

Submissions in TCO Certified, generation 10

This is a support document that helps identify the different submissions required for TCO Certified, generation 10.

Each criterion is listed with its criteria number and may involve any combination of the following three submission types:

Submit the following to an approved verifier:

Information the applicant must submit to the verifier.

The following is submitted to TCO Development:

Information the verifier must submit to TCO Development.

The following is submitted to TCO Development and may be published:

Information the verifier must submit to TCO Development and that may be published in a non-anonymous format.

Certification documents

All criteria documents, templates, guidelines and other relevant documents are available on tcocertified.com/certification-documents.

Edition 1 - 2024-06-11

1.1 Information to end users

Submit the following to an approved verifier:

Necessary documentation describing and proving how:

The information document to end users is distributed to the end user.

The product is labeled with the TCO Certified logo.

The packaging is labeled with the TCO Certified logo.

TCO Certified is mentioned on the brand owner's website.

1.1 Information to end users

The following is submitted to TCO Development:

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

1.2 Product specification

Submit the following to an approved verifier:

A copy of the marking label, for the product and all external power supplies.

A product specification to identify the certified product is reported in TCO Certified Portal.

1.2 Product specification

The following is submitted to TCO Development:

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

1.2 Product specification

The following is submitted to TCO Development and may be published:

The product specification to identify the certified product is completed in TCO Certified Portal.

1.3 Unique product identifier

Submit the following to an approved verifier:

Documentation showing how the product will be marked.

Sample URL as encoded in the data carrier

Sample URL for the destination website, displaying item-specific product information.

1.3 Unique product identifier

The following is submitted to TCO Development:

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

GTINs assigned for the product, using the UPI template

1.3 Unique product identifier

The following is submitted to TCO Development and may be published:

The GTINs assigned with the product.

2.1 Supply chain responsibility

Submit the following to an approved verifier:

Once a year at the Senior Management Representative annual review:

The brand owner's public code of conduct communicated to the supply chains of the certified product. The code of conduct must be considered consistent with this mandate.

Supporting Information on the routines of how management and workers in each registered factory are informed about the code of conduct.

For each application:

A copy of the factory list in the CB certificate with the names and addresses of all final assembly factories manufacturing the certified product model. If any of these factories are not registered to TCO Certified Accepted Factory List, the brand owner must submit the factory identification template to register the factory or prove that the factory is not manufacturing the certified product model.

Name and address of each factory where the display panel is manufactured for the certified model. This includes a clarification of the manufacturer ID on the panel marking label. The name and addresses must be registered to TCO Certified Accepted Factory List using the factory identification template.

Check that the brand name is listed as compliant without missed due dates on TCO Certified Portal. Any missed due dates will mean a certification application cannot proceed until the required documentation is submitted and the due date is extended or marked compliant.

2.1 Supply chain responsibility

The following is submitted to TCO Development:

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

A copy of an English version of the public code of conduct must be uploaded to TCO Certified Portal.

An independent audit and a corrective action plan for each non-conformity must be reported to TCO Certified Portal at an interval determined by the risk category of the registered factory for the certified product.

2.1 Supply chain responsibility

The following is submitted to TCO Development and may be published:

The status (YES/NO), if all factories manufacturing the certified products are category 3, is automatically collected.

2.2 Supply chain transparency

Submit the following to an approved verifier:

Once a year at the Senior Management Representative interview:

A completed annual review report including the verified self-assessment questionnaire (SAQ)

TCO Certified portal must have up to date information on:

Name, title, telephone number and email address of the SMR

2.2 Supply chain transparency

The following is submitted to TCO Development:

The report from the annual review must be uploaded to TCO Certified Portal.

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

2.2 Supply chain transparency

The following is submitted to TCO Development and may be published:

The status (Yes/No & link to public list), if all final assembly factories manufacturing the certified product are listed publicly by the brand owner.

2.3 Anti-bribery management system

Submit the following to an approved verifier:

An ISO 37001 certificate or the anti-bribery review report by an approved verifier.

2.3 Anti-bribery management system

The following is submitted to TCO Development:

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

2.4 Responsible mineral sourcing

Submit the following to an approved verifier:

The most recent version of the public responsibly sourced minerals policy and a description of how it is communicated to the supply chain of the certified product.

A description of the brand owner's structured work on identifying risk areas in the supply chain of the certified product with supporting documentation.

The responsible mineral sourcing template (a TCO Certified template) and supporting documents must be completed and submitted to TCO Certified Portal before the brand owner annual due date stated in TCO Certified Portal and cover the supply chains of the final assembly factories of the certified product registered by the brand owner on TCO Certified Accepted Factory List.

2.4 Responsible mineral sourcing

The following is submitted to TCO Development:

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

A copy of the responsibly sourced minerals policy in English. (Must be uploaded to TCO Certified Portal.)

