged closing period and disinfection after significant work. - Water quality:regular analysis of Legionella

THEME 12. WATER USE

Intention: A Spa area can be particularly water consuming. However, simple and common sense practices can reduce this consumption: water is a rare resource and must be saved.

<i>Requirement</i>	<i>Description</i>
33. Control of drinking water consumption	<ul style="list-style-type: none"> * Installation of flow reduction devices and automated stop points accessible to the public * Justification if unable and obligation of an annual review to reassess the implementation of these devices
34. Substitution plan of drinking water	<ul style="list-style-type: none"> * Establishment of: <ul style="list-style-type: none"> - A plan to replace potable water for uses not requiring potable - A plan for recovery and recycling of water (stormwater, wastewater, amenities ...) * Justification if unable and obligation of an annual review to reassess the possibilities of substitutions, recycling and recovery.

THEME 13. ENERGY RESOURCES

Intention: A spa area can be particularly energy consuming. However, there are simple and common sense practices to reduce this consumption.

<i>Requirement</i>	<i>Description</i>
35. Control of energy consumption	<ul style="list-style-type: none"> * Installation of devices and / or procedures for controlling energy consumption: <ul style="list-style-type: none"> - Devices / procedures to regulate temperature and time for the heated or air-conditioned zones - Insulating the most consuming areas and regular checkings of the quality of the insulation - Switch off Instructions for heaters and air conditioning systems adapted to the case (prolonged opening doors, closing of the establishment, ...) - Devices / instructions / off lighting based on occupancy (timer, sensors, lighting zones separated ...) Justification if unable and obligation of an annual review to reassess the implementation of these devices. * Awareness and staff training * Awareness and customer information
36. Use of renewable energy or recovered	<ul style="list-style-type: none"> * Establishment of: <ul style="list-style-type: none"> - A feasibility study of recovery of energy or use of renewable energy Justification if unable and obligation of an annual review to reassess saving solutions
37. Use of low energy light bulbs	<ul style="list-style-type: none"> * Use of low energy light bulbs to the area covered by the certification. Justification if unable and obligation of an annual review to reassess the implementation of these devices.

THEME 14. WASTE MANAGEMENT

Intention: Spa environmental management involves waste reduction particularly through more public awareness. The aim must be to reduce to sort or to recycle as much as possible.

Requirement	Description
38. Selective sorting throughout the spa areas	<ul style="list-style-type: none"> * Sorting / recovery of waste in line with the resources of the establishment and the town. * Existence of a collection plan, recycling and / or waste disposal stating their nature and destination: plant waste, dry packaging waste (plastic containers, paper and cardboard, metals, glass , textiles), toxic waste (batteries, paints, etc.) used materials and tools, soiled packaging waste, biodegradable organic waste. * Monthly review established and compared with previous measurements.
39. Customer awareness in sorting waste	<ul style="list-style-type: none"> * Provision of trash or collection containers with identification of the type of waste. * Customer awareness in sorting waste and information on ways available to customer selective sorting

THEME 15. POOLS MANAGEMENT

Intention: Hygiene in a pool has of course to be flawless; however chemical water treatments can be optimized and measures can be taken for a moderated use.

40. Management of Pool treatments	<ul style="list-style-type: none"> * Minimize doses of disinfectants in compliance with hygiene standards and regulation (see criterion 30). * Adapting the frequency. filtration, washing the filter and the drain according to the characteristics and use of the basins.
41. Waste water treatment	<ul style="list-style-type: none"> * Wastewater treatment (internal or external) before release in accordance with local authorities and applicable regulation

THEME 16. LAUNDRY FACILITIES

Intention: The availability of towels and bathrobes are an essential guarantee of comfort in a spa, but their cleaning also has a major impact on the environment which must be managed and minimized.

