



TCO Certified

Generation 8, for headsets

TCO Certified – driving sustainable development in IT products

Established in 1992, TCO Certified is a global sustainability certification for IT products. Certificates are valid worldwide and can be used as proof in all countries, without the need for local adaptation. TCO Certified is currently available for eight product categories: displays, notebooks, tablets, smartphones, desktops, all-in-one PCs, projectors and headsets. The organization behind TCO Certified is 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 brand owners, factories and 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 certify

Certifying your products is straightforward. You'll find a guide that explains the process and what you need to do at tcocertified.com. 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 verifiers around the world are also at your hand, and are able to explain the criteria and certification process in your local language. Contact details are available on tcocertified.com.

About this document

This is TCO Certified, generation 8, for headsets, released in December 2018. A headset is defined as a device used for two-way audio communication over telephone, mobile phone or IP telephony. A headset is worn by the user and leaves both hands free while communicating. The criteria in this document include both corded and cordless headsets for professional use. For a cordless headset, the charging station is also included.

All product categories are generation 8

TCO Certified is available for eight product categories and they all have the same generation number: generation 8. A majority of the criteria are the same for all product categories.

The criteria include:

Mandate: A description of the requirements that needs to be fulfilled, and how conformity is verified. Forms and signatures for application are available in chapter 11 of this document.

Definitions: Explanations of important terms relevant to the criterion.

References: References to sources, presented in chapter 10.

Clarifications: Further details and explanations of the mandate.

Conformity

conformity with the mandates is verified by verification organizations (verifiers) independent of both the certification body (TCO Development), the applicant and the brand owner. Each mandate 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 eighth generation, with improved precision of the mandates, test methods and clarifications. To ensure that all currently certified products complies 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

TCO Certified – sustainability certification in accordance with ISO 14024

TCO Certified is a third-party certification that meets the requirements of ISO 14024 Ecolabel Type 1. The certification has been assessed and approved by the Global Ecolabelling Network, as part of the GENICES peer review process. The ISO 14024 standard establishes the principles and procedures for third-party ecolabels, ensuring that consumers and professional purchasers are given accurate and comparable information. Criteria must cover the product life cycle and be based on scientific principles. Compliance with criteria must be verified by an independent party.

Data gathering in TCO Certified

To measure the impact of TCO Certified and the sustainability benefits of certified products, TCO Development continually collects data based on the use of the certification. The collected data is used in several ways:

- For TCO Development, the data is crucial for the continuous development of TCO Certified. It is used to ensure that criteria are set at reasonable levels and that the most relevant sustainability challenges are being addressed, throughout the product's life cycle.
- Manufacturers and brand owners use the data to verify their performance in various sustainability areas, and compare with their peers.
- Other stakeholders, such as purchasing organizations, use the data as key performance indicators to determine the sustainability benefits for their organization by asking for TCO Certified, and to track this over time.

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.

References

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

1.1.1 Mandate

1. The information document for end users must be written in English or in the local language of the country where the product is to be sold. It must accompany the product in at least one of the following ways:
 - As a separate printed or digital document.
 - Included in a printed or digital user manual.
 - As a separate digital document that is hosted on the brand owner's website. A direct link to the document must be included in the printed or digital user manual mentioned above.
2. The product and its packaging must be labeled with the TCO Certified logo. See clarifications for details.

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

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

1.1.2 Clarification

Part 1: information document for end users

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 tcocertified.com.

If the applicant is separate from the brand owner, the applicant must ensure that the brand owner agrees to fulfill their part of this requirement.

The mandate is fulfilled in one of the following ways:

1. As a separate printed or digital document
The information document for end users in print or on digital media is placed together with the product in the packaging.
2. In a printed or digital user manual
The information document for end users is included in a printed or digital user manual that accompanies the product when it is distributed to the end user. The content of the

document, with the headline “TCO Certified”, must be a separate chapter of the user manual and be included in the table of contents.

3. As a separate digital document that is hosted on the brand owner's website. The information document for end users is placed on the brand owner's website. A direct link to the information document is placed in the printed or digital user manual that accompanies the product when it is distributed to the end user. TCO Certified must be a separate headline in the user manual. The headline must be visible in the table of contents.

Part 2 - labeling of the product and packaging

The TCO Certified logo must be displayed in one of the following ways:

Alternative A

On a permanent or temporary label. Temporary labels must be affixed to the product with an adhesive or cling-type application.

- a. The logo must be visible on the top or front of the product.
- b. The minimum size of the logo is 16mm in width and 10mm in height.
- c. 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.

Exception

If the top and front of the product don't have a contiguous and coplanar area (area used for display or touch input are excluded) which is at least 16mm in width or 10mm in height, then the logo may be placed on the reverse/back side of the product.

or

Alternative B

Via electronic labeling displayed on the screen. The logo must cover at least 4% of the screen and must be larger than or equal to 76 pixels x 47 pixels. 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 2 seconds.

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

The retail packaging of the product must be labeled with the TCO Certified logo:

- a. The minimum size of the logo must be 16mm in width, and 10mm in height.
- b. 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 certificate owner and brand owner must also conform with all the other logo rules on color, design, marketing, etc., that are specified in the TCO Certified license agreement appendix 2. The following two paragraphs (§2.2 and §2.5 in appendix 2 of the license agreement) are replaced by the rules listed above if a conflict occurs:

Paragraphs that may be replaced:

§2.5 The TCO Certified logo must at all time be reproduced in a quality that allows the text of the TCO Certified logo to be read under normal circumstances. Recommended minimum size for the trademarks TCO Certified and TCO Certified Edge can be found in "Using the TCO Certified brand" guide available at tcocertified.com. If there are limitations and a smaller or different type of logo is used this must first be agreed on in writing with TCO Development.

1.2 Product specification

Background

It is important to ensure that each product to be certified corresponds exactly to the product specification. 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.

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 60 950:1 clause 1.7.1.

Applicability

All product categories.

References

1.1.

1.2.1 Mandate

A product specification and marking label must be provided for the product.

Submit the following to an approved verifier:

1. A copy of the marking label, for the product and all external power supplies.
2. A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

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

1.2.2 Clarification

The template must be completed with the requested information about the product. A type key that includes an asterisk (*) for unidentified characters, if any, in the model name and for other identification names must be submitted to the verifier. Only two * may be used in the model type key and each * must include two or more options.

1.3 Sustainability performance

Background

Sustainability is a long term goal and therefore a responsible way to work with sustainability is through a long term strategy. Improvements must often be phased in gradually and requires planning and preparation to not affect the business negatively. The sustainable performance indicators will help us follow the development of products and brand owners, enabling us to set criteria that are challenging but yet reasonable, and that cover the most relevant parts of the product life cycle.

The published sustainability performance indicators help determine the sustainability benefits that the certified products create, and track this over time. A purchasing organization can use the published sustainability performance indicators in sustainability reporting and, for example, implement climate compensation or other sustainability related measures connected to the sustainability impact of the product.

All sustainability performance indicators criteria are beyond the scope of TCO Certified and it is not necessary to conform with any of them to qualify for TCO Certified.

Applicability

Headphones.

Definitions

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

TCO Certified Portal: An online system to apply for TCO Certified, administer, and view certificates.

Recycled plastic is post-consumer recycled plastic that has been used in products.

1.3.1 Mandate

- By the end of April each year, information on the previous calendar year's global production volume of the product must be reported in TCO Certified Portal (this applies until the year after a certificate has expired).
- Complete all fields for the sustainability performance indicators in chapter 11.3.

Submit the following to an approved verifier:

A completed and signed product applicant form (chapter 11.3)

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
- All results of the sustainability performance indicators must be reported in TCO Certified Portal.

1.3.2 Clarification

Production volumes of certified products

- The production volumes may be reported directly by the brand owner or through an intermediate industry association.
- Reporting of production volumes can be done by combining all certified products within each product category.

The published sustainability performance indicators

The published sustainability performance indicators are parameters that are considered extra important in order for purchasers to determine the sustainability benefits of certified products. In this generation of TCO Certified, the published sustainability performance indicators are:

1. Total product weight is an indication of the amount of potential e-waste at end-of-life. By decreasing the total product weight, e-waste can be reduced.
 - Total weight of the product and power supply (without packaging) in kg.
2. If the energy consumption of a product is known, the climate impact during the use phase can be calculated.
 - For displays, all-in-one PCs, notebooks, desktops:
Measured energy consumption according to ENERGY STAR®.
 - For projectors:
Measured energy consumption according to TCO Certified in On mode (normal operation) for the reported TCO Certified Image Size.
3. Use of recycled plastics lowers the environmental impact, including up to 80 percent lower energy consumption in manufacturing 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.
 - Percentage of post-consumer recycled plastic by weight of total weight of all product parts made out of plastic. (Except panels, electronic components, cables, connectors, PWBs, insulating mylar sheets and labels)
4. Number of charging cycles affects the lifespan of the battery
 - For products with a rechargeable battery:
The number of charging cycles until the battery reach 60% SoC, according to the criterion "Battery longevity"(6.5).

The sustainability performance indicators

All certified products must be evaluated against the sustainability performance indicators in this chapter, but it is not necessary to conform with any of them to qualify for TCO Certified.

The verifier must issue a test report covering all the criteria and upload the results to TCO Certified Portal at the time of application. The published sustainability performance indicators in the form are marked with * and will be published by TCO Development and printed on the certificate. The rest of the data will be kept confidential and collected by TCO Development for the purpose of developing future criteria and measure the impact of TCO Certified. Compiled data may be published in an anonymous format in for example annual sustainability reports by TCO Development.

New applications

Before a product is certified according to TCO Certified, conformity is verified by a verifier approved by TCO Development. When all tests have been carried out, the verifier submits answers to the questions in the sustainability performance indicators form. Additional tests are carried out if needed in order to answer the questions. Finally, a test report for the sustainability performance indicators is issued by the verifier and the results are reported to TCO Certified Portal.

Reassessments

Changes made to the product or its manufacturing may affect the sustainability performance indicators. The applicant can choose to do a re-assessment or not. To do a re-assessment, the necessary documentation (and in some cases the product) must be sent to a verifier that issues a test report for the sustainability performance indicators and report the new data to TCO Certified Portal.

Quoting sustainability performance indicators in the marketing of a product

The following guidelines apply to all communications about sustainability performance indicators. Quoting or referring to the sustainability performance indicators in conjunction with the brand name TCO Certified is not allowed unless a written agreement to do so is made with TCO Development.

“Worst case” reporting

If the verifier has conducted a “worst case” testing and accepts a number of similar configurations of the product in the issued test report based on these tests, the sustainability performance indicators may also be the same for all accepted configurations.

Sustainability performance indicators

1.3.3 Public factory list

Does the brand owner have a public list of all final assembly factories for certified products?

if yes, then the following proof must be confirmed by an approved verifier:

A link to the public list of all final assembly factories on the brand owners website.

Clarifications

A list of final assembly factories (including own and ODM factories) that at least include those registered by the brand owner in TCO Certified Portal must be made public on the brand owner website under the heading Supply Chain or similar. The factory information must show at least the supplier name, factory full address and type of products produced at the factory. Additional information on whether the supplier has produced a GRI-based sustainability report is optional.

1.3.4 SA8000

Are all final assembly factories manufacturing the certified product SA8000 certified?

if yes, then the following proof must be confirmed by an approved verifier:

All final assembly factories manufacturing the certified product must have a valid SA8000 certificates uploaded to TCO Certified Portal.

1.3.5 Replaceable components

Is it possible to replace all of the critical parts listed in the “Replaceable components” criteria (6.2), without the use of heat or other tools than those intended to turn, slotted (ISO 2380), cross-recessed (Phillips® and Pozidriv®, ISO 8764) or hexalobular recess heads (Torx®, ISO 10664)?

if yes, then the following proof must be confirmed by an approved verifier:

Documentation proving that the sustainability performance indicator is fulfilled..

1.3.6 Halogens

1. Is the halogens criteria (7.2) met for all plastic parts regardless of weight?
2. Is the halogens criteria (7.2) met for the whole product without any excepted parts?

if yes, then the following proof must be confirmed by an approved verifier:

A copy of manufacturer’s halogen-free implementation specification or similar.

Clarifications

Included are all types of plastic in for example panels, internal and external cables, connectors, printed wiring board and substrate laminates, insulating mylar sheets and labels.

