

TCO Certified,
generation 10, for headsets



TCO Certified – driving sustainable development in IT products

Established in 1992, TCO Certified is a global sustainability certification for IT products. The organization behind TCO Certified is TCO Development. Certificates are valid worldwide and can be used as proof in all countries, without the need for local adaptation. TCO Certified is available with product-specific criteria for several product categories. TCO Certified is also available with only the general criteria for any IT product after consultation with TCO Development.

Comprehensive criteria with a life cycle perspective

Certified products must meet comprehensive environmental and social criteria throughout the life cycle. The criteria are science-based and developed in an open process with TCO Development's international network of stakeholders, which includes users, buyers, industry, NGOs, researchers and subject matter experts. To address the most pressing sustainability challenges and stay current with the latest technology developments, a new generation of TCO Certified is released every three years.

A third-party certification independently verified

TCO Certified is a third-party certification, independent of the IT industry and buyers. It meets the requirements in ISO 14024 Ecolabel Type 1 and has been approved by the [Global Ecolabelling Network](#) as part of the GENICES peer review process. Independent verification organizations, accredited to ISO 17025, verify that products conform with all criteria in TCO Certified. Verification is done both before and after certification, throughout the full validity period of the certificates.

How to apply for certification

At tcocertified.com, you'll find a guide that explains the certification process and lists what you need to do to apply for certification of your products. Compliance with all criteria in TCO Certified is independently verified. It generally takes three to five weeks to receive the certificate, once all documents and the product sample are delivered to the verification organization.

Need help?

Need help getting started? Or, would you like us to explain the certification process in more detail? Our certification team is always here to help. Email us on certification@tcodevelopment.com. Our approved, independent verifiers around the world are also at your disposal, and are able to explain the criteria and certification process in your local language. Contact details are available at tcocertified.com.

About this document

This is TCO Certified, generation 10, for headsets, released in December 2024. A headset is defined as a device used for two-way audio communication including one or more speakers and microphones. The criteria in this document applies to both corded and cordless headsets. For cordless headsets, the charging station or charging case is also considered a part of the product if shipped with the product. All external cables and external power supplies are considered a part of the headset.

The criteria include:

Mandate: A description of the requirements that need to be fulfilled, and how conformity is verified.

Definitions: Explanations of important terms relevant to the criterion.

References: References to sources.

Clarifications: Further details and explanations of the mandate.

Compliance with criteria is independently verified

Compliance with the criteria is verified by verification organizations (verifiers) independent of both the certification body (TCO Development), the applicant and the brand owner. Each criterion includes a description of the proof that must be submitted to the verifier, and to TCO Development together with the application form. This may be a test report or a verification report:

1. A test report presents the results from tests conducted by a test facility accredited to ISO 17025, and is issued by that same facility.
2. A verification report is issued by a verifier approved by TCO Development and includes a summary and a result (pass or fail) based on either:
 - a test report issued by the same test facility,
 - a test report issued by a different test facility, or
 - certificates or other proof from the company or brand owner applying for the certificate.

Editions of TCO Certified

When we publish a new generation of TCO Certified, our ambition is always to maintain criteria levels until the next generation of TCO Certified is launched, which typically happens after three years. Several editions of the criteria document may be released, but will be considered only as updates within the ninth generation, with improved precision of the mandates, test methods and clarifications. To ensure that all currently certified products comply with the new edition of the criteria document, the criteria levels are never raised within a generation.

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1 Product and sustainability information

- The IT industry is complex and finding reliable data about products and manufacturing conditions can be a challenge.
- The lack of verified product claims can lead to unfair competition between brands, as well as greenwash.
- Accurate and comparable information helps both brands and purchasers make informed decisions and measure their sustainability progress.

Transparency improves decision-making

To drive sustainable development in the complex IT industry, accurate and comparable information about products and manufacturing conditions is needed. Transparency around this type of data also helps purchasing organizations make more informed product choices, and measure and report the true sustainability impact of the certified models they actually buy. Another positive effect of giving purchasers and industry access to verified product claims is that it helps IT brands compare their sustainability performance with peers, and reduces the risk of unfair competition and greenwash.

Our approach: providing access to independently verified sustainability data

To improve transparency around certified products, and to make it possible to measure and report on the sustainability impact of IT products, data is collected. To ensure accurate reporting, gathered data is verified by independent experts. In cases where the collected data may be made available in a non-anonymous format with purchasers or other stakeholders, it is clearly stated in the criterion mandate under the headline “The following is submitted to TCO Development and may be published”. This data may be published on its own, as a percentage or in combination with other parameters.

Criteria in chapter 1 focus on:

- Improving product identification of certified product models.
- Helping end users find information about TCO Certified, and what the certification includes.
- Making sure that the product specification of certified products is correct.
- Promoting and facilitating the standardization and creation of digital product passports.

1.1 Information to end users

Background

End users must clearly be able to identify which products are certified and what sustainability features the product fulfills.

Applicability

All product categories.

1.1.1 Mandate

The brand owner must fulfill the following (A-D):

- A. The information document to end users must be written in English or in the local language of the country where the product is to be sold and must be distributed to the end user.
- B. The product must be labeled with the TCO Certified logo.
- C. The retail packaging must be labeled with the TCO Certified logo.
- D. "TCO Certified" must be mentioned on the brand owner's website(s) where the specific certified product is marketed and or sold.

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.

The following is submitted to TCO Development:

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

1.1.2 Clarification

The TCO Certified Edge logo may be used as an alternative to the TCO Certified logo if the product has a valid TCO Certified Edge certificate.

The TCO Certified logo must at all times be reproduced in a quality that allows the text of the TCO Certified logo to be read under normal circumstances. The TCO Certified logo must only be reproduced using the designs, colors and resolutions as shown by the originals published and available for download on tco certified.com/industry/logos-and-images/

1.1.1 A - information document for end users

The verifier must be provided with pictures proving how “The information document to end users” accompanies the product in at least one of the following ways:

1. Included in a printed or digital user manual.
2. As a separate digital document or a link to the digital document (<https://tco certified.com/your-product/>) on the brand owner product page that is redirected to when scanning the data carrier as specified in criterion *1.3 Unique product identifier*.

If the information document to end users is included as a link or page in the user manual, it must be found in a separate chapter with the headlined “TCO Certified” that is visible in the table of contents.

No editorial changes to the information document for end users are accepted without consent from TCO Development. The information document for end users is available at tco certified.com.

1.1.1 B - labeling of the product

The verifier must be provided with pictures proving how the product is physically or electronically labeled with the TCO Certified logo in one of the four following ways:

Alternative 1

Physical labeling, logo on product:

The TCO Certified logo may be placed on the product with a permanent or temporary label. A temporary label must be affixed to the product with an adhesive or cling-type application. The label may not be affixed to protective materials that are supposed to be removed in order to get the full functionality of the product.

The logo must be visible on the top or front of the product. (The front of the product is defined as the surface seen when viewing the product from the front and may include the stand. The top is defined as the surface that is seen from the top and the back is the surface that is seen from the back.) If the top and front of the product don't have a contiguous and coplanar area (areas used for display or touch input are excluded) that is at least 16mm in width or 10mm in height, then the logo may be placed on any external part of the product with such surface.

- The minimum size of the logo is 16mm in width and 10mm in height.

- If the logo is to be placed alongside other logos or graphic elements, a minimum of 2,5mm padding must be used on all sides of the TCO Certified logo.

Alternative 2

Physical labeling, data carrier:

A physically affixed barcode that contains the following on the page that is redirected to when scanning the data carrier as specified in criterion 1.3 Unique product identifier without further clicks or scrolling.

- Full name of the certification, including generation
- A link to <https://tcocertified.com/your-product/>
- An image of the TCO Certified logo

Alternative 3

Electronic labeling during the startup of the product:

The TCO Certified logo must cover at least 1% of the screen. The logo must be legible and be in color, black, or white; must appear at system start-up, and must be displayed for a minimum of 0,5 seconds.

Alternative 4

Electronic labeling, via a shortcut on the desktop screen of the product or pinned to the start menu:

The shortcut must be in the form of the TCO Certified logo in color, and clicking it should link to “the information document for end users,” which is available at tcocertified.com.

TCO Development will consider alternative proposals for electronic labeling on a case-by-case basis.

1.1.1 C - Labeling of the product packaging

The verifier must be provided with images showing where the retail packaging of the product will be labeled with the TCO Certified logo.

- The minimum size of the logo must be 16mm in width and 10mm in height.
- If the logo is to be placed alongside other logos or graphic elements, a minimum of 2,5mm padding must be used on all sides of the TCO Certified logo.

The TCO Certified logo is not required on bulk packaging.

Packaging solutions that contain more than one individual product are considered bulk packaging solutions.

1.1.1 D - Mention of TCO Certified on the brand owner's website where the specific certified product is marketed and or sold.

The verifier must be provided with images proving where TCO Certified will be mentioned on the brand owner's website.

- The inclusion of "TCO Certified" only needs to be represented as TEXT - i.e. a link to a specific page is not necessary.
- Instead of mentioning "TCO Certified" directly on the brand owner's website(s), the brand owner can fulfill this requirement by including "TCO Certified" as TEXT in a product-specific PDF file if it is accessible from the brand owner's website(s) where the specific certified product is marketed and or sold.

To fulfill this mandate, the brand owner must submit a description of where and how the inclusion of "TCO Certified" as TEXT can be found for certified products. The description must include a general example of where the TEXT "TCO Certified" will be represented. The description must be submitted to the verification organization. If the location where TCO Certified will be mentioned as TEXT is changed, a new description must be submitted.

Products designed to be installed in a rack (a supporting framework to hold hardware modules, typically servers, data storage products and networking equipment) are excluded from 1.1.1 B and 1.1.1 C.

References

The license agreement between TCO Development and the applicant/brand owner.

1.2 Product specification

Background

It is important to ensure that each product to be certified is described accurately in the test report and certificate. Therefore, a physical sample of each product to be certified must be sent to an approved verifier, that examines it carefully to ensure that product marking and physical aspects conform with the reported information from the applicant or brand owner.

Product weight is an indication of the amount of potential e-waste at end-of-life. By decreasing the product weight, e-waste can be reduced.

Definition

The marking label is a label with the product's electrical rating (voltage, frequency, current), the manufacturer's name, trademark or identification mark, and the manufacturer's model or type reference according to IEC 62368-1 clause 4.1.15.

Applicability

All product categories.

1.2.1 Mandate

- The certified product must be clearly defined through a detailed product specification.
- The total weight of the heaviest product configuration, including the power supply and cables (without packaging) in kg must be reported.

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.

The following is submitted to TCO Development:

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

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.
-

1.2.2 Clarification

The best case configuration (the lowest total weight configuration) may be added to provide a range for the weight of available configurations. Doing so is optional.

Worst case configuration

There might be several configurations of a product covered by the same certificate. It is necessary that the verification of compliance cover all these configurations. Therefore, the independent verifier must determine the most likely worst-case configuration for compliance with each criterion in TCO Certified. This configuration must be specified in the test reports under each criterion where worst-case configuration is used.

The worst-case configuration must be available for purchase. It must be defined through a unique brand owner code, a unique product identifier, or a list of configuration choices that are available at the time of purchase. *If there are several versions of the same component (e.g. due to different suppliers) and the buyer cannot influence which version they get, then the worst-case version of the component must be reported.)*

References

1. IEC62368-1 Audio/video, information and communication technology, Part 1 -Safety requirements

1.3 Unique product identifier

Background

The criteria ensure that certified products can be sufficiently identified as more sustainable products in the marketplace and throughout the product life cycle. The data carrier should create a communication channel between the brand and the end user and facilitate product lifetime extension, for example, through offering the purchase of warranty extensions, ordering spare parts, or even facilitating reverse supply chains and take-back schemes.

Applicability

All product categories.

Definitions

GTIN: Global Trade Item Number

GIAI: Global Individual Asset Identifier

Unique product identifier: A unique string of characters for the identification of products that also enables a web link to the digital product passport.

Data carrier: a two-dimensional symbol or other automatic identification data capture medium that can be read by a device such as a QR-code or a Data matrix.

Serial number: Any alphanumeric string that functions as a persistent and unique identifier for an individual item.

Date of end of placement on the market: The last manufacturing date.

Build-to-stock: Configurations of a product that have been pre-defined before an order for the configuration have been placed by a customer. These are not linked to a specific order but rather based on sales projections or anticipated customer demand. In this criteria the term build-to-stock is considered to be interchangeable with make-to-stock, Pre-Built, ready-to-ship.

1.3.1 Mandate

Part 1: Global Trade Item Numbers (GTIN) must be submitted for all certified build-to-stock configurations and all certified products sold by others than the brand owner.

Part 2: The product must be marked with a data carrier containing a URL-based unique product identifier.

Part 3: Scanning the data carrier with a smartphone must redirect to a website displaying at least the following product information: GTIN, Model name and Serial number, (without the need to provide additional information).

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.

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

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

- The GTINs assigned with the product.

1.3.2 Clarification

Clarifications for Part 1: Identification of the certified product before purchase GTIN Submissions

For build-to-stock configurations, it is required to submit GTINs for all configurations no more than 3 months after the certification date. Use the UPI template to submit a list containing all GTIN numbers for the product model. If more GTINs are created after the initial GTIN submission, they need to be submitted in the TCO Certified Portal.

GTINs must be provided for:

- All certified products sold by parties other than the brand owner, whether build-to-stock or configured-to-order.
- All certified build-to-stock products sold by the brand owner.

It is not necessary to create or submit GTINs for configure-to-order products sold exclusively by the brand owner.

Clarifications for Part 2:

Unique product identifier

The URL- based product identity encoded into the data carrier must be able to identify the product on the unit level. This means that it must at least contain the product serial number (any alphanumeric string that functions as a persistent and unique identifier for an individual item).

Examples of Unique product identifiers

All the examples below are compliant but it is recommended to implement a solution according to an example with as low a number as possible. (Example 1 = best practice, Example 3 = least recommended). Example 1 is the direction for this criterion in coming generations of TCO Certified and likely other relevant standards currently under development.

Example 1: Standardized full product identifier (recommended)

URL: <https://www.exampledoimain.com/01/GTIN/21/serial number>

The brand uses GTIN, model name, (GIAI or own) serial number in offline data carriers.

Example 2: Standardized serial number in a GS1 digital link URI syntax URL

URL: <https://www.exampledoimain.com/8004/GIAI>

The brand uses the GS1 identifier (GIAI) Global individual asset identifier using the GS1 digital link URI syntax.

Example 3: Brand owner serial number in non-standardized URL.

URL: <https://www.exampledoimain.com/support /productid?sn=brandowner serial number>

The brand uses its own non-standardized serial numbers and its own URL syntax.

Accepted types of data carriers

QR code or data matrix.

Data carrier quality

The data carrier must be of sufficient quality so that it can be scanned using a smartphone camera indoors under normal lighting conditions. To ensure acceptable data carrier quality, it is recommended to follow ISO/IEC 18004:2015 if the data carrier is a QR-code and ISO/IEC 16022:2006 if the data carrier is a data matrix.

Data carrier placement

Product Category	Data carrier placement
Displays, All-in-one PCs, Desktops	The data carrier must be placed on the outer casing or on the marking plate of the product. It is not allowed to place the data carrier on the bottom side of the product.
Notebooks, Projectors	The data carrier must be placed on the outer casing or on the marking plate of the product
Tablets, Smartphones	Outer casing, or Link in the operating system leading to a website showing unit-specific product information. For example, in the settings menu.
Headsets, Servers, Network equipment, Data storage, General	No mandatory data carrier - serial number only required

Products made up of multiple detachable parts

The data carrier should be attached to at least one of the parts. Such as true wireless earbuds with a charging case, or a tablet shipped with a detachable keyboard.

Data carrier size

It is recommended to use Section 5.12.3 GS1 symbol specification in GS1 General Specifications as a guide to select an appropriate label size to encode the required information.

Clarifications for Part 3:

Website that is redirected to

The URL encoded into the data carrier needs to redirect to a website displaying the product: GTIN, Model name, Serial number, without filling in any additional information.

In the case that no GTIN is created for a configure-to-order configuration, then the following must be presented on the website with unit specific product information instead of the GTIN number:

- A list of selected configuration choices.
- Mention that the product is certified according to TCO Certified.

Initial implementation period of the website

The first time a brand applies for a TCO Certified Generation 10 certificate, an initial implementation period of 12 months may be granted to implement functionality so that the scanning of the data carrier leads to a website displaying product information on the item level. Contact TCO Development if you need this extra time.

During this period the scanning of the data carrier can lead to any website that the brandowner finds suitable, for example the product page.

Duration of availability

The brand owner must publicly guarantee the availability of a website displaying the required information for at least 5 years after the end of placement on the market (which is defined as the last manufacturing date).

Language selection

It is allowed to have a language selection pop-up. If a language selection is presented, a maximum of two subdirectories is allowed to be changed in the URL after a language has been selected. One for language, and one for region.

See the underlined text in the examples below:

One subdirectory:

[https://support.brand.com/us-en/product/model-123-abc-notebook-pc/123456789](https://support.brand.com/<u>us-en</u>/product/model-123-abc-notebook-pc/123456789)

Two subdirectories:

[https://support.brand.com/us/en/product/model-123-abc-notebook-pc/123456789](https://support.brand.com/<u>us</u>/<u>en</u>/product/model-123-abc-notebook-pc/123456789)

Accepted places on the page to display the required product information

The required product information needs to be visible directly when the page is loaded or in an expandable section or tab of the page that adheres to the following:

- The name of the tab/section clearly describes that clicking it will display the required data.
- Only one click is required to access the required data.
- The URL is not changed when clicking the tab.