Requirement**Description**

42. Laundry management	<ul style="list-style-type: none"> * Written procedure detailing the maintenance of the devices and optimizing the doses used (detergents, water, temperature, frequency) depending on constraints hygiene, implemented in-house or at the subcontractor * Staff awareness and training of laundry. * Respect Annex I § 3 for products used in laundry * Wastewater Treatment (internal or external) before release in accordance with local authorities and applicable regulations * In the case of subcontractor holds a GOTS certification or ERTS ECOCERT certification, points above will be automatically considered compliant. * Customer awareness about the environmental impact of washing towels and bathrobes.
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THEME 17. GREEN SPACES

Intention: a spa area with green spaces and plants can improve well-being for guests, but fertilizers and watering methods must be integrated into the global environmental approach.

Requirement**Description**

43. Management of treatment used for garden, green spaces and plants in the SPA...	<ul style="list-style-type: none"> * When applicable: the chemical treatment used must be certified according to organic farming regulation. * Proof of purchase and operation procedure
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THEME 18. AIR QUALITY

Intention: The goal is to reduce noticeable discomfort and to ensure an optimized air quality.

Requirement**Description**

44. Air quality study	<ul style="list-style-type: none"> * Study of the factors affecting the quality of the air with identification of sources (internal and external) and analysis of risks (health, olfactory, ...)
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THEME 19. SOCIAL CRITERIA:

Intention: Ensuring to the guests that services provided in the SPA are in compliance with local regulations, basic human rights and fundamental ILO conventions. The need for these criteria is particularly justified by heterogeneity of national laws governing labour regulations.

Requirement	Description
<p>45. Employment is freely chosen : There is no forced or bonded labour. Workers are not required to lodge "deposits" or their identity papers with their employer and are free to leave their employer after reasonable notice.</p>	<ul style="list-style-type: none"> * Compliance with ILO Conventions: <ul style="list-style-type: none"> -C29: Forced Labour Convention. -C105: Abolition of Forced Labour Convention. * Interview staff, consultation of regulatory and contractual documents.
<p>46. Freedom of association and the right to collective bargaining are respected : workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively. The employer adopts an open attitude towards the activities of trade unions and their organisational activities.</p> <p>Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace. Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.</p>	<ul style="list-style-type: none"> * Compliance with ILO conventions: <ul style="list-style-type: none"> -C87: Freedom of Association and Protection of the Right to Organise Convention. -C98: Right to Organise and Collective Bargaining Convention. -C135: Workers' Representatives Convention. -C154: Collective Bargaining Convention * Interview of staff, consultation of regulatory and contractual documents.
<p>47. Working conditions are safe and hygienic :</p> <p>A safe and hygienic working environment must be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps must be taken to prevent accidents and injury to health arising from, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.</p> <p>Workers must receive regular and recorded health and safety training, and such training must be repeated for new or reassigned workers.</p> <p>Access to clean toilet facilities and to potable water, and, if appropriate, to rest areas, food consuming areas and sanitary facilities for food storage must be provided.</p> <p>Accommodation, where provided, must be clean, safe, and meet the basic needs of the workers.</p> <p>The company observing the code must assign responsibility for health and safety to a senior management representative.</p>	<ul style="list-style-type: none"> * Compliance with ILO Convention C155: Occupational Safety and Health Convention * Interview of staff, consultation of regulatory and contractual documents. * Existence of a risk analysis and appropriate preventive measures related mainly to the use of potentially hazardous substances to the health of personnel (eg pool treatment products, essential oils,)

<p>48. Child labour must not be used : There must be no new recruitment of child labour. Companies must develop or participate in and contribute to policies and programmes which provide for the transition of any child found to be performing child labour to enable her or him to attend and remain in quality education until no longer a child. Children and young persons under 18 must not be employed at night or in hazardous conditions. These policies and procedures including the interpretation of the terms "child" and "child labour" must conform to the provisions of the relevant ILO conventions C138 and C182.</p>	<ul style="list-style-type: none"> * Compliance with ILO conventions: -C138: Minimum Age Convention. -C182: Worst Forms of Child Labour Convention * Interview of staff, consultation of regulatory and contractual documents.
<p>49. No discrimination is practised : There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.</p>	<ul style="list-style-type: none"> * Compliance with ILO conventions : - C100: Equal Remuneration Convention -C111: Discrimination (Employment and Occupation) Convention * Interview of staff, consultation of regulatory and contractual documents.
<p>50. Harsh or inhumane treatment is prohibited : Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation must be prohibited.</p>	<ul style="list-style-type: none"> * Compliance with ILO Convention : -C111: Discrimination (Employment and Occupation) Convention -C29: Forced Labour Convention. -C105: Abolition of Forced Labour Convention. * Interview of staff, consultation of regulatory and contractual documents.

4. LEVEL II CRITERIA - EXCELLENCE

4.1. PRINCIPLES

3 additional compulsory criteria + 3 strengths specific to the establishment

To obtain the Level II - EXCELLENCE rewarding advanced environmental approaches and highlighting the specific strengths of each establishment, the applying spacenter must:

- Comply with the basic level I criteria
- Match the level II three additional compulsory criteria
- Validate the other main significant environmental or social strengths from your choice according to the scale established by ECOCERT.

4.2. LEVEL II COMPULSORY CRITERIA - EXCELLENCE

<i>Requirement</i>	<i>Description</i>
<p><u>PRODUCTS:</u></p> <p>At least 25% of total cosmetics references are organic. Including these 25%, at least 50% of the total marketed cosmetics references should be organic or natural.</p>	<p>* Identification of organic and natural certified products, clear distinction on the menu or in the point of sale (shop, distributor ...) between certified and uncertified products.</p>
<p><u>SERVICES:</u></p> <p>At least 25% of the protocols using cosmetics use exclusively organic cosmetics. Including these 25%, at least 50% of the protocols using cosmetics should use organic or natural cosmetics.</p>	<p>* Display of the treatment menu</p> <p>* Clear distinction between organic/ecological protocols and protocols using non certified products on the treatment menu</p>
<p><u>SITE MANAGEMENT:</u> Existence of a quantified commitment to reduce the use of the energy and water resource throughout the site</p>	<p>* Targets on consumption reduction of non-renewable energy with timelines.</p> <p>* Targets on consumption reduction of drinking water with timelines or proof of optimizing water and energy consumption.</p> <p>* Outside heated swimming pool must be covered at night, the temperature gradient between the pool and the outside air temperature should be lower than 10°C, unless the energy source used for heating are renewable or recovered.</p> <p>Note: in case the swimming pool has an outer portion, if the surface of this portion prevails over the entire surface of the pool, the pool is then considered external</p>

4.3. 3 SPECIFIC STRENGTHS OF YOUR SPA CENTER

In addition to the three compulsory criteria, the inspected spa center must prove the existence of at least 3 additional specific environmental or social strengths.

A non exhaustive list of strengths can be found in Annex II.

If the spa establishment believes it has implemented a not listed strength, it could be added to the list after obtaining ECOCERT's agreement.

Strengths are valued from 1 to 3 according to the assessment of their environmental impact by ECOCERT (eg. if over 75% of protocols use organic products: score obtained = 3, if low consuming energy building / LEED certified is obtained by the center: score obtained = 3, if waste water totally recycled score obtained = 3, if targets and commitments to reduce waste : score obtained = 2, etc.).

<i>Requirement</i>	<i>Description</i>
<u>The sum of the 3 best scores obtained must be equal to 6 or more</u>	<ul style="list-style-type: none"> * For each strength listed in Annex II, a score will be given during the audit. * the three highest scores will be added up * The sum obtained should be higher than 6 to validate this criterion.

4.4. SPECIFIC CASE: SPAS CENTERS UNDER CONSTRUCTION OR RENOVATION

In the particular case of spa centers **under construction or renovation** during the period of commitment with ECOCERT, one of the strengths validated by ECOCERT should integrate **eco-design principles for the new or renovated part of the building (see Annex II - strengths)** This criterion is compulsory to **obtain or maintain the level II - EXCELLENCE** certification.