The allowed maximum concentration limit is set to 900 ppm by weight for chlorine and bromine individually (maximum 1500 ppm for chlorine + bromine) derived from flame retardant/plasticizer/PVC (including PVC copolymer)/plastic (polymeric) material.

For electronic components other than printed wiring board and substrate laminates, each plastic within the component must contain < 1000 ppm (0.1%) of bromine and < 1000 ppm (0.1%) of chlorine by weight in homogeneous materials (maximum 1500 ppm for chlorine + bromine) derived from flame retardant/plasticizer/PVC (including PVC copolymer)/plastic (polymeric) material.

The limit value of 900 ppm as the maximum content of chlorine or bromine contained in the resin (or 1500 ppm for chlorine + bromine) has been chosen to harmonize with the IEC 61249-2-21 and IPC 4101B standards.

The limit value for electronic components (< 1000 ppm (0.1%) of bromine and < 1000 ppm (0.1%) of chlorine by weight in homogeneous materials derived from flame retardant/plasticizer/PVC (including PVC copolymer)/plastic (polymeric) material) has been chosen to harmonize with the iNEMI Definition of “Low Halogen” Electronics.

A “manufacturers halogen-free implementation specification or similar” is for example an implementation plan on how and when the brand owner is shifting towards halogen-free alternatives and for which products.

1.3.7 Non-halogenated substances

1. Is the non-halogenated substances criteria (7.3) met with no substances used with a GreenScreen® benchmark lower than 3?
2. Do all plastic parts regardless of weight fulfill the non-halogenated substances criteria (7.3)?

if yes, then the following proof must be confirmed by an approved verifier:

Documentation proving that the sustainability performance indicator is fulfilled.

1.3.8 Final assembly renewable energy consumption

Do all final assembly factories manufacturing the certified product use at least 20% renewable energy?.

if yes, then the following proof must be confirmed by an approved verifier:

A copy of final assembly factories renewable energy purchases or similar documents.

1.3.9 Battery replaceability

Is the main battery of the product replaceable without tools?

if yes, then the following proof must be confirmed by an approved verifier:

Documentation proving that the sustainability performance indicator is fulfilled.

2 Socially responsible manufacturing

Human rights and social responsibility in the IT supply chain

Market competition and the constant push for new technologies have increased pressure on the IT industry to deliver new product models faster and at a lower cost. With these pressures comes the continued social risk throughout the supply chain. Problems remain around human rights and working conditions, including forced labor, working hours, wages, discrimination and unsafe work environments. From more responsible mineral supply chains, to safer factory conditions and protection of worker rights, a sustainable approach to IT products requires attention to these social responsibility issues as well as environmental factors.

IT buyers are increasingly focused on supply chain responsibility and human rights, and rely on TCO Certified as verification of product and brand owner conformity.

TCO Certified – driving worker safety, human rights and closing non-conformities

Chapter 2 in TCO Certified, generation 8, aims to drive more socially responsible manufacturing throughout the supply chain. Brand owner companies and their suppliers are required to conform with criteria that cover responsible minerals sourcing, anti-corruption management and responsible manufacturing practices designed to increase transparency, protect worker rights and reduce exposure to hazards during the production phase.

The criteria are categorized into five main areas:

- Supply chain responsibility
- Supply chain transparency
- Anti-corruption management system
- Responsibly sourced minerals
- Process chemicals

Verification of conformity of supply chain responsibility uses a risk-based factory assessment model. Continued follow up verification is conducted for all areas in TCO Certified and is vital for monitoring that any non-conformities are corrected and closed. New criteria in this generation require that brand owners have a global policy for responsible mineral sourcing, have an anti-corruption management system in place, and are taking steps to eliminate worker exposure to hazardous chemicals.

2.1 Supply chain responsibility

Background

Supply chains of IT products are complex and spread all over the world. The most basic aspect of socially responsible manufacturing in the supply chains is to define the responsibility. After this is done, the level of conformity and the implementation in the supply chains need to be defined. Finally, to get required results, verification is crucial. Without verification there are no considerable results. The contribution of TCO Certified is to:

- Place the responsibility on the brand owners' which are on the top of the value chains.
- Define a minimum level of conformity to the code of conducts of the brand owners.
- Provide a control system to ensure that the brand owners take responsibility and work in a structured way in accordance with their code of conducts.
- Create an incentive for brand owners to work proactively.

Definitions

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

Final assembly factory: The whole factory where final assembly of the certified product is taking place.

Corrective action plan (CAP): A list of actions and an associated timetable detailing the remedial process to address a specific problem.

Applicability

All product categories.

References

2.1, 2.2, 2.3.

2.1.1 Mandate

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

1. Commitment

- The brand owner must have a code of conduct for the manufacture of certified products, that is considered consistent with the following:
 - ILO's eight core conventions: 29, 87*, 98*, 100, 105, 111, 138 and 182.
 - 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 60 hour working week including overtime*.

*See clarifications 2.1.2

2. Structured work

- The brand owner must report the final assembly factories for each certified product model in TCO Certified Portal in the application for a new certificate.

- For all factories listed in TCO Certified Portal that the brand owner is using, the brand owner must supervise the implementation of the code of conduct.
- In the final assembly factories and in the rest of the supply chain, the brand owner must ensure that CAPs are developed and fulfilled within reasonable time for all non-conformities against their code of conduct that the brand owner is made aware of.

3. Proof

1. TCO Development may conduct / commission random factory inspections (spot checks) at any final assembly factory manufacturing certified products for the brand owner and may require full audit reports during the certification period in order to assess social commitment and advancement.
2. TCO Development may also require seeing audit reports and CAPs from factories further down the supply chain to ensure that corrective actions have been successfully implemented.
3. TCO Development additionally requires the documentation below to be verified by an independent verifier approved by TCO Development:

Submit the following to an approved verifier:

Once a year:

- The most recent version of the brand owner's code of conduct, which must be considered consistent with the TCO Certified mandate.
- Information on the routines of how management and workers have been informed about the brand owner's code of conduct.
- A completed and signed brand owner form covering one or all products (chapter 11.1).

For each application:

- Name and address of all final assembly factories manufacturing the certified product. If any factory is used that is not on the TCO Certified accepted factory list then the factory identification template must be submitted for this factory.

For each final assembly factory of the certified product

- The most recent independent audit and a CAP for each non-conformity. The audit interval is determined by the risk category of the factory. The risk category is determined by the verifier according to the mandate.

Submit the following, together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
- A copy of the code of conduct in English must be uploaded to TCO Certified Portal.
- All final assembly factories manufacturing the certified product must be reported in TCO Certified Portal.
- An independent audit and a CAP for each non-conformity must be reported in TCO Certified Portal at an interval determined by the risk category of the factory for all final assembly factories manufacturing the certified product.

2.1.2 Clarification

General Clarifications

The mandate is a social performance mandate and criteria are based on the eight ILO (International Labour Organization) core conventions and local legislation. The mandate requires that the brand owner is in conformity with the minimum standards for code of conduct, inspection and corrective action engagement, regarding the situation at their own and/or their supplier factories manufacturing certified products.

* 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 clarifications:

The limit and enforcement of local law regarding working hours differs tremendously across the world. To harmonize with other initiatives and to find a reasonable level for the industry, the criteria in TCO Certified sets a maximum 60 hour working week, including overtime, as a global requirement regardless of the local law.

The criteria in TCO Certified sets a global limit for weekly working hours that includes overtime based on ILO convention 1 (56 hours per working week including overtime) and an additional 4 hours per working week is given to harmonize with SAI and RBA. Therefore, working weeks including overtime are not to exceed a total of 60 hours. A working week is considered 1 day of every 6 consecutive work days.

To monitor continued conformity during an agreed period of time, when considered necessary the factory will be required to submit working week data to TCO Development using the working week template. The template to be used will be shared with the brand owner or factory owner by TCO Development.

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 following principles.

1. The code of conduct

The brand owner must have their code of conduct reviewed annually by an approved verifier. If the code of conduct has not changed since the previous annual review then the brand owner does not have to submit it again. In this instance, the senior management representative for supply chain responsibility must report this to an approved verifier.

- The code of conduct must be considered consistent with:
 - ILO's eight core conventions: 29, 87*, 98*, 100, 105, 111, 138 and 182.
 - 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 60 hour working week including overtime*.

* See local labor law clarifications 2.1.2.

- The contents of the code of conduct must have been adopted by the board and addressed by management.
- The code of conduct must relate to the manufacturing of the specific product being certified.

2. Proof of the supply chain being informed of the code of conduct.

The brand owner must annually submit for review by an approved verifier a description of how management and workers at all their final assembly factories of certified products are informed about 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. 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 senior management representative must report this to an approved verifier.

Examples may be that the brand owner:

- has translated the code of conduct into local languages. This shows that the company has made efforts to inform management and employees about the code's content in their own language.
- has conducted training on the code for employees and / or management at production facilities.
- has made suppliers complete a questionnaire (self-assessment) on their understanding of, and conformity with, the code of conduct.

3. Signed brand owner form

The brand owner signs that the mandate is fulfilled for one or all products to be certified.

4. Identification of final assembly factories

For each certified product, all final assembly factories the brand owner is using to manufacture the certified product must be identified. The approved verifier will ensure that all these factories are listed on the TCO Certified accepted factory list.

- For new factories that are not already on the TCO Certified accepted factory list the factory must be added. This is done by submitting the factory identification template with the factory's name, full address and audit information to an approved verifier.
- Each time a factory is removed, added or updated in any way, the brand owner must ensure that this information is updated in the TCO Certified accepted factory list by contacting an approved verifier.

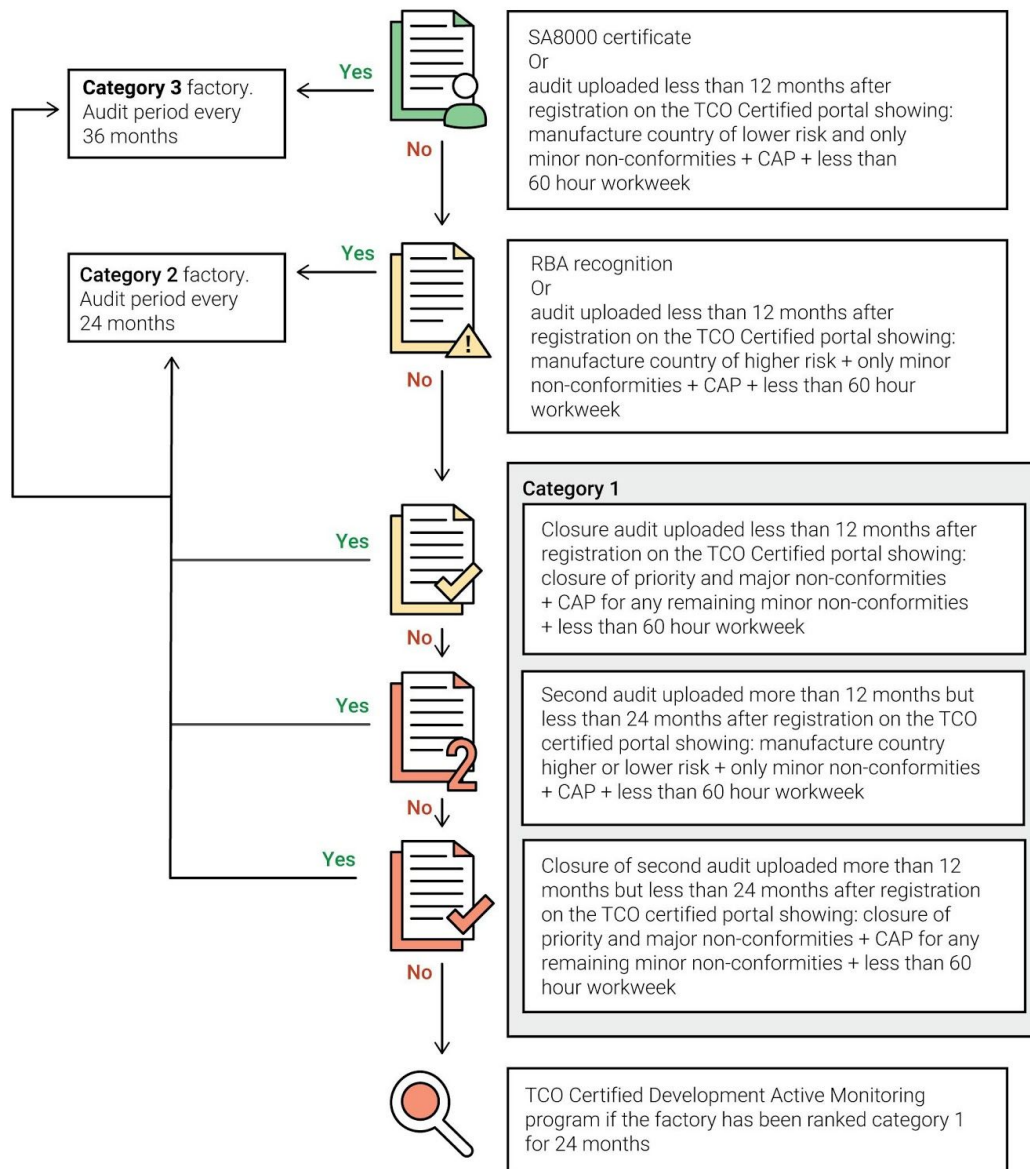
5. Independent social audit reports to TCO Development

The brand owner must ensure that TCO Certified Portal is continuously updated with the most recent independent initial audit report and CAPs for any non-conformities from all the final assembly factories manufacturing the certified product.