2 Socially responsible manufacturing

- Poor working conditions are common throughout the IT product supply chain.
- Child labor, forced labor, excessive overtime and hazardous substances are risks to workers' health and lives.
- To drive social responsibility, a structured system for continuous improvements is needed, along with strict monitoring to ensure problems are resolved.

Social risk is present throughout the supply chain

Much of IT product manufacturing is carried out in low-wage countries where the labor market lacks clear regulation, and the protection of workers is insufficient. Poor working conditions occur throughout the supply chain. Sustainability risks include child labor, forced labor, and hazardous chemicals used in manufacturing. Excessive overtime leaves a worker with little to no time over for rest, recreation, family or further education. The mineral industry is connected to armed conflicts and human rights abuses, severe health problems for workers, and environmental degradation. As in many industries, the risk of bribery is also present. This must be counteracted as it hinders development, erodes justice, undermines human rights and interferes with the fair and efficient operation of markets.

Our approach: driving worker safety, human rights and closing non-conformities

Driving social responsibility throughout the complex IT product supply chain requires a clear and systematic approach. TCO Certified includes a framework that encourages proactive work and helps brand owners structure their work with sustainability. Corrective action plans must be developed and implemented within a set timeframe. To drive change where it's needed the most, monitoring of high-risk factories is intensified.

Criteria in chapter 2 focus on:

- Ensuring safer working conditions by requiring that the code of conduct is implemented throughout the supply chain.
- Guiding the industry to more sustainable practices with a structured system for continuous improvement.
- Requiring transparency about which suppliers are being used to increase accountability.
- Taking the next step in combating corruption in the supply chain by requiring compliance with the more ambitious anti-bribery standard ISO 37001.
- Continuing independent verification of due diligence all the way to the source of the minerals, to ensure that minerals are sourced responsibly.
- Requiring that all cleaning process chemicals are assessed by an independent toxicologist and benchmarked as a safer alternative before being used in the manufacture of certified products. The same principle applies also to chemicals added to the product, covered in chapter 7.

Definitions

3TG: tin, tungsten, tantalum, gold.

Anti-bribery management system: A system designed to help organizations instill an anti-bribery culture and implement appropriate controls to detect and address bribery.

Brand owner: The company or organization owning or controlling the brand name of the product.

Bribery: Giving or receiving an unearned reward to influence someone's behavior.

Business licence: A business licence covers an independent work unit, which means it has its own separate production areas, operation and management system, including but not limited to recruitment, working hours system, wage and benefit system, factory rules, etc. and all employees that under contract are dedicated to that factory.

Cleaning solvents: Chemicals and chemical mixtures used to remove contaminants, unwanted materials, and/or manufacture process residues (e.g. lubricants, adhesives, solder flux residues, plastic residue, and mold releases). Examples of process chemicals used for cleaning include: solvents, aqueous detergent solutions, stencil/ink removers, adhesive removers, solvent vapor degreaser solutions, ultrasonic parts cleaner solutions, photo-resist strippers, and solder-defluxing solutions.

Conflict-affected and high-risk areas: Areas in a state of armed conflict, fragile post-conflict areas, and areas witnessing weak or non-existing governance and security, such as failed states. In these areas, there are often widespread and systematic violations of international law, including human rights abuses.

Corrective action plan (CAP): A list of actions the brand owner is responsible for implementing within a set timeframe to address a specific problem.

Corruption: Gaining an advantage through illegitimate means. Bribery, abuse of power, extortion, fraud, deception, collusion, cartels, embezzlement and money laundering are all forms of corruption.

CPA: Clean Production Action. Developers of GreenScreen® for Safer Chemicals.

Final assembly factory: A final assembly factory is where the final assembly of the certified product takes place and is defined as the whole operation covered by a business license. If the final assembly of the product is divided over more than one factory, all are considered final assembly factories.

Licensed GreenScreen Profilers: Toxicology firms licensed by CPA to provide GreenScreen assessment services for a fee to clients.

Next-tier suppliers: Suppliers to the final assembly factory of parts and packing materials for the certified product.

Panel manufacturer: The panel manufacturer is defined as the place where the final assembly of the panel takes place.

Process chemical inventory: A record the factory keeps showing the process chemicals used to manufacture certified products.

Process chemicals: Chemicals (individual chemicals or mixtures) used during the manufacture of a product and/or to maintain related production equipment. Process chemicals are not intentionally fully incorporated into the product. Cleaning agents, lubricants and additives are examples of process chemicals.

Refining: A process that increases the grade or purity of a metal.

Responsible Minerals Assurance Process (RMAP): Independent third-party assessment of smelter and refiner management systems and sourcing practices to validate conformance with RMAP standards.

Responsible minerals initiative (RMI): Member initiative for implementing minerals supply chain due diligence.

Smelting: The process of applying heat to ore in order to extract a base metal.

SMT: Surface-mount technology is a method in which the electrical components are mounted directly onto the surface of a printed circuit board (PCB). An electrical component mounted in this manner is called a surface-mount device (SMD).

2.1 Supply chain responsibility

Background

Social responsibility is a continuing challenge throughout the IT supply chain. From raw materials extraction to final assembly, working hours, health and safety and forced labor are examples of industry-wide issues. However, for those who want to drive greater social responsibility, a major issue is the complexity of the IT product supply chain. It includes many suppliers that are spread all over the world.

The most basic aspect of social responsibility in the supply chains is to define who holds the responsibility. After this is done, the level of conformity and the implementation in the supply chains need to be defined. Finally, to make sure that problems are solved and improvements are made, independent verification and follow-up is crucial. Continued monitoring is essential, even after closure. TCO Certified offers a structured platform to guide industry progress:

- The responsibility for correcting non-conformities is placed on the brand owner, which is at the top of the product value chain.
- Define minimum standards of the brand owner code of conduct covering the manufacturing of the certified product.
- We provide a control system to ensure that the brand owner takes responsibility in the supply chains of the certified product and works in a structured way in accordance with the code of conduct.
- By including a system of consequences for continued non-conformities, we incentivise the brand owner to work proactively.

Applicability

All product categories.

2.1.1 Mandate

By signing this mandate, the brand owner agrees to (1.) the Commitment and agrees to conduct (2) the Structured work. Additionally, TCO Development requires that the brand owner shows (3) Proof of the commitment and the structured work by allowing inspections in the supply chains of the certified product, sharing audit reports and CAPs, and providing other documented proof described below.

1. Commitment

- The brand owner must have a public code of conduct for the manufacture of certified products considered consistent with the following principles and rights at work:
 - ILO's fundamental conventions: 29, 87*, 98*, 100, 105, 111, 138, 155, 182 and 187.
 - The UN Convention on the Rights of the Child, Article 32.
 - All applicable local and national health and safety and labor laws effective in the country of manufacture, and a maximum 60-hour workweek including overtime*.

*See clarifications 1 and 2

2. Structured work

- The brand owner must register each final assembly factory and each factory manufacturing display panels >10" for the product model(s) that the application covers to TCO Certified Portal and supervise the implementation of the code of conduct at these factories.
- The brand owner must ensure all registered factories have identified and communicated the code of conduct to their next tier suppliers of parts for certified products.

3. Proof

- The brand owner code of conduct and communication process must be annually verified during the annual review process.
- Accepted initial audit reports, closure audit reports and corrective action plans for each registered factory must be uploaded to TCO Certified Portal.
- The supply chain identification template (SCIT) must be submitted. The template must be uploaded to TCO Certified Portal for only the registered final assembly factory. An updated SCIT may be required to be resubmitted at any time.
Data on the following suppliers for the following parts must be included in the SCIT:
 - Product housing: Enclosure (chassis) including stand: Parts >0.5 grams.
 - Printed circuit board supplied with and without components attached: Mainboard (motherboard) and power board.
 - External cables: Power and peripheral connecting cables.
 - Processors and memory: CPU, GPU, chipset, DRAM, RAM, SSD and HDD.
 - Battery: Remote power source of the product.
 - Power supplies: internal and external.
 - Display panel (all sizes).
- TCO Development may also require seeing audit reports and corrective action plans from factories further up the supply chains of the certified product to ensure that corrective actions have been successfully implemented.
- TCO Development additionally requires that supporting documentation be verified by an independent verifier approved by TCO Development.
- TCO Development may commission random factory audits (spot checks) at any factories registered to TCO Certified Portal.

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.

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

- The most recent independent initial audit report, corrective action plan for each non-conformity and closure audit report must be uploaded to TCO Certified Portal. The audit interval is determined by the risk category of the factory. The risk category is set by the verifier according to the process described under: **Audit report and factory risk categorization.**
- The supply chain identification template (SCIT) must be completed and submitted to TCO Certified Portal for each registered final assembly factory.

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.

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.

2.1.2 Clarification

General clarifications

The mandate is a social performance mandate, and criteria are based on ILO's (International Labour Organization) fundamental conventions and local legislation. The mandate requires that the brand owner comply with the minimum standards for code of conduct, inspection and corrective action engagement regarding the supply chain of the certified product.

* Convention 87 and 98: Collective bargaining and freedom of association: All workers must have the right to form, join and organize trade unions of their choice and to have them bargain collectively on their behalf with employers. In situations where this is restricted under law, employers must allow workers to freely and democratically elect their own representative(s) for the purpose of defending the rights and interests of workers.

* Local labor law: The limit and enforcement of local law regarding working hours differ tremendously globally. To harmonize with other initiatives and to find a reasonable level for

the industry, the criteria in TCO Certified sets a maximum 60 hour workweek, including overtime, as a global requirement regardless of the local law.

* 60 hour working week: This criterion sets a global limit for weekly working hours that includes overtime based on ILO convention 1 (56 hours per work week including overtime). An additional four hours per workweek is given to harmonize with SAI and RBA. Therefore, workweeks, including overtime, are not to exceed 60 hours, and workers must receive at least 1 day off every 7 consecutive days.

TCO Certified has established thresholds for non-compliance with working hours. For factories up to 15000 employees, the following is applicable;

- Minor non-compliance: up to 2% of the total workforce working between 60 and 72 hours per week
- Major non-compliance: 2% - 15% of the total workforce working between 60 and 72 hours per week
- Priority non-compliance: More than 15% of the total workforce working between 60 and 72 hours per week or any percentage of the workforce working above 72 hours per week.

The verification process

Proof documentation must be submitted to an independent verifier approved by TCO Development. It is the verifier's responsibility to request any additional documents necessary for the review. The verifier will evaluate the information received from the brand owner according to the principles described below (1-5).

1. The code of conduct:

The brand owner must have their code of conduct covering the supply chains of the certified product reviewed annually by an approved verifier. If the code of conduct has not changed since the previous annual review, the brand owner does not have to submit it again. The Senior Management Representative (SMR) for supply chain responsibility must report this to an approved verifier. The approved verifier carries out the verification during the annual review process.

- The code of conduct must be consistent with all parts under **1. Commitment**.
- The contents of the code of conduct must have been adopted by the brand owner's board and addressed by management.
- The code of conduct must cover the manufacturing of the certified product.

2. Information about the code of conduct:

The brand owner must annually submit a description of how management and workers at all registered factories manufacturing certified products are informed about all parts of the code of conduct. Proof of training classes or other means of worker training and how the factory measures the effectiveness of the worker training must be submitted for review. The training must be held specifically for the purpose of training and not just part of a regular business review meeting. If there are no changes to the communication routine since the previous annual review, then the brand owner does not have to submit it again. In this instance, the

SMR must report this to an approved verifier. The approved verifier carries out the verification during the annual review process.

Accepted proof of compliance. All parts must be fulfilled:

- Training on all parts of the code of conduct for management and workers or worker representatives at registered factories of the certified product.
- Training is through workshops, e-learning, or online training programs.
- There is a questionnaire (self-assessment) process to assess management and worker understanding and conformity with the code of conduct.

3. Factory registration on TCO Certified Portal

For each certified product, each final assembly factory and each factory manufacturing display panels >10" for the certified product must be identified and registered to TCO Certified Portal.

The approved verifier will ensure that factories are listed on TCO Certified Accepted Factory List.

- Factories are registered to TCO Certified Portal Accepted Factory List using the factory identification template.
- The SCIT must be submitted for each final assembly factory for the certified product. It is not necessary to submit a SCIT for the display panel factories.
- The full list of factories must be submitted at least once annually to an accepted verifier using the factory identification template. The due date for submitting the template appears on TCO Certified Portal. An approved verifier must be notified immediately of factory changes. The template is downloaded from tcocertified.com.

4. Independent social audit reports

The brand owner must ensure that TCO Certified Portal is continuously updated with the most recent independent initial audit report and corrective action plans for all non-conformities found during the audit from all registered factories manufacturing the certified product.

Brand owners or applicants/manufacturers must submit audit reports and corrective action plans to an approved verifier for upload to TCO Certified Portal.

Factory audit intervals are determined by the risk category of the factory.

1. Independent audits must be conducted by organizations accredited to ISO 17021 and carried out by SA8000 or RBA lead auditors who are APSCA certified. The lead auditor's APSCA membership number must appear in the audit report.
2. Accepted audits:
 - a. SA8000,
 - b. RBA VAP,
 - c. Other audit types, if independently verified to be of equal quality to one of the accepted audits (a or b). This includes auditor qualification, audit process (e.g. triangulation of non-conformities), reporting and CAP. Verification will be conducted by an approved verifier before an alternative audit is accepted as proof.

Defining the factory risk category and audit intervals

A factory new to TCO Certified Portal must be independently audited using an accepted audit type. Any SA8000 certificate or RBA recognition diploma must be submitted with the initial audit report. A factory is assigned a category 1, 2 or 3 based on the risk categorization procedure below.

Brand owners new to TCO Certified or applying for certification to a new product category must undergo a risk assessment. This is for TCO Development to assess the likelihood of fulfilling the requirements within the given time. If the brand owner or factory is considered a higher risk for receiving an extended time (for example: a history of non-compliance), an audit report and a corrective action plan must be submitted before the factory can be registered to TCO Certified Portal.

Lower risk countries

Some countries are considered as lower risk of social non-conformities by the SA8000 Country Risk Assessments Process, which is based on World Governance Indicators (WGI). These countries include but are not limited to: EU countries, USA and Japan. Country risk level is a factor that is considered when setting category levels 2 and 3.

TCO Certified Accepted Factory List

All brand owners, applicants and verifiers who have access to TCO Certified Portal will have access to see TCO Certified Accepted Factory List of registered factories. This list includes information such as the risk category, audit non-conformities and due dates for submitting supporting documentation. Access to information for factories directly owned by a brand owner is limited to that brand owner.

Risk categorization procedure.

Initial audits are required at regular intervals. The audit interval is based on the factory risk category.

- An **initial audit** covers the whole factory and this criterion.
- A **closure audit** covers at least the open non-conformities from the latest initial audit.
- An initial audit is more comprehensive and is accepted as a closure audit.
- Audits older than 12 months are not accepted.

Initial risk categorization

- Risk category 1 is given to all new factories entering TCO Certified Portal, TCO Certified Accepted Factory List. Factories cannot continue as category 1 for more than 18 months or return to category 1 once they have been category 2 or 3.

Risk category 1 (higher risk choice).

Initial audit

- Only risk category 1 factories receive up to 18 months to achieve risk category 2 or 3. Only initial audits less than 12 months old from the date the factory is registered on TCO Certified Portal are accepted. Any priority and major non-conformities to TCO Certified must be independently verified closed with a closure audit within the time period specified in the table below. The due date for achieving category 2 or 3 appears on TCO Certified Portal for each active factory.

Audit status on initial factory registration date	Priority and/or Major non-compliances	Months to achieve category 2 or 3
Without an initial or closure audit.	Unknown	18 months to conduct an initial and closure audit
With an initial audit report less than 6 months old	Yes	12 months to conduct a closure audit
With an initial audit report less than 12 months old	Yes	6 months to conduct a closure audit

Corrective action plan

- For each non-conformity to the mandate commitment, a corrective action plan must be uploaded to TCO Certified Portal. It must include closure deadlines set by the audit program to complete each corrective action.

Closure audit

- If there are major or priority non-conformities in the initial audit, a closure audit must be submitted within the remaining time (see table above). The due date for the closure audit appears on TCO Certified Portal. The corrective action plan must be completed for minor non-conformities, but it is not necessary to submit the closure audit.

Re-categorization

- When all non-conformities other than minor are closed, the factory will be categorized as risk category 2. If the factory is also placed in a lower-risk country or certified according to SA8000, it will be categorized as 3 instead of 2.

Final assistance

- If the factory has been categorized as a risk category 1 for 18 months, then the factory management may receive final assistance toward conformity through TCO Certified Active Monitoring Program. If the brand owner or factory decides not to commit to the program, the factory will be removed from TCO Certified Accepted Factory List, and the factory will no longer be allowed to manufacture products certified to TCO Certified.

Risk category 2 (moderate risk choice).

Initial audit

- For risk category 2, the factory must be audited every 24 months. A new initial audit report must be uploaded to TCO Certified Portal during the 24-month audit period, and all major and priority findings must be independently verified closed within this time. The due date for submitting audit proof to retain a place on TCO Certified Accepted Factory List is shown on TCO Certified Portal.

Corrective action plan

- For each non-conformity to the mandate in TCO Certified, a corrective action plan must be uploaded to TCO Certified Portal. It must include closure deadlines set by the audit program to complete each corrective action.

Closure audit

- If there are major or priority non-conformities, a closure audit must also be uploaded to TCO Certified Portal during the 24-month audit period. If the factory only has minor non-conformities, the corrective action plan must be completed, but it is not necessary to upload the closure audit to TCO Certified Portal. The closure of minor non-conformities will be verified in the next initial audit.

The initial audit should be conducted at least 6 months before the factory audit due date on TCO Certified Portal to give time for a closure audit (if one is necessary).

Failure to retain category 2

- Failure of the factory to retain category 2 within the due date will cause it to be flagged on TCO Certified Portal, which means no certification applications for products manufactured at the factory are approved until the remaining non-compliances are closed. Additional time to close remaining non-compliances may be applied following a risk assessment of the reasons behind the failure to close the non-compliances on time and the closure time plan submitted by the factory. If the brand owner or factory decides not to commit to retaining category 2, the factory will be removed from TCO Certified Accepted Factory List, and the factory will no longer be allowed to manufacture products certified to TCO Certified.

Risk category 3 (lower risk choice).

Initial audit

- For risk category 3, the factory must be audited every 36 months. A new initial audit must be uploaded to the TCO Certified Portal during the 36-month audit period, and all major and priority findings must be independently verified closed within this time. The due date for submitting audit proof to retain a place on TCO Certified Accepted Factory List is shown on TCO Certified Portal.

Corrective action plan

- For each non-conformity to the mandate in TCO Certified, a corrective action plan must be uploaded to TCO Certified Portal. It must include closure deadlines set by the audit program to complete each corrective action.
 - If the factory is SA8000 certified, then the non-conformities are solved following the SA8000 certification procedure.

Closure audit

- If there are major or priority non-conformities, a closure audit must also be uploaded to TCO Certified Portal during the 36-month audit period. If the factory only has minor non-conformities, the corrective action plan must be completed, but uploading the closure audit to TCO Certified Portal is not required. The closure of minor non-conformities will be verified in the next initial audit.
 - A valid SA8000 certificate is considered proof that major and priority non-conformities are monitored regularly by SAAS-accredited verifiers and that issues are being solved.

The initial audit should be conducted at least 6 months before the factory audit due date on TCO Certified Portal to give time for a closure audit (if one is necessary).

Qualification method and assessment of worker-management dialogue

For factories at-risk category 1 it is very likely that the worker-management dialogue is not mature enough due to the number of persistent non-conformities. However, once a factory has managed to solve their major and priority non-conformities and achieved risk category 2, they may apply for risk category 3 re-categorization based on worker-management dialogue. To qualify for re-categorization to risk category 3 all the below verification points for a Trade union or non-union worker representation must be considered compliant without remarks.

Verification of the level of worker/management dialogue at the factory.

In order for a factory to be able to get re-categorization from risk category 2 to 3 based on the worker-management dialogue, the factory management, and worker representatives must together prove the following. The proof must be assessed during the factory audit every 3 years by an independent auditor approved by TCO Development. To become approved the auditor evaluating worker management dialogue must fulfill all the requirements of auditors in TCO Certified and must also have documented experience and deep understanding of trade union work.

In the case of a Trade union (TU)

Criteria for assessing a Trade union (TU) presence at factories in high-risk countries for consideration for TCO Certified risk category 3 status.

Requirements on the trade union

1. The TU is not in any way interfered with or financed by the factory management and is independent from the local and national government.
2. The TU is financed by membership fees or donations from non-profit organisations and is non-profit
3. The TU has bargaining rights and acts on the behalf of employees in collective bargaining negotiations with employers.
4. The TU should set and fulfill some or all of the goals it sets itself to win concessions for workers, such as: improve working conditions, working hours, wages and benefits

Requirements on the management

5. Factory management contributions are limited to providing meeting space/materials
6. Payroll records etc show TU employees are not discriminated if they also work at the factory
7. No management interference with the TU representative meeting new consenting employees to explain their rights to freely join the TU and membership is open to all employees.
8. The TU has the ability to call a strike, without restriction from government or company management.

Requirements on the worker - management dialogue

9. TU meets with management regularly for the purpose of furthering and defending the rights and interests of workers for mutual gains. TU meeting minutes and financial records are kept and made available.
10. TU representatives have access to
 - a. Risk assessments
 - b. Internal audits and monitoring of the organization
 - c. Relevant and appropriate aspects of management review
 - d. Opening and closing meetings of labor audits
 - e. Reporting back to workers on any corrective and preventive actions taken
 - f. Reporting back to Senior Management on the performance and benefits of actions taken to meet the criteria in the audit

In case of a non-union worker representation

If the above union criteria are not possible to fulfill due to country laws restricting freedom of association and collective bargaining, workers shall be allowed to freely elect their own non-union representatives. (Note: worker representation should not be seen as a substitution for a union representative in organizations where workers freely choose to organize.)

An organised committee of democratically elected worker representatives from non-management personnel is defined as a democratic trade union like system and must meet the following criteria:

1. An organised committee consists of democratically elected representatives from non-management personnel and is independent from the local and national government.
2. The number of representatives shall be in proportion to the number of workers at the factory and must be in the range 1 for every 50-100 workers.
3. The worker committee has the right to represent the workers in collective negotiations with management.
4. The committee has set and fulfills some or all of the goals it sets itself to win concessions for workers, such as: improve working conditions, working hours, wages and benefits.

Requirements on the management

5. Management has not intervened or interfered in any way in the nomination, election, operation, administration of the committee.
6. Payroll records etc show worker representatives are not discriminated against if they also work at the factory. Workers representatives must be allowed to carry out their duties in the organized worker committee during normal working hours without any wage deductions.
7. The worker committee is free to fulfill their goals without being subjected to discrimination, harassment, intimidation, or retaliation for being representative(s) of workers or engaged in organizing workers, and that all workers have access to the representatives in the workplace and access to their services.
8. Worker representatives have the possibility to meet all new consenting employees to explain their labor rights.
9. Committee members shall be allowed to attend relevant committee-training during normal working hours without getting wage deductions to help fulfill their duties
10. Factory management must provide meeting space/materials

Requirements on the worker - management dialogue

11. Committee meets with management regularly for the purpose of furthering and defending the rights and interests of workers for mutual gains. Meeting minutes and financial records are kept and made available.
12. The non-union committee have access to
 - a. Risk assessments
 - b. Internal audits and monitoring of the organization
 - c. Relevant and appropriate aspects of management review
 - d. Opening and closing meetings of labor audits, includes RBA and SA8000 audits
 - e. Reporting back to workers on any corrective and preventive actions taken
 - f. Reporting back to Senior Management on the performance and benefits of actions taken to meet the corrective and preventative actions.

Additional clarifications that are valid for all risk categories

- If the audit program and lead auditor accepts an offsite closure audit it will also be accepted in TCO Certified.
- If proven conditions change, such as when non-conformities are found during a spot check, the risk categorization will be re-assessed.
- A major non-compliance given to a control point in the audit report for the only reason that working hours do not meet the stricter local legislated levels than the 60 hour workweek permitted in TCO Certified may have this rating altered to compliance on TCO Certified Portal on condition that the 60 hour working week requirement is met.
- Closure of priority findings within the CAP deadline will be monitored by TCO Development through the spot check program.

On-site factory inspection initiated by TCO Development (spot checks).

TCO Development reserves the right to require full audit reports and conduct or commission on-site inspections at factories registered on TCO Certified Portal as manufacturing the certified product to monitor continued compliance to obligations in this criterion. The planning of social audits will be done in cooperation with the Senior Management Representatives appointed by the brand owner, accepted social auditors and factory management. Factory audits are announced in advance.

Social audits initiated by TCO Development will be realized on a judgment sample basis, in each case decided upon by TCO Development. Audit results will be shared with the audited factory management and all the brand owners listed using the audited factory to combine the effort to close any non-compliance.

Spot check audits are financed by TCO Development. If priority non-conformities are found and further investigations are necessary, the license holder must cover this cost.

The verifier approved for supply chain responsibility

Only an independent verifier approved by TCO Development has the authority to approve the following:

For each brand owner:

- Code of conduct.
- Communication of the code of conduct.
- Supporting documentation.
- Conduct reviews with a senior management representative.

Other assessments

- Review evidence that could prove that another audit protocol can be considered “equal quality to other approved audit protocols”. This includes but is not limited to auditor qualification, audit process, reporting and corrective action plan.

The list of approved verifiers is found at tcocertified.com.

References

1. SA8000, <http://www.sa-intl.org>
2. Responsible Business Alliance (RBA), <http://www.responsiblebusiness.org>

2.2 Supply chain transparency

Background

Supply chain transparency includes two vital parts: a) the extent to which information about a company and its sourcing locations is made public to end-users and stakeholders and b) the company's process of taking action through supply chain visibility to manage it effectively. Companies struggle to achieve supply chain transparency since they lack a solid process and structure to manage risks and monitor behavior in their extended supplier network. Without visibility into their supply chains, brand owners create a blind spot where damage to reputation can emerge.

Transparency toward an independent party provides a company not only with the possibility to measure its own performance in key areas against its peers but also a way to share and gain knowledge about solutions. Supply chain transparency requires a solid management system, where improvements are achieved by acting on responses to shared information.

Applicability

All product categories.

2.2.1 Mandate

The brand owner must appoint a Senior Management Representative (SMR) for supply chain responsibility for the certified product, who reports directly to senior management.

Irrespective of other duties, this person must have the authority to ensure that the certified product meets the supply chain criteria in TCO Certified.

The SMR has access to TCO Certified Portal and must ensure that the due dates for submitting supporting documentation are complied with.

The SMR is responsible for the brand owner annual review process being completed with an approved verifier, and the report is uploaded to TCO Certified Portal before the annual due date.

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

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.

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.

2.2.2 Clarifications

General clarifications

The aim of the mandate is to create transparency between TCO Development and senior management at the brand owner company of the certified product.

Senior Management Representative (SMR) details

The required details of the SMR must appear in TCO Certified Portal, and the SMR must be available for dialogue in English with TCO Development and verifiers throughout the validity of all the brand owner's certificates.

If the appointed SMR is changed, then details of the new SMR must be updated in TCO Certified Portal. TCO Development must be informed immediately.

The SMR must ensure that TCO Certified Portal is up to date, covering the following:

- Name, title, telephone number and email address of the SMR.
- A valid annual review report.

SMR and annual review

The annual review must be done with one of the verifiers approved by TCO Development. It is booked and paid for by the SMR company. The purpose is to ensure that the appointed person has the necessary authority and that the company works in a structured way to implement the points covered in the annual review questionnaire.

If the brand owner has more than one brand name registered, the review must cover each brand name respectively and ensure that all requirements in TCO Certified are fulfilled. The verifier must ensure that it is intuitive for anyone searching for the required information on each brand name's website where to find the information. In some cases, this means that it must be publicly stated who owns the brand name or that links are provided to the documents on the brand owner's website.

As part of the annual review process, all questions must be answered and submitted to the verifier before the interview. During the part of the review questionnaire that covers the section on social performance, the SMR will be required to explain the brand owner's work toward a socially responsible supply chain of the certified product and provide supporting documentation where needed. It is recommended that SMRs involve colleagues in the meeting who can provide the necessary expertise in the areas covered by the questions. The interview part of the review process will likely be an online meeting. If it is not possible to have an online meeting or the interview does not obtain an acceptable quality due to language difficulties, then the verifier may require a face-to-face interview. TCO Development has the right to participate in the interview with the SMR. In this case, TCO Development will cover its own expenses.

The final report from the annual review is then uploaded to TCO Certified Portal by the verifier. The annual review questionnaire is revised every third year, following the launch of a new generation of TCO Certified.

An evaluation is made based on the review results regarding the voluntary public disclosure of final assembly factories. There is no mandatory level, but this information may be shared with purchasers.

The link to the brand's publicly disclosed factories (if available) is taken from the review results and entered into TCO Certified Portal. After the report is uploaded, the verifier cross-checks the publicly disclosed factories at the provided link against the final assembly factories used by the brand to manufacture certified products in TCO Certified Portal.

To count a final assembly factory as publicly listed, it must be made public on the brand owner website and state that the brand owner has a business relationship with those factories. The factory information must show at least the supplier name, factory full address and type of products manufactured at the factory.

About the annual review questionnaire benchmarking

The annual review questionnaire is an independent assessment of the brand owner's risk management of the supply chain of the certified product and is part of TCO Development's capacity-building work with brand owners.

The SMR is responsible for answering all questions and providing supporting documentation where needed. Answers are verified and the level of achievement is benchmarked by the verifier..

For the annual SMR interview questionnaire is intended to gather information on the actual level of social commitment, identify capacity-building possibilities, share solutions, and assist in developing future generations of TCO-certified criteria. Feedback to the brand owner is given in the form of a report and table showing the brand owner's final grading (after the interview) compared to other certifying brand owners (all brand names are kept anonymous). This helps the brand owner identify areas for improvement and measure their progress within the industry.

Result data will also be used to risk assess factories of the certified product for the spot-check program. In this program, TCO Development orders annual factory audits according to the code of conduct by independent auditors at a number of final assembly factories where certified products are manufactured.

The annual review questionnaire and guidelines for the annual review process are public and available for download at tcocertified.com

2.3 Anti-bribery management system

Background

Bribery is a widespread phenomenon. It raises serious moral, economic and political concerns, undermines good governance, hinders development and distorts competition. It erodes justice, undermines human rights, and hinders poverty relief. It also increases the cost of doing business, introduces uncertainties in commercial transactions, increases the cost of goods and services, diminishes the quality of products and services, which may lead to loss of life and property, destroys trust in institutions and interferes with the fair and efficient operation of markets.

Organizations are responsible for preventing all forms of corruption within their businesses and supply chains. To do so, organizations must align their business policy, monitoring and enforcement mechanisms with internationally recognized best practices against all forms of bribery.

With TCO Certified, brand owners that apply for product certification are reviewed by an independent reviewer, who assesses the brand owner's anti-bribery management system to ensure that it meets the requirements of ISO 37001.

Applicability

All product categories.

2.3.1 Mandate

The brand owner must have internal processes and routines in place to prevent and respond to all forms of bribery, covering all business activities connected to the certified product. This includes ensuring that the supply chain of at least the certified product aligns with the anti-bribery management system standard ISO 37001.

Submit the following to an approved verifier:

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

The following is submitted to TCO Development:

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

2.3.2 Clarification

The brand owner's anti-bribery management system covering all business activities connected to the certified product, including the supply chain, must be considered to be aligned with ISO 37001. If an ISO 37001 certificate is unavailable as proof, the brand owner can complete the questionnaire and take part in a follow-up verification review with an approved verifier.

A follow-up review of the brand owner anti-bribery management system will be in the form of a questionnaire and included in the first annual review with the assigned Senior Management Representative (SMR) for supply chain responsibility.

Each answer to the questionnaire will be graded using: Green is aligned, yellow is partial alignment and red is no alignment. A completed questionnaire and supporting documentation must be submitted to the verifier before the review. These will be verified in the online review between the verifier and the brand owner SMR and any experts responsible for anti-bribery the SMR wishes to include.

Verification guidelines

- Alignment to ISO 37001 without providing a valid certificate is when all answers are scored green (except 12.1) in the anti-bribery section of the annual review questionnaire. When all required points are aligned, there is no need to include anti-bribery in the following annual reviews unless requested by TCO Development.
- If any point (except 12.1) is scored yellow or red, a corrective action plan must be made, and the point will be included in the following annual review and must be scored green.
- Only question 12.1 (covering independent verification of the anti-bribery management system) can be graded yellow or red since this review in TCO Certified is considered an independent verification of the anti-bribery management system.

References

1. <https://www.iso.org/iso-37001-anti-bribery-management.html>

2.4 Responsible mineral sourcing

Background

Minerals such as tin, tantalum, tungsten, gold and cobalt are connected to armed conflicts and human rights abuses in the world's regions where they are extracted. Unsafe mining methods also lead to severe health problems for workers and environmental degradation in local communities. Since the mineral supply chain can include hundreds of suppliers, from mines and smelters or refiners to final production, making informed choices about mineral sourcing, from extraction to finished product, is challenging.

TCO Certified drives more responsible mineral sourcing in all countries where the mining industry and trade are present. Suppliers must adopt a responsible approach to mineral sourcing, irrespective of where they operate. TCO Certified goes beyond the current definition of conflict minerals and requires brand owners to include cobalt in their due diligence process. To drive widespread, positive impacts faster, due diligence and risk reporting are standardized, focusing on long-term, continuous improvement.

Applicability

All product categories.

2.4.1 Mandate

The brand owner must:

- Have a supply chain policy for responsible mineral sourcing for the certified product that can be considered to cover at least 3TG and cobalt. The policy must be both public and communicated to the supply chain.
- Conduct a reasonable country of origin inquiry for smelters or refiners (SORs) of at least 3TG and cobalt for the certified product that follows the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas process.
- Annually demonstrate that at least 70% of the total number of SORs for 3TG and cobalt in the supply chain of the certified product are conformant (certified) to an accepted independent third party due diligence program.
- Annually submit the completed responsible mineral sourcing template with all the information required in the template.

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.

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.)

