



2015

# Green Tick Sustainable Certification Audit Report



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Recommendation:  
**GRANT**

Issue No. 1

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**Applicants:**                      **Quantum Pacific Limited**

**Eco-planet Limited**

**Recertification:**                **Green Tick<sup>®</sup> Sustainable**

**Audit Report**

**FINAL**

Issue No. 1

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# Audit Report

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## 1 EXECUTIVE SUMMARY

Quantum Pacific Limited and eco-planet Limited (QP) of 6a Te Apunga Place, Mount Wellington, Auckland, New Zealand, have participated in a recertification audit of their premises, operations, and 14 household cleaning products for Green Tick<sup>®</sup> SUSTAINABLE Certification. A 3-yearly re-audit is required to maintain Green Tick<sup>®</sup> certification. QP operates throughout New Zealand, and sells its products to all the major supermarket chains in New Zealand, to private customers, and on-line.

Green Tick<sup>®</sup> Certification Limited (GTC) is a Government approved, independent sustainability certification agency that operates worldwide. GTC's sustainability certification programme is based on a life cycle assessment of an applicant's operations in accordance with the relevant ISO 14000 series of standards for environmental management, and the requirement of the New Zealand Commerce Commission that green claims be supported by life-cycle based evidence. The Green Tick<sup>®</sup> SUSTAINABLE standard has eight health and safety, and 12 environmental performance standards that applicants must meet in order to be awarded Green Tick<sup>®</sup> SUSTAINABLE certification.

QP has reapplied for SUSTAINABLE certification, providing documentation of its health, safety and environmental policies and programmes (HSE), design standards, technology and innovation development (confidential), operational procedures and records, sustainable procurement actions, and government authority records, in support of its application.

A registered Green Tick<sup>®</sup> Lead Auditor conducted an on-site audit in Auckland on 29 May 2015. Documentation was reviewed, a walk-through of the site's production lines and manufacturing facility occurred, and staff were interviewed on the day-to-day policies and operations of the company. A legal Compliance Check of the operations at both sites was undertaken by inspection of relevant HSE records, and government authority electronic records.

The audit findings were that QP was sensitive to managing all of its operations in an efficient manner throughout the whole life cycle of the business. There was a genuine and on-going emphasis on innovation and economy in order to remain competitive, and to cause the least possible impact upon the environment with currently available technology. The evidence provided showed ready compliance with all 20 Green Tick<sup>®</sup> SUSTAINABLE standards.

The Green Tick<sup>®</sup> Certification Board awarded QP Green Tick<sup>®</sup> SUSTAINABLE certification for a period of three years from 30 May 2015 - 30 May 2018.

### CORPORATE CERTIFICATION

Eco-planet Limited  
Quantum Pacific Limited



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## SITE CERTIFICATION

6a Te Apunga Place, Mount Wellington,  
Auckland 1060, New Zealand



## PRODUCT CERTIFICATION

NEXT GENERATION  
DISHWASH LIQUID



NEXT GENERATION  
LAUNDRY POWDER



ECO-PLANET  
ALL PURPOSE HOUSEHOLD CLEANER



ECO-PLANET  
AUTODISHWASH CLEANER



ECO-PLANET  
DISHWASH LIQUID GEL VER2



ECO-PLANET  
DISHWASH LIQUID



ECO-PLANET  
DISHWASH TABLETS



ECO-PLANET  
FABRIC SOFTENER



ECO-PLANET  
LAUNDRY LIQUID



ECO-PLANET  
LAUNDRY POWDER



ECO-PLANET  
LAUNDRY SOAKER



ECO-PLANET  
STAIN REMOVER VER2



ECO-PLANET  
TOILET CLEANER



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## 2 INTRODUCTION

Quantum Pacific Limited, and related company eco-planet Limited (QP) have applied for recertification of Quantum Pacific Limited and eco-planet Limited as Sustainable Corporates; recertification of the QP manufacturing site at 6a Te Apunga Place, Mount Wellington, New Zealand; recertification of two (2) NEXT GENERATION brand household cleaning products; and recertification of twelve (12) ECO-PLANET branded products, Table 1.