2.5 Process chemicals management

Submit the following to an approved verifier:

For each final assembly factory and factory manufacturing display panels >10" for the certified product:

A valid ISO 45001 certificate must be uploaded to TCO Certified Portal before the stated due date.

An accepted Process Chemical Template must be provided before the factory can be added to TCO Certified Accepted Factory List. Any updated submission to verify compliance must be submitted before the due date on TCO Certified Portal. The chemical data must at least cover the chemical formulations and ingredients shown in the chemical safety data sheet and used on the production lines where certified products are manufactured. An accepted Process Chemical Template can be downloaded at tcocertified.com

2.5 Process chemicals management

The following is submitted to TCO Development:

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

For assessed substances, a copy of the assessment report issued by an approved licensed profiler independent of the accepted screened chemistry program. For GreenScreen certified formulations, a copy of the GreenScreen Certified certificate is acceptable.

The process chemical data template must be reported in TCO Certified Portal.

3.1 Environmental management system

Submit the following to an approved verifier:

For each final assembly factory and factory manufacturing display panels >10" for the certified product:

A valid ISO 14001 certificate must be uploaded to TCO Certified Portal before the stated due date.

3.1 Environmental management system

The following is submitted to TCO Development:

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

3.2 Renewable energy

Submit the following to an approved verifier:

Once a year, and for each final assembly factory manufacturing certified products, the following must be proved:

the total electricity used (MWh)

the total renewable electricity ratio for the whole factory (%)

the renewable electricity ratio for the brand owner's manufacturing of certified products at the factory (%)

3.2 Renewable energy

The following is submitted to TCO Development:

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

For each final assembly factory manufacturing certified products, proof of the following must be reported in TCO Certified portal once a year:

the total electricity used (MWh)

the total renewable electricity ratio for the whole factory (%)

the renewable electricity ratio for the brand owner's manufacturing of certified products at the factory (%)

3.3 Energy management system

Submit the following to an approved verifier:

For each final assembly factory and factory manufacturing display panels >10" for the certified product:

A valid ISO 50001 certificate must be uploaded to TCO Certified Portal before the stated due date.

3.3 Energy management system

The following is submitted to TCO Development:

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

3.4 Post-consumer recycled content

Submit the following to an approved verifier:

The completed post-consumer recycled content & packaging template

Documented proof for all parts claiming PCR content.

3.4 Post-consumer recycled content

The following is submitted to TCO Development:

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

Documented proof for all parts claiming PCR content.

3.4 Post-consumer recycled content

The following is submitted to TCO Development and may be published:

The weight of all plastics in the product.

The weight of all post-consumer recycled plastics and other identified post-consumer recycled material in the product.

3.5 Annualized PCF with scope 3 reductions

Submit the following to an approved verifier:

If any scope 3 reductions are claimed, documented proof of the implementation of these covering the certified product must be provided.

3.5 Annualized PCF with scope 3 reductions

The following is submitted to TCO Development:

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

All verified scope 3 reduction solutions, and the total estimated scope 3 reduction must be reported in TCO Certified Portal.

3.5 Annualized PCF with scope 3 reductions

The following is submitted to TCO Development and may be published:

All verified scope 3 reduction solutions and their total estimated reduction.

4.1 Electrical safety

Submit the following to an approved verifier:

A copy of a valid CB certificate for the product.

For each external power supply shipped with the product:

A copy of a valid CB certificate or a national certificate from a CB member (NCB) for the external power supply

The manufacturer and model name

The external power supply's protection classification

4.1 Electrical safety

The following is submitted to TCO Development:

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

4.2 Acoustic impulse test

The following is submitted to TCO Development:

Pictures of the headset mounted on the HATS from front, back and each side.

A specification if the headset is monaural or binaural.

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

4.3 Individual adjustment and adaptation

The following is submitted to TCO Development:

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

5.1 Energy efficiency – external power supply

Submit the following to an approved verifier:

A copy of the marking label for the external power supply.

5.1 Energy efficiency – external power supply

The following is submitted to TCO Development:

A copy of the marking label for the external power supply.

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

5.2 Sound quality test

The following is submitted to TCO Development:

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

5.3 Volume control

Submit the following to an approved verifier:

A completed and signed product form (chapter 11.3)

5.3 Volume control

The following is submitted to TCO Development:

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

6.1 Product warranty

Submit the following to an approved verifier:

A link to a public commitment in English showing compliance with the mandate on the following aspects for the certified product:

Minimum included product warranty in years

Minimum purchasable extended warranty in years

The maximum cost (in % of product cost MSRP) per year for the extended warranty

6.1 Product warranty

The following is submitted to TCO Development:

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

6.1 Product warranty

The following is submitted to TCO Development and may be published:

Minimum included product warranty in years

Minimum purchasable extended warranty in years

Minimum total available warranty in years (free + extended)

The maximum cost (in % of product cost MSRP) per year for the extended warranty

A link to a public commitment on warranty covering the certified product

6.2 Replaceable components

Submit the following to an approved verifier:

A link to the service manual on the brand owner website or a pdf of the material that will be published there during the validity of the certificate

6.2 Replaceable components

The following is submitted to TCO Development:

A copy of the verification report(s) from a verifier approved by TCO Development, including the link and instructions on how to locate the service manual.