5. ECOCERT GREENLIFE JURY AWARD PRIZE

Each year, the spa centers that have obtained the EXCELLENCE label with 3 strengths - scored 3, and covering the 3 fields of the standard (Products, Services and Site Management) shall have the opportunity to participate in the ECOCERT Greenlife Environmental Excellence "Jury Award". A jury of spa industry stakeholders will, after studying the records of all candidates, give the "ECOCERT Jury Award" to the establishment that implemented the the most successful environmental approach through innovation and creativity.

Spa Establishments wishing to apply for the "Jury Award" will have to submit an application to ECOCERT Greenlife.

6. COMMUNICATION RULES ASSOCIATED WITH THE *Being* LABEL

Any communication coming from *Being* labelled spas will have to respect the rules described below and to comply with indications given in the document titled "identification rules for Spas holding a *Being* label."

6.1 LABEL DISPLAY

ECOCERT shall provide to the center a label nameplate with the corresponding level of certification and year of award.

This identification sign shall be visible to the consumer at the entrance to the spa.

Any other communication may be made according to the rules of this chapter and shall not cause confusion concerning the scope of the inspection.

References to the certification body must respect the following form:

"Organic and Ecological SPA certified by ECOCERT" according to the "*Being*" standard available on www.ECOCERT.com".

The *Being* logo can be used in compliance with ECOCERT's communication guidelines.

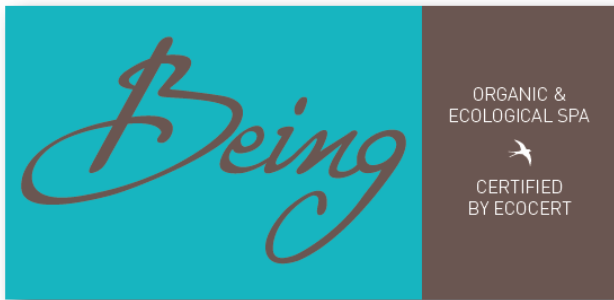
6.2 LABELLING LEVELS REFERENCES AND COMPULSORY CLAIMS REFERRING TO "BEING" LABEL

Logo and label compulsory claims must appear together at least once on any communication or advertising referring to the label (web site, mailings booklets...)

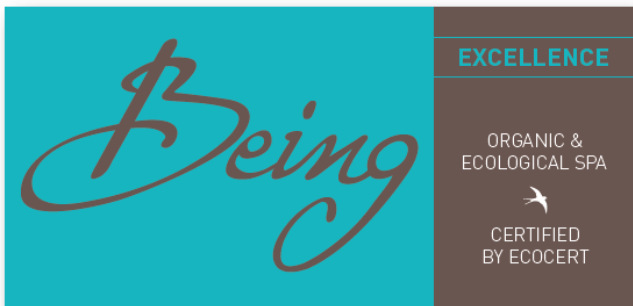
1. 1/"Being" logos

:

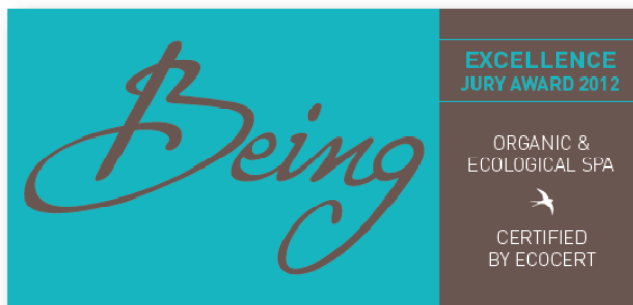
logog level I:



logo Level II - EXCELLENCE :



"logo for Excellence - Jury Award year:



2. Compulsory claims :

« Guarantee of a relaxing space that combines well-being and protection of the planet :
An organic and ecological products offer
Services respecting criteria on environment, social, health and safety
Environmental management of the facilities
Standard available at www.ecocert.com »

It is also possible to use the following insert including logo and claims together :



Spa holding an EXCELLENCE LABEL will also be able to communicate on its 3 specific strengths controlled and validated by ECOCERT

7. CERTIFICATION PROCESS

The process is based on an annual cycle. Eventually, it leads to grant or maintain a certificate allowing the spa center to make reference to the label "*Being*" and to the certification by ECOCERT.

The complete inspection process is available from ECOCERT. A description is available in Annex IV .

8. REVIEWING THE STANDARD

This standard is an upgradable document subject to change, updates and improvements.

8.1. MODIFICATION OF THE STANDARD

This standard will be subject to regular reviews in order to comply with any changes in regulations and in the state of the art.

ECOCERT is authorized to make any type of changes to the standard after consulting stakeholders especially Technical Committee members.

ECOCERT is committed to inform all labelled spa establishment regularly about terms and changes related to the "*Being*" standard.

8.2. TECHNICAL COMMITTEE

The Technical Committee gathers experts, consultants and professionals representatives of the spa industry who applied to become members.

The technical Committee can be consulted by ECOCERT in order to give an opinion on any question raised in accordance with its in-house rules.

ECOCERT decides on the appropriate measures.

APPENDIX

APPENDIX I - Detergents

Requirements for the composition of cleaning products:

Prohibited substances:

The following substances and ingredients are banned for cleaning of wet areas:

- Formaldehyde
- Ethylene diamine tetra-acetic acid (EDTA)
- Products made from genetically modified microorganisms
- Products made from chlorine or chlorinated derivatives
- Products made from ammonia
- Products made from phosphates and phosphonates

Rules for surfactants:

The surfactants used in cleaning agents for cleaning installations must meet the following criteria:

- The surfactants must be plant-based
- Low aquatic toxicity (IC50 or EC50 or LC50 > 10 mg / l or equivalent test)
- Ultimate, rapid and complete biodegradability (OECD series 301 > 70% in 28 days) under aerobic and anaerobic conditions
- The plant-based ethoxylated surfactants meeting the criteria shown above are allowed to the extent that their content does not exceed 50% of total surfactants, they are not ethoxylated more than 8 times, and they generate no contamination of the production of cosmetics certified as organic and ecological according to this reference framework.

Rules for other ingredients:

All ingredients used in a cleaning agent should not present the environmental risk phrases of the CLP Regulation (Regulation (EC) No 1272/2008 of the European Parliament and Council of 16th December 2008 on classification, labelling and packaging of substances and mixtures) following: H400, H410, H411, H412, H413 (or phrases R50 to R59 according to Directive 2001/59/EC).

Requirements for the composition of disinfectant agents:

The following disinfectants must be used prioritarily

- Peracetic acid, hydrogen peroxide (and their stabilizers)
- Lactic acid
- Alcohol (plant Ethanol and Isopropanol)

If these substances can not be used because of low efficiency, spas establishments must however observe the following points:

- Mandatory declaration of disinfectants used
- Mandatory recording of quantities of disinfectants used
- If the disinfectant is a chlorine product, the following protocol for cleaning and disinfection must be observed in order to minimize the production of chloramines:
 - Cleaning with an agent in accordance with Annex I
 - rinsing
 - descaling with an agent in accordance with Annex I
 - rinsing
 - disinfectant spraying

Requirements for the pools treatments:

Any product used for pools treatment will have to be declared and quantities used will have to be registered.

Requirements for laundry agents:

The agents used during operations to laundering linen and other textiles of the establishment must meet the following criteria:

Prohibited substances in the product composition:

- APEO
- EDTA, DTPA, NTA
- LAS, α -MES
- PFOS, PFOA
- Formaldehyde
- Quaternary Ammonium

Environmental risk phrases applicable to the product:

Absence of the environmental risk phrases of the CLP Regulation (Regulation (EC) No 1272/2008 of the European Parliament and Council of 16th December 2008 on classification, labelling and packaging of substances and mixtures) following: H400, H410, H411, H412, H413 (or phrases R50, R50/53, R51/53, R54, R55, R56, R58, R59 according to Directive 2001/59/EC).