**Table 1: Certification Scope**

| Corporate               | Site  | Products   |
|-------------------------|---|--|
| Quantum Pacific Limited | 6a Te Apunga Place, Mount Wellington, Auckland, New Zealand | Dishwash liquid, laundry powder  |
| Eco-planet Limited      | 6a Te Apunga Place, Mount Wellington, Auckland, New Zealand | All purpose cleaner, Auto dish powder, Auto dishwash cleaner, Dishwash liquid gel ver2, Dishwash liquid, Dishwash tablets, Fabric softener, Laundry liquid, Laundry powder, Laundry soaker, Stain remover ver2, Toilet cleaner |

Source: QP records 2015

Some of the products presented for certification are illustrated in Figure 1 below.



**Figure 1: Example eco-planet Products**

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QP sells household cleaning products that are produced in an environmentally-friendly and sustainable manner. It is seeking to have its independent Green Tick® Sustainable certification renewed for a further period of 3 years.



*Figure 2: Certification Sought*

For the QP application, a Green Tick® sustainability recertification requires an independent audit of:

- (a) QP's corporate management policies and procedures at its Head Office;
- (b) QP's policies and procedures at its manufacturing site at 6a Te Apunga Place, Mount Wellington, Auckland, New Zealand; and,
- (c) Production processes and content of the nominated "NEXT GENERATION" and ECO-PLANET" products.

The sustainability audit was conducted by an independent audit team according to the requirements of the ISO 9001 (quality management), ISO 14001 (environmental management), and ISO 17000 (conformity assessment) series quality standards.

This report sets out the objectives, methodology and findings of the sustainability audit conducted over the period May 2015 to June 2015, with a site visit undertaken on 29 May 2015.

It discusses the findings in terms of sustainability standards required for the use of the "Green Tick® SUSTAINABLE" brand. It makes a recommendation as to whether sustainability certification should be awarded to QP for the companies, sites and products identified in this report.





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## 3 GREEN TICK<sup>®</sup> CERTIFICATION PROCESS

Green Tick<sup>®</sup> Certification Limited (GTC) is a Government approved, independent sustainability certification agency that operates worldwide. GTC's sustainability certification programme is based on a life cycle assessment of an applicant's operations in accordance with the relevant ISO 14000 series of standards for environmental management, and the requirement of the New Zealand Commerce Commission that green claims be supported by life-cycle based evidence.

GTC's definition of sustainability is that activities under the Applicant's direct control occur without causing permanent damage to the environment. The Green Tick<sup>®</sup> SUSTAINABLE standard has eight health and safety performance standards, and 12 environmental performance standards (see Table 2). A minimum of 12 months' evidence of compliance with these standards must be provided by an Applicant in order to be awarded Green Tick<sup>®</sup> SUSTAINABLE certification. There are four types of certification:

- Corporate – where the entire corporation is certified for its genuine commitment to sustainability, and the strong sustainability culture present in the organisation;
- Site – where a site's operations are certified as sustainable;
- Product – where a product is certified as sustainable;
- Service – where a service is certified as sustainable.

A formal on-site audit of the applicant's product or service is undertaken by a registered Green Tick<sup>®</sup> auditor. Documentation is reviewed; communications regarding the sustainability culture and performance of the applicant with their staff, suppliers, clients, government authorities and other stakeholders occur; and if required, independent testing of the Applicant's products or services is completed.

The Audit Report is provided in draft form to the Applicant, with a draft recommendation to the Certification Board. There are three recommendation options: GRANT; GRANT on completion of corrective actions required; and DECLINE. Should the draft recommendation be to "GRANT on completion of corrective actions", the Applicant is given a reasonable timeframe to complete those actions.