6.3 Battery longevity

Submit the following to an approved verifier:

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

6.3 Battery longevity

The following is submitted to TCO Development:

The battery model name, technology, rated capacity, rated voltage, rated power and the tested number of charging cycles for all main batteries must be reported in TCO Certified Portal.

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

6.3 Battery longevity

The following is submitted to TCO Development and may be published:

The tested number of charging cycles with at least 90% of the rated capacity remaining.

6.4 Battery replaceability

Submit the following to an approved verifier:

Necessary documentation describing and proving how the mandate is fulfilled

6.4 Battery replaceability

The following is submitted to TCO Development:

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

6.4 Battery replaceability

The following is submitted to TCO Development and may be published:

The toolless battery replacement evaluation must be submitted to TCO Certified Portal.

6.5 Standardized external power supply compatibility

Submit the following to an approved verifier:

Necessary documentation describing and proving how the mandate is fulfilled

6.5 Standardized external power supply compatibility

The following is submitted to TCO Development:

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

6.6 Cable flexing

Submit the following to an approved verifier:

A test report from a laboratory accredited according to ISO 17025.

A completed and signed product form (chapter 11.3).

6.6 Cable flexing

The following is submitted to TCO Development:

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

6.7 Security and functionality software updates

Submit the following to an approved verifier:

Documented proof of compliance with the mandate, including at least:

A link to a public statement where the brand ensures the availability of these updates.

The number of years after the end of placement of the product on the market, the brand owner publicly committed to delivering such updates.

6.7 Security and functionality software updates

The following is submitted to TCO Development:

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

6.7 Security and functionality software updates

The following is submitted to TCO Development and may be published:

A link to a public statement where the brand ensures the availability of these updates.

The number of years after the end of placement of the product on the market, the brand owner publicly committed to delivering such updates.

7.1 Heavy metals

Submit the following to an approved verifier:

The worst-case concentrations by weight in homogeneous materials and the worst- case concentration in batteries for cadmium, mercury, lead and hexavalent chromium must be provided.

7.1 Heavy metals

The following is submitted to TCO Development:

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

7.2 Halogens

Submit the following to an approved verifier:

A copy of the test report(s) from any laboratory accredited according to ISO 17025 covering the largest PCB in the power supply.

The worst-case concentration levels of any non-accepted substances by weight of the material in homogeneous materials.

7.2 Halogens

The following is submitted to TCO Development:

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

7.3 Non-halogenated substances

Submit the following to an approved verifier:

For any substance to be added to the Accepted Substance List, a document copy or access to a database copy of the certified assessment report conducted and issued by a licensed GreenScreen Profiler must be provided.

7.3 Non-halogenated substances

The following is submitted to TCO Development:

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

A document copy or access to a database copy of the certified assessment report conducted and issued by a licensed GreenScreen Profiler.

7.4 Plasticizers

Submit the following to an approved verifier:

For any substance to be added to the Accepted Substance List, a document copy or access to a database copy of the certified assessment report conducted and issued by a licensed GreenScreen Profiler must be provided.

The worst-case concentration levels by weight of any restricted plasticizers must be provided.

7.4 Plasticizers

The following is submitted to TCO Development:

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

For new or revised substances to be added to ASL, a document copy or access to a database copy of the complete assessment report conducted and issued by an approved GreenScreen licensed profiler.

7.5 Hazardous substances in product packaging

Submit the following to an approved verifier:

The worst-case concentrations by weight in the packaging material.

7.5 Hazardous substances in product packaging

The following is submitted to TCO Development:

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

8.1 Product packaging

Submit the following to an approved verifier:

Completed post-consumer recycled content template - packaging section.

Document proof from the material vendor must be provided for each part containing post-consumer recycled plastics.

8.1 Product packaging

The following is submitted to TCO Development:

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

8.1 Product packaging

The following is submitted to TCO Development and may be published:

Total weight of all packaging materials

Total weight of all plastic content in the packaging solution

Total weight of post-consumer recycled plastic materials

8.2 E-waste management

Submit the following to an approved verifier:

Annually before 31 August:

A filled-out TCO Certified E-waste management template covering the previous calendar year.

8.2 E-waste management

The following is submitted to TCO Development:

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

The e-waste management template must be uploaded annually in TCO Certified Portal