

# **CERTIFICATION LAUNCH KIT** UL ECOLOGO<sup>®</sup>

UL Environment | 2017

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# INTRODUCTION

Welcome to the UL Environment ECOLOGO program. As you prepare to communicate your sustainability achievements in the market, we would like to share some important information and helpful resources. In the pages below you will find information on how to best leverage your certification, resources available to maximize the value of the program, and whom to contact should you have any questions. Accompanying this launch kit, you will find the following tools for your use:

- ECOLOGO Certification Marks Place these in marketing communications, on product packaging or on your website to demonstrate your commitment to sustainability. (Note: Certification marks may not be placed in email signatures and should be reserved for promotional communications.)
- Mark Usage Guidelines This document will outline how to leverage the ECOLOGO certification mark properly across channels to ensure alignment with brand requirements.
- **Communications Templates** To get you started, we have provided a press release template and sample social media posts to promote your recent ECOLOGO certification.

If you have any questions or need any support as you go to market with your newly achieved certification(s), please contact us at ULEMarketing@ul.com.





# SPOT SUSTAINABLE PRODUCT DATABASE & MY UL ENVIRONMENT

## SPOT SUSTAINABLE PRODUCT DATABASE

With over 45,000 products, SPOT Sustainable Product Database is the source for credible green products. Once certification is awarded, all products are featured online in SPOT. This digital tool for manufacturers was developed to make it easy for architects and designers to identify your green products by sustainable attributes, MasterFormat product codes and building rating system credits such as LEED v4. Products can be added to SPOT through the MYULEnvironment Portal (see page 5 for details).

## **Navigating Product Listings**

Product listings can be searched by certification type, product category, manufacturer or brand, sustainable credits like LEED, or standard number.

Product listings allow you to share details about your certified products including photos, product description, and retail outlets where your products can be found. Additionally, viewers can download certificates of compliance that serve as documentation for green building and specification programs, codes, and procurement policies.

Explore SPOT by visiting ul.com/spot

## **MY UL ENVIRONMENT PORTAL**

The MyULEnvironment Customer Service Portal is your gateway to updating and adding product listings in SPOT and gaining access to training sessions, marketing collateral and technical resources including available standards. Updated on a regular basis with new information, these resources can help you inform your sales staff and train new employees on your certifications.

Access the MyULEnvironment Portal by visiting http://my.ulenvironment.com

## ACCOUNT ACCESS

## **Register For An Account**

Registering for an account on the MyULEnvironment portal is easy. Here is the step-by-step registration process.

- 1. Go to http://my.ulenvironment.com and click "Not a User, Register Here!" this will take you to the registration page.
- 2. On the registration page, you can create a profile in just 4 easy steps:

## Step 1: Purpose of the Registration

• Note: if you are involved in managing product listings, be sure to check the box indicating that you would like "To Upload Products" and fill out all registration information accurately to minimize possible security delays.

Step 2: Username/Email

Step 3: Information (Contact)

## **Step 4: Email Confirmation**

3. You will then receive a confirmation email with your password. Visit the "Manage Profile" section when you login to change your password.

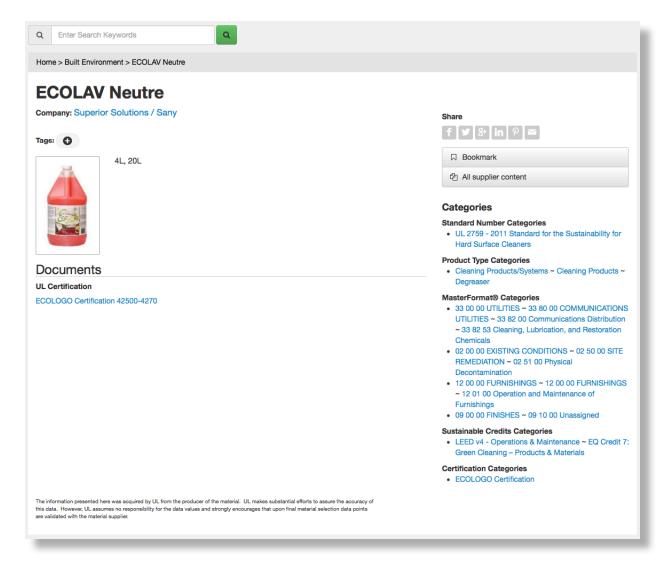


 Note: For security reasons, full access to the "Manage Products" section may be delayed for 1-3 business days in the event your account cannot be immediately verified by the system. If you do not see the "Manage Products" option in the left navigation bar when you first log in, please note that your registration request is being screened. Full access will be provided as quickly as possible, and you will receive an email when it is granted. If you need immediate access or assistance please email: LST.ULE.SPGActivation@ul.com

#### **CREATING & MANAGING PRODUCT LISTINGS**

#### **Create Enhanced Product Listings**

Once you have registered, you will have the ability to create visual, information-rich product listings in order to drive awareness of your offerings. From your product listings, you will be able to download a copy of your most current certificate. We suggest you review some of the listings that have already been enhanced to see for yourself the difference details and pictures can make.