2.4.2 Clarifications

Responsibly sourced minerals policy

The responsibly sourced minerals policy is an essential statement by the brand owner. It must reflect the brand owner's commitment toward responsible sourcing of minerals and the expectations that their raw material suppliers adhere to the policy.

Verification guidelines:

The verifier must verify that the responsibly sourced minerals policy can be considered to cover at least 3TG and cobalt for all the certified products, that it is public, and that it is clear how the policy is communicated to suppliers.

- "Public" means that the policy is visible on the brand owner's website or is included in the brand owner's annual sustainability or responsible minerals report, and that it is communicated that it covers all the brand names the brand owner has registered on the TCO Certified Portal.
- "Communicated" could be part of a contract and/or a written agreement with suppliers.

To verify the level of strictness, the policy must require at least the following:

- That suppliers uphold the policy.
- That suppliers neither directly nor indirectly finance armed groups in conflict-affected regions.
- That suppliers neither tolerate nor contribute to human rights abuses that include forced labor, child labor and environmental degradation.
- A commitment to supporting responsible sourcing from regions where specific mining operations may present risk.
- Suppliers work with the brand owner to identify SORs of 3TG and cobalt in the supply chain and report details using a conflict minerals reporting template (CMRT) or extended minerals reporting template (EMRT).
- That sourcing of 3TG and cobalt must be from SORs participating in third party audit programs aligned with OECD Due Diligence guidance and working toward certification.
- That action plans must be developed for SORs identified as not participating or certified to a third party audit program to remove them from the supply chain or have them participate in a program to obtain certification.

Structured work on identifying risk areas

The brand owner must carry out structured work to identify if at least 3TG and cobalt are present anywhere in the supply chain of the certified product, with the goal to identify the SORs. The verification of the structured work is carried out as part of the brand owner annual review process.

Identifying risk areas is a process that helps map the chain of custody of risk minerals down to the SORs within the supply chain. This is commonly done by a minerals reporting template being systematically sent through the supply chain. This transfer of information facilitates the identification of high-risk SORs.

Verification guidelines:

The verifier has been provided with a description of how the brand owner identifies risk areas in the supply chain of the certified product. The verifier can also require a copy of the completed minerals reporting template as further evidence of compliance. See the examples below:

- Using an established minerals reporting template as part of the brand owner's due diligence process. As a random follow-up at the request of TCO Development, completed examples of the template are to be submitted to the verifier.
- A public list of SORs on the brand owner website verifies that the brand owner has identified the list using a minerals reporting template.

Audited smelters or refiners (SORs)

Brand owners are required to annually submit information on the SORs identified as the source of 3TG and cobalt in the supply chain of the certified product. The required information identifies SORs that are conformant, active or otherwise registered through independent verification for their mineral sourcing due diligence process.

The brand owner must annually demonstrate the SORs that are conformant (certified) to an accepted responsible sourcing program and those that are considered to process scrap or recycled materials.

Verification guidelines:

The verifier must annually be provided with the responsible mineral sourcing template (a TCO Certified template) with the required columns covering information on the SORs identified as the source of 3TG and cobalt in the supply chains of the certified products.

The template section, 'Audited facilities' requires information about which SORs are in the supply chain of the certified product. SORs must be publicly registered as conformant with the Responsible Minerals Assurance Process (RMAP) or on the European Union (EU) 'white list'. Registered as 'active' or 'in-process' is not accepted as compliant. The verifier will compare the submitted information against the latest published list of conformant SORs using the comparison tool provided by TCO Development.

The brand owner can find their annual due date for submitting the responsible mineral sourcing template on TCO Certified Portal. The template is downloaded from tcocertified.com and must be submitted to the accepted verifier in time.

Audit program cross-recognition

RMAP cross-recognised audit programs are accepted. These presently include the London Bullion Market Association (LBMA) and the Responsible Jewellery Council (RJC). Other programs must first undergo independent verification to access the OECD due diligence

guidance implementation before being accepted as an alternative. The brand owner must provide proof of alignment to the accepted verifier for assessment.

Due diligence program information:

- The OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas (“OECD due diligence guidance”), available at [oecd.org](http://www.oecd.org). Brand owners require suppliers to disclose their sourcing origins of minerals using a questionnaire template such as the Responsible Minerals Initiative (RMI), conflict minerals reporting template (CMRT) or similar to prevent the potential use of risk minerals.
- Member of the Responsible Minerals Initiative (RMI). Members contribute to a number of tools and resources, including the conflict minerals reporting template, supporting in-region sourcing schemes and the Responsible Minerals Assurance Process (RMAP).
- Responsible Minerals Assurance Process (RMAP) helps companies make informed choices about responsibly sourced minerals in their supply chains. Independent third-party audits of SOR management systems and sourcing practices are used to validate conformance with RMAP standards. The assessment employs a risk-based approach to validate SOR company-level management processes for responsible mineral procurement.

The RMAP standards are developed to meet the OECD Due Diligence Guidance requirements, the Regulation (EU) 2017/821 of the European Parliament and the U.S. Dodd-Frank Wall Street Reform and Consumer Protection Act.

- EU ‘white list’ is a proposed list of SORs. The regulation (EU) 2017/821 promotes the responsible sourcing of SORs of tin, tantalum, tungsten and gold, whether they are based inside the EU or not. This is because EU importers must identify the SORs in their supply chains and check whether they have the correct due diligence practices. Whenever EU importers find SOR practices insufficient or associated with risks, they must manage and report on this.

To help companies, the European Commission is working to create a compliant list of global SORs which source responsibly.

References

1. <http://www.oecd.org/corporate/mne/mining.htm>
2. https://policy.trade.ec.europa.eu/development-and-sustainability_en
3. <https://www.responsiblemineralsinitiative.org/about/rmi-initiative/>

2.5 Process chemicals management

Background

Scientific research shows that workers who come into contact with chemical substances used in the manufacture of IT products are more likely to suffer from cancer, reproductive damage, birth defects and other serious illnesses.

The use of chemicals such as benzene and n-hexane (industrial cleaning solvents), which have well-documented toxic human health effects, have been restricted in some parts of the world but are often used by the manufacturing industry in developing countries where legislation is weaker, and workers are less protected. These chemicals need to be phased out of production and not be replaced with equally hazardous substances.

To replace chemicals with safer alternatives, process chemicals and their suitable safer alternatives must be identified and independently assessed by an approved toxicologist. The Personal Protective Equipment (PPE), training and exposure monitoring provided to the workers who risk chemical exposure also need to be reviewed and improved.

Applicability

All product categories.

2.5.1 Mandate

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

- must have a structured health and safety management system independently certified to ISO 45001.
- must only use cleaning solvents for product components and PCB process cleaning that contain individual chemicals or formulations that appear on TCO Certified Accepted Substance List.
- must submit chemical inventory data covering at least cleaners, adhesives and lubricants.
- All substances of a mixture must be accounted for. Non-accepted substances must not exceed concentration levels of 0.1% by weight of the chemical product.

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

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.

2.5.2 Clarification

The cleaning process chemicals on the TCO Certified Accepted Substance List are commonly used by production lines to clean display panels, product enclosures, printed circuit boards, SMT machinery and tools.

The production lines manufacturing certified products must only use cleaners listed on the TCO Certified Accepted Substance List. To be included on the list, chemicals must be independently assessed and receive a GreenScreen® benchmark score of 2, 3 or 4 or ChemFORWARD hazard band A, B or C. GreenScreen certified platinum or gold set by a licensed GreenScreen Profiler is accepted for chemical formulations.

From the date a factory is registered on TCO Certified Portal and TCO Certified Accepted Factory List, a 12-month transition period to using only safer alternatives appearing on TCO Certified Accepted Substance List can be applied for. To keep the factory active on TCO Certified Portal, an updated process chemical data collection template must be re-submitted before the process chemical compliance due date on TCO Certified Portal.

Proof of health and safety management system conformity:

A valid ISO 45001 certificate must be uploaded to TCO Certified Portal for each registered factory that is in scope of this requirement. The certificate must be issued by a certification body that is accredited to issue the certification. Factories that do not yet have a certified health and safety management system according to ISO 45001, may apply to TCO Development for an extended period of up to 24 months to complete certification. This extended-time application template can be obtained from an accepted verifier. TCO Development has the right to deny the applicant an extended period if there is reason to believe the factory cannot achieve the ISO 45001 certification within the period (for example, if other critical non-compliance issues are pending or if the factory has a history of persistent audit non-compliance).

Process Chemical Data Collection Tool and Guidelines

An accepted Process Chemical Data Collection Tool must be completed and uploaded to TCO Certified Portal. The data must cover at least cleaning agents, adhesives and lubricants used to produce the certified product. The Process Chemical Data Collection Tool can be downloaded from tcocertified.com/certification-documents.

Completing the Process Chemical Template

- The senior representative at the factory, whose responsibilities cover chemical management, must assist the applicant in completing the accepted template.
- The areas that must be completed by the applicant are listed as 'required'.
- Listed chemical substances must show the CAS# number. The chemical supplier can directly submit this information to TCO Development if there are proprietary concerns. If a CAS# number is withheld, the chemical ingredient is treated as a restricted substance, and the cleaning product must be replaced with an accepted alternative. An alternative is to have the formulation GreenScreen Certified and listed by trade name only.
- The information must cover at least all chemical types required under the mandate and used to manufacture certified products.
- Upon request, the process chemical inventory at the factory must also be submitted for independent verification purposes.
- The template must be updated at the request of TCO Development.
- TCO Development has the right to compile confidential information with CAS numbers. TCO Development reserves the right to publish such compiled, anonymous information. Still, no information will be presented so that the company or the products in question can be identified.

Exposure controls and personal protective equipment (PPE)

TCO Certified Accepted Substance List reduces the risk of worker exposure to highly hazardous chemicals. However, safer alternatives do not remove the responsibility of the factory management to provide personal protection equipment as described in the chemical's safety data sheet (SDS), which covers exposure controls and personal protection. Verification of PPE (availability, training and use) is included in the ISO45001 standard and as part of the required factory audits (see mandate 2.1).

References

1. <https://www.iso.org/iso-45001-occupational-health-and-safety.html>
2. <http://www.centerforsustainabilitysolutions.org/clean-electronics/>

3 Environmentally responsible manufacturing

- Large amounts of natural resources and energy are used to manufacture IT products.
- This consumption can lead to soil, water and air pollution, as well as large greenhouse gas emissions.
- To reduce environmental risk, the environmental impact must be measured, and environmental and energy management systems must be in place.

Major environmental risks in the IT industry

Several environmental hazards occur throughout the IT product life cycle. The manufacturing process is a large risk. Harmful substances that are not handled safely risk ending up in nature. Life cycle assessments confirm that a significant part, sometimes the majority, of greenhouse gas emissions occur during the manufacturing phase, contributing to climate change. Another risk is the extensive use of natural resources in manufacturing, that may lead to increased climate impact and the loss of valuable, finite resources.

Our approach: regulating and incentivizing reduced environmental impact

With TCO Certified, the brand owner must have an environmental management system in place that is certified according to ISO 14001. This is to ensure continuous improvement in environmental performance and lowered environmental risks. Additionally, compliance with ISO 50001 is required to reduce energy use in manufacturing, with a focus on energy efficiency through annual reporting. Renewable electricity must be used in the manufacturing process and information on post-consumer recycled content is gathered to promote circular products. We also incentivize brand owners to reduce annualized PCF emissions by prolonging the product lifetime and reducing their scope 3 emissions.

Criteria in chapter 3 focus on:

- Lowering environmental risk and ensuring continual improvements by requiring that factories have an environmental management system in place which is certified according to ISO 14001.
- Lowering energy use in manufacturing by requiring compliance with ISO 50001
- Putting the spotlight on energy efficiency in manufacturing through annual reporting.
- Increasing the use of renewable energy in the manufacturing of certified products.
- Gathering information about post-consumer recycled content to help buyers identify more circular products.
- We are incentivizing brand owners to reduce annualized PCF emissions by prolonging the life of products and reducing their scope 3 emissions.

3.1 Environmental management system

Background

A certified environmental management system helps an organization work in a systematic way with environmental performance and make continuous environmental improvements. To be efficient, an environmental management system must include independent, external reviews.

Definitions

See definitions chapter 2.0

Applicability

All product categories.

3.1.1 Mandate

- Each final assembly factory and each factory manufacturing display panels >10" for the certified product must have a structured environmental management system that is independently certified to ISO 14001.

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.

The following is submitted to TCO Development:

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

3.1.2 Clarification

The applicant must ensure that a valid ISO 14001 certificate is available on TCO Certified Portal at all times, for every final assembly factory, and display panel factory that are registered to TCO Certified Portal as manufacturing certified products.

The certificate(s) or an appendix to the certificate(s) must make it clear what the certification covers.

If necessary the applicant may ask for an extended time period of up to 12 months on behalf of a factory that is not yet certified, by presenting a time plan for achieving the ISO 14001 certification and signing an agreement. TCO Development has the right to deny the applicant an extended period of time if there is a substantial risk that the factory will not be able to achieve ISO 14001 certification within the extended time period.

The certificate must be issued by a certification body that is accredited by an accreditation body covered by the International Accreditation Forum, iaf.nu, Multilateral Arrangement on Environmental Management Systems.

References

1. <https://www.iso.org/standards/popular/iso-14000-family>

3.2 Renewable energy

Background

As we face the challenges posed by climate change, it has become increasingly important for companies to transition to renewable energy sources. By increasing the share of renewable electricity in the final assembly of certified products, the product carbon footprint and climate impact of the certified product are reduced. This also increases the demand for Energy Attribute Certificates (EACs), which increase the economic incentive to build new generators for renewable electricity in many regions where most electricity is generated from non-renewable sources.

Applicability

All product categories.

3.2.1 Mandate

At least 15% of the electricity used in each final assembly factory of certified product must be procured and/or generated from renewable sources. This ratio must be reported yearly.

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 (%)

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 (%)

3.2.2 Clarification

Brand owner reporting

The reporting by the brand owner must be submitted by 31 August each year and applies until one year after the certificate has expired. The reporting must cover a consumption period (when the electricity was consumed by the factory) which must be the previous calendar year. This consumption period must be mentioned on the retirement statement of the EACs used. The production period of Energy Attribute Certificates (when the renewable electricity was generated) must be within 6 months before, and up to 3 months after the consumption period.

Exception for new factories

For factories where no TCO Certified Generation 10 product was certified (for any brand) before 31 August, the brand owners manufacturing at this factory must be in compliance the following calendar year. However, the brand owner must still report the renewable electricity share of their manufacturing (even if not in compliance), each 31 August.

Reporting for the whole factory or for a share of the manufacturing

Brand owners can choose to report on the whole factory level or only on their share of the manufacturing. Reporting on their share of the manufacturing is useful if they want to purchase additional EACs for their own manufacturing to achieve a higher ratio than the factory. In this case, the share of the total electricity used to manufacture products for the brand owner is estimated to be the same as the brand owner's share of the factory's revenue or manufacturing volume.

If a product is manufactured at several final assembly factories, the reporting must cover the manufacturing at each factory, and each must pass the criterion. (Combining the factories in an average value is not allowed.)

For each reporting period and final assembly factory, the brand owner must report the following:

If the ratio of renewable electricity used by the factory is $\geq 15\%$, reporting may be done only on the factory level and must include:

- Documented proof of the total electricity consumption of the factory (X)
- Any EACs designated to the factory (with the factory name) for the renewable electricity (Y) generated or purchased by the factory during this period.

Calculations:

- The ratio of renewable electricity by the factory ($R_F = Y/X$).

Otherwise, reporting must be more detailed and include:

- Documented proof of the total electricity consumption of the factory (X)
- Any EACs designated to the factory (with the factory name) for the renewable electricity generated or purchased by the factory during this period (Y).
- Documented proof to estimate the brand owner's share of the electricity consumption:
 - by the total number of units manufactured (Z) and the number of units manufactured for the brand owner (W) during the period.
 - or by the total revenue of the factory (Z) and the revenue for the brand owner's manufacturing at the factory (W) during the period.
- Any EACs (S) designated to the factory and brand owner (with the factory name and brand name) for the manufacturing of products for the brand owner at the factory.

Calculations:

- Estimated electricity used to manufacture products for the brand owner ($E = X/Z * W$)
- Ratio of renewable electricity for all manufacturing at the factory ($R_F = Y/X$).
- Ratio of renewable electricity only for the brand owners manufacturing ($R_B = S/E$)
- Total ratio of renewable electricity for the brand owners manufacturing ($R_T = R_F + R_B$)

Renewable electricity must be generated from:

- Wind,
- Solar,
- Geothermal,
- Hydropower (pumped hydro storage is only accepted if the amount of grid-imported electricity used to run the pumps is specified on the submitted EAC and deducted from the generated electricity)
- Biomass (agriculture waste and residues, forest biomass, biofuels plants)

Energy Attribute Certificates (EACs)

Renewable electricity can be purchased or generated by the factories. Generators might be on-site or off-site, on the grid, or entirely off-grid. The generation must be issued with Energy Attribute Certificates (EACs). Factories can consume directly from their generators, retain the EACs and claim the use of renewable electricity. They can also sell electricity to the grid, retain the EACs, and claim the use of renewable electricity.

Both for self-generation and market-purchased EACs, the attributes (and certificates) must be sourced and purchased from within the same national region as the factory using the electricity. Also, the renewable electricity production facility for which the certificates are issued must be within the same national region. The national region constitutes a "market" for the purpose of transacting and claiming attributes.