A Final Audit Report is submitted to the Certification Board, and the Certification Board makes the final decision on the award of Green Tick<sup>®</sup> Certification. The successful Applicant is licensed to use the Green Tick<sup>®</sup> brand as a certification mark for a period of three years. After three years, a recertification audit occurs to verify that the Applicant still meets the certification standards. At any time, GTC reserves the right to "spot audit" the Applicant, at no charge, with a minimum of 24 hours' notice.

The Final Audit Report is published on-line for free on the GTC website [www.greentick.com](http://www.greentick.com). The certification is linked to GTC's Facebook page <http://www.facebook.com/pages/Green-Tick-Certification-Limited/45639086590>, and GTC YouTube channel [www.youtube.com/greentickglobal](http://www.youtube.com/greentickglobal), if a YouTube video option has been chosen by the Applicant.



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## 4 THE APPLICATION

### 4.1 Scope

The scope of this application includes the two companies Quantum Pacific Limited and eco-planet Limited, their manufacturing operations at 6a Te Apunga Place, Mount Wellington, Auckland, and 14 household cleaning products by certification type as shown in Table 2.

QP operates nationwide, selling its products to supermarkets and other retail outlets throughout New Zealand.

**Table 2: Certifications sought by Green Tick® type**

| Corporate               | Site  | Products   | Certification Type  |
|-------------------------|---|--|---|
| Quantum Pacific Limited | 6a Te Apunga Place, Mount Wellington, Auckland, New Zealand | Dishwash liquid, laundry powder  |    |
| Eco-planet Limited      | 6a Te Apunga Place, Mount Wellington, Auckland, New Zealand | All purpose cleaner, Auto dish powder, Auto dishwash cleaner, Dishwash liquid gel ver2, Dishwash liquid, Dishwash tablets, Fabric softener, Laundry liquid, Laundry powder, Laundry soaker, Stain remover ver2, Toilet cleaner |  |

### 4.2 Description of operations

QP's business involves the manufacture of environmentally-friendly household cleaning products. Operations commence with the receipt of raw materials into QP's manufacturing site at 6a Te Apunga Place, Mount Wellington, Auckland, New Zealand.

QP's chemists have devised product specifications to produce household cleaning products with minimal, if any, environmental impacts.

QP's products are created and packaged on site, and delivered to customers and retail chains by transport contractors. A small amount of product is delivered by QP sales agents.

### 4.3 Certification boundaries

The certification boundaries set for this audit are:



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**START:** QP Inwards Goods at its' Auckland site.

**OPERATIONS:** QP operations at its' Auckland site.

**STOP:** QP Outwards Goods at Auckland, to point of delivery by sales representatives.

## 4.4 Life cycle

Figure 2 below illustrates the life cycle of QP's operations.



**Figure 3: Life Cycle**

## 5 CERTIFICATION METHODOLOGY

### 5.1 Overall process

The process for an organisation to gain Green Tick® Sustainability Certification comprises the following stages:

Stage I: Preparing for Certification

Stage II: Making an Application

Stage III: Independent External Sustainability Audit

Stage IV: Corrective Actions (where necessary)

Stage V: Award of SUSTAINABLE Certification and Licensing of “Green Tick® SUSTAINABLE” brand.

This report addresses Stages III-V of the process for QP.

### 5.2 Certification objectives

The Certification Objectives were:

- (1) To conduct a sustainability audit of QP’s corporate policies and operations to determine whether they meet the sustainability standards and quality management criteria required for a Corporate Certification;
- (2) To conduct a sustainability audit of the QP manufacturing site policies and operations to determine whether they meet the sustainability standards and quality management criteria required for a Site Certification;
- (3) To conduct a sustainability audit and testing of QP’s nominated NEXT GENERATION and ECO-PLANET products to determine whether they meet the sustainability standards and quality management criteria required for Product Certification;
- (4) To identify any immediately necessary Corrective Actions that QP needs to take to satisfy the requirements of the Green Tick® sustainability audit.