- Once product upload permissions have been added to your account, click on the "Manage Products" button in the navigation bar on the left side of the screen.
  - a. If you are **creating a new product listing**, select the "Add Products" tab in the top navigation bar. Then select "Add Individual Product" at the bottom of the page.
  - b. If you are **updating an existing product listing**, select the "Update Existing Products" tab at the top of the page. Select the checkbox next to the listing you wish to update and click the "Update Selected" button.
- Once on the detail information page, you can add images, product descriptions, retailer locations, contact information, and website URLs.
- If you want to link to your product listing from your company's website, select "Link to This Page" in the left navigation bar and include the link code provided in your website code.
- Click the "Save" button at the bottom of the screen. Your updates will be reviewed by UL Environment and activated online within 1-3 business days. You will be notified via email when they are active.

## Tips for Image and Data Upload:

- Save Time with Bulk Uploads
  - You can bulk upload product images from your hard drive using the "Bulk Photo Upload" tab, and then match them to your listings in the "Unassigned Images" tab.
  - Selecting the checkboxes for multiple listings will allow you to bulk update information that you want to add to every listing (such as retailer, website, contact, etc.). For product specific information such as product description, you will need to update listings one at a time.
- Image File Types:
  - The preferred image file type is JPG (though PNG files are also acceptable).
  - Image filenames may not contain the following characters: \ ?/\*<>"|
  - When uploading/dragging multiple images to the "Bulk Photo Upload" tab, it is best to load a maximum of 100 images at one time.
- Keywords:
  - Terms you enter in the keyword box will pull your listings when a user searches with this function. You may enter unlimited search terms.

## **Listing Under Multiple Brands**

If your products go to market under a strong brand name that creates a corporate identity separate from your company name, you may need to list your products under these identities to avoid confusion in the marketplace.

UL Environment must add brand names to your profile in order for you to assign listings in this manner. You will see brands to which you can assign products in the small drop down at the top right corner of your MyULEnvironment "Manage Products" page. If you would like additional brand names associated with your certified products added to your profile, please contact the operations team (LST.ULE.SPGActivation@ul.com).



## **EDUCATION, TRAINING & SPECIFYING**

#### **101 Education Programs**

Learn how to make the most of your certification by participating in a 30-minute training session that introduces you and your team to the value of your certification and how it helps you communicate your sustainability achievements in the market. Available training sessions include:

- ECOLOGO 101
- GREENGUARD 101
- Environmental Product Declaration (EPD) 101

To request a training session, please contact ULEeducation@ul.com.

## **Train the Trainer**

UL Environment has developed numerous Continuing Education Units (CEUs) that manufacturers can offer to their customers/clients by participating in our Train the Trainer program. All courses are Health, Safety and Welfare (HSW) accredited and contribute to credential maintenance for American Institute of Architects (AIA), Interior Design Continuing Education Council (IDCEC), and the Green Building Certification Institute (GBCI). Becoming an accredited UL Environment trainer is an excellent way to gain and maintain a presence with key product specifiers and buying influencers. Becoming a certified trainer can be done in two ways: through an onsite workshop at your facility or via webinar. Once certified, there is a library of training materials available for you to leverage.

Train the Trainer Courses Available Include (but not limited to):

- True Green Clean: Systematically Healthy Cleaning
- Making the Grade: Healthy Schools Nurturing Healthy Kids

For more information and to set up your training please contact ULEeducation@ul.com.

## **Product Specifications**

UL Environment is involved in outreach to specifiers and code & standard officials. Our participation in the development of green building programs and green purchasing guidelines aids manufacturers who have achieved UL Environment certifications/validations by creating a preference for UL ECOLOGO and UL GREENGUARD Certified products, as well as for products with Environmental Claim Validations and/or Certified EPDs. To view all programs in which UL Environment has been specified, please click on "Specifications" in the left hand navigation of your MyULEnvironment Portal.