Health risk phrases applicable to the product and its ingredients:

Absence of the health risk phrases of the CLP Regulation (Regulation (EC) No 1272/2008 of the European Parliament and Council of 16th December 2008 on classification, labelling and packaging of substances and mixtures) following: H300, H310, H330, H340, H341, H350, H351, H351i, H360D, H360F, H361d, H361f, H370, H372 (or phrases R26, R27, R28, R39, R40, R45, R46, R48, R49, R60, R61, R62, R63, R68 according to directive 2001/59/EC).

Eco-toxicity of surfactants:

Low aquatic toxicity (IC50 or EC50 or LC50 > 1 mg/l or equivalent test)

Biodegradability (OECD series 301A in 28 days or equivalent)

<70% et LC50 >100 mg/l

>70% et LC50 >10 mg/l

>95% et LC50 > 1 mg/l

APPENDIX II - non exhaustive list of strengths to reach Level II

FIELDS	THEMES	Description	score	description
PRODUCTS	Cosmetics	<i>75% of sold products are organic and certified according to ECOCERT or cosmos standard</i>	3	<i>Proof of purchase and traceability</i>
PRODUCTS	Textiles	<i>All textiles used and marketed in the spa (towels, bed linen, uniforms and textiles furnishing are made from natural fibers and certified according to GOTS or OE standard) or certified according to ERST standard</i>	3	<i>Proof of purchase and traceability</i>
PRODUCTS	Textiles & furnishing	<i>eco designed furnishings (labeled according to eco standards recognized by ECOCERT) for the whole center(massage table, furniture, textiles)</i>	2	<i>Proof of purchase and labelling of products</i>
PRODUCTS	Textiles	<i>all disposable hygiene laundry (briefs, head protection, footwear etc.) is biodegradable, reusable or made from recycled material</i>	2	<i>Proof of purchase and traceability</i>
PRODUCTS	Detergents	<i>All cleaning products used in the center and the laundry are ECOCERT or Ecolabel certified. (disinfectant excluded)</i>	3	<i>Valid certificate</i>
SERVICES	Comfort	<i>overall cabin comfort for guests and staff (room size greater than 12m² ,area of privacy, space around the table at least 60 cm, massage tables from 75 to 85 cm in width, position of heating / air conditioner away from the therapist, height adjustable table)</i>	2	<i>Overview of the fittings</i>
SERVICES	Protocols	<i>Over 75% of the treatments use exclusively organic certified products</i>	3	<i>Proof of purchase and traceability</i>
SERVICES	Comfort	<i>All massage tables are eco designed with materials recognized as non-polluting,. width of 75 cm to 85 cm and can be positioned vertically.</i>	2	<i>Proof of purchase and labelling of products</i>
SITE MANAGEMENT	Environmental management	<i>Globally Eco-designed place: * All new building work must be reported to ECOCERT * A technical file must be available</i>	3	<i>Complete file of the contractor / architect to provide</i>

		<p>containing arguments on the choice of companies and craftsmen (certified, local?), choice of materials (from natural raw materials or processed mainly - using physico-chemical processes with controlled impact on the environment (mechanical, thermal treatment))</p> <p>materials must come when possible from regional or national processing site. (No long distance import) the use of recycled materials should be preferred.</p> <p>* Information should be obtain from manufacturers or suppliers along with commitment to provide correct data (insulation quality, environmentally friendly paint used, FSC wood, etc.)</p> <p>* use of coating products that are the least harmful and most environmentally friendly (glue, paint, etc. with reduced risk labelling , reduced VOCsand if possible holding an eco-label)</p>		
SITE MANAGEMENT	Environmental management	BBC building / LEED certified, or complying with other standards on recognized by ECOCERT	3	Valid certificate
SITE MANAGEMENT	Environmental management	* Treatment system for pools using less chlorinated chemical compounds (UV, salt electrolysis) while respecting the hygiene standards of criterion 30).	3	Overview of the installations, proof of efficiency
SITE MANAGEMENT	Social criteria	Sourcing policy oriented to choose spa products & disposable goods from fair trade or companies engaged in this field	2	Proof of purchase (fair trade labelled products) or supplier commitment
SITE MANAGEMENT	Social criteria	disabled access to all facilities and services available in the spa (only when compliance with this criterion is not already compulsory due to local regulations)	2	Overview of the installations
SITE MANAGEMENT	Social criteria	Recognition of differences and local singularity – emphasis of these:	2	Proof of purchase and