Brand owners or applicants / manufacturers must submit audit reports and CAPs to an approved verifier for upload to TCO Certified Portal. Consistency of these reports are ensured through annual spot-checks by TCO Development.

The audit interval is 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, RBA or BSCI certified lead auditors. An independent party is considered to be a person or body that is recognized as being independent of the parties involved, regarding the issue in question.
2. Types of accepted audits are:
 - a. SA8000,
 - b. RBA VAP,
 - c. RBA Non-VAP: full audit with same auditor qualification, audit and report quality as a RBA VAP audit, or
 - d. BSCI: full audit with at least 'C' grade and completed CAP.
 - e. Other audits with evidence that could prove 'equal quality to other approved audits' must include auditor qualification, audit process (e.g. triangulation of non-conformities), audit report and CAP. This option will need to be verified by an approved verifier and accepted by TCO Development before it is used.



Risk category diagram 2.1.2

Defining the factory risk category and audit intervals

If a newly added final assembly factory is not yet risk categorized then TCO Certified Portal must be updated with either the latest independent audit report (less than 36 months old) , SA8000 certificate or proof of an RBA recognition from the factory. The proof of an RBA recognition must be submitted with an initial audit report showing that working hours are under 60 hours per working week. Initial audit reports must cover at least the TCO Certified mandate and be an accepted type of audit. The factory will then be assessed in accordance with the process shown in the ***Risk category diagram 2.1.2*** for its level of risk for continued non-conformity. A factory assigned risk category 1, 2 or 3 will reflect the interval, in years, during which a factory must conduct the next initial audit.

Until the brand owner has submitted a factory audit report the factory will automatically be categorized as risk category 1. (See below: audit report and factory risk categorization.) Brand owners that are new to TCO Certified or a product group will need to undergo an additional risk assessment in order for TCO Development to be sure factory audit requirements will be

fulfilled within the given time. If the brand owner is considered a high risk for not fulfilling the initial audit requirements then the brand owner is required to submit an audit report and CAP before the factory can be registered on TCO Certified Portal.

Factories will receive a better risk category categorization if they:

- are situated in lower risk countries,
- are involved in a social conformity certification and surveillance system that requires a minimum level of conformity before approval, or
- have proven a high level of progress in non-conformity closure meaning that all non-minor non-conformities are closed.

Lower risk countries

Some countries are considered as lower risk of social non-conformities in 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. A full list is available here: saasaccreditation.org.

TCO Certified accepted factory list

All brand owners, applicants and verifiers who have access to TCO Certified Portal will have access to see the TCO Certified accepted factory list with the risk category (excluding factories which are directly owned by a brand owner, which can only be accessed by the owner). This is an advantage for those factories that are proactive in closing non-conformities and monitor continued conformity. These factories will be considered a better choice to do business with than risk category 1 factories that do not show progress.

Audit report and factory risk categorization

Initial audits are required regularly, with an audit interval based on the factory risk category.

- An **initial audit** is covering the full scope of the factory and this mandate in TCO Certified.
- A **closure audit** only has to cover the open non-conformities.
- An initial audit is more comprehensive and is accepted as a closure audit.
- Audits older than 12 months are not accepted unless for the initial risk categorization of new factories.

Initial risk categorization

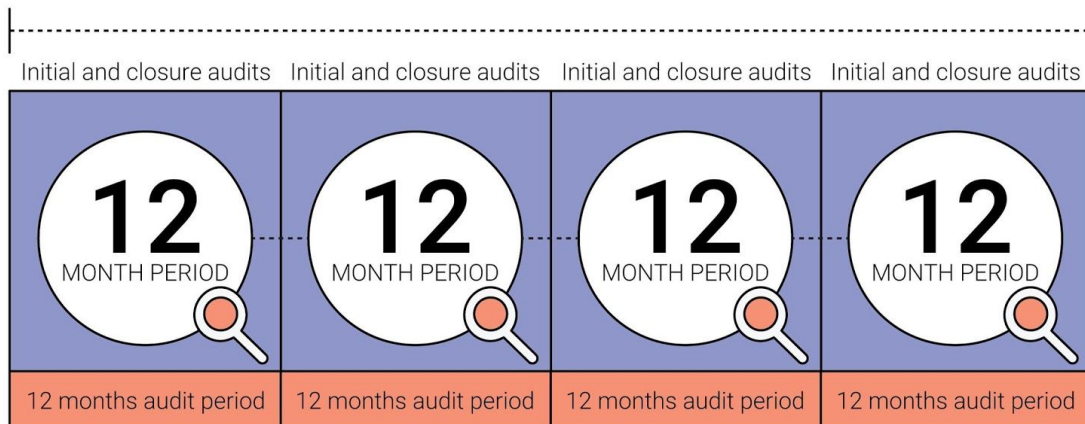
- For all new factories, existing independent audits that are less than 36 months old must be uploaded to TCO Certified Portal for risk categorization. If no such audit exists, then the factory will be classified as risk category 1 by **default**.

Risk category 1

Initial audit

- For risk category 1, the factory must be audited every 12 months and a new initial audit must be uploaded to TCO Certified Portal during these 12 months. The start and end date of a new period is always on the date when the factory was first registered in TCO Certified Portal.

Category 1



CAP

- When an audit has been uploaded it often has some non-conformities. For each non-conformity to the mandate in TCO Certified a CAP must be uploaded to TCO Certified Portal together with the closure deadline that the audit program allows for the completion of each corrective action.

Closure audit

- If there are major or priority non-conformities, a closure audit must be submitted within 12 months of the date the factory was registered on TCO Certified Portal. For minor non-conformities the CAP must be completed 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 if it is certified according to SA8000 it is categorized as 3 instead of 2.
- Otherwise the factory will continue to be categorized as risk category 1.

Final assistance

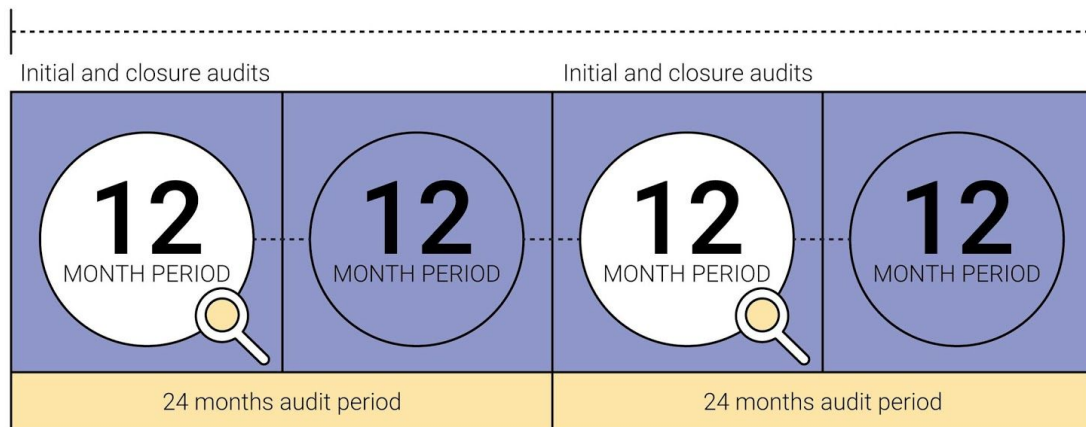
- If the factory has been categorized as a risk category 1 for 24 months, then the factory management will receive final assistance toward conformity through the TCO Certified active monitoring program on tcocertified.com.

Risk category 2

Initial audit

- For risk category 2, the factory must be audited every 24 months and a new initial audit must be uploaded to TCO Certified Portal during the first 12 months of every audit period. The start and end date of a new period is always on the date when the factory was first registered in TCO Certified Portal.

Category 2



CAP

- When an audit has been uploaded it often has some non-conformities. For each non-conformity to the mandate in TCO Certified a CAP must be uploaded to TCO Certified Portal together with the closure deadline that the audit program allows for the completion of 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 first 12 months of every audit period. If the factory only has minor non-conformities, the CAP must be completed but it is not necessary to upload the closure audit to TCO Certified Portal. The closure of minor non-conformities are verified in the next initial audit.

ATTENTION

It is recommended to conduct the initial audit early in the first 12 month audit period, to have time to also provide the closure audit during the first 12 months. If the closure audit is provided later than 12 months after the start of the audit period, the factory may be re-categorized. This may happen even if the audit closure deadline in the CAP allows for more time to close the non-conformities.

Re-categorization

- As long as all non-conformities other than minor are closed within the time specified in the CAP, the factory will continue to be categorized as risk category 2. If it is certified according to SA8000 it is categorized as 3 instead of 2.
- Otherwise, the factory will be categorized as risk category 1.

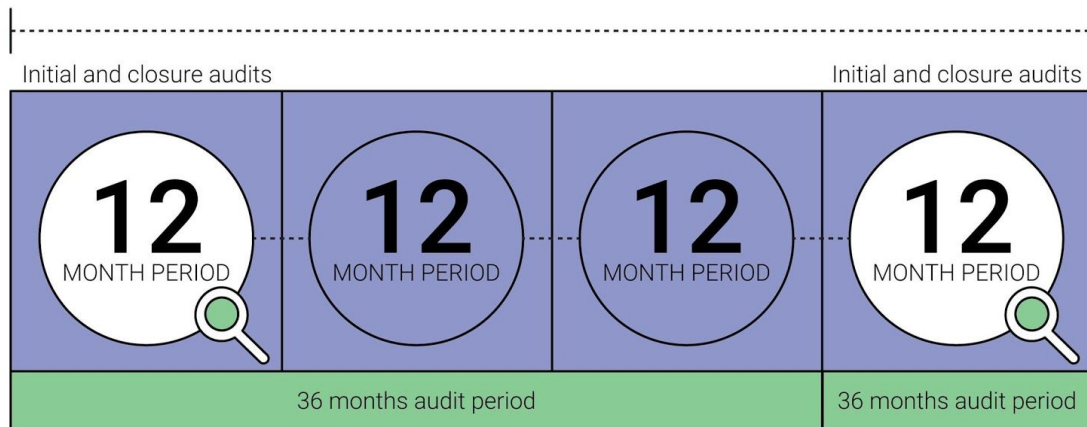
Conformity option: As proof of conformity to risk category 2 without the need to upload a closure audit report to TCO Certified Portal, factories that can prove they have received the status of Platinum, Gold or Silver under the RBA recognition program and provide additional proof that working hours are under 60 hours per working week will be categorized risk category 2, or 3 if the factory is placed in a lower risk country. Silver level is only accepted if there are no major non-conformities to the mandate in TCO Certified.

Risk category 3

Initial audit

- For risk category 3, the factory must be audited every 36 months and a new initial audit must be uploaded to TCO Certified Portal during the first 12 months of every audit period. The start and end date of a new period is always on the date when the factory was first registered in TCO Certified Portal.

Category 3



CAP

- When an audit has been uploaded it often has some non-conformities. For each non-conformity to the mandate in TCO Certified a CAP must be uploaded to TCO Certified Portal together with the closure deadline that the audit program allows for the completion of each corrective action.
 - If the factory is SA8000 certified then the non-conformities are solved in accordance to 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 first 12 months of every audit period. If the factory only has minor non-conformities, the CAP must be completed but it is not necessary to upload the closure audit to TCO Certified Portal. The closure of minor non-conformities are verified in the next initial audit.
 - A valid SA8000 certificate is considered proof that non-minor non-conformities are being monitored and closed during regular intervals by SAAS accredited verifiers.