## **Getting Specified**

If you are actively trying to get specified for a project, UL Environment has a tool that makes it easier for purchasers, facility managers, and other specifiers to include you in their bid specifications. This tool is a Sustainable Specification Master Spec formatted template that makes including UL Environment certification programs into those specifications easier. The note below is the introduction to the document. View the full Sustainable Specification formatted document.

NOTE TO SPECIFIER: This specification is presented by UL Environment to aid in specifying products that will reduce indoor air pollution and are less hazardous to health and the environment. UL Environment provides three types of documentation that address these environmental issues. For easy identification of UL Environment certified products, their Sustainable Products Directory is maintained at ul.com/spot. The three types of documentation are:



1. ECOLOGO and other Multi-Attribute Environmental Product Certifications are lifecycle-based product certifications that provide additional insight into sustainable attributes of a product, including: materials, energy, manufacturing, operations, health and environment, product performance and use, product stewardship, and innovation. Each product category has its own certification standard, which is cited in this specification. Multi-attribute certifications address the USGBC LEED v3 and LEED v4 credits for material sourcing.

2. GREENGUARD and GREENGUARD Gold Certifications provide evidence of indoor-air-emissions testing according to stringent requirements exceeding the State of California indoor air quality for schools and GSA standards. GREENGUARD and GREENGUARD Gold certifications fulfill the credit requirements of LEED and other high performance building programs for low-emitting products.

3. Environmental Product Declarations are internationally accepted reports detailing the ways in which a product, throughout its lifecycle, affects the environment. EPDs act as neither product ratings nor certifications; rather they are informational resources that provide transparency into a product's environmental impacts. EPDs qualify as ISO 14024 Type III ecolabels. EPDs address the USGBC LEED v3 and LEED v4 credits for material sourcing.

For more information on specification language, please contact ULEeducation@ul.com.

# MARKETING YOUR CERTIFICATIONS

## **UL ECOLOGO CERTIFICATION MARK USAGE**

With the completion of your ECOLOGO certification, you have been provided with a UL Environment certification mark. This mark is your tool to promote your sustainability achievements. To accommodate various communication platforms, two different marks have been provided for use; the preferred mark and the alternate mark (see images below). In communicating your sustainability achievements, you can leverage either of these marks in accordance with the brand guidelines (see the Mark Guidelines PDF provided). Please note that the qualifying language must always appear with the certification mark when using the alternate mark lockup.





To get you started down the path of using your certification mark in your promotional communications, here are a few ways that other customers have leveraged their certification marks.

- Websites & Landing Pages
- Print Advertising
- Product Catalogs (print & online)
- Product Packaging
- Point of Purchase Displays
- Blogs, Social Media & Press Releases
- Tradeshow Booths & Signage

## PROCESS AND APPROVALS: WORKING WITH UL ENVIRONMENT

In order to best support our customers with their marketing efforts and to ensure consistency and accuracy of the message around certification, UL asks that you submit for review all communications that leverage the ECOLOGO mark, messaging about your certification, and the use of UL Environment brand. The following are some examples, though not necessarily an exhaustive list of materials you should submit for approval:

- Press releases announcing certification
- Web content talking about ECOLOGO Certification
- LinkedIn, Facebook, Twitter and other social media posts announcing or promoting certification
- Product packaging bearing the ECOLOGO mark
- · Advertisements with the ECOLOGO mark

## The Process

We ask that you allow 2 - 3 days for review. In special circumstances, we can provide quicker turnaround, but this notice ensures we have plenty of time and the appropriate parties available to review the materials. Please submit all files to ULEMarketing@ul.com for review. Context about the location and use of the mark is appreciated.

## Other

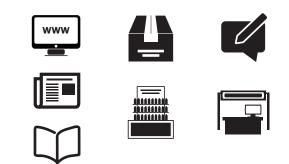
We are happy to provide you with a custom quote from an appropriate UL executive. Simply contact ULEMarketing@ul.com with your request, the purpose/location of the quote and we will contact you to provide what you need.

## MARKETING SUPPORT FROM UL ENVIRONMENT

The UL Environment marketing team is available to support you in communicating your ECOLOGO certification achievements. Here are a few ways our team can support your marketing needs.