Exception for a high market price of EACs

If the market price of all accepted EACs in the market in question is above 10 USD / MWh it is allowed to source accepted EACs accounting for 30% of the renewable electricity purchased from markets with neighboring borders.

If the market price of all accepted EACs in the market in question is above 30 USD / MWh, it is allowed to source accepted EACs accounting for 70% of the renewable electricity purchased from markets with neighboring borders. (For Taiwan EACs may be purchased from China, Japan, Philippines and South Korea under this exception.)

An EAC must be recognized on the list below to be accepted as proof of compliance. Other countries and credible systems may be added to the list after independent review and acceptance from TCO Development.

Country	Accepted EACs
Brazil	I-REC
Canada	REC, I-REC
China	I-REC, GEC, TIGR
Czech Republic	EECS-GO
Egypt	I-REC
Hungary	EECS-GO
India	I-REC, Indian national EAC system, TIGR
Japan	J-Credit, FIT-NFC, GEC
Malaysia	I-REC, TIGR
Mexico	I-REC
Poland	National Guarantees of Origin
Portugal	EECS-GO
Singapore	I-REC, TIGR
Taiwan	T-REC, I-REC, TIGR, (CPPA is not an EAC but allowed)
Thailand	I-REC, TIGR
USA	REC, I-REC
Vietnam	I-REC, TIGR
South Korea	Korean national EAC system, TIGR

Verification guidelines of factory data

At a minimum, this criterion requires documented proof of total electricity consumption and EACs designated to the factory.

For brands that prefer to report on their own share of the manufacturing instead of on the whole factory level, the following proof is also required:

- A copy of all EACs designated to the brand owners manufacturing at the factory
- One of the following
 - Documented proof of the total units manufactured by the factory and the share of units manufactured for the brand owner.
 - Documented proof of the total revenue for the factory and the share of revenue for the brand owners manufacturing at the factory.

Examples of documentation to prove a factory's annual electricity use normally include energy bills, metering records, energy audits, and monitoring system data. (The total is added to the Accepted Factory List and only needs to be verified once per factory and year.)

Examples of documentation to prove a factory's annual total revenue or number of units manufactured, as well as the revenue share or number of units manufactured for the brand owner during the period, typically include production records, shipping logs, internal financial documents, external audits, and contractual agreements. It must be a copy of a document or digital system that can be verified during an onsite audit. (The brand owner share is added to the Accepted Factory List and only needs to be verified once per factory, brand name and year).

Verification of Energy Attribute Certificates (EACs)

The brand owner must present proof that Energy Attribute Certificates are exclusively owned by, have been permanently retained by or retired on behalf of the specific factory or by the brand manufacturing at the specific factory. This means that EACs designated to the factory must have the factory name on them, and EACs designated to the brands manufacturing at the factory must have both the factory name and brand name on them (to avoid double counting).

Energy Attribute Certificates are part of tracking systems in which certificates are electronically serialized and issued to generators with accounts on the system. There, they are traded and ultimately permanently retired when they are used to support a claim.

For more information on how to verify the authenticity of the EAC with each certificate body, a guideline can be found here: <https://tcocertified.com/industry/certification-documents/>

Simplified verification process of EACs:

1. The authenticity of the EAC is verified with the relevant EAC certificate body.
2. The consumption period is the previous calendar year
3. The production period of EAC (when the renewable electricity was generated) is within 6 months before, and up to 3 months after the previous calendar year.
4. The amount of renewable electricity that is represented by the EAC.
5. The certificate ownership is to the specific factory (and brand owner) in question.
6. The certificate is retired (not for sale) when making a claim about renewable energy.

3.3 Energy management system

Background

A certified energy management system helps an organization work in a systematic way with energy performance and make continuous improvements at both company and product levels. To be efficient, an energy management system must include independent, external reviews.

Definitions

See definitions chapter 2

Applicability

All product categories

3.3.1 Mandate

- Each final assembly factory and each factory manufacturing display panels >10" for the certified product must have a structured energy management system independently certified to ISO 50001.

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.

The following is submitted to TCO Development:

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

3.3.2 Clarification

The applicant must ensure that a valid ISO 50001 certificate is available on TCO Certified Portal at all times for every final assembly factory and each factory manufacturing panels >10" for the certified product. The certificate(s) or an appendix to the certificate(s) must clarify what the certification covers.

Factories that do not yet have a certified energy management system according to ISO 50001, may apply to TCO Development for an extended period of 24 months to complete certification by annually submitting an extension application on the certification status. This application and status template can be obtained from TCO Development.

TCO Development has the right to deny the applicant an extended period if there is a substantial risk that the factory will not be able to achieve ISO 50001 certification within the extended period. The certificate must be issued by a certification body accredited by an accreditation body covered by the International Accreditation Forum, iaf.nu, Multilateral Arrangement on Energy Management Systems

References

1. <https://www.iso.org/iso-50001-energy-management.html>

3.4 Post-consumer recycled content

Background

Use of recycled materials lowers the environmental impact. For example, in the manufacturing of plastics, if 100% recycled content is achieved, can reduce energy consumption by up to 60%, compared to virgin plastics. Less raw materials are required to produce recycled plastics, which can lead to a reduced carbon footprint. Every metric ton of recycled plastic produced can result in up to 1-3 metric tons of carbon dioxide savings, compared to virgin plastics.

The long-term goal is that all materials in certified products are circulated and renewable where technically possible.

Definition

PCR – Post-consumer recycled: Post-consumer recycled materials are derived from used consumer products, often packaging, bottles and durable goods, including IT products. (I.e. aluminum cans, PET bottles). This does not include PCM material.

PCM - “Pre-consumer Material”: Material or by-products generated during the manufacturing of a product but before the product reaches the end-use consumer.

Applicability

All product categories.

3.4.1 Mandate

The following information for the worst-case configuration (lowest PCR content ratio) of the certified product (including any external power supply) must be reported:

- Percentage of post-consumer recycled plastics by weight versus the total weight of all plastics.
- Percentage of identified post-consumer recycled materials (plastic and non-plastic) by weight versus the product weight.

Submit the following to an approved verifier:

- The completed post-consumer recycled content & packaging template
- Documented proof for all parts claiming PCR 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.

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.

3.4.2 Clarification

The worst-case configuration (lowest PCR content by weight of total product weight) that is available for purchase must be defined and stated in the verification report. It must be defined through a unique brand owner code, a unique product identifier, or a list of configuration choices that are available at the time of purchase. *If there are several versions of the same component (e.g. due to different suppliers), then the worst-case version of the component must be reported.*

All plastic parts with a weight above 0.5 grams must be accounted for in the Post-consumer recycled content & packaging template. Parts that are non-plastic and without PCR content do not need to be listed individually.

Documented proof from an independent third party covering each part containing post-consumer recycled material must be provided if it is to be included in the PCR percentage. TCO Development has the right to require a full bill of material.

It is possible to report a second configuration or a “best case” PCR content ratio through a separate submission of the Post-consumer recycled content & packaging template. Doing so will result in a range being presented for the product on TCO Certified Product Finder

Exceptions plastics

Optical components and display panels, electronic components, cables, connectors, PCBs, insulating mylar sheets, hard sheets for insulation, soft sheets for heat dissipation, elastomer feet, sponge materials, and labels may be excluded. This means that the weight of these items is not included when calculating the total weight of the plastics in the product. The total product weight for the configuration is calculated, including these parts.

The following information must be submitted to an approved verifier

For each plastic part with a weight above 0.5g, the following must be reported:

- Name of part/part ID
- Material manufacturer name
- Identification marking of PCR material
- Weight of part (grams)
- Weight of plastics in part
- Weight of post-consumer recycled content (grams)

For other identified post-consumer recycled content:

- Name of part/part ID
- Material manufacturer name
- Type of material
- Weight of part (grams)
- Weight of post-consumer recycled content (grams)

The post-consumer recycled content & packaging template is available at tcocertified.com/certification-documents

3.5 Annualized PCF with scope 3 reductions

Background

One way to estimate a product's climate impact is to make a Product Carbon Footprint (PCF) report. PCFs cover the whole life cycle of a product, from the raw material extraction to the recycling or disposal phase.

The main purpose of working with PCFs should be to use this understanding to reduce the climate impact of IT products. However, there are numerous ways to achieve a lower PCF result in a report for a product without reducing its climate impact. For example, the choice of calculation method, assumptions and source data used can significantly reduce the calculated PCF result for a product without reducing its climate impact.

Two important ways to actually reduce the climate impact of IT products are to prolong their functional life before a replacement is needed and to improve their design and manufacturing to reduce their scope 3 carbon footprint. To incentivize these activities, TCO Development presents certified products with an annualized PCF estimation which depends on the supported lifetime and implemented reductions of scope 3.

This will emphasize for purchasers the intended lifetime of the product and the reduced annual climate impact if the product is used that long. It will recognize products where brand owners support a longer lifetime and where design and manufacturing have been improved beyond the industry average to reduce the climate impact in scope 3.

Applicability

All product categories.

3.5.1 Mandate

An annualized PCF value must be estimated for the certified product based on a scope 2 and 3 default value for the product category, the supported product lifetime and any approved implemented 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.

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.

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

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

3.5.2 Clarification

For products where no reduction solutions are claimed, no documentation needs to be provided to the verifier or TCO Development under this criterion.

This criterion is not applicable to some product categories that will be presented by TCO Development without the annualized PCF value until a scope 2 and 3 default value has been established for the product category. The scope 2 and 3 default values are averages of the scope 2 and 3 components in a large number of PCFs in each product category. These values may be updated from time to time to reflect products available on the market. The list of currently applicable product categories and the methodology of how the default values are developed is explained here: <https://tcocertified.com/industry/certification-documents/>

TCO Development will estimate and publish an annualized PCF value for each certified product. This annualized PCF value is the sum of an annualized scope 2 and scope 3 component.

- The scope 2 component is an annualized default value for each product category representing the climate emissions for one year of use.
- The scope 3 component consists of a scope 3 default value for each product category minus any approved scope 3 reduction solution. This is then divided by the supported product lifetime to get the yearly scope 3 value (annualized).

$$PCF_{Annualized} = \frac{(Scope\ 3_{default} - Scope\ 3_{deduction})}{Supported\ product\ lifetime} + Scope\ 2_{default\ per\ year}$$

The supported product lifetime is determined by TCO development based on the shortest duration of the available warranty and software update periods. The scope 3 reductions are determined by TCO Development based on a list of best practice solutions to reduce the product carbon footprint in scope 3. This best practice list is populated continuously as brand owners provide suggestions on best practice reduction solutions, and independent experts evaluate them to determine how much they exceed the industry average and what reduction should be awarded.

Claiming a reduction of the default value

A list of best practice solutions to reduce the PCF will be published by TCO Development and expanded over time here: <https://tcocertified.com/industry/certification-documents/>

To claim a best practice reduction solution on the list, a brand owner must provide documented proof of the implementation of the solution covering the certified product.

Adding new best practices reduction solutions to the list

New solutions may be added to the list as they are accepted by TCO Development. If a brand owner believes they have implemented solutions that reduce the Scope 3 product carbon footprint beyond the industry average, they can apply to TCO Development for evaluation. An independent expert will assess the solution, and upon approval by TCO Development, it will be added to the list.

To qualify for the list of best practice reduction solutions, the following criteria must be met:

- The solution must contribute to a significant reduction in the Scope 3 product carbon footprint compared to the industry average for the product category.

- The reduction in Scope 3 emissions can be estimated in a credible manner.
- The solution should be formulated so that it is not limited to a specific brand owner.
- There must be a credible methodology for implementing and verifying the solution, which TCO Development can make public.

Brand owners can submit a description of their solution to an approved independent expert, who will determine if the solution meets the requirements. If it does, the solution will be added to the list of best practice reduction solutions.

The purpose of this list is to recognize brand owners who have a deep understanding of Scope 3 climate footprint reductions. By sharing their solutions with other brand owners, they can gain approval for their methods and subsequently claim a lower estimated annualized PCF value for their certified products. Over time, this will result in a list of field-tested Scope 3 PCF reduction solutions assessed by experts, making a significant impact beyond the industry average. Each solution is presented with a methodology for implementation and verification.

4 User health and safety

- A poorly designed IT product may cause injury and health problems for the user.
- Fire hazards, electric shock and explosions are some of the risks associated with substandard products. They may also have a short lifespan which is negative from a sustainability perspective.
- An IT product that is independently verified to be safe to use supports productivity and can meet the user's needs longer.

Poor product design is a safety hazard

Product safety and functionality are fundamental to sustainability in the IT sector. Unsafe products often have a short lifespan which leads to pollution, e-waste and high resource consumption. They may also cause health and safety problems for the user. Examples of identified safety hazards include product overheating and risk of fire, battery volatility which can lead to burning or explosion, and poor electrical safety design that may increase the risk of fire or electric shock.

Our approach: verifying product safety, protecting the user

An IT product must be safe to use and should provide the user with the necessary function and comfort for a long time. To be efficient, criteria for user health and safety aspects must be specific and tailored to each product category.

Criteria in chapter 4 focus on:

- Requiring that products are safe to use and that the user's risk of injury is minimized.
- Making sure that any cases of burning, explosion and electric shock are prevented.
- Limiting specific risks through criteria adapted for certain product categories.

4.1 Electrical safety

Background

IT products must be safe to use. Electrical safety refers to the electrical design of the product. Electrical insulation and other arrangements must be in place to prevent the user from touching live components. Faulty or inadequate electrical insulation can also result in an electrical flashover that may cause a fire or an explosion.

Applicability

All products with built-in or external power supplies.

4.1.1 Mandate

The product and external power supply/supplies must be certified according to IEC 62368-1 edition 2 or newer.

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

The following is submitted to TCO Development:

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

4.1.2 Clarification

For products classified as medical equipment, IEC 60601-1 version 3.2 or newer can be used instead of IEC 62368-1.

References

IEC62368-1 Audio/video, information and communication technology, Part 1 -Safety requirements

4.2 Acoustic impulse test

Background

The aim with this criterion is that the risk for hearing impairment caused by use of telephones and headsets must be negligible.

Acoustic limit protection is one of the most common accentuated requirements from users of headsets. They often refer to problems with sudden "sound spikes". Interference on telephone lines are also unpleasant and stress-inducing.

The acoustic signal produced by headsets used for voice communication should fulfil several requirements. The quality of the signal (frequency response, distortion and signal-to-noise ratio) affect speech intelligibility. The sound level produced is also important, since the human auditory sense has an optimum sound level range over which normal-hearing listeners perform best in terms of speech recognition in background noise.

Significantly higher sound levels than this optimum range must be avoided since they are uncomfortably loud and may be damaging to the user's ears. Such risk is related to the instantaneous (peak) sound pressure level of sounds with impulse character and a maximum sound pressure level of the continuous noise signal, e. g. whistles and feedback howls.

Applicability

Headsets.

4.2.1 Mandate

The diffuse-field related peak C-weighted sound pressure level,

$L_{DF,M,Cpeak}$ must be ≤ 137 dB.

The ERP (Ear Reference Point) Long-duration sound A-weighted pressure level,

$L_{DF,M,Ccontinuous}$ must be ≤ 118 dB.

Acoustic limit protection must be built into the headset.

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.

4.2.2 Clarification

Requirements for verifiers

The A-weighted sound pressure level in the room used for measurement must not exceed 45 dB.

Preparations of the product for testing

All necessary preparations described in 9.1 and 9.2. must be done.

Equipment

The product must be set up in accordance with clause 9.1.1.

A head and torso simulator HATS must be used fitted with a soft pinna v.3.3 simulator. When testing headsets, the headset must be mounted on the HATS in a position according to EN 50332-1:2000 paragraph 6.2.

Test method

The test method described in ETSI EG 202 518 v1.1.1 paragraph 6.2.2 must be used. The results from measurements with brief impulses must be reported as diffuse-field related peak C-weighted sound pressure level and the ERP (Ear Reference Point) Long-duration sound pressure level. Calculation of the equivalent sound pressure level of the received speech in the diffuse field must follow the procedure according to ISO 11904-2 clause 6 and 7.

Test evaluation

Results must be presented as the diffuse-field related peak C-weighted sound pressure level.

The diffuse-field related peak C-weighted sound pressure level,

$L_{DF,M,Cpeak}$ must be ≤ 137 dB.

The ERP (Ear Reference Point) Long-duration A-weighted sound pressure level,

$L_{DF,M,Ccontinuous}$ must be ≤ 118 dB.)

Overall uncertainty

The test must be performed in such a way that the total extended uncertainty in the test result will be less than ± 3 dB.

References

1. EN 60950 (IEC 60950). Safety of information technology equipment including business equipment.
2. ISO 7779:2010, Acoustics – Measurements of airborne noise emitted by computer and business equipment. This international standard is based on ECMA-74.
3. ISO 3741:2010, Acoustics – Determination of sound power levels of noise sources using sound pressure – Precision methods for reverberation rooms.
4. ISO 3744:2010, Acoustics – Determination of sound power levels of noise sources using sound pressure - Engineering method in an essentially free-field condition over a reflecting plane.
5. ISO 3745:2003, Acoustics – Determination of sound power levels of noise sources – Precision methods for anechoic and semi anechoic rooms.
6. ISO 11201:2010, Acoustics – Noise emitted by machinery and equipment – Measurement of emission sound pressure levels at a work station and other specified positions – Engineering method in an essentially free field over a reflecting plane.
7. ISO 9296:1998, Acoustics – Declared noise emission values of computer and business equipment.
8. Standard ECMA-74 8th edition, Measurement of Airborne Noise Emitted by Information Technology and Telecommunications Equipment.