Re-categorization

- SA8000 factories are categorized as risk category 3. If it is discovered that non-conformities other than minor still occur, the factory will be categorized as risk category 1.
- Factories that are not SA8000 certified but are situated in lower risk countries and have provided a satisfactory closure of all non-minor non-conformity within the first 12 months of the audit period will be considered for risk category 3 status.

Additional clarifications that are valid for all risk categories

- If the audit program and lead auditor accepts an offsite closure audit it is also accepted in TCO Certified.
- Any time proven conditions change, such as non-conformities from a spot check, the risk categorization will be re-assessed.
- Closure of priority findings within the CAP deadline will be monitored in particular by TCO Development through the spot check program.

Spot checks of supply chain responsibility

Spot checks are financed by TCO Development as long as no non-conformities are found. If non-conformities are found and further investigations are necessary the cost for this must be covered by the license holder.

Audit reports and CAPs

Central to the spot check conformity program is the review of the factory audit report and CAP conducted by an approved verifier approved by TCO Development. TCO Development will randomly select audit reports and CAPs in TCO Certified Portal to be spot checked. This is to ensure that the data uploaded in TCO Certified Portal is correct.

During the spot check conformity program the CAP will also be evaluated for effectiveness by the approved verifier. A judgement on the remedial effectiveness and a summary will be given in the verification report issued by the approved verifier. This summary may be shared with the clients of the factory.

On-site inspection initiated by TCO Development

TCO Development reserves the right to require full audit reports and conduct or commission on-site inspections at final assembly factories manufacturing the certified product, to verify that the brand owner is fulfilling the obligations in this mandate. The planning of social audits will be done in cooperation with the senior management representatives appointed by the brand owner.

Social audits initiated by TCO Development will be realized on a judgement sample basis, in each case decided upon and financed by TCO Development. Results from the audits will be shared with the audited factory (both management and worker representatives) and all the brand owners listed as using the audited factory. This is in order to create a combined effort toward implementing the CAP. For TCO Development, the spot checks and all other uploaded reports contain valuable information on social performance, making it possible to translate non-conformities into metrics and then measure improvements through code of conduct and audit methodology.

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 name

- Code of conduct
- Communication of the code of conduct
- Supporting documentation
- Conduct interview with senior management representative

Other assessments

- Review evidences 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, audit report and CAP.

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

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 their 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, who reports directly to senior management. Irrespective of other duties, this person must have the authority to ensure that certified products meet the supply chain criteria in TCO Certified.

The SMR must annually complete the TCO Certified self-assessment questionnaire (SAQ) and complete a follow-up interview with an approved verifier.

Submit the following to an approved verifier:

- A completed and signed self-assessment questionnaire (SAQ)
- A completed and signed brand owner form covering one or all products (chapter 11.1)

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
- The report from the SMR interview including the verified self-assessment questionnaire (SAQ).

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.

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:

- Name, title, telephone number and email address of the SMR.
- A date, with a period of less than 12 months, of the completed and / or planned SMR interview with the name of the approved verifier.

SMR interview

The interview with the SMR must be done with one of the verifiers approved by TCO Development. It is booked and paid for by the SMR. The purpose is to ensure that the appointed person has the necessary authority and is working in a structured way to implement the brand owner's code of conduct. Primarily, the interview will cover the self-assessment questionnaire (SAQ) answers about supply chain management.

All questions in the SAQ must be answered and submitted to the verifier prior to the interview.

During the part of the interview that covers the SAQ, the SMR will be required to explain in more detail the brand owner's work toward a socially responsible supply chain and provide supporting documentation where needed. It is recommended that SMRs involve colleagues in the meeting who can provide necessary expertise in the areas covered by the SAQ.

The interview will likely be an online meeting. If for some reason it is not possible to have an online meeting or if the interview does not obtain an acceptable quality due to language difficulties, then the verifier may require a face to face interview.

The report from this interview is then uploaded to TCO Certified Portal. TCO Development have the right to participate at the interview with the SMR. In this case TCO Development will cover their own expenses.

About the self-assessment questionnaire (SAQ) and result benchmarking

The SAQ is a set of questions aimed at gaining transparency into the brand owner's supply chain risk management. This includes areas such as child labor, worker representation, unions, ethics and minerals.

The SMR is responsible for answering all questions and providing supporting documentation where needed. The SMR must follow the SAQ guidelines when answering. Each answer must be given according to the following three levels of commitment that can be proven. Answers are color benchmarked for easy reference: invested (green), involved (yellow) or interested (red).

There is no minimum graded level required to be fulfilled, since the SAQ is only intended to gather information on the actual level of social commitment and assist in the development of future generations of TCO Certified criteria. Feedback to the brand owner is given in the form of a report and table that shows the brand owner's final grading (after the interview) in comparison to other certifying brand owners (all brand names will remain anonymous). This will help the brand owner identify areas for improvement and measure their progress within the industry.

Result data will also be used to risk assess brand owners 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 questionnaire and guidelines for the assessment are public and available for download at tcocertified.com.

2.3 Anti-corruption management system

Background

The risk of corruption can never be completely eliminated, but it can be minimized through strict monitoring and enforcement procedures that are in place to prevent it. Organizations have a responsibility to prevent corruption within their businesses and their supply chains. Many organizations rely on their ability to create programs that align with their own risk profiles, but conformity standardization is the best way to verify that business policy, monitoring and enforcement mechanisms are compatible with internationally recognized best practices against corruption.

Definitions

ICC: International Chamber of Commerce.

ICC rules and guidelines: Good commercial practices for responsible businesses conduct.

Whistleblowing system: A confidential means for whistleblowers to report suspicions and deviations to company policy.

Applicability

All product categories.

References

2.4.

2.3.1 Mandate

The brand owner must have internal processes and routines in place to prevent and respond to all forms of corruption that, at a minimum, aligns with the following:

- ICC Rules on Combating Corruption article 10 points a-p.
- ICC Guidelines on Whistleblowing.

Submit the following to an approved verifier:

- A completed and signed brand owner form covering one or all products (chapter 11.1)

Submit the following together with the application 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-corruption program must be considered to at least include all of the good practices stated under article 10 of the ICC Rules on Combating Corruption (points a-p) and the ICC Guidelines on Whistleblowing.

A follow-up review of the brand owner program will be in the form of a self-assessment questionnaire (SAQ) and included in the first interview with the assigned Senior Management Representative (SMR) for supply chain responsibility. As long as the process is not changed then the interview does not need to be repeated annually.

2.4 Responsibly sourced minerals

Background

To certify products according to TCO Certified, brand owners must develop a global approach in their understanding, traceability and policies for a responsible mineral supply chain. They must also support in-region initiatives working in conflict-affected and high-risk areas. Commonly mentioned risk minerals are considered as tantalum, tin, tungsten, gold (3TG conflict minerals) and cobalt, mica, lithium, copper, nickel and rare earth elements.

Definitions

Conflict-affected and high-risk areas: areas in a state of armed conflict, fragile post-conflict areas, as well as 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.

Applicability

All product categories.

References

2.5, 2.6, 2.7, 2.8.

2.4.1 Mandate

The brand owner must:

- Have a strict supply chain policy for responsible minerals sourcing that can be considered to cover at least 3TG and cobalt. The policy must be both public and communicated to the supply chain.
- Have a process to identify smelters and refiners of at least 3TG and cobalt.
- Be a part of an established multi-stakeholder program that works at supporting responsible sourcing programs for at least 3TG and cobalt.

Submit the following to an approved verifier:

- The most recent version of the public policy and a description of how it is communicated to the supply chain.
- A description of the brand owner's structured work on identifying risk areas in their supply chain.
- Proof of participation in an approved multi-stakeholder program.
- A completed and signed brand owner form covering one or all products (chapter 11.1)

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
- A copy of the policy in English must be uploaded to TCO Certified Portal.
- A list of the approved multi-stakeholder programs the brand owner is participating in.

2.4.2 Clarifications

Responsibly sourced minerals policy

The brand owner policy is an essential statement by the brand owner. It reflects the brand owner's commitment toward responsible sourcing of minerals and the expectations of their raw material suppliers regarding the use of these minerals.

Verification guidelines

The verifier must be able to verify that the policy can be considered to cover at least conflict minerals (3TG) and cobalt, is public and also understand how it is communicated to suppliers.

- "Public" means that the policy is visible on the brand owner website, as part of the brand owner's annual sustainability or responsible minerals report.
- Communicated could be as part of a contract and/or written agreement with suppliers.

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

- Requirement that suppliers conform with 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 those regions in which specific mining operations may present risk.

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 smelters and refiners.

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

Verification

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

- Using an established conflict 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 smelters and refiners on the brand owner website is considered verification that the brand owner has identified the list through using a conflict minerals reporting template.

Supporting in-region responsible sourcing programs

Involvement in multi-company coordinated action that supports the development of responsible sourcing initiatives within the conflict-affected and high-risk areas is essential, since they help suppliers meet due diligence requirements, maintain trade and benefit local mining communities, whose livelihoods depend on a legitimate mining trade.

Verification

The verifier is provided with proof of brand owner participation or membership in one of the following that are considered examples of initiatives that go beyond 3TG or is global:

- European Partnership of Responsible Minerals (EPRM)
- Responsible Mineral Initiative (RMI)
- Responsible Cobalt Initiative (RCI)
- Other initiatives not listed above, but that are verified to be a multi-company program that works to support responsible sourcing programs for conflict minerals and other risk minerals. This is judged on a case by case basis.

For more information:

- The OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas ("the Guidance"). [oecd.org](https://www.oecd.org). Brand owners require suppliers to disclose their sourcing origins of conflict minerals by using a questionnaire template such as the responsible minerals initiative (RMI), conflict minerals reporting template (CMRT) or similar in order to prevent the potential use of risk minerals.
- EPRM: The European Partnership for Responsible Minerals is a multi-stakeholder partnership established with the goal to create better social and economic conditions for mine workers and local mining communities, by increasing the number of mines that adopt responsible mining practices in conflict and high-risk areas.
- 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 Conflict Free Smelter Program (identification of smelters and refiners that source conflict-free minerals).
- Responsible Cobalt Initiative: Chinese Chamber of Commerce for Metals, Minerals & Chemical launched the Responsible Cobalt Initiative (RCI), a multistakeholder initiative where a number of companies in the supply chain are participating in collective action to address social and environmental risks in the cobalt supply chain.

2.5 Process chemicals

Background

Scientific research shows that exposure to chemical substances used in the manufacture of electronic products is linked to increased rates of cancer, reproductive damage, birth defects and other serious illnesses among workers. Chemicals such as benzene (used as a cleaning agent) and n-hexane (an industrial solvent) have well-documented toxic human health effects. These chemicals need to be phased out of production, and not be replaced with equally hazardous chemicals. To replace chemicals with safer alternatives, process chemicals and their suitable safer alternatives must be identified and assessed. The Personal Protective Equipment (PPE), training and exposure monitoring provided to the workers who risk toxic chemical exposure also need to be reviewed and improved.

This mandate is focused on cleaners and industrial solvents used in final assembly factories.

Definitions

Cleaners and solvents: Liquids used to remove stains, dirt, grease etc from electronics. These products are commonly a mixture of chemicals.

Process chemicals: Cleaner and solvent substances used in manufacturing processes during the final assembly of the certified product.

Process chemical inventory: A record kept by the factory showing at least the process chemicals used at the factory.

Safety data sheets: intended to provide the users of hazardous chemicals with the necessary information to help them protect human health and the environment.

Applicability

The company or companies that manufacture the product.

References

2.1, 2.2, 2.9, 2.10, 2.11, 2.12, 2.13.

2.5.1 Mandate

Every final assembly factory manufacturing certified products:

- must have a structured health and safety management system in place, that is independently audited.
- must complete the process chemical data template provided by TCO Development
- must provide exposure controls and personal protective equipment as recommended in section 8 of the 16 section format safety data sheet.

Submit the following to an approved verifier:

- A certificate or audit report for every final assembly factory manufacturing certified products to prove conformity with a structured health and safety management system (OHSAS18001, ISO45001, SA8000, RBA VAP, BSCI).
- A completed process chemical data template for every final assembly factory manufacturing certified products
- A completed and signed factory form (chapter 11.2)

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
- The process chemical data template must be reported in TCO Certified Portal.