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## 5.3 Certification criteria

The certification criteria and information sources used for this audit are set out below in Table 3 and Appendix 1.

**Table 3: Quantum Pacific Certification Criteria**

| CRITERIA                      | PERFORMANCE STANDARD  | ITEMS REVIEWED  |
|-------------------------------|---|---|
| <b>Green Tick™</b>            |   |   |
| <b>Health and Safety</b>      | (1) No serious harm accidents in past 12 months<br>(2) No substantiated complaints about health and safety issues in past 12 months<br>(3) Procedure in place to adequately deal with complaints about product quality<br>(4) OSH-compliant H&S system in place<br>(5) Annual reviews of potential risk areas and mitigation taken<br>(6) Less than five minor non-conformances with H&S management system per 100 workers in past 12 months<br>(7) 100% compliance with all legal requirements<br>(8) No successful enforcement actions by government H&S agencies in past 12 months | (1) Corporate health and safety policy, procedures, and records<br>(2) OSH Authority (Department of Labour) records |
| <b>Product Identity</b>       | (1) Product Origin traceable to country of origin<br>(2) Product Quality meets all legal and/or industry 'best practice' standards<br>(3) Product Labelling meets legal standards, preferably traceable   | Corporate policy, procedures and records<br>Random selection of product samples                                     |
| <b>Resource Use</b>           | (1) Programme in place to reduce resource use with defined performance targets<br>(2) Resources used lowest practical for site with current technology per sales unit<br>(3) Programme in place to identify and use recycled materials where appropriate<br>(4) Chemical residues comply with industry or government standard<br>(5) Programme in place to minimise energy use with defined performance targets<br>(6) Energy resources used lowest practical for site with current technology per sales unit   | Corporate policy, procedures and records<br><br>Corporate policy, procedures and records                            |
| <b>Nuisance Effects</b>       | No substantiated complaints from neighbours in past 12 months   | Corporate policy<br>Complaints record   |
| <b>Contaminant Discharges</b> | (1) Programme in place to minimise contaminant discharges with defined performance targets<br>(2) Contaminant discharges at lowest practical for site with current technology per sales unit  | Corporate policy<br>Environmental authority (Auckland Council) records  |



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| CRITERIA  | PERFORMANCE STANDARD   | ITEMS REVIEWED   |
|---|--|--|
| <b>Waste Management</b>                                 | (1) Waste minimisation and recycling programme in place with defined performance targets<br>(2) Wastes reduced, re-used, recycled, or properly disposed to authorised facilities   | Corporate policy<br>Environmental authority (Auckland Council) records |
| <b>Environmental Management Systems and Performance</b> | (1) Environmental management programme in place with defined performance targets consistent with industry or government standards.<br>(2) Less than five minor non-conformances per 100 workers with EMS in past 12 months | Corporate Environmental Management Plan and records                    |
| <b>Legal Compliance</b>                                 | (1) 100% legal compliance with environmental consents and applicable plan rules<br>(2) No successful enforcement actions by government environmental agencies in past 12 months  | Corporate records<br>Auckland Council statutory plans and records      |

Source: Quantum Pacific records, Department of Labour, Auckland Council on-line records 2015

## 5.4 Definition of sustainability

The definition of sustainability used for this audit was as follows:

**SUSTAINABILITY means that, as a minimum, operations under the Applicant's direct control occur in a way that does not lead to permanent degradation of the environment.**

This concept of sustainability includes the consideration of:

- Permanent, irreversible effects;
- The cumulative effects of a number of different elements working together over space and time;
- Severe temporary effects; and,
- The full life cycle of a product down the supply chain.