4.3 Individual adjustment and adaptation

Background

A headset must be adjustable and adaptable, in order to be comfortable to use for a long period of time. It must be lightweight, easy to use and adapt, (tactile feedback), discrete and portable for different purposes. It must also support many different applications and devices. The headband must be adjustable, both in length (over the head) and in width (between the ears) to fit users with different head sizes.

Applicability

Headsets

4.3.1 Mandate

- For headsets with headband: the headband's length must be adjustable, within a range of 3 - 10 cm.
- For monaural headsets, it must be possible for the user to choose either left or right ear for listening.

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 Product performance

- A low-performing product can reduce user productivity and satisfaction. It may therefore be discarded prematurely.
- High energy consumption can lead to large emissions of greenhouse gases, which contributes to the climate crisis.
- By taking both product performance and environmental factors into account, user productivity can improve and the device can be in use for a longer time.

Low product performance reduces productivity and is a sustainability risk

Product performance is essential for user satisfaction and productivity. Low-performing products are also problematic from a sustainability perspective – in many cases, these products have a shorter lifespan, which leads to pollution, e-waste and high resource consumption. Discarding products prematurely is often also more costly for the purchasing organization.

Our approach: balancing product performance with energy efficiency

Product performance, user satisfaction and the development of more circular IT products are interconnected. In order for IT products to be more sustainable, all these factors need to be prioritized. Balancing product performance with energy efficiency is also important to reduce the product's climate impact.

High-performance products can meet the user's needs for a longer period of time. This way, the product's service life can be extended, which is an extremely important factor in reducing resource consumption, reducing greenhouse gas emissions and the amount of e-waste produced. Using the product for a longer time is also often better from an economic perspective, and provides a lower total cost of ownership for the purchasing organization.

Criteria in chapter 5 focus on:

- Requiring that product performance is balanced with energy efficiency through specific criteria for each product category.

5.1 Energy efficiency – external power supply

Background

The IT industry and people's IT usage are large sources of greenhouse gas emissions, which remain the leading factor in climate change. As the volume of IT equipment in use grows, greenhouse gas emissions are also increasing. Reducing the problem requires a number of measures, of which energy-efficient products are one part.

Applicability

All external power supplies.

5.1.1 Mandate

The external power supply must meet at least the International Efficiency Protocol requirement for level VI.

Submit the following to an approved verifier:

A copy of the marking label for the 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.

5.1.2 Clarification

References

1. International Efficiency Marking Protocol for External Power Supplies

5.2 Sound quality test

Background

To be able to develop relevant criteria for headset sound quality, TCO Development collects information of the acoustic output, received distortion, and include tests measuring the harmonic distortion. This criterion covers only analogue headsets since it is considered that an objective and standardised measurement for digital headsets (DSP based) is not yet available.

Applicability

All analogue headsets.

5.2.1 Mandate

For analogue headsets:

The total harmonic distortion, THD, for an analogue headset must not exceed 8% at 2 kHz.

The following is submitted to TCO Development:

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

5.2.2 Clarification

Requirements for verifiers

The A-weighted sound pressure level in the room used for measurement must not exceed 45dB.

Preparations of the product for testing

All necessary preparations described in 9.1 and 9.2 must be done.

Equipment

The product must be set up in accordance with clause 9.1.1. A head and torso simulator HATS must be used fitted with a soft pinna v.3.3 simulator. When testing headsets, the headset must be mounted on the HATS in a position according to EN 50332-1:2000 paragraph 6.2.

Test method

1. Discrete headsets must be directly driven using a voltage source that have an electrical output impedance characteristic of the system normally used to drive the headset. DECT headsets and headset telephones supplied with their own headsets must be driven via their telephone line interfaces where an analogue interface is provided.
2. The headset must be coupled to an appropriate ear simulator (e.g. a head and torso simulator or equivalent). The ear simulator output must be monitored with a frequency analyzer.
3. The headset must be conditioned by applying a speech-like signal producing an acoustic level of at least 74 dB(A) for 10 minutes.

Tests of the receive distortion must be made at the input frequencies and test levels specified in paragraphs 4 and 5 below.

Tests must be performed with the volume control set to the highest gain position, the mid position (or nearest equivalent) and the lowest position.

4. The frequency response and total harmonic distortion (THD) must be measured at third octave frequency intervals, for the range of frequencies specified in each product category:
 - Digital narrowband products must be tested in the frequency range 500 to 3150 Hz.
 - Digital narrowband products must also be tested in the frequency range 3400 Hz to 6800 Hz by applying third octave frequencies and evaluating the sum of absolute levels of any resulting frequency components produced in the speech band 200 to 3150 Hz.
 - (Note: This enables spurious products generated by aliasing to be taken into account.)
 - Digital wideband products must be tested in the frequency range 500 Hz to 6800 Hz.
 - Analogue products must be tested in the frequency range 500 Hz to 8000 Hz.
5. Define the input test level per product category:
 - For digital products the input test level (level 1) must be defined as the input level required to produce +5dBPa output for the test frequency 1 kHz. This input level must be used to evaluate the distortion for all frequencies.
 - For analogue products two input test levels must be determined. Level 1 must be the input level required to produce +5dBPa output for the test frequency 1 kHz. Level 2 must be the input level required to produce +10dBPa for the test frequency 1 kHz. If the maximum output is less than +10dBPa, the actual maximum output must be noted in the test report, and level 2 must be the input level for 90% of the maximum output.

Report

All results must be reported in dB(A).

- Tables of total harmonic distortion versus frequency. For analogue products this must be measured using both level 1 and level 2 input levels.
- The headphone frequency response at level 1 input voltage for maximum, minimum and mid-position volume control settings.
- Graphs of acoustic level versus volume control setting for at least five equally distanced frequencies within the specified frequency interval.
- Graphs of distortion versus volume control setting for five equally distanced frequencies within the specified frequency interval.

Test evaluation

For analogue headsets:

The total harmonic distortion, THD, for an analogue headset must not exceed 8% at 2 kHz.

The following result of the test must be reported in a test report sent to TCO Development:

- Table of distortion versus frequency at input level 1.
- Table of distortion versus frequency at input level 2 (analogue products only).

- The frequency response graph at input level 1 (maximum volume setting).
- The frequency response graph at input level 1 (middle volume setting).
- The frequency response graph at input level 1 (minimum volume setting).
- Table of distortion versus volume control setting.

Overall uncertainty

The test must be performed in such a way that the total extended uncertainty in the test result will be less than ± 3 dB.

5.3 Volume control

Background

In a work environment, a headset should feature a high level of individual adaptability. A high quality volume control (for cordless headsets) is considered very important.

Applicability

All cordless headsets.

5.3.1 Mandate

The sound level for a headset must be adjustable through a volume control on the device.

Submit the following to an approved verifier:

A completed and signed product form (chapter 11.3)

The following is submitted to TCO Development:

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

6 Product lifetime extension

- In our current, linear way of producing and consuming IT products, we take virgin natural resources and make products from them which we then discard once we're done using them – often after a relatively short time.
- Linearity leads to the loss of valuable and scarce natural resources, pollution and extensive energy use that contributes to the climate crisis.
- Moving toward sustainable solutions means creating a system that is more regenerative, where products and materials are kept in their intended use longer.

Linearity undermines ecosystems and the economy

Today, the common approach to the IT product life cycle is linear. Virgin materials are extracted to make new products which are used and then discarded, often after a relatively short time. In a majority of cases, materials are not recycled, and turn to waste. This linear “take, make, use, dispose” model is not sustainable and largely inefficient from a resource perspective. It depletes the earth's natural resources and creates enormous amounts of hazardous e-waste.

Our approach: driving the development of products that can live longer

The best way to begin taking a more circular approach to the production and consumption of IT products is to extend their usable life. For the IT industry, this means designing products that are durable, built to last, upgradeable and repairable, making them more attractive for reuse or secondary markets. Once a product has reached the end of its usable life, the materials should be possible to recycle and use again in new products.

Criteria in chapter 6 focus on:

- Extending product life by requiring that products are durable and repairable, and that spare parts and repair manuals are available.
- Making sure batteries in mobile products live longer, are replaceable and easily can be charged in a way that protects the battery from premature degradation.
- Enabling the reuse of cables and reducing e-waste through requirements of standardized connectors.
- Preventing data leakage and promoting safe reselling of products through secure data removal solutions.
- Introducing a reparability index for mobile devices which indicates how easy they are to maintain and repair.
- Enabling at least five years of supported product lifetime through an extended product warranty and free software and security updates.

6.1 Product warranty

Background

A precondition for an extended product lifetime is that the product is of high quality. A product warranty provides the brand owner with an economic incentive to design a durable product that lasts longer and to encourage users to keep their products longer before replacing them.

Definitions

Brand owner: The company or organization owning or controlling the brand name.

Brand name: The name or sign, including but not limited to a trademark or company name, used to identify, amongst users and customers, the manufacturer or seller of a product.

Product warranty: Covers defects existing at the time of delivery and those appearing after delivery that are due to material or manufacturing faults. It does not cover damages due to misuse or accidents.

MSRP: Manufacturer's suggested retail price

Applicability

All product categories.

6.1.1 Mandate

In all markets where the product is sold, the brand owner must:

- Offer a 5-year minimum available warranty, where at least 1 year must be included free of charge.
- Each year of warranty, which is not included free of charge, must be offered for a maximum of 15% of the MSRP of the product and must be available for purchase together with the product.

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

The following is submitted to TCO Development:

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

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

6.1.2 Clarification

The brand owner must provide a link to a public statement in English covering the certified product, where the brand owner commits to the minimum warranties on any market where the product is sold. (The warranty statement may be in the user manual as long as it is under a headline called "Warranty" in the table of contents.) If the product is only sold in a non-English-speaking market, it is possible to provide the original statement to be translated and verified by the verifier. The verifier must be able to understand the language of the warranty statement and translate it into English.

If product components have different warranty periods, or if different warranty periods are offered in different regions, the worst-case scenario for the product (least number of years) must be used in the statement.

This commitment must also include the maximum cost of 15% of the MSRP of the warranty and information on how to purchase an extended warranty, for example, directly from the brand owner's webshops or through a retailer. If several years can be purchased at the same time, the total cost is divided by the extra years (in addition to the first year, which must be included free of charge). All available lengths of the plan must fulfill the criterion.

Example: MSRP = 1000EUR, gives warranty cost per year \leq 150 EUR

2 year warranty for 70 EUR gives 70EUR/ year.

3 year warranty for 200 EUR gives 100EUR/ year.

5 year warranty for 600 EUR gives 150EUR/ year.

The link to the public commitment on warranty covering the certified product must be functioning during the validity of the certificate. If the URL is changed, then it must first be approved by TCO certified, and the new URL must be added to the certificate.

The following concepts of warranty are used

- Minimum included product warranty: This is the minimum number of years (at least 1 year) of product warranty that is included for free on all markets where the product is sold.
- Minimum purchasable extended warranty: This is the minimum optional extension of the product warranty, offered for purchase with the product on all markets.
- Minimum total available warranty: This is the worst-case combination of "included product warranty" and "purchasable extended warranty" on any market where the product is sold.
- Maximum warranty cost per year (in % of product cost): This is the maximum annual cost for the purchasable extended warranty must not exceed 15% of the MSRP cost of the product.

6.2 Replaceable components

Background

Extending the lifetime of IT products is the most effective way to reduce their environmental impact. Components that often break or become outdated may limit the total lifespan of the product and must be replaceable. By providing the user with clear instructions on how to replace these critical components, IT-products can live longer.

Definitions

CPU: Central processing unit.

GPU: Graphics processing unit.

RAM: Random access memory.

Storage: Any computing hardware that is used for storing, porting, and extracting data files and objects, including temporary and permanent storage of information (SSD, HDD, RAM).

Display assembly: Main display panel.

All batteries: Defined as all batteries with one or more cells that are installed in the product.

System board: Also referred to as the motherboard.

Keyboard: Built-in keyboard.

External/Internal PSU: The power supply unit used to convert AC to low voltage DC power for the internal components of the product.

Critical, replaceable components: Components that are crucial for the functionality and have a high risk of failing during normal use. Components that are defined as critical, replaceable components (per product category) are listed in the clarifications section of this criterion.

Professional repairer: An individual or business who is engaged in the services of diagnosis, maintenance, or repair of digital electronic equipment and charges a fee for these services.

Applicability

All product categories.

6.2.1 Mandate

- The brand owner must provide a service manual describing how to replace at least all critical replaceable components. The service manual must be available for anyone to read, free of charge.

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

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.

6.2.2 Clarification

Replaceable parts management

- The brand owner must provide a service manual including step-by-step instructions and component descriptions for the disassembly and assembly.
 - External PSU, charger, and AC Adapters are exempted from the disassembly instructions.
 - If instructions on how to replace all critical replaceable components (listed below) are included in the user manual, no additional service manual is needed to comply with the mandate 6.2.1.
- Board diagrams must be available for professional repairers free of charge.
- A critical, replaceable component must be possible to replace with an equivalent component. However, the replacement component does not have to be identical to the original component.
- Instructions on how to replace the critical components must be available online during the validity of the certificate.
- If a critical component is soldered, step-by-step instructions are not needed, however it must be stated that the component is soldered in the service- or user manual.
- Headband cushions which are molded do not need to be replaceable. Headband cushions designed to be snapped/mounted (for eg, with adhesive) shall be replaceable.

Critical replaceable components information:

The instructions on how to replace the critical replaceable components listed below must only be made available if they are included in the certified product.

Displays Connectivity cables Power cables External PSU System board/motherboard Display panel assembly	Tablets Battery Display Panel/display assembly External/internal PSU
All-in-one PCs CPU External/internal PSU Storage (SSD, HDD, ODD) System memory (RAM) System board/motherboard	Smartphones Battery Display Panel/display assembly Charger
Notebooks Battery Display Panel/display assembly Storage (SSD, HDD) System memory (RAM) External/internal PSU Keyboard System board/motherboard	Headsets Battery External/internal PSU Earloop Neckband Ear tips Ear cushions Microphone shield Headband
Desktops CPU GPU (PCIe) External/internal PSU Storage (SSD, HDD, ODD) System memory (RAM) System board/motherboard	Projectors The light source (except lasers) Filters External PSU

Component table

References

1. Tecchio, P., Ardente, F., Marwede, M., Christian, C., Dimitrova, G. and Mathieux, F., Analysis of material efficiency aspects of personal computers product group, EUR 28394 EN, Publications Office of the European Union, Luxembourg, 2018, ISBN 978-92-79-64943-1, doi:10.2788/89220, J
2. Ben Bridgens, Kersty Hobson, Debra Lilley, Jacquetta Lee, Janet L. Scott, Garrath T. Wilson, Closing the Loop on E-waste: A Multidisciplinary Perspective, Journal of Industrial Ecology, 2017

6.3 Battery longevity

Background

Short life cycles for IT products is a global problem connected to product design, user habits and end of life solutions. One important reason why portable IT products are discarded prematurely is that the battery loses its capacity over time and becomes too degraded to provide enough power for the product. The product experience could many times be improved by replacing the battery instead of buying a new product.

Definitions

Main battery: Unit that incorporates one or more cells and which is ready for use. It incorporates adequate housing and a terminal arrangement and may have electronic control devices (IEC 61960).

State of Health (SoH): Current full charge capacity (in mAh), expressed as a percentage of the design capacity (rated capacity).

Rated capacity: The specified capacity by the manufacturer.

Applicability

Battery-operated products

6.3.1 Mandate

- The main battery must be able to withstand a minimum of 300 charging cycles with at least 90% of the rated capacity according to IEC 61960-3:2017 or newer.

Submit the following to an approved verifier:

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

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.

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.

6.3.2 Clarifications

If the battery is tested for more than 300 cycles it must either showcase >90% remaining state of health of the rated capacity at the final cycle, or at the 300th tested cycle.

References

1. (EU Directive 2012/19/EU) Available at:
<http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32012L0019&from=EN>
2. Peter Keil, Simon F. Schuster, Jörn Wilhelm, Julian Travi, Andreas Hauser, Ralph C. Karl, and Andreas Jossen Calendar Aging of Lithium-Ion Batteries: I. Impact of the Graphite Anode on Capacity Fade Journal of the Electrochemical Society 2016 163: A1872-A1880.
3. http://batteryuniversity.com/learn/article/capacity_loss
4. http://batteryuniversity.com/learn/article/battery_definitions

6.4 Battery replaceability

Background

Batteries are consumables, often with a shorter life than the product they are installed in. To extend the total lifespan of the product, main batteries must be replaceable, so that products can be repaired and reused. Another concern that makes replaceability important is that the explosive cells of Lithium-ion batteries may pose a fire risk when shredded in the recycling process, causing a hazardous situation for recyclers.

Definitions

Main battery: Unit that incorporates one or more cells and which is ready for use. It incorporates adequate housing and a terminal arrangement and may have electronic control devices (IEC 61960).

Reuse: Reuse is the second step in the waste hierarchy: waste prevention, reuse, recycling, recovery of energy and safe disposal.

Recycle: The purpose of recycling is to recover materials from waste, for use in the production of new products by upcycling or downcycling. Recycled materials can also be used as a component in new raw materials.