2.5.2 Clarification

Process chemical management

TCO Development requires that all final assembly factories provide evidence of a structured health and safety management system and transparency towards TCO Development on cleaners and solvents. They must also provide appropriate training and protection to lower the risk of worker exposure to hazardous substances.

The process chemical data template is intended to help identify chemicals of concern and their suitable safer alternatives. If no safer alternative is available for practical use, then improved worker protective equipment and health monitoring becomes the main priority until a safer alternative is found.

Proof of health and safety management system conformity

The applicant must upload a valid OHSAS18001, ISO45001 or SA8000 certificate to TCO Certified Portal. 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 can submit an RBA VAP or BSCI audit that is less than 12 months old, showing that the factory's health and safety management system is audited as being in conformity.

Process chemical data template

The applicant must complete and upload the process chemical data template to TCO Certified Portal. The template and guidelines on how to complete it can be found on tcocertified.com/certification-documents.

- The senior representative whose responsibilities cover chemical management at the factory must assist the applicant in the completion of the process chemical data template.
- All areas of the template must be completed except the GHS and GreenScreen® list translator columns, which are optional as reference use.
- In cases of confidential business information (CBI), it is possible for the chemical supplier to directly submit the chemical information to TCO Development. This must first be agreed upon by the applicant and TCO Development.
- The information must cover all cleaner and solvents and their chemical ingredients used in the final assembly of certified products.
- Upon request, the process chemical inventory at the factory must also be submitted to TCO Development for verification purposes.
- The process chemical data template must be updated every two years, to monitor progress in hazardous chemical substitution and worker protection.
- TCO Development has the right to compile confidential information with CAS numbers. TCO Development reserves the right to publish such compiled, anonymous

information, but no information will be presented in such a way that the company or the products in question can be identified.

Exposure controls and personal protective equipment

Each final assembly factory must provide personal protection equipment as described in section 8 of the safety data sheet (SDS), that covers exposure controls and personal protection. The SDS must be of a quality that is aligned with the rules of the global harmonised system (GHS), following the 16 part format. This is verified through the social audit required in TCO Certified.

Verification will be a review of the completed process chemical data template by TCO Development and independent factory audits by assessment bodies.

3 Environmentally responsible manufacturing

Environmental risks in the manufacturing phase

Of the wide range of environmental risks throughout the IT product life cycle, many of these occur in the manufacturing phase. For example, life cycle assessments confirm that a typical IT product consumes more energy during its manufacture than during its entire usable life. Other problems include the extensive use of natural resources required to manufacture IT products, along with resulting, soil, water and air pollution, and greenhouse gas emissions.

TCO Certified — focused on environmental management and energy efficiency in manufacturing

In chapter 3 of TCO Certified, generation 8, the criteria focus on two main areas designed to create a more environmentally responsible manufacturing environment where certified products are made:

- Environmental Management System, EMS. With an environmental management system (EMS) in place, the brand owner can work systematically to continuously improve the environmental performance of the company and its products.
- Energy efficiency indicators - measurement of energy efficiency in final assembly factories where certified product models are made.

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 improvement at both company and product levels. To be efficient, an environmental management system must include independent, external reviews.

Definitions

Final assembly factory: Factory where the final assembly of the certified product takes place.

Applicability

All product categories.

The company or companies that manufacture the product.

References

3.1 and 3.2.

3.1.1 Mandate

Each final assembly factory manufacturing the certified product must be certified in accordance with ISO 14001, or EMAS registered.

Submit the following to an approved verifier:

- A copy of a valid ISO 14001 certificate or EMAS registration for every final assembly factory manufacturing certified products.

Submit the following together with the application 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 or EMAS registration is available on TCO Certified Portal at all times, for every final assembly factory manufacturing certified products.

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

The applicant may ask for an extended time period of a maximum 12 months on behalf of a factory that is not yet certified or registered, by completing 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 or EMAS registration 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.

3.2 Energy efficiency indicators

Background

While IT products become increasingly energy efficient in the use phase, there are still improvements to be made in the manufacturing phase. Life cycle assessments show that many IT products consume more energy during manufacturing than during the use phase.

Applicability

All product categories.

3.2.1 Mandate

Each final assembly factory must report the previous calendar year energy efficiency indicators by the end of August each year. (This applies until the year after a certificate has expired.)

Submit the following to an approved verifier:

Completed and signed factory form(s) (chapter 11.2)

Submit the following together with the application to TCO Development:

1. A copy of the verification report(s) from a verifier approved by TCO Development.
2. The energy efficiency indicators must be reported in TCO Certified Portal.

4 User health and safety

User health and safety – essential for IT product sustainability

An IT product must be safe to use and should provide the user with the function and comfort needed to support productivity.

Examples of identified safety risks that are relevant to IT products include:

- product overheating, leading to increased fire risk.
- battery volatility, burning or explosion.
- poor electrical safety design, that may give the user an electric shock or cause a fire.

In addition, an ergonomically designed IT product is better positioned to meet the user's needs longer and be a more sustainable product choice.

TCO Certified – verifying product safety, protecting the user

Chapter 4 in TCO Certified includes criteria for product and electrical safety as well as ergonomic design, and user health.

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 power supplies as well as any external power supply intended to be used together with the product.

References

4.1.

4.1.1 Mandate

The product and external power supply/supplies must be certified according to EN/IEC 60950 or EN/IEC 60065 or EN/IEC 62368-1.

Submit the following to an approved verifier:

- A copy of a valid CB certificate or a national certificate from a CB member (NCB) for the product.

Submit the following together with the application to TCO Development:

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

4.2 SAR measurements

Background

SAR measurements are the only internationally accepted and utilised method for measuring the absorbed emission energy in unit volumes of brain tissue. Most countries in the world apply a SAR value of maximum 2.0 W/kg measured in any cube of 10 gram of biological tissue according to EN 62209-1. TCO Development has chosen a SAR value of maximum 0.04 W/kg for wireless headsets. The mandatory criteria shall not be regarded as hygienic limit values.

Applicability

All cordless headsets.

References

13 and 14.

4.2.1 Mandate

The SAR value must be equal to or less than 0.04 W/kg for any cube of 10 g phantom tissue.

Submit the following to an approved verifier:

A copy of a test report from a test facility accredited to EN 62209-1 by an EA (European cooperation for Accreditation) recognised accreditation body. If the output power of the headset is so low that the SAR value of 0.04 W/kg will not be exceeded, SAR tests are not needed.

Submit the following together with the application 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.

4.3 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.

References

1, 2, 3, 4, 5, 6, 7 and 8.

4.3.1 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.

Submit the following together with the application to TCO Development:

- Pictures of the headset mounted on the HATS from front, back and each side.
- Specify if the headset is monaural or binaural.
- A copy of the test report(s), and a copy of the verification report(s) from a verifier approved by TCO Development.

4.3.2 Clarification

Test laboratory requirements

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.

4.4 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.

References

10 and 11.

4.4.1 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.

Submit the following to an approved verifier:

A completed and signed product form (chapter 11.3)

Submit the following together with the application 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

Product performance is vital for extended life and user productivity

Product performance is essential for user satisfaction and productivity. A well-performing product can also likely be used effectively for a longer period of time before being replaced. Products that maintain a high level of performance can also be valuable for re-use, further extending its usable life. Cost savings and reduced environmental impact are also viable outcomes.

To move toward greater sustainability, product performance factors must also be in balance with environmental effects. For example, high product performance should not be at the expense of energy efficiency, which is vital for reducing the climate impact of IT products.

A high performing product should also be comfortable to use. It may improve user productivity and reduce the risk of health and safety problems, such as eyestrain, headache and repetitive strain injuries.

TCO Certified — product performance for extended life and lower environmental impact

In chapter 5 of TCO Certified, generation 8, criteria for product performance are specific to each product category and focus on energy efficiency, display image quality, computer keyboard design as well as volume control and sound quality, where relevant.

5.1 Energy efficiency – external power supply

Background

Energy production is a large source of greenhouse gas emissions globally. Therefore, one of the most important factors in decreasing the carbon footprint of IT products, is to make sure that they are energy efficient. With an ever-increasing volume of IT equipment in use, the energy efficiency in the production and use phase of each product is vital. To reduce the energy consumption of the product the external power supply must conform with the International Efficiency Marking Protocol for External Power Supplies.

Applicability

All external power supplies.

References

5.2.

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.

Submit the following together with the application to TCO Development:

- A copy of the marking label for the external power supply.
- A copy of a verification report from a verifier approved by TCO Development.

5.2 Sound quality test

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.

References

1, 2, 6, 7 and 8.

5.2.1 Mandate

For analogue headsets:

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

Submit the following together with the application to TCO Development:

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

5.2.2 Clarification

Test laboratory requirements

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.

References

3, 6 and 9.

5.3.1 Mandate

The sound level for a headset must be adjustable through a volume control. It must be clearly marked where the user adjust the volume as well as how to increase and decrease the volume.

Submit the following to an approved verifier:

A completed and signed product form (chapter 11.3)

Submit the following together with the application to TCO Development:

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

6 Product lifetime extension

IT products and the circular economy

The concept of a circular economy is one that moves away from the linear “take, make and dispose” approach to products, to an economy that is more regenerative, and decouples economic activity from the consumption of finite resources. For products, a move to a more circular approach means designing out waste from the product ecosystem, and keeping products and materials in their intended use longer.

Today, too many IT products are discarded prematurely because of components or performance aspects that could have been upgraded or repaired. There is also a growing market for second hand use of IT products, which also allows computers and other electronics to stay in use longer.

The best way to begin taking a more circular approach to the production and consumption of IT products, is extending their usable life. Product reuse is also more resource efficient than remanufacturing and recycling. For the IT industry, this means designing products that are durable, built to last, and upgradeable, making them more attractive for reuse or secondary markets.

TCO Certified – extending product life, upgradability, durability

We believe that a more circular approach to IT products is critical in the drive toward an environmentally and socially responsible life cycle. Therefore, in TCO Certified, generation 8, we have included criteria that enable and promote product lifetime extension.

6.1 Product warranty

Background

By extending product lifetime, natural resources are used more efficiently and the pollution to air and water is reduced. 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.

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: Is an agreement where the brand owner offers to repair or replace broken products at no charge.

Applicability

All product categories.

6.1.1 Mandate

The brand owner must provide a product warranty for at least one year, covering all markets where the product is sold.

Submit the following to an approved verifier:

- A completed and signed brand owner product form (chapter 11.4).

Submit the following together with the application to TCO Development:

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

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 making these critical replaceable components available and providing the user with clear instructions on how to exchange them, IT-products can live longer.

Definitions

CPU: Central processing unit

GPU: Graphics processing unit

RAM: Random access memory

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.

Storage: any computing hardware that is used for storing, porting and extracting data files and objects, including temporarily and permanently storage of information. E.g. (SSD, HDD, RAM).

Display assembly: main display panel.

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

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 potential to fail during normal use. A list of the critical replaceable components as defined by TCO Certified is specified for each product group.

Applicability

All product categories.

References

6.1, 6.2.

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 online for anyone to read, free of charge.
- The brand owner must guarantee that, during the validity of the certificate, all critical replaceable components for the product type, that are listed in the clarifications of this criterion;
 - are available for anyone to purchase
or
 - may be replaced by a service network for repair and maintenance of the certified product on all markets where it is sold.

Submit the following to an approved verifier:

- A completed and signed brand owner form (chapter 11.4)
- 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

Submit the following together with the application to TCO Development:

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

6.2.2 Clarifications

Replaceable parts management

- The brand owner must provide a service manual including step by step instructions and component descriptions for the disassembly/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 fulfill the mandate 6.2.1.
- 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 throughout the whole lifetime of the certificate.
- Step-by-step instructions on how to replace CPU and RAM does not need to be listed in the service manual (mandate 6.2.1) when CPU or RAM is soldered directly onto the main board.

The critical replaceable components for each product type are listed below:

Critical replaceable components:

Displays Connectivity cables Power cables External PSU	Tablets Battery Display Panel/Display assembly External/internal PSU
All-in-one PCs External/internal PSU Storage (SSD, HDD, ODD, RAM) System/motherboard	Smartphones Battery Display Panel/Display assembly Charger
Notebooks Battery Display Panel/Display assembly Storage (SSD, HDD, RAM) External/internal PSU Keyboard System/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, RAM) System/motherboard	Projectors The light source (except lasers) Filters External PSU

The critical replaceable components listed in the clarification need only be made available if they are part of the certified product.