It should be noted here that the Green Tick® Performance Standards were used to measure the sustainability performance of the organisation, site or product in terms of outcomes of operations; and the ISO Standards were used as a guide for the assessment of management systems at the organisation and site, and as they pertained to products. The Green Tick® Certification Methodology is aimed at making an independent sustainability assessment of an organisation, site or product. It does not constitute an audit or certification of management systems in respect of ISO 9001, ISO 14001, or OSHAS 18001. Nor is it a product performance test.



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## 5.5 Audit procedure

### 5.5.1 Standard used

The audit procedure followed by the audit team in this audit was undertaken in accordance with the environmental audit principals and procedures as set out in AS/NZS ISO 19011:2002.

Appendix 2 contains details of the members of the Certification Team.

### 5.5.2 Documentation review

The first phase of the audit process involved the collection of the Applicant's health, safety and environmental information for the previous 12 month period. QP provided certification documentation comprised of copies of their:

- Product ingredient by country of origin, sighted 29 May 2015;
- Occupational Safety and Health Policy and Plan – sighted 29 May 2015;
- Environmental Policy and Plan – sighted 29 May 2015;
- Register of Hazardous Substances – sighted 29 May 2015;
- Standard Operating Procedures Manual;
- Process maps including raw materials, water, energy, and travel records and costings for the previous 12 months [confidential];
- Review of management system report – sighted 29 May 2015;
- Material Safety Data Sheets (MSDS) for NEXT GENERATION and ECO- PLANET products – sighted 29 May 2015;
- On-site sustainability projects being planned [confidential].

### 5.5.3 Site visit

A site visit to the Auckland site was carried out by the Green Tick® Lead Auditor on Friday 29 May 2015.

The purpose of the site visit was to verify that the certification documentation is accurate, conduct a walk-through of the site facility with QP staff to observe operations live on site, and to discuss with staff the sustainability practices, culture, and commitment of the organisation being audited.

### 5.5.4 Compliance check

The Compliance Check involved telephone inquiries to authorities, and a review of their on-line databases. It concluded that no consents are required for QP's activities at either site.

### 5.5.5 Stakeholder inquiries

Inquiries to the relevant health and safety and environmental authorities revealed that QP's operations are fully compliant and have generated no complaints or community concerns.

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## 6 AUDIT FINDINGS

### 6.1 Quantum Pacific sustainability management standards

Set out in Table 4 below is a summary of the sustainability management standards currently in use at QP.

**Table 4: Quantum Pacific Sustainability Management Standards**

| STANDARD   | DESCRIPTION  | APPLICATION  |
|--|--|--|
| <b>Green Tick™</b>                               |  |  |
| Health and Safety                                | Site, employee, supplier, and customer health and safety   | Corporate policy<br>Mt Wellington manufacturing site<br>NEXT GENERATION and ECO-PLANET products<br>Standard operating procedures |
| Product Identity                                 | Product Origin, Quality, and Labelling   | NEXT GENERATION and ECO-PLANET products<br>Standard operating procedures   |
| Resource Use                                     | Resource, chemical, and energy use   | Mt Wellington manufacturing site<br>NEXT GENERATION and ECO-PLANET products<br>Standard operating procedures                     |
| Nuisance Effects                                 | Noise, dust, odour, vibration, light spill, spray drift  | Mt Wellington manufacturing site<br>Standard operating procedures  |
| Contaminant Discharges                           | Solid, liquid and gaseous discharges to air, land and water. Climate change.   | Mt Wellington manufacturing site<br>Standard operating procedures  |
| Waste Management                                 | Solid, liquid, gaseous and hazardous wastes  | Mt Wellington manufacturing site<br>Standard operating procedures  |
| Environmental Management Systems and Performance | Environmental Plan, Statement, or EMS setting out policies, objectives, procedures. Records of compliance and performance. | Corporate policy<br>Mt Wellington manufacturing site<br>Standard operating procedures  |
| Legal Compliance                                 | Compliance with health and safety and environmental authority requirements and law   | Corporate policy<br>Mt Wellington manufacturing site<br>Standard operating procedures  |

Source: Quantum Pacific records 2015





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## 6.3 Life cycle analysis

The life cycle analysis followed the sustainability practice of QP through its life cycle. Discussions with QP's management and staff showed that they have a strong commitment to the production of environmentally-friendly products that cause no harm to people or the environment when used in accordance with the company's recommendations.