Earbuds: Earbuds rest on the concha – the opening outside the ear canal

Earphones: Earphones – also known as in-ear headphones – are inserted in the ear canal

Tools are defined under the criterion “replaceable components”

Applicability

Battery-operated products.

6.4.1 Mandate

- The battery must be replaceable by the end-user with the use of commercially available tools or tools provided free of charge with the product. No proprietary tools, thermal energy, or solvents must be necessary to replace the battery.
- The battery replacement instructions must be available online for anyone to read, free of charge.
- The battery must be available for anyone to purchase during the validity of the certificate.

Submit the following to an approved verifier:

- Necessary documentation describing and proving how the mandate is fulfilled

The following is submitted to TCO Development:

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

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

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

6.4.2 Clarifications

Headsets products defined as earbuds and earphones are exempted from the battery replaceability mandate. "Replacing the battery" means to disassemble the product (if needed), exchange the battery with a new one and assemble the product to its original state.

Earphones and earbuds in which the battery is placed inside or over the concha are exempt from the battery replaceability mandate. "Replacing the battery" means disassembling the product (if needed), exchanging the battery with a new one and assembling the product to its original state.

Batteries fixed with adhesives are ok to use as long as they can be removed without using heat or solvents. This can be achieved either through the use of a fairly weak adhesive or through a stress-release adhesive using "pull tabs".

Verification guidelines

A user and/or service manual may be considered sufficient documentation to determine if the battery is replaceable by the end user.

Instructions on how to replace the battery may be available either as a webpage, downloadable document, video or similar online media.

A link to a brand owner web page where batteries are listed as spare parts.

Toolless battery replacement (Yes/No)

- **Yes:** The main battery is possible to replace by the user without tools.
- **No:** The main battery is not possible to replace by the user without tools.

Verification: The verifier must check if the main battery is possible to replace by the user without tools.

6.5 Standardized external power supply compatibility

Background

Today, cables and chargers are manufactured to many different standards, which makes them difficult to reuse. By using one standardized interface (USB Type-C) for wired charging and one standard (Qi) for wireless charging, fewer cables and chargers need to be manufactured and the re-use of chargers and data cables can increase.

Definitions

USB Type-C: A 24-pin USB connector system with a horizontally symmetrical "reversible" connector based on the "Universal Serial Bus Type-C Cable and Connector Specification".

EPS: External Power Supply

Applicability

All products with rechargeable batteries and external power supplies ≤ 240 W.

6.5.1 Mandate

- A. The product must carry a USB Type-C standardized receptacle (port) for USB Power Delivery according to the standard EN/IEC 63002:2021 - Identification and communication interoperability method for external power supplies used with portable computing devices or newer.

OR

- B. The product must have a built-in wireless charging capability that complies with Qi Wireless Power Transfer System, Power Class 0 Specification version 1.2.4, or future revisions.

Submit the following to an approved verifier:

- Necessary documentation describing and proving how the mandate is fulfilled

The following is submitted to TCO Development:

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

6.5.2 Clarification

Interoperability guidelines for external power supplies are defined according to the IEC 63002:2021 or newer (Identification and communication interoperability method for external power supplies used with portable computing devices.)

For products delivered with a charging case, the case must fulfill the criterion.

6.6 Cable flexing

Background

Headsets designed for professional use must be of high quality. Therefore, pull and flex tests of the cable are made to ensure that it can withstand normal use without breaking during the expected lifetime of the headset.

Applicability

All corded headsets.

References

12.

6.6.1 Mandate

The cable must meet the requirement according to IEC 60320-1:2015 clause 22.3 Flexing test, using a weight of 200 g, or equivalent standards. If another standard is used, an explanation of the test method together with an assurance that the cable will last for the expected lifetime of the headset.

The manufacturer must provide information on how the test is carried out and show a copy of the test report issued by a test facility.

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).

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

Background

Devices may become obsolete or vulnerable due to infrequent software updates, putting user data at risk and curtailing device longevity. Therefore TCO Certified intends to address the following challenges:

- Consumer Protection: Consistent security updates minimize risks from cyber threats and unauthorized data access.
- Device Longevity: By ensuring functionality updates, devices remain relevant longer, delivering better value to users and reducing electronic waste.
- Holding Manufacturers Accountable: This enforces a set support duration, nudging manufacturers towards more sustainable designs and post-sale maintenance.

Definitions

- Security update: A software update, including security patches, if relevant for a given device, whose main purpose is to provide enhanced security for the device.
- Corrective update: A software update, including corrective patches, whose purpose is to provide corrections to bugs, or malfunctions in the operating system.
- "The date of end of placement on the market": is defined as the later date of either when the product was marketed by the brand owner or when it was last manufactured.

Applicability

All product categories

6.7.1 Mandate

The brand owner must publicly ensure the availability of free-of-charge security and corrective software updates necessary to retain the initial functionality of the product for at least five years after the end of placement of the product on the market.

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.

The following is submitted to TCO Development:

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

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.

6.7.2 Clarification

Verification guideline

The brand owner must provide a link to a public statement in English where the brand owner ensures the availability of free-of-charge security and corrective software updates necessary to retain the initial functionality of the product for at least five years after the end of placement of the product on the market.

For generic operating systems developed by third-party vendors (e.g. Microsoft, Google, etc.), the product's brand owner must instead ensure in the public statement that, at the time of certification, the third-party operating system vendor is committed to providing updates free of charge and that any announced minimum hardware requirements needed to continue receiving these updates are met (e.g if the existing operating system ceases to be supported and a new version must be installed).

The statement must include information on how these updates will be provided. The link must be functioning during the validity of the certificate. (The software update statement may be in the user manual as long as it is under a headline called "Software updates" in the table of contents.)

7 Reduction of hazardous substances

- Hazardous substances used in IT products risk human health and the natural environment.
- Legislation is lagging and focuses on banning substances, but the substitutions can be just as hazardous or even worse.
- TCO Certified drives transparency and knowledge-sharing, developing pathways to safer alternatives.

Hazardous substances – a risk to human health and the environment

No one knows how many chemicals are in use today. What we do know is that very few of these substances have been studied for their impact on humans and the environment. Examples of potentially hazardous substances are plasticizers, flame retardants and stabilizers, often used in components, cables and other plastic parts. These substances risk leaking out in the natural environment, both in connection with manufacturing, and when products and their packaging are incinerated, placed in landfill or recycled in an improper way.

Keeping hazardous substances out of products is also important from a circular perspective. Contaminated materials cannot be responsibly recycled and reused in new products and risk therefore being incinerated or discarded, adding to the enormous e-waste problem.

Our approach: guiding the IT industry to safer alternatives

For a long time, TCO Certified has restricted the use of harmful substances with criteria that go beyond RoHS. However, simply banning substances isn't enough. A banned substance may be replaced with another that is equally harmful or potentially even worse. Therefore, we need better information about substances before they are being used. With TCO Certified, a chemical is considered a high risk until it is proven to be otherwise. GreenScreen® for Safer Chemicals is used to identify a pathway to safer alternatives.

Criteria in chapter 7 focus on:

- Reducing or eliminating the use of hazardous substances in IT products and their packaging beyond RoHS.
- Requiring that all flame retardants, plasticizers and stabilizers are assessed by an independent toxicologist and benchmarked as a safer alternative for use in certified products. The same principle applies also to process chemicals, covered in chapter 2.
- Increasing transparency and making safer alternatives the mainstream choice by collecting all approved substances on the public TCO Certified Accepted Substance List.

7.1 Heavy metals

Background

Electronic devices contain hazardous substances like heavy metals and brominated flame retardants. The effects of cadmium, mercury, lead and hexavalent chromium are well documented as substances hazardous both to human health and the environment. They may cause problems, both in the manufacturing phase where workers or the environment can be exposed, and at the material recovery, where uncontrolled recycling can cause the release of toxins such as dioxins and furans.

This criterion is harmonized with EU RoHS Directive (2011/65/EU), except that in TCO Certified, mercury is not allowed in lamps. As TCO Certified is a global certification, this also affects products sold outside the EU.

Applicability

All product categories.

7.1.1 Mandate

The product must not contain the RoHS substances cadmium, mercury, lead and hexavalent chromium.

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.

The following is submitted to TCO Development:

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

7.1.2 Clarification

The worst-case concentration report must be signed by the brand owner and may cover several products.

Exemptions are according to EU Directive 2011/65/EU (RoHS) and the documents supporting the directive, except that mercury in lamps is not permitted.

The maximum concentration values tolerated by weight in homogeneous materials are 0.01% for cadmium, 0.1% for mercury, 0.1% for lead and 0.1% for hexavalent chromium according to EU RoHS Directive (2011/65/EU annex II) and the documents supporting the directive.

The limit value for batteries is 0.0005 % for mercury, 0.002 % for cadmium and 0.004 % lead per listed part, according to Regulation (EU) 2023/1542.

References

1. Regulation 2023/1542 concerning batteries and waste batteries.
2. EU Directive 2011/65/EU restriction of EEE hazardous substances.

7.2 Halogens

Background

Halogenated substances are often persistent and can bio-accumulate in living organisms. They are problematic from both a human health and environmental perspective throughout the product life cycle and should be phased out. Workers may be exposed during manufacturing. Substances risk leaking out into the natural environment at end of life. PVC is by far the most common halogen-containing plastic.

Definitions

An electronic component is considered an individual part or combination of parts that, when together, perform a design function(s) and are typically directly attached to a printed circuit board. Internal and external power supplies are not included in the definition.

Product housing protects internal components and safeguards the user against injury from these electrical components. Product safety standards define these safeguards as different types of protective enclosures. These enclosures are added to safeguard against electrical shock, high temperatures, fire and mechanical (moving parts such as the fan), and radiation (such as any internal laser), whilst also protecting internal parts.

Printed circuit board (PCB) or printed wiring board (PWB) laminate is a printed board that provides point-to-point connections.

Power board or power PCB regulates the power leading to the device, converting alternating current to direct current

Polybrominated biphenyls (PBB) and polybrominated diphenyl ethers (PBDE) are restricted in the EU RoHS Directive (2011/65/EU) due to the hazardous properties of these substances.

Hexabromocyclododecane (HBCDD) has been identified as a substance of very high concern in accordance with EU REACH criteria due to PBT (persistent, bio-accumulative, toxic) properties.

External cables delivered with the product: Cables that provide power to the product and cables that connect the product to an external peripheral (USB-USB, HDMI-HDMI, HDMI-DP, VGA-VGA, etc).

Applicability

All product categories.

7.2.1 Mandate

1. Product housing, printed circuit board (PCB) laminates, and external cable parts above 0.5 grams must not contain intentionally added (additive or reactive) halogenated flame retardant, plasticizer or vinyl polymer stabilizer substances.

Exempted are all other parts, such as electronic components and PCB laminates sealed inside electronic components.

2. The product must not contain PBB, PBDE and HBCDD. No parts of the product are exempted.
3. The largest PCB by area in the power supply unit (internal/external) must be tested for bromine and chlorine (see clarification below).

Maximum concentration values tolerated for a non-accepted substance (including decaBDE) is 0.1% by weight of the material in homogeneous materials.

Fluoroorganic additives, used to modify the dripping behavior of plastics in fire conditions or to improve the processing behavior, are exempted provided that they do not exceed 0.5% by weight of the material in homogeneous materials.

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.

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.

7.2.2 Clarification

1. Applies to product housing parts above 0.5 grams. This includes the product stand and the housing of the external power supply. The internal or external power supply socket or inlet is included in the definition of product housing.

PCB laminates completely sealed within an electronic component are exempted.

External cables are those delivered with the product and are provided to supply power to the product and connect the product to an external peripheral (USB-USB, HDMI-HDMI, HDMI-DP, VGA-VGA, etc). External cables that are permanently attached to a peripheral delivered with the product are not included in the requirements.

See mandate for non-halogenated substances for the requirements on safer substitution.

2. Applies to the whole product, including components, parts and raw materials in all assemblies and sub-assemblies, such as batteries, paint, surface treatment, plastics, electronic components and printed wiring boards.

3. Applies to the testing for bromine and chlorine where the following is required:

The largest PCB by area in the power supply unit must be tested for bromine and chlorine. The PCB must be tested in its final state with PCB laminates included but does not need to be tested with electrical components attached. Testing must be conducted through either IEC 62321-3-1:2013, 62321-3-2:2020 or EN14582 by an ISO 17025 accredited laboratory. If the same PCB is used in multiple products, a test report may be used for multiple products if traceability between the tested sample and the product is verified.

- If indications of bromine or chlorine >0.1% are discovered, the applicant must proceed with additional testing to prove compliance with this criterion.
- If the concentration of a detected substance is <0.1%, then no additional testing is needed.

References

1. EU Directive 2011/65/EU restriction of EEE hazardous substances.
2. Regulation concerning Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH), EC 1907/2006

7.3 Non-halogenated substances

Background

Hazardous non-halogenated substances are problematic in the manufacturing and material recovery phases where workers and the environment can be exposed, leading to human health and environmental risks. This criterion aims to increase the knowledge of which non-halogenated substances are used in certified products, how hazardous they are to human health and the environment, and to drive a shift toward less hazardous alternatives.

This mandate uses the chemical hazard assessment and decision logic framework GreenScreen® for Safer Chemicals, developed by the non-profit organization Clean Production Action (CPA), and the ChemFORWARD hazard banding system based on the Cradle to Cradle Material Health Assessment Methodology.

Both methods align with international standards and regulations that assess chemicals' human health and environmental risks. These include the Regulation on the classification, labelling and packaging of substances and mixtures (CLP), the Globally Harmonized System of Classification and Labelling of Chemicals (GHS), OECD testing protocols, European REACH Regulation that includes RoHs, POPs, SVHCs and the U.S. EPA's Design for Environment (DfE) Alternatives Assessment.

Definitions

Licensed GreenScreen Profilers and ChemFORWARD qualified assessors: Independent toxicology firms licensed/qualified by CPA/ChemFORWARD to provide assessment services for a fee to clients.

TCO Certified Accepted Substance List: Public list of independently assessed safer available alternatives considering toxicity and functionality.

An electronic component is considered an individual part or combination of parts that when together, perform a design function(s) and are typically directly attached to a printed circuit board. Internal and external power supplies are not included in the definition.

Product housing protects internal components and safeguards the user against injury from these electrical components. Product safety standards define these safeguards as different types of protective enclosures. These enclosures are added to safeguard against electrical shock, high temperatures, fire and mechanical (moving parts such as the fan), and radiation (such as any internal laser), whilst also protecting internal parts.

External cables delivered with the product: Cables that provide power to the product and cables that connect the product to an external peripheral (USB-USB, HDMI-HDMI, HDMI-DP, VGA-VGA, etc).

Applicability

All product categories.

7.3.1 Mandate

Product housing parts, printed circuit board (PCB) laminates, and external cable parts above 0.5 grams must only contain intentionally added (additive or reactive) non-halogenated flame retardants and vinyl polymer stabilizers that appear on TCO Certified Accepted Substance List.

Exempted are all other parts, such as electronic components and PCB laminates sealed inside electronic components.

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 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.

7.3.2 Clarification

All substances of a flame retardant and stabilizer mixture must be accounted for.

Non-accepted substances must not exceed concentration levels of 0.1% by weight of the flame retardant and stabilizer.

Product housing parts include the product stand and the housing of the external power supply. The internal or external power supply socket or inlet is included in the definition of product housing.

Only PCB laminates completely sealed within an electronic component are exempted.

External cables delivered with the product are considered cables provided to supply power to the product, and to connect the product to an external peripheral (USB-USB, HDMI-HDMI, HDMI-DP, VGA-VGA, etc). External cables that are permanently attached to a peripheral delivered with the product are not included in the requirements.

TCO Certified Accepted Substance List

Non-halogenated flame retardants can be used in certified products once they receive an accepted GreenScreen benchmark or ChemFORWARD hazard band, and appear on the public TCO Certified Accepted Substance List. GreenScreen benchmarks 2, 3 or 4 assigned by a licensed GreenScreen profiler or hazard bands A, B or C assigned by a qualified ChemFORWARD assessor are accepted to appear on TCO Certified Accepted Substance List. A GreenScreen benchmark U may only be accepted when the “worst case scenario” for data gaps is considered a benchmark 2 or above. The list is dynamic, which allows new substances that have undergone a valid assessment to be added at any time. Accepted substances may be reassessed in light of new scientific findings.

TCO Development must have access to a copy of the GreenScreen and ChemFORWARD assessment reports before the substance can be added to TCO Certified Accepted Substance List.

Conformity procedure

- When suppliers confirm that all substances relevant to this mandate are on the TCO Certified Accepted Substance List and the verifier considers all documentation submitted and compliant, they will issue an environmental verification to the applicant.
- If any substance relevant to this mandate does not yet appear on TCO Certified Accepted Substance List, then it must be added before approval can be given by a verifier. An extended time period to comply can be applied here (see “Applying for an extended period...” below).
- TCO Development will require manufacturers to disclose substance details used in randomly chosen products. To verify that the obligations according to this mandate are fulfilled CASNR disclosure and laboratory assessments of selected parts will be conducted to assess the completeness, quality and validity of a benchmark score.