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 to why the products are discarded or replaced is the short life of main batteries installed in portable IT products. To extend the products' usable life, the main battery must withstand a minimum of 300 charging cycles.

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 charge (SoC): The remaining battery capacity expressed as a percentage of full-charge capacity (SBS-IF, 1998). The SoC indicates the remaining battery charge (0-100%).

Initial SoC: The specified capacity by the manufacturer. The specified capacity of a new battery should be 100%.

Battery cycle: One battery cycle is completed when the battery is fully discharged from 100% down to 0% and then charged back up to 100%. This could be performed by partially charging-discharging the battery multiple times on different SoC levels as long as the total amount of charge-discharge percentage is the same as one full charge-discharge cycle.

Applicability

Notebooks, headsets, tablets, smartphones.

References

6.3-6.6.

6.3.1 Mandate

- The main battery must be able to withstand a minimum of 300 charging cycles with at least 60% of the initial capacity.

Submit the following to an approved verifier:

- A copy of the test report(s) from a laboratory accredited according to ISO 17025.
- A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

1. A copy of a verification report from a verifier approved by TCO Development.
2. The name, the amount of charging cycles, the capacity left of initial capacity after the specified amount of cycles for all main batteries must be reported in TCO Certified Portal.

6.3.2 Clarification

If the test report shows a different number of charging cycles and/or remaining capacity than what is required in TCO Certified, then scientific methodology may be used to prove conformity in theory at 300 cycles.

All battery configurations that accompany the product must be tested by an ISO 17025 accredited test facility.

The test shall be done according to IEC 61960 standard. Equivalent standards may be used provided that an approved verifier has analyzed the test method and concluded that the alternative test method is equal to or stricter than IEC 61960.

When performing the battery cycles test "endurance in cycles at a rate of 0.2 C" specified in IEC 61960, the accelerated test procedure using 0.5C can be used to speed up the testing procedure.

The minimum amount of charging cycles with at least 60% of the initial capacity for the main battery will be shown on the certificate.

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.

Applicability

Notebooks, headsets, smartphones and tablets.

6.4.1 Mandate

The brand owner must guarantee that the main battery is replaceable by the end-user and/or technician. Instructions on how to replace the battery must be available for anyone to read, free of charge online throughout the whole lifetime of the certificate.

Submit the following to an approved verifier:

- A link to instructions on the brand owner website or a pdf of the material that will be published there during the validity of the certificate
- A completed and signed product form (chapter 11.3)

Submit the following together with the application to TCO Development:

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

6.5 Cable pull and 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.

6.5.1 Mandate

The cable must meet the requirement according to IEC 60320 clause 22.4, 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).

Submit the following together with the application to TCO Development:

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

6.6 Head and ear attachment flex test

Background

Headsets designed for professional use must be of high quality. The surfaces or parts coming in contact with the user's head or ears, such as a headband, neckband or ear hook must be durable and constructed to withstand normal use without breaking during the expected lifetime of the headset.

Applicability

All headsets.

6.6.1 Mandate

A flex test of all parts coming in contact with the user's head and ear, including the headband, neckband, ear hook and any other parts must be carried out to ensure that they are durable enough to withstand that the headset is put on and taken off the head / ears at least 20,000 times.

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).

Submit the following together with the application to TCO Development:

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

6.7 Microphone attachment flex test

Background

Headsets designed for professional use must be of high quality. The microphone attachment, including the microphone arm and microphone boom, must be constructed to withstand normal use without breaking during the expected lifetime of the headset.

Microphone attachment flex test

Applicability

All headsets.

6.7.1 Mandate

Flexing and rotating of the microphone attachment; microphone arm, microphone boom or other parts with the same purpose must be performed at least 25,000 times.

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).

Submit the following together with the application to TCO Development:

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

7 Reduction of hazardous substances

Hazardous substances in IT products: A human health and environmental risk

Chemicals and heavy metals used in IT products present a wide variety of human health and environmental hazards. Throughout the life cycle, products may release dioxins, halogens and other toxins, which can persist in the natural environment and human body.

IT products contain a number of substances that can be categorized as hazardous. These include flame retardants, used to prevent products from catching fire, and plasticizers, that make plastics, especially cables, more flexible.

Risks include worker and environmental exposure in the manufacturing supply chain as well as during end of life handling. In addition, contaminated materials cannot responsibly be used in new products since they include substances that may be banned in the future. These materials risk being incinerated or discarded directly into the waste stream, adding to the problem.

While some hazardous substances have been phased out through legislation or voluntary initiatives, too little is known about the substances being used to replace them. Only a small percentage of chemicals in use today have been evaluated for their environmental and human health risk. Better knowledge and transparency around these chemicals is needed, along with a pathway for making substitutions.

TCO Certified – reducing risk, driving a shift to safer substitutes

Criteria in chapter 7 focus on:

- Further reducing the use of hazardous substances by restricting the use of them in certified products. These substances include heavy metals, halogens and high hazard non-halogens.
- Driving a shift toward transparency and safer substitutes through independent assessment and use of safer alternative substances to non-halogenated flame retardants and plasticizers. The assessed and approved safer alternatives are presented on the 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, in the use phase where additives can leak from the plastic and accumulate in dust, harming both our health and the environment, 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 RoHS2 Directive (2011/65/EU), except that TCO Certified does not allow mercury in the display panel backlight. As TCO Certified is a global certification, this also affects products sold outside the EU.

Applicability

Displays, notebooks, tablets, smartphones, desktops, all-in-one PC's, headsets.

References

7.1, 7.2.

7.1.1 Mandate

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

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

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

7.1.2 Clarification

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 for cadmium, mercury, lead and hexavalent chromium are according to EU Directive 2011/65/EU (RoHS) 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 EU Directive 2006/66/EC.

7.2 Halogens

Background

Halogenated flame retardants and plasticizers 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. The substances may migrate from the products to humans during the use phase, with unknown health effects. At end of life, the substances risk leaking out into the natural environment. PVC is by far the most common halogen-containing plastic.

Definitions

Printed wiring board laminate is a printed board that provides point-to-point connections.

Halogens are a group of five chemically related non-metallic elements in the Periodic Table; fluorine, chlorine, bromine, iodine and astatine.

Polybrominated biphenyls (PBB) and Polybrominated diphenyl ethers (PBDE) are restricted in the RoHS directive (2002/95/EC) 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.

Applicability

All product categories.

References

7.2, 7.3.

7.2.1 Mandate

1. Parts that weigh more than 25 grams (10 g for headsets and 5 g for smartphones) and are made mainly of plastics must not contain flame retardants or plasticizers with halogenated substances or intentionally added halogens as part of the polymer.
 - a. Exempted are printed wiring board laminates, electronic components and all kinds of cable insulation.
2. The product must not contain PBB, PBDE and HBCDD.
 - a. Note: This applies to components, parts and raw materials in all assemblies and sub-assemblies of the product, such as batteries, paint, surface treatment, plastics and electronic components.

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3)

Submit the following together with the application to TCO Development:

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

7.2.2 Clarification

1. The criterion applies to plastic parts in all assemblies and sub-assemblies. LCD panels are included in the requirement.
2. The criterion applies to the whole of the 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.

HBCDD has been identified as a Substance of Very High Concern in accordance with EU's REACH criteria. The main application of HBCDD in EEE is a flame retardant in HIPS plastic being used for closures and structural parts of different types of EEE. TCO Development considers that the use of HBCDD in EEE is not deemed essential as technically suitable alternative substances and materials are available and already used extensively today.

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

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

7.3 Non-halogenated substances

Background

The purpose of this criterion is to increase the knowledge of what non-halogenated substances are used in certified products, how hazardous they are to human health and the environment, and to drive a shift towards less hazardous alternatives. Non-halogenated substances may be problematic in the manufacturing and material recovery phases where workers and the environment can be exposed.

This mandate uses the hazard assessment and decision logic framework GreenScreen® for Safer Chemicals, developed by the non-profit organization Clean Production Action (CPA). The GreenScreen criteria are in line with international standards and regulations including the Globally Harmonized System of Classification and Labelling of Chemicals (GHS), OECD testing protocols and the European REACH Regulation. The U.S. EPA's Design for Environment (DfE) Alternatives Assessment is also an important influence for GreenScreen.

Definitions

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

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

Applicability

All product categories.

References

7.4, 7.5, 7.6.

7.3.1 Mandate

- Non-halogenated flame retardants used in parts that weigh more than 25 grams (10 g for headsets and 5 g for smartphones) and are made mainly of plastics must have been assigned a GreenScreen benchmark score of 2, 3 or 4 by a licensed GreenScreen Profiler and appear on the public TCO Certified Accepted Substance List. (A benchmark U may only be accepted when the “worst case scenario” for data gaps is considered to be a benchmark 2 or above.)
- All substances of a mixture must be accounted for. Non-accepted substances must not exceed concentration levels of 0.1% by weight of the flame retardant.
- Exempted are printed wiring board laminates, electronic components and all kinds of cable insulation.

Submit the following to an approved verifier:

- A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
- A copy of the full certified assessment report or a certificate/summary with remote access to the full report issued by a GreenScreen licensed profiler.

7.3.2 Clarification

TCO Certified Accepted Substance List

Non-halogenated flame retardants can be used in certified products once they receive an accepted benchmark and appear on the public TCO Certified Accepted Substance List. The list is dynamic, which allows new substances that have undergone a valid assessment to be added or for accepted substances to come under reassessment in light of new scientific findings. If an accepted substance is reassessed and given a benchmark score lower than 2, TCO Development reserves the right to remove the substance from the TCO Certified Accepted Substance List. The date for removal will be announced at least one year before it is made effective, to give product manufacturers time to switch to safer alternatives. Any spot-checks by TCO Development will include disclosure of relevant flame retardants being used in randomly chosen products. Spot checks are conducted to verify that the obligations according to this mandate are fulfilled and will include the safety data sheet (SDS) and the right to request that a substance undergo further reviews to assess the completeness, quality and validity of a draft benchmark score, such as through a verified GreenScreen assessment.

TCO Development require to review the full certified assessment report. It is acceptable for the applicant to submit a copy of a certificate / summary of the certified assessment result as long as it is issued by a licensed profiler. In this case TCO Development must be given access to the the certified assessment report kept on the service provider's database. Once TCO Development has reviewed the certified assessment report, the substance will be added to the TCO Certified Accepted Substance List available at tcocertified.com.

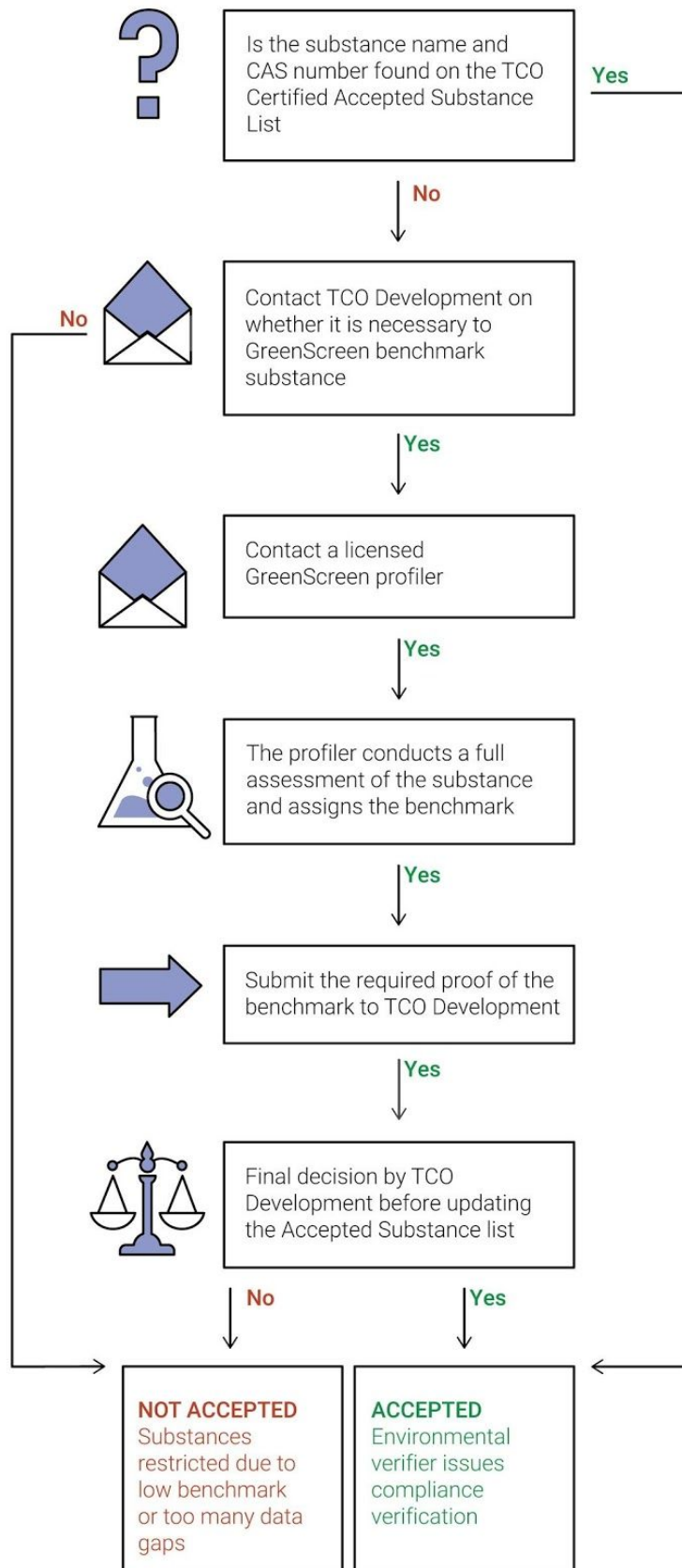
Sites that have GreenScreen assessment reports publicly available are GreenScreen Store (greenscreenchemicals.org) and Interstate Chemicals Clearinghouse (theic2.org).