- Mark Reviews: Please submit a copy of all assets that include the UL Environment mark to ULEMarketing@ul.com for review and approval. For information on how to properly use the certification mark, please reference the Mark Guidelines PDF provided.
- **Messaging Development:** If you're not sure how to talk about your certifications, UL Environment can work with you to review or create a few key messages about your certification to leverage in your communications.





- Social Media & PR: Go to market with UL Environment. We can work together to provide quotes, review press releases, or amplify your message in the market by engaging and sharing your social content.
- **Team Training:** If you need support engaging multiple people within your organization, UL Environment can provide a training/education session on the value of your certification and how to leverage the marks and messages in market.

Need additional marketing support or strategy? Contact us to talk about additional engagement opportunities to amplify your message in the market to drive the maximum awareness among target audiences and the greatest value to your brand.

For questions or support requests, please contact ULEMarketing@ul.com.

# FREQUENTLY ASKED QUESTIONS

## WHAT ARE THE BENEFITS OF UL ECOLOGO CERTIFICATION?

#### For Manufacturers:

- Competitive advantage and differentiation through credible, third-party review and verification by one of the most trusted ecolabelling programs in the world
- International recognition of environmental performance per ISO 14024
- Specification of products by architects, designers, builders, facility managers, schools, hospitals, governments, and other large purchasing groups across North America & Canada
- Inclusion and promotion in the UL SPOT Sustainable Product Database, a frequently-used resource for audiences seeking sustainable products

#### For Retailers:

- · Increased 'green' consumer appeal and trust
- Validation that products on your shelves meet stringent, third-party verified, multi-attribute, life-cycle based sustainability standards
- Outreach, education, and advocacy geared to key purchasers and other specifiers, helping drive sales of ECOLOGO Certified products

## For Purchasers and Specifiers:

- Compliance with a multitude of green codes, standards, guidelines, and building programs across North America
- Confidence in the environmental performance of products thanks to rigorous third-party review and verification by one of the most trusted and respected testing and certification bodies

## For End Users:

- · Validation and peace of mind that a product has reduced environmental and health impacts
- Confidence in product claims thanks to independent, objective review and certification by one of the most trusted ecolabelling programs in the world



## **CERTIFICATION MARK USAGE**

## Who can use the certification marks?

A Primary Licensee owns the right to advertise that their products and formulas have met UL Environment's stringent standards. The Primary Licensee is the one that owns the proprietary rights to the product formula(s). This is most often the product manufacturer (some exceptions apply). Once the third-party audits are complete and UL Environment verifies all requirements are satisfied, you will receive an evaluation report, mark files, and can download your certificate from the Sustainable Products Guide. For information on how to properly use the certification mark, please reference the Mark Guidelines PDF provided.

## What if I have a private label brand that wants to use the certification mark?

Primary Licensees can offer their clients the opportunity to become certified as a Private Label Licensee. A Private Label licensee owns the right to advertise their products as UL Environment certified but cannot offer the opportunity of UL Environment certification to another party. Due to the nature of the product, electricity clients cannot apply for a Private Label license.

Note that additional fees apply to obtain private label licensee rights. Please contact our Customer Service Team at LST.ULE.OttawaCSTeam@ul.com or 1.800.478.0399 for additional details.

## What if my customers or retailers want to promote that they use or offer UL Environment certified products?

A Non-Exclusive agreement can be executed with customers and retailers of organizations with certified products. The non-exclusive agreement provides organizations the right to advertise to the market their use of UL Environment Certified Products.

Examples of Secondary user claims are:

"We use UL ECOLOGO® Certified Products"

"We sell UL ECOLOGO® Certified Products"

"We print on UL ECOLOGO® Certified Paper"

For further information on how to obtain a Secondary License, please contact our Customer Service Team at LST.ULE.OttawaCSTeam@ul.com or 1.800.478.3099.

## **CERTIFICATION RENEWAL & COMPLIANCE**

## How frequently does the certification license need to be renewed?

Your UL Environment ECOLOGO certification has to be renewed on an annual basis to remain in the program. At the time of renewal, Primary and Private Label clients are required to sign a Declaration of Compliance stating that nothing has been changed at the facilities or in the formulas. The renewal fees must be paid annually upon the established certification date. Failure to complete the renewal process may result in termination from the program.

## What if the requirements of the standard to which I am certified changes?

When a standard is revised to be more stringent, clients must recertify to the new standard criteria unless otherwise instructed. Clients will be notified when a standard has changed and will be given approximately one year to comply with new requirements, otherwise their products will be considered not-certified, removed from SPOT, and the use of the ECOLOGO mark relative to the applicable product(s) is no longer permitted for product labels, catalogs, brochures, website listings, etc. Standard revisions are considered every 5 years and depending on the standard, this process may require a desktop and/or site audit.