Get a substance assessed and added to TCO Certified Accepted Substance List:

- First, determine if the substance is restricted or already has a valid assessment available.
 - a. Contact TCO Development to see if the substance is restricted.
 - b. Visit TCO Certified Potential Candidate List to see if a previous assessment has been completed and the profiler/assessor that completed it.
 - c. Visit the GreenScreen Assessment Registry or contact ChemFORWARD to see if a valid assessment is available.
- If the substance needs an assessment and depending on the chemical hazard assessment method chosen, a licensed GreenScreen profiler is found on the Clean Production Action website, and a qualified ChemFORWARD assessor is found on the ChemFORWARD website.
- Next, an extensive chemical hazard assessment will be assembled by the profiler/assessor from the available information (literature search, structural similarity comparison, expert judgment) covering human and environmental toxicology endpoints in accordance with GreenScreen or ChemFORWARD requirements
- The profiler/assessor sets the benchmark/hazard band per relevant substance. The assessment report is then valid for up to five years.
- Complete assessment reports must be submitted to TCO Development for final approval before a substance is added to TCO Certified Accepted Substance List.
- When the substance is added to the TCO Certified Accepted Substance List, it shows only the substance’s name, CASRN, type of additive, benchmark/hazard band, date of the assessment and profiler/assessor company name.
- Once a substance is added to the list and the environmental verifier identifies it, they will issue the environmental verification.

A substance being removed from TCO Certified Accepted Substance List:

- When the validity of a GreenScreen/ChemFORWARD assessment (5 years) has expired and not been updated, TCO Development will consider that the substance is no longer being used on certified products. In this case, the substance will be moved to TCO Certified Potential Candidate List.

- If a substance benchmark/hazard band has been degraded during its five year validity to a non-accepted benchmark/hazard band, it must be removed. The substance can continue to be used for up to 18 months from the degraded date. The removal date will be visible on the TCO Certified Accepted Substance List.

Applying for authorization for an extended period to substitute or add a substance to TCO Certified Accepted Substance List

Applicants signing the mandate must first seek authorization for an extended period to complete hazard assessments or substitute a restricted substance not on TCO Certified Accepted Substance List. The applicant must complete a risk assessment questionnaire and submit it to TCO Development. The risk assessment requires the applicant to clarify why an extension is necessary, provide information on the chemical and its substitute, and include a timeline for completing the assessment and/or substitution. If an extension application is not granted, the applicant must ensure that all used flame retardant, plasticizer or stabilizer formulations only include substances on TCO Certified Accepted Substance List before an environmental verification can be issued for the product model. If an extension due date is exceeded without conformity, the verifier must contact TCO Development, and a course of action will be decided upon after discussing the issue with the applicant.

References

1. <https://www.greenscreenchemicals.org/>
2. <https://www.chemforward.org/>
3. <https://pharos.habitablefuture.org/>

7.4 Plasticizers

Background

Plasticizers are increasingly associated with negative environmental and human health impacts. RoHs is a restricted substances list that, beginning in 2019, restricts the use of four phthalates. TCO Development is committed to taking a much broader approach by identifying and restricting not only these four but all substances of high concern used in IT products. Our criteria are, therefore, designed to make sure that replacement substances are independently assessed as safer alternatives and that transparency increases. The full list of safer alternatives is available on tco-certified.com.

This mandate uses the chemical hazard assessment and decision logic framework GreenScreen® for Safer Chemicals, developed by the non-profit organization Clean Production Action (CPA), and the ChemFORWARD hazard banding system based on the Cradle to Cradle Material Health Assessment Methodology.

GreenScreen criteria align with international standards and regulations that assess chemicals on their human health and environmental hazards. These include the Regulation on the classification, labelling and packaging of substances and mixtures (CLP), the Globally Harmonized System of Classification and Labelling of Chemicals (GHS), OECD testing protocols, European REACH Regulation that includes RoHs, POPs, SVHCs and the U.S. EPA's Design for Environment (DfE) Alternatives Assessment.

Definitions

Plasticizer: An additive to a polymer (plastic), to increase its flexibility, transparency, durability, or longevity.

Phthalates: The most common type of plasticizer in PVC cables.

Licensed GreenScreen Profilers and ChemFORWARD qualified assessors: Independent toxicology firms licensed/qualified by CPA/ChemFORWARD to provide assessment services for a fee to clients.

TCO Certified Accepted Substance List: Public list of independently assessed safer available alternatives considering toxicity and functionality.

Product housing is the external enclosure or casing that protects the product's internal parts. This includes the product stand.

An electronic component is considered an individual part or combination of parts that when together, perform a design function(s) and are typically directly attached to a printed circuit board. Internal and external power supplies are not included in the definition.

External cables delivered with the product: Cables that provide power to the product and connect the product to an external peripheral (USB-USB, HDMI-HDMI, HDMI-DP, VGA-VGA, etc).

Applicability

All product categories.

7.4.1 Mandate

- Product housing and cable/wire parts above 0.5 grams must only contain intentionally added plasticizers that appear on TCO Certified Accepted Substance List. Exempted are connectors and wires sealed inside electronic components.
- The product must not contain Bis (2-ethylhexyl) phthalate (DEHP), Butyl benzyl phthalate (BBP), Dibutyl phthalate (DBP), and Diisobutyl phthalate (DIBP). No parts of the product are exempted.

All substances of a plasticizer mixture must be accounted for. Non-accepted ingredients must not exceed concentration levels of 0.1% by weight of the plasticizer.

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.

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.

7.4.2 Clarification

The worst-case concentrations reported for restricted plasticizers (Bis (2-ethylhexyl) phthalate (DEHP), Butyl benzyl phthalate (BBP), Dibutyl phthalate (DBP), and Diisobutyl phthalate (DIBP)) must be signed by the brand owner and may cover several products.

The mandate applies to product housing and cable/wire parts above 0.5 grams. This includes internal and external power supply housing and external cables. Exempted are wires completely sealed within an electronic component such as a HDD, SSD or ODD. Also, external cables permanently attached to a peripheral delivered with the product.

Examples of cable/wire parts include: Internal product cables that interconnect between components and are detachable at both ends, such as power and data/signal cables. Cables permanently attached to electronic components, such as fans and speakers. External cables delivered with the product are considered cables provided to supply power to the product and connect the product to an external peripheral (USB-USB, HDMI-HDMI, HDMI-DP, VGA-VGA, etc).

TCO Development must have access to a copy of the GreenScreen and ChemFORWARD assessment reports before the substance can be added to TCO Certified Accepted Substance List.

For more clarifications on adding substances to TCO Certified Accepted Substance List and accepted hazard assessment frameworks, see non-halogenated substances 7.3 clarifications

References

1. <https://www.greenscreenchemicals.org/>
2. <https://www.chemforward.org/>
3. <https://pharos.habitablefuture.org/>.

7.5 Hazardous substances in product packaging

Background

The use of hazardous substances in packaging materials is problematic and should be minimized. It poses a risk to human health and the environment, not least because packaging materials have a short lifespan and generate large volumes of waste. Several hazardous substances are regulated in many countries, and the use of them should be phased out.

Applicability

All product categories.

7.5.1 Mandate

The packaging material must not contain lead (Pb), cadmium (Cd), mercury (Hg) or hexavalent chromium (Cr6). Plastic packaging material must not contain organically bound halogens.

Submit the following to an approved verifier:

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

The following is submitted to TCO Development:

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

7.5.2 Clarification

The worst-case concentration report must be signed by the brand owner and may cover several products.

Limit values are according to Directive 94/62/EC on packaging and packaging waste.

References

1. Directive 94/62/EC on packaging and packaging waste.

8 Material recovery

- More than 60 million metric tons of e-waste is generated every year and only a small amount is handled in a safe way.
- This leads to pollution, human health hazards and the loss of valuable finite resources.
- For a more sustainable life cycle, products and materials must be recovered and reused to a much larger extent.

Material waste – a multi-faceted sustainability issue

Today's unsustainable handling of e-waste leads to pollution, health hazards and the loss of valuable natural resources, such as copper, gold and rare earth metals. According to the United Nations University, electronic waste is the fastest-growing waste stream in the world, with more than 60 million metric tons generated every year. It is estimated that only about 22 percent of the waste is handled in a proper way. The rest is unaccounted for and risk being incinerated, placed on scrap heaps, or illegally exported to developing countries, often to destinations lacking effective legislation that regulates how e-waste should be managed. In these countries, products are manually disassembled, burned in the open air or dissolved in acid by local laborers including children, without adequate protective equipment – leading to severe health problems.

Packaging is also a sustainability issue. Its lifetime is short and generates large volumes of waste. Using several types of materials that are difficult to separate makes recycling a challenge.

Our approach: prevent e-waste and recover materials safely

The most important way of reducing e-waste is to use products longer. Read more about this in chapter 6. Once products have reached the end of their usable life, they must be collected for remanufacturing, refurbishing or recycling. Product packaging must be designed in a way that enables reuse and recycling.

Criteria in chapter 8 focus on:

- Saving natural resources and limiting hazardous waste by requiring that all packaging materials must be easily separable if not reusable.
- Increase the use of post-consumer recycled plastics in product packaging when other non-plastic materials cannot be substituted.
- Requiring brand owners to implement product take-back systems for a significant portion of their certified products and to use certified recycling facilities that adhere to recognized environmental and safety standards.

8.1 Product packaging

Background

Packaging is a well-known environmental problem that is regulated in many countries worldwide. Packaging material has a short lifetime and generates large volumes of waste. More than 50% of global waste ends up in landfills or open dumps.

- To reduce the waste generated by packaging materials, it shall be possible to separate them into single material types without the use of tools so that material can be recycled instead of becoming waste.
- Even for packaging materials that may be separated into single materials, little of the plastic is properly recycled. Plastics that degrade into microplastics should be prevented from entering landfills or waterways, as the incomplete degradation process leads to the accumulation of highly mobile microplastics in the environment.

Applicability

All product categories.

8.1.1 Mandate

- All parts of the packaging of the certified product weighing more than 25 grams must be possible to separate into single material types without the use of tools.
- For product packaging solutions that are comprised of $\geq 20\%$ plastic, by weight of all packaging materials, the following must be fulfilled:
 - $\geq 50\%$ of the total plastic packaging must be composed of post-consumer recycled plastics, by weight.

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.

The following is submitted to TCO Development:

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

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

8.1.2 Clarification

Packaging solutions that contain more than one individual product are not covered by the mandate, such as bulk packaging solutions.

Document proof from the material vendor must be provided for each part containing post-consumer recycled plastics if it is to be included in the PCR percentage. If no proof exists, then 0% must be reported.

The following information must be submitted to an approved verifier

For each packaging part weighing more than 0,5g, the following must be reported in the “postconsumer recycled content & packaging template”, packaging tab:

- Material Type
- Weight of part
- Weight of plastics in part
- Weight of PCR plastic content
- PCR material manufacturer name
- PCR material identifier

The post-consumer recycled content & packaging template is available at tcocertified.com/certification-documents

8.2 E-waste management

Background

Enormous amounts of e-waste is generated every year. It is one of the world's fastest growing waste streams, and much of it is exported to developing countries, burdening local communities with this global problem. Unsafe handling of e-waste causes pollution, human health hazards and the loss of valuable, finite resources. The Basel Convention governs the export of many types of electronic waste, however, it is not properly implemented in all countries. To help reduce the e-waste problem, manufacturers need to provide mechanisms to take back their products. This is consistent with the principle of individual producer responsibility, where each brand owner is financially responsible for managing its own branded products at end-of-use. The purpose of this criterion is to influence the expansion of better electronic waste management practices to more countries.

Definitions

Brand owner: The company or organization owning or controlling the brand name.

EPR: Extended Producer Responsibility

Applicability

All product categories.

8.2.1 Mandate

The brand owner must annually complete the e-waste management template and prove that:

- At least 80% of all certified products sold are covered by product take-back systems.
- At least 40% of all first-tier reuse- and recycling facilities used by non-EPR take-back systems are certified according to R2, e-Stewards, WEEELABEX, EN50625, or equivalent.

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.

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
-

8.2.2 Clarification

Reporting period

The reporting must be submitted by 31 August each year. Each reporting period is the previous calendar year. The reporting applies until one year after the certificate has expired.

Reporting and verification guideline

The brand owner must complete the E-waste management template. In this template, the brand owner will provide the following information:

1. The number and weight of certified products that were manufactured per product category.
2. The take-back volume of products (in kg) by the brand owner for each product category. (take-back carried out by EPRs systems, which is mandatory/approved by local law/government are excluded)
 - a. The weight (in kg) of products processed for Reuse
 - b. The weight (in kg) of products processed for Recycling
3. The name and weblink to all used take-back systems (EPR and non-EPR).
4. All countries where certified products are sold, their sales percentage, and existing take-back systems.
5. The name and address of all first-tier reuse- and recycling facilities used by the non-EPR take-back systems to process the products.
 - a. The certificates held by the first-tier reuse- and recycling facilities used to process the products. (i.e. R2, e-Stewards, WEEELABEX, EN50625, or equivalent.)

The e-waste management template can be found at

<https://tcocertified.com/certification-documents/>

The number of certified products that were manufactured can be reported per product category.

If take-back systems are in place in all countries where the certified product is sold, sales volumes per country do not need to be reported in the template.

Products collected through the take-back system do not need to be of the same brand name as the reporting brand owner.

The brand owner can arrange for product take-back through any system, whether it's an Extended Producer Responsibility (EPR) or a non-EPR system, as long as there's an active contract in place with that system. This includes scenarios where a distributor acts on behalf of the brand owner to manage the product take-back process.

If more than 80% of the brand owner's sales of certified products occur in countries where supporting EPR take-back systems is mandatory by local law, and where distributors handle sales and EPR compliance on behalf of the brand owner, the brand owner is not required to provide contracts between themselves and the EPR take-back systems for those countries. In such cases, the brand owner must still report:

- The sales percentages per country.
- Confirmation that these countries have governmental EPR take-back systems that are mandatory to support under local law.

All other reporting and verification requirements remain the same.

If a brand owner does not use any non-EPR take-back systems but still fulfills “At least 80% of all certified products sold are covered by product take-back systems.”, the “Reuse- and recycling facilities” tab in the E-waste management template is not applicable and can be left empty.

9 Test conditions for headsets

9.1 General test conditions

Definitions of a test object

The products that are subject to tests within this product category are defined in the chapter "About this document".

9.1.1 Required information about the product

The applicant must specify:

- Name(s), type designation(s) and manufacturer for all exchangeable parts of the product.

9.1.2 Test conditions

- The product must be delivered to the test facility in test-ready condition and include any required accessories. All necessary information about how to operate and adjust the product must be provided.
- The performance of the tested product must in all aspects be equal to the product that is delivered to the end-user.
- Some tests only apply to cordless headsets and the charging station used with it. Some tests only apply to corded headsets connected to an amplifier. The test procedures are the same for all tests. To simplify the instructions in this section of the document, both styles will be referred to as "the product".
- Tests must be carried out with the cordless headset fully charged.
- The charging station must be tested under nominal conditions of input voltage, current, etc.

9.1.3 Instruments used for testing

All instruments used for testing must be calibrated and there must be a valid calibration report. Calibration must be done before the tests are carried out. Calibrations must be traceable to national standards. The precision sound level meter must conform to IEC 61672-1.

9.1.4 Settings of the headset

- A cordless headset must be fully charged.

9.1.5 Test report

The test results are valid only for the presentation form(s) and configuration(s) that are included in the test. However, configurations may be accepted by the test facility based on tests of a "worst case" configuration. In this case, it must be clearly specified in the test report which of the configurations that have been tested.

The test report must include the following information:

- Any changes to the test methods.
- The manufacturer, brand name, model type and serial number (if available).
- The supply voltage and frequency used during the test and whether it is a CLASS I or CLASS III type. If CLASS III the AC external power supply brand name and model number must also be stated.
- The degree of uncertainty for each given measurement result.
- Photographs of the product showing: front, rear and, if applicable, the external power supply with legible marking label.

9.1.6 Overall uncertainty

The overall uncertainty of the test facility must be calculated for each measurement procedure in this document and presented in the test report. The uncertainty must be within the required levels for each criterion. All measurement uncertainties claimed for used instruments must be referred to traceable calibration reports.

About combining overall uncertainty values during test measurements:

- Criteria are fulfilled without adding or subtracting the overall measurement uncertainty.
- Report the value shown on the instrument without adding or subtracting the overall measurement uncertainty.
- The overall measurement uncertainty of the test facility must be printed in the test report together with the reported value.
- If a test facility has an overall measurement uncertainty higher than the one allowed by TCO Development for a certain criterion, then the test report for that criterion is not valid for certification and the test result will not be accepted by TCO Development.

9.2 Ergonomics

9.2.1 Product alignment for testing

Headsets that are used with a headband must be placed in normal position on the head of the head and torso simulator HATS according to ITU-T P.58, with pinna v.3.3. Headsets must be mounted on the HATS in a position according to EN 50332-1:2000 paragraph 6.2.

9.2.2 Settings of the product

If the product has a volume control, it must be set to its maximum position.

9.2.3 Test signals

The speech simulating signals must be according to ITU-T Recommendation P.59 Artificial conversational speech. The input signal level must be increased until it reaches 10 VRMS across the set's terminals or until the steady-state acoustic output from the headset reaches its limiting value, whichever occurs first. P.59 must be used as a background signal for the acoustic impulse test and for the amplifier volume control tests. The impulse test signal as well as the test signal for assessing the sound pressure level for long duration signals must be as specified in ETSI EG 202 518 V1.1.1 clause 6.2.2.