Conformity procedure (See also Flow chart 7.3.2)

- The applicant must contact suppliers such as the plastic and panel manufacturer and ask them to confirm that they only use flame retardants and plasticisers that include substances on TCO Certified Accepted Substance List.
- If all flame retardants and plasticisers only include substances on TCO Certified Accepted Substance List, complete the product form 11.3 and submit it to an approved environmental verifier. When the verifier considers all environmental documentation to be in conformity they will issue an environmental verification to the applicant.
- If any flame retardant or plasticiser is used that contains a substance that is above the threshold level but doesn't appear on TCO Certified Accepted Substance List, then it must be added before approval can be given by an environmental verifier.

For this, the procedure is as follows:

1. Contact TCO Development directly to see if we have any additional information on the substance: Reasons for the substance's absence can be that the substance has received benchmark 1, that no assessment has been conducted or that it has a benchmark score U (unspecified) due to a high number of data gaps.
2. If TCO Development requires the substance to be benchmarked, we recommend that you contact your suppliers and inform them that the substance will need an assessment by a GreenScreen licensed profiler. The list of licensed profilers can be found on the Clean Production Action website at greenscreenchemicals.org.
3. A draft report per substance (not per product) is assembled by the licensed profiler from the available information (literature search, structural similarity comparison, expert judgment).
4. It is the licensed profiler that sets the benchmark score per relevant substance, which is valid for at least three years.
5. Benchmark reports or certificate / summary must be submitted to TCO Development for final approval before a substance is added to the TCO Certified Accepted Substance List.
6. Once a substance is added to the list and the environmental verifier identifies them, then they will issue the environmental verification to the applicant (see above point 1: "If all flame retardants and plasticizers only include substances on the TCO Certified Accepted Substance List the procedure is as follows").



Flow chart 7.3.2 Conformity procedure TCO Certified Accepted Substance List

Applying for an extended period of time for substances not on the TCO Certified Accepted Substance List

Applicants signing the mandate have the option to seek an extended period of time in order to complete assessments or substitute substances with unknown hazard levels. Upon request for an extension, the applicant is required to 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 in question and include a timeline for the assessment and / or substitution to be completed. If an extension application is not granted the applicant is required to ensure that all used flame retardants or plasticisers only include substances that are on the TCO Certified Accepted Substance List before an environmental verification can be issued for the product model by an environmental verifier. If the agreed extension due date is exceeded without conformity, then the environmental verifier must contact TCO Development and a course of action will be decided after discussing the issue with the applicant.

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, restrict the use of four phthalates. TCO Development is committed to take 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 tcocertified.com.

This mandate uses the hazard assessment and decision logic framework called GreenScreen® for Safer Chemicals, developed by the non-profit organization Clean Production Action (CPA).

The GreenScreen criteria are in line with international standards and regulations including the Globally Harmonized System of Classification and Labelling of Chemicals (GHS), OECD testing protocols and the European REACH Regulation. The U.S. EPA's Design for Environment (DfE) Alternatives Assessment is also an important influence for GreenScreen.

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

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

Applicability

All product categories.

References

7.4, 7.5, 7.6.

7.4.1 Mandate

- Plasticizers used in product housing and cable insulations must have been assigned a GreenScreen benchmark score of 2, 3 or 4 by a licensed GreenScreen profiler and appear on the public TCO Certified Accepted Substance List. A benchmark U is only accepted when the “worst case scenario” for data gaps is considered to be a benchmark 2 or above.
- 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:

- A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

- A copy of a verification report from a verifier approved by TCO Development.
- A copy of the full certified assessment report or a certificate/summary with remote access to the full report issued by a GreenScreen licensed profiler.

7.4.2 Clarification

TCO Development require to review the full certified assessment report. It is acceptable for the applicant to submit a copy of a certificate / summary of the certified assessment result as long as it is issued by a licensed profiler. In this case TCO Development must be given access to the the certified assessment report kept on the service provider's database. Once TCO Development has reviewed the certified assessment report, the substance will be added to the TCO Certified Accepted Substance List available at tcocertified.com.

For details on the rules for adding a substance to the TCO Certified Accepted Substance List, refer to clarifications under the mandate non-halogenated substances 7.3 clarifications.

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.

References

7.7.

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:

- A completed and signed product form (chapter 11.3).

Submit the following together with the application to TCO Development:

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

7.5.2 Clarification

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

8 Material recovery

E-waste prevention and recovery of safer materials essential for a sustainable life cycle

According to the United Nations University, electronic waste is the fastest growing waste stream in the world, with nearly 50 million metric tons generated every year. Today, a large share of e-waste ends up in scrap heaps or is incinerated, causing pollution, human health hazards, and the loss of valuable resources such as copper, gold and rare earth metals.

The amount of e-waste can be reduced if IT products are recovered at their end of life.

Product and material recovery should be made easier for three main reasons:

- to conserve natural resources,
- to decrease environmental impact and,
- to encourage material reuse.

Taking back used products and recovering their materials supports a more sustainable, circular approach to the product life cycle. To drive this positive development, products and their packaging must be designed in a way that enables remanufacturing and recycling. To be effective, this approach also requires that products are made using safer materials, that are more attractive for re-use.

IT brand owners must also have systems in place for taking back discarded products and handling them in a responsible way.

TCO Certified — supporting take-back and material recovery

In TCO Certified, chapter 8, the criteria place responsibility on the brand owner for:

- material coding of plastics,
- product packaging and,
- product take back system.

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.

Applicability

All product categories.

8.1.1 Mandate

- Non-reusable packaging components weighing more than 25 grams must be possible to separate into single material types without the use of tools.
- Exempted is reusable packaging.

Submit the following to an approved verifier:

A completed and signed product form (chapter 11.3)

The following information must be submitted with the application to TCO

Development:

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

8.2 Take back system

Background

The vast amount of electronic waste in the world today is a rapidly growing environmental problem. It is therefore important that manufacturers provide mechanisms to take back their equipment. This is consistent with the principle of individual producer responsibility, wherein each manufacturer must be financially responsible for managing its own branded products at end-of-use. Currently, large amounts of electronic waste is being exported to developing countries where it is managed unsustainably, burdening local communities with this global environmental problem. The Basel Convention governs the export of many types of electronic waste, however it is not properly implemented in all countries. With this mandate, TCO Development aims to influence the expansion of better electronic waste management practices to more countries.

Definition

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.

Take back system is a system that makes sure that the customer can return used products to be recycled. The system can be with or without a fee.

Environmentally acceptable recycling methods are:

- Product and component reuse
- Material recycling with secured handling of hazardous chemicals and heavy metals
- Pollution-controlled energy recovery of parts of the product

Applicability

All product categories.

References

8.4.

8.2.1 Mandate

The brand owner (or its representative, associated company or affiliate) must offer their customers the option to return used products for environmentally acceptable recycling methods in at least one market where the product is sold and where electronics take back regulation is not in practice at the date of application.

At least one option must be fulfilled:

1. Product is sold only on WEEE legislation markets or similar
2. World-wide product take back
3. One additional market lacking WEEE legislation where product take back is offered

Submit the following to an approved verifier:

A completed and signed brand owner product form (chapter 11.4)

The following information must be submitted with the application to TCO

Development:

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

8.2.2 Clarification

If the applicant chooses *option 1* (Product only sold on markets with WEEE legislation or similar) and signs the form, the requirement is fulfilled.

If *option 2* or *3* (World-wide product take back or one additional market lacking WEEE legislation where product take back is offered) is chosen, the form must be signed and the applicant must provide a short description of how the take-back system on that market works. This can also be done by giving a reference (for example a link to a website) to the representative, associated company or affiliate taking care of the take-back system on that market.

In case of *option 3*, the applicant must also provide the name of the market (country) where a take back system is provided.

TCO Development has no requirement on the take-back system being free of charge.

It is important to point out that any recycling and waste export control legislation in countries where the applicant operates must always be met.

9 Test conditions for headsets

9.1 General test conditions

Definitions of a test object

The product 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.

10 References

International standards organizations referred to in the reference list below and their web sites.

- ASTM, American Society for Testing and Materials, <http://www.astm.org/>
- CIE, Commission Internationale de l'Eclairage, International Commission on Illumination, www.cie.co.at/cie/
- DIN, Deutsches Institut für Normung e. V., www2.din.de
- EBU, European Broadcasting Union, http://www.ebu.ch/tech_info.html
- IEC, International Electrotechnical Commission, www.iec.ch
- ISO, International Organization for Standardization, <http://www.iso.org/>
- ITU, International Telecommunication Union www.itu.int/home/index.html
- SMPTE, Society of Motion Picture Television Engineers, www.smpste.org
- VESA, Video Electronics Standards Association, www.vesa.org

1.1 EN 60950-1 (IEC 60950-1). Safety of information technology equipment including business equipment.

- 2.1 Responsible Business Alliance (RBA), <http://www.responsiblebusiness.org/>
- 2.2 SA8000, <http://www.sa-intl.org>
- 2.3 Amfori BSCI, <http://www.amfori.org/>
- 2.4 <https://iccwbo.org/global-issues-trends/responsible-business/combating-corruption/>
- 2.5 <http://www.oecd.org/corporate/mne/mining.htm>
- 2.6 EPRM: <https://europeanpartnership-responsibleminerals.eu/>
- 2.7 RCI <http://en.cccmc.org.cn/news/58372.htm>
- 2.8 RMI <http://www.responsiblemineralsinitiative.org/>
- 2.9 EMAS EU regulation no 761/2001 concerning the voluntary participation of industrial companies in the Union's environmental control and review structure.
- 2.10 ISO 14001 Environmental management systems - Specification with guidance for use
- 2.11 <https://www.bsigroup.com/en-GB/standards/>
- 2.12 <https://www.iso.org/iso-45001-occupational-health-and-safety.html>
- 2.13 <http://www.centerforsustainabilitysolutions.org/clean-electronics/>

3.1 EMAS EU regulation no 761/2001 concerning the voluntary participation of industrial companies in the Union's environmental control and review structure

3.2 ISO 14001 Environmental management systems - Specification with guidance for use

4.1 EN 60950 (IEC 60950). Safety of information technology equipment including business equipment.

4.2 ISO 7779:2010, Acoustics – Measurements of airborne noise emitted by computer and business equipment. This international standard is based on ECMA-74.

4.3 ISO 3741:2010, Acoustics – Determination of sound power levels of noise sources using sound pressure – Precision methods for reverberation rooms.

4.4 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.

4.5 ISO 3745:2003, Acoustics – Determination of sound power levels of noise sources – Precision methods for anechoic and semi anechoic rooms.

4.6 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.

4.7 ISO 9296:1998, Acoustics – Declared noise emission values of computer and business equipment.

4.8 Standard ECMA-74 8th edition, Measurement of Airborne Noise Emitted by Information Technology and Telecommunications Equipment.

5.01 ENERGY STAR® Program Requirements for Computers

5.02 International Efficiency Marking Protocol for External Power Supplies

5.03 CIE Publication 69 (1987), Methods of characterizing illuminance meters and luminance meters: performance characteristics and specifications.