QP has invested considerable time and research into devising product specifications based on ingredients with very low, if any, toxicity; or where hazardous substances are used, manufacturing procedures ensure the final product is effectively harmless.

The manufacturing site has production lines that are operated in an efficient manner with tidy and clean manufacturing floors, and minimal ingredient or product spill.

QP's management constantly monitors advances in manufacturing technology, and encourages staff to devise more efficient processes wherever the opportunity arises within a reasonable budget.

Over 99% of raw materials are turned into product, with batches below quality standards recycled into saleable product. Usually sub-standard batches relate only to colour, not to functional or environmental issues. QP is actively seeking initiatives to use recycled materials, such as plastic and cardboard, in its products, and has achieved some success with recycled cardboard bottles (see Section 6.8).

QP is sensitive on the issue of waste management, and has taken considerable care to ensure that their waste lines are dealt with in a sustainable manner. Raw material containers are either returned to the supplier, with plastic liners and bottles returned for recycling. Finally disposal of non-recyclables is to an authorised facility. Domestic waste is managed through the Auckland Council's recycling and disposal service.

## 6.4 Corporate certification

Table 5 below summarises the findings of this audit for QP's Corporate Sustainability Application.



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**Table 5: Certification Findings – Corporate Sustainability**

| CRITERIA  | PERFORMANCE STANDARDS                | COMMENT   |
|---|--------------------------------------|---|
| <b>Green Tick™</b>                                      |                                      |   |
| <b>Health and Safety</b>                                | All eight performance standards met. | High standard of health and safety is a core value effectively actioned throughout the company.<br>No record of any complaints, or non-compliance with legal standards. Low risk industry |
| <b>Product Identity</b>                                 | All three performance standards met. | Products thoroughly described, and traceable back through entire supply chain to origin by batch number or other company records.   |
| <b>Resource Use</b>                                     | All six performance standards met.   | Minimising resource, energy and chemical use is a core value followed through to product issue level, and for commercial efficiency.  |
| <b>Nuisance Effects</b>                                 | Performance standard met.            | No complaints recorded at QP, or with government authorities  |
| <b>Contaminant Discharges</b>                           | All performance standards met.       | Contaminant discharges minimised by manufacturing efficiency.   |
| <b>Waste Management</b>                                 | All performance standards met.       | Waste minimisation is a core value followed through at all levels of QP operations  |
| <b>Environmental Management Systems and Performance</b> | All performance standards met.       | Corporate Environmental Plan in operation, with adequate recording and monitoring systems   |
| <b>Legal Compliance</b>                                 | All performance standards met.       | No record of non-compliance or complaint at QP or with government authorities   |

Source: Quantum Pacific and Government Authority records 2015



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## 6.6 Site certification

Table 6 below summarises the findings of this audit for QP's Site Sustainability Application.

**Table 6: Certification Findings – Site Sustainability**

| CRITERIA  | PERFORMANCE STANDARDS                | COMMENT   |
|---|--------------------------------------|---|
| <b>Green Tick™</b>  |                                      |   |
| <b>Health and Safety</b>  | All eight performance standards met. | High standard of health and safety is a core value effectively actioned at the site. Typical industrial chemistry lab quality standards followed.<br>No record of any complaints, or non-compliance with legal standards. |
| <b>Product Identity</b>   | All three performance standards met. | Products thoroughly described, and traceable back through entire supply chain to origin by batch number or other site records.  |
| <b>Resource Use</b>   | All six performance standards met.   | Recent technology used for environmental and economic efficiency, upgrade plans in place  |
| <b>Nuisance Effects</b>   | Performance standard met.            | No complaints recorded at QP, or with government authorities  |
| <b>Contaminant Discharges</b>                                   | All performance standards met.       | Contaminant discharges minimised by use of non-toxic source materials and latest process technology   |
| <b>Waste Management</b>   | All performance standards met.       | Waste minimisation is a core commercial and environmental value followed through on site  |
| <b>Environmental Management Systems ('EMS') and Performance</b> | All performance standards met.       | Corporate Environmental Plan in operation; key issues identified and control plans in place   |
| <b>Legal Compliance</b>   | All performance standards met.       | No record of non-compliance or complaint at QP or with government authorities   |