## Is the annual renewal equivalent to a recertification?

No, a yearly renewal is not equivalent to a recertification. While a renewal occurs each year, recertification is only required when a standard has been revised. By recertifying you are acknowledging the changes in your agreement with UL and taking action to ensure your product is in line with today's safety demands.

## Are ongoing audits required?

In order to maintain the credibility of the program, UL Environment conducts routine audits to ensure ongoing compliance with its sustainability standards.

What type of audits does UL Environment conduct for my ECOLOGO Certification?

There are 2 primary audits conducted by UL Environment (Desktop and Site Audit). All audit types UL Environment conducts include:

## **Desktop Audit**

Required for all projects, auditors review standard specific documentation provided by the client to ensure that products are compliant with the standard. Fees are based on the number of unique products/formulas, SKUs, etc.

## Site Audit

A Site Audit is required for all new primary applicants and any location that modifies a product in any way, including some Private Label Licensees. Site audits assure that proper processes are in place in order to ensure quality control during the manufacturing of the products.

## Renewable Energy Certificate (REC) Audit

This audit only applies to clients who are certified to the 2010 electricity standard CCD-003 Renewable Low Impact Electricity Products. Section 24 of the standard requires an annual audit of Renewable Energy Certificates (RECs). This may entail the audit of the sale of RECs alone, or RECs included in a bundled product. A REC Audit is required on an annual basis if RECs are being sold by a certified facility.

## **Surveillance Audit**

Conducting a surveillance audit every 3 or 4 years (depending on if your facility is ISO 9001 registered) from the initial date of certification, provides assurance, credibility, and value. Depending on the standard or if any upgrades or changes have occurred to the facility, this audit is either a desktop and/or site audit.

## What if I want to certify additional products or facilities?

If you are already licensed with the program and seek to add additional products or locations for certification under the same license, you will need to complete an additional product or location application. Contact your customer service team, LST.ULE.OttawaCSTeam@ul.com or 1.800.478.3099, for additional details.

## What if I change my product label?

If changes are made to your certified product, not related to its formula, a label review must be conducted. These changes most often include:

- Format changes (adding a 2 liter bottle, changing the number of sheets per roll)
- Changing the layout/colors etc. of the label of the certified product
- Changing the product name and or brand name



Label reviews vary in the degree of auditing required depending on the type and level of change as well as the Standard to which the product is certified.

All label reviews are sent to our Customer Service department for review (LST.ULE.OttawaCSTeam@ul.com).

If there is only a need for a certification mark use review, files should be sent to the Marketing department (ULEmarketing@ul.com).

## What if my product formula changes?

If changes to the way in which your product is made, a formula change application must be submitted. This application is used when a product is already certified and the client is changing a raw material in the formulation. These changes could be minor such as adding fragrance, dye, or using different percentages of existing raw materials. Or the changes could be major surfactant alterations.

Electricity clients may apply for this form of application when re-powering their facility or facilities. This form of change always requires a site audit from our third-party auditing service.

Please send all formula changes to our Customer Service team (LST.ULE.OttawaCSTeam@ul.com).

## WHOM TO CONTACT

## How do I know whom to contact?

UL Environment has a team ready to support and serve you throughout the process of obtaining, marketing and maintaining your ECOLOGO Certification. The chart below is designed to let you quickly identify the best contact for your particular question or need.

<b>WHO TO CONTACT</b>	HOW THEY CAN HELP
Customer Service Team	I have a question about licensing rights or to obtain a secondary license
LST.ULE.OttawaCSTeam@ul.com 1.800.478.0399	I have a question about a revised standard and what to do to comply
	Products have been reformulated or we've made changes in our facilities and I need to
	speak with someone about how this impacts our certification
Marketing Team	I need marketing and messaging support to promote my certification
ULEMarketing@ul.com	I need to submit a press release, social media, or artwork for approval
	I need to submit product packaging featuring the ECOLOGO mark for review and
	approval
Operations Team	I'm having problems with the MyULEnvironment portal and need assistance and/or I
LST.ULE.SPGActivation@ul.com	need to have products activated immediately
	I need to have a brand name added to my profile in the MyULEnvironment portal
Education & Training	I would like to schedule a training session
ULEeducation@ul.com	I would like to take part in the Train-the-Trainer program