5.04 Flat Panel Display Measurements Standard, (FPDM), Version 2.0, VESA - Video Electronics Standards Association Display Metrology Committee. June 1, 2001, CA 95035, Milpitas.

5.05 ISO 3664:1999. Viewing conditions for graphic technology and photography, p. 10 Monitor luminance.

5.06 Barten, P.G.J., (1999) Contrast sensitivity of the human eye and its effects on image quality, SPIE Optical Engineering Press p. 179.

5.07 Wyszecki, G., Stiles, W.S., (1982) Colour Science: Concepts and methods, quantitative data and formula, Second Edition, John Wiley & Sons, Inc. Chapter 7, Visual thresholds, pp 567-569.

5.08 Le Grand, Y. (1957). Light, colour and vision. Chapman and Hall, p. 119

5.09 ISO 3664:1999, Viewing conditions for graphic technology and photography, p. 9 Uniformity of screen luminance.

5.10 Barten, P.G.J., (1999) Contrast sensitivity of the human eye and its effects on image quality, SPIE Optical Engineering Press p. 179 - 181

5.11 Le Grand, Y. (1957). Light, colour and vision. Chapman and Hall, Chapter 11, Luminance difference thresholds, p. 261.

5.12 Le Grand, Y. (1957). Light, colour and vision. Chapman and Hall, Chapter 11, Luminance difference thresholds.

5.14 Kokoschka S. (1986). Visibility aspects of VDUs in terms of contrast and luminance. Behaviour and information technology. vol.5, No. 4, pp 309-333.

5.15 Wyszecki, G., Stiles, W.S., (1982) Colour Science: Concepts and methods, quantitative data and formula, Second Edition, John Wiley & Sons, Inc. Chapter 7, Visual thresholds, pp 574-575.

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7.1 EU Directive 2006/66/EC on batteries and accumulators containing certain dangerous substances

7.2 EU Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment

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7.4 GovTrack.us. "H.R. 4040--110th Congress (2007): Consumer Product Safety Improvement Act of 2008, GovTrack.us (database of federal legislation) . Retrieved 14 August 2009. -> <https://echa.europa.eu/sv/home> - NEW

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8.1 EU Directive 67/548/EEC on the approximation of laws, regulations and administrative provisions relating to the classification, packaging and labelling of dangerous substances

8.2 ISO 11469:2000 Plastics - Generic identification and marking of plastics products

8.3 ISO 1043-1, -2, -3, -4 Plastics - Symbols and abbreviated terms

8.4 EU Directive 2002/96/EC on waste electrical and electronic equipment (WEEE)

11 Forms and signatures for application

All forms must be completed, signed and sent to a verifier approved by TCO Development.

The forms in this chapter are for reporting conformity with the mandates in TCO Certified generation 8, for headsets and for providing information about the brand owner management systems, the product and its manufacture.

11.1 Brand owner form

The information in this form refers to the brand owner. The form may cover several of the brand owner's products. The form must be submitted once a year.

11.1.1 Supply chain responsibility (mandate 2.1.1)

The most recent version of the brand owner's code of conduct is attached (yes/no)	
Information on the routines of how management and workers have been informed about the brand owner's code of conduct is attached (yes/no)	
Supply chain responsibility mandate is fulfilled (yes/no)	

11.1.2 Supply chain transparency (mandate 2.2.1)

Name, title, telephone number and email address of the SMR on the TCO Certified portal (yes/no)	
The report from the SMR interview including the verified self-assessment questionnaire (SAQ) is attached (yes/no)	
A date, with a period of less than 12 months, of the planned SMR interview with the name of the approved verifier on the TCO Certified portal (yes/no)	
Supply chain transparency mandate is fulfilled (yes/no)	

11.1.3 Anti corruption management system (mandate 2.3.1)

Anti corruption management mandate is fulfilled (yes/no)	
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11.1.4 Responsibly sourced minerals (mandate 2.4.1)

The most recent version of the public policy and a description of how it is communicated to the supply chain is attached (yes/no)	
A description of the brand owner's structured work on identifying risk areas in their supply chain is attached (yes/no)	
Proof of participation in an approved multi-stakeholder program is attached (yes/no)	
Responsibly sourced minerals mandate is fulfilled (yes/no)	

The brand owner guarantees that the provided information in chapter 11.1 is correct, and accepts to be bound by the listed mandates as they are fully stated in TCO Certified, generation 8, for headsets.

.....
Product brand name

.....
Model name(s) or "All certified products"

.....
Signature

.....
Name and title in block capitals

.....
Date

.....
Brand owner company

11.2 Factory form

The information in this form refers to the factory where products included in the application are manufactured. The form may cover several of the brand owner's products. A separate copy of the form must be used for each factory.

11.2.1 Process chemicals (mandate 2.5.1)

A certificate or audit report for every final assembly factory manufacturing certified products to prove conformity with a structured health and safety management system (OHSAS18001, ISO45001, SA8000, RBA VAP, BSCI) is attached (yes/no)	
A completed process chemical data template for every final assembly factory manufacturing certified products is attached (yes/no)	
Process chemicals mandate is fulfilled (yes/no)	

11.2.2 Environmental management system (mandate 3.1.1)

A copy of a valid ISO 14001 certificate or EMAS registration for every final assembly factory manufacturing certified products is attached (yes/no)	
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11.2.3 Energy efficiency indicators (mandate 3.2.1)

Does the factory have an energy management system? (no/which)	
Total energy consumption for the factory. (KWh/Year)	
Percentage of renewable energy consumed by the factory (%)	
Are there cleanroom facilities in house? (no/classification and amount)	
Is compressed air used for handheld tools at the assembly (no/which)	
Is there in house reflow PCB soldering? (yes/no)	

The applicant guarantees that the provided information in chapter 11.2 is correct, and accepts to be bound by the listed mandates as they are fully stated in TCO Certified, generation 8, for headsets.

.....
Factory name

.....
Factory address

.....
Signature

.....
Name and title in block capitals

.....
Date

.....
Applicant

11.2.4 Product form

The information in this form refers to the product that is included in the application. A separate copy of the form must be used for each product model.

11.2.5 Information to end users (mandate 1.1.1)

mandate fulfilled through (A, B or C): A: As a separate printed or digital document. B: Included in a printed or digital user manual. C: As a separate digital document that is hosted on the brand owner's website. A direct link to the document must be included in the printed or digital user manual mentioned above. (A/B/C)	
Information to end users mandate is fulfilled (yes/no)	

11.2.6 Product specification

Product manufacturer	
Product brand name	
Product brand owner	
Product type/model name	

External Power Supplies

Brand name	Model/type	Rating	Class

A copy of the marking label is attached (yes/no)	
Product specification mandate is fulfilled (yes/no)	

11.2.7 Sustainability performance (mandate 1.3.1)

Sustainability performance mandate is fulfilled (yes/no)	
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11.2.8 Sustainability performance indicators (mandate 1.3.1)

The questions marked with * are the published sustainability performance indicators, which will be printed on the certificate. The rest of the data may be published anonymously, ensuring that no brand owner can be identified.

*Percentage of recycled plastic by weight of total weight of plastic parts	%	
*Total weight of the product and power supply (without packaging)	Kg	
Does the brand owner have a public list of all final assembly factories for the certified product?	yes/no	
Are all final assembly factories manufacturing the certified product SA8000 certified?	yes/no	
Do all final assembly factories manufacturing the certified product use at least 20% renewable energy?	yes/no	
Is it possible to replace all of the critical parts listed in the "Replaceable components" criteria (6.2), without the use of heat or other tools than those intended to turn, slotted (ISO 2380), cross-recessed (Phillips® and Pozidriv®, ISO 8764) or hexalobular recess heads (Torx®, ISO 10664)?	yes/no	
Is the "halogens" criteria met for all plastic parts regardless of weight?	yes/no	
Is the "halogens" criteria met for the whole product without any excepted parts?	yes/no	
Is the "non-halogenated substances" criteria met with no substances used having a GreenScreen® benchmark lower than 3?	yes/no	
Is the "non-halogenated substances" criteria met for all plastic parts regardless of weight?	yes/no	
Is the main battery of the product replaceable without tools?	yes/no	

11.2.9 Electrical safety (mandate 4.1.1)

A copy of a valid CB certificate or a national certificate from a CB member (NCB) for the product is attached (yes/no)	
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11.2.10 Acoustic impulse test (mandate 4.3.1)

Specify if the headset is monaural or binaural	
Pictures of the headset mounted on the HATS, back and each side (yes/no)	
Acoustic impulse test mandate is fulfilled (yes/no)	

11.2.11 Individual adjustment and adaptation (mandate 4.4.1)

Individual adjustment and adaptation mandate is fulfilled (yes/no)	
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11.2.12 Energy efficiency - external power supply (mandate 5.1.1)

A copy of the marking label for the external power supply (yes no)	
--	--

Energy efficiency mandate is fulfilled (yes/no)	
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11.2.13 Volume control (mandate 5.3.1)

Volume control mandate is fulfilled (yes/no)	
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11.2.14 Battery longevity (mandate 6.3.1)

For each battery shipped with the product

A copy of the test report(s) from a laboratory accredited according to ISO 17025 is attached (yes/no)	
Standard(s) used for testing	
Battery technology	

Batteries

Manufacturer	Model name/type	Rated (V)	Capacity (mAh)	Rated value (Wh)	% of initial capacity	Accelerated test (yes/no)	No of cycles

Battery longevity mandate is fulfilled (yes/no)	
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11.2.15 Battery replaceability (mandate 6.4.1)

A link to instructions on the brand owner website or a pdf of the material that will be published there during the validity of the certificate is attached (yes/no)	
Battery replaceability mandate is fulfilled (yes/no)	

11.2.16 Cable pull and flexing (mandate 6.5.1)

Cable pull and flexing mandate is fulfilled (yes/no)	
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11.2.17 Head and ear attachment flex test (mandate 6.6.1)

Head and ear attachment flex test mandate is fulfilled (yes/no)	
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11.2.18 Microphone attachment flex test (mandate 6.7.1)

Microphone attachment flex test mandate is fulfilled (yes/no)	
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11.2.19 Hazardous substances

7.1.1 Heavy metals mandate is fulfilled (yes/no)	
7.2.1 Halogens mandate is fulfilled (yes/no)	
7.3.1 Non- halogenated substances mandate is fulfilled (yes/no)	
7.4.1 Plasticizers mandate is fulfilled (yes/no)	
7.5.1 Hazardous substances in product packaging mandate is fulfilled (yes/no)	

11.2.20 Material recovery

8.1.1 Material coding of plastics mandate is fulfilled (yes/no)	
8.2.1 Product packaging mandate is fulfilled (yes/no)	

The applicant guarantees that the provided information in chapter 11.3 is correct, and accepts to be bound by the listed mandates as they are fully stated in TCO Certified, generation 8, for headsets.

.....
Product brand name

.....
Model name(s)

.....
Signature

.....
Name and title in block capitals

.....
Date

.....
Applicant

11.3 Brand owner product form

The information in this form refers to the product that is included in the application.

The form may be signed once and cover all products, but a copy of the form must be attached to each application.

11.3.1 Product warranty (mandate 6.1.1)

Product warranty - brand owner mandate is fulfilled (yes/no)	
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11.3.2 Replaceable components (mandate 6.2.1)

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 is attached (yes/no)	
Replaceable components mandate is fulfilled (yes/no)	

11.3.3 Take back system (mandate 8.2.1)

Option 1. Product is sold only on WEEE legislation markets or similar (yes/no)	
Option 2. World-wide product take back reference attached (yes/no)	
Option 3. One additional market lacking WEEE legislation where product take back is offered (yes/no)	
Markets:	
Take back system mandate is fulfilled (yes/no)	

11.3.4 Factory identification (mandate 2.1.1)

The final assembly factory/factories that manufacture the certified product are reported at the time of application (yes/no)	
The most recent independent audit and a CAP for each non-conformity was/is provided for the factory (yes/no)	

The brand owner guarantees that the provided information in chapter 11.4 is correct, and accepts to be bound by the listed mandates as they are fully stated in TCO Certified, generation 8, for headsets.

..... Product brand name Model name(s) or "All products"
..... Signature Name and title in block capitals
..... Date Company

11.4 Certification documents

The process chemical data template, self-assessment questionnaire and other relevant documents are available on tcocertified.com/certification-documents.