		<i>significant use of local crafts, local resources (agricultural products, etc.) local associations</i>		<i>traceability – evidence of commitment</i>
SITE MANAGEMENT	Social criteria	<i>Application of all social criteria (level I) to all subcontractors (laundry, maintenance company, local waste processing firm)</i>	2	<i>Additional social audit to be performed by ECOCERT or recognized agency</i>
SITE MANAGEMENT	Waste	<i>Quantified commitment to reduce waste with scheduled objectives</i>	2	<i>Procedures and measurements</i>
SITE MANAGEMENT	Indoor air quality	<i>Diagnosis of indoor air quality by an independent body : high quality of air level to be reached</i>	1	<i>Copy of report</i>
SITE MANAGEMENT	Laundry	<i>Subcontractor holding a GOTS label or ECOCERT ecological and recycled textiles label</i>	3	<i>Presentation of a valid attestation</i>
SITE MANAGEMENT	Water & energy resource	<i>Covering of all swimming pools and heated pools whenever the spa center is closed to the guest, to avoid energy losses and evaporation</i>	3	<i>Presentation of the fittings</i>
SITE MANAGEMENT	Water resource	<i>Use of sea water for all pools (if sea nearby) with heat recovery facilities(if heated)and dumping into the sea at a controlled temperature and after treatment</i>	3	<i>Overview of the fittings –water analysis report</i>
SITE MANAGEMENT	Energy resource	<i>At least 50% of consumption is from renewable energy</i>	3	<i>Statements and invoices</i>
SITE MANAGEMENT	Energy resource	<i>Energy diagnostics to be done by an independent agency with classification: low consumption to be proven</i>	2	<i>Copy of report</i>
SITE MANAGEMENT	Energy resource	<i>Carbon footprint diagnostic: carbon offset measures or commitment to reduce footprint with scheduled objectives</i>	3	<i>Copy of report provided by the independent agency</i>
SITE MANAGEMENT	Energy resource	<i>sheduled plan to increase the use of renewable energy</i>	2	<i>Statements and invoices</i>
SITE MANAGEMENT	Vegetation	<i>Garden with native plants that require little or no watering</i>	1	<i>Presentation of the fittings</i>
SITE MANAGEMENT	Vegetation	<i>Presence of a greenhouse / plant wall</i>	1	<i>Overview of the fittings</i>

APPENDIX III - Minimum health controls on pools

Bacteriological parameters (results form an independant laboratory at least monthly)

<i>parameters</i>	<i>criteria</i>	<i>analyses</i>
Viable aerobic bacteria at 37°C	< 100/ml	laboratory
Total coliforms	<10/100ml	laboratory
Fecal coliform (E. coli)	0/100ml	laboratory
Pathogenic staphylococci	0/100ml	laboratory
Pseudomonas aeruginosa (in water of whirlpool baths)	0/100ml	laboratory

Physico-chemical parameters ⁽¹⁾:

<i>parameters</i>	<i>standards</i>	<i>analyses</i>
Transparency	Perfect view of swimming lanes or the bottom	on site
pH	6.9 to 7.7	On site
Oxidizability in KmnO4	4 mg/l or less	laboratory
in the absence of stabilizing agent	total chlorine	-
	active free chlorine 0.4 to 1.4 mg/l	On site
	Combined chlorine (calculation) 0.6 mg/l or less	On site
in the presence of stabilizing agent	total chlorine	-
	available chlorine 2 to 4 mg/l	-
	Combined chlorine (calculation) 0.6 mg/l or less	On site
	Isocyanuric acid 75 mg/l or less	On site

⁽¹⁾If not applicable, the center must provide documentation that will prove the disinfecting capacity of the pool water using alternative analyses

APPENDIX IV – certification process