Source: Quantum Pacific and Government Authority records 2015



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## 6.7 Product certification

Table 7 below summarises the list of products that QP nominated in reapplying for product certification. The ECO-PLANET line has different ingredients to the NEXT GENERATION line.

**Table 7: Product Sustainability – Application List**

| PRODUCT                         | DESCRIPTION                                       |
|---------------------------------|---|
| <b>NEXT GENERATION PRODUCTS</b> |   |
| Dishwash liquid                 | Liquid detergent for dish washing                 |
| Laundry powder                  | Laundry powder for washing machines               |
| <b>ECO-PLANET PRODUCTS</b>      |   |
| Automatic dishwasher gel        | Gel detergent for automatic dishwashers           |
| All-purpose household cleaner   | Liquid household surfaces cleaner                 |
| Dishwash detergent tablets      | Solid detergent tablets for automatic dishwashers |
| Laundry detergent powder        | Concentrated powder for domestic washing machines |
| Dishwash detergent              | Liquid detergent for dish washing                 |
| Dishwash cleaner                | Liquid dishwashing machine cleaner                |
| Fabric softener                 | Fabric softener for domestic washing machines     |
| Laundry liquid                  | Laundry detergent for domestic washing machines   |
| Laundry soaker                  | Laundry soaker powder for stain removal           |
| Stain remover                   | Liquid stain remover for domestic laundry         |

Source: Quantum Pacific records 2015

Table 8 below summarises the findings of this audit for these products.



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**Table 8: Certification Findings – Product Sustainability**

| CRITERIA                      | PERFORMANCE STANDARDS                | COMMENT   |
|-------------------------------|--------------------------------------|---|
| <b>Green Tick™</b>            |                                      |   |
| <b>Health and Safety</b>      | All eight performance standards met. | No record of complaints with product health or safety issues. Effective procedures in place to deal with customer queries about product use and product quality. Very high standard of health and safety management |
| <b>Product Identity</b>       | All three performance standards met. | Products traceable back through supply chain to origin by batch number. MSDS <sup>1</sup> provided for every product  |
| <b>Resource Use</b>           | All six performance standards met.   | Recent or latest technology used in manufacture for environmental and economic efficiency   |
| <b>Nuisance Effects</b>       | Performance standard met.            | No nuisance effects of products identified  |
| <b>Contaminant Discharges</b> | All performance standards met.       | No contaminant discharge issues identified. MSDS provided for every product   |
| <b>Waste Management</b>       | All performance standards met.       | No waste management issues. Packaging recyclable  |
| <b>Legal Compliance</b>       | All performance standards met.       | No record of non-compliance with legal standards  |

Source: Quantum Pacific and Government Authority records 2015

The results of the audit are summarised below.

- QP Corporate Certification – certification standard achieved.
- QP Site Certification – certification standard achieved.
- Product Certification – certification standard achieved.

<sup>1</sup> Material Safety Data Sheet



## 6.8 Sustainability innovation

QP has an innovation policy and on-going programme to seek innovative approaches and improvements to its sustainability efficiency. One recent successful and popular innovation has been the introduction of cardboard bottles with plastic (HDPE) bladders for laundry liquid, Figure 3.



*Figure 4: Recycled cardboard and plastic bottles*

Unfortunately it is no longer possible to source recycled cardboard in New Zealand, and so QP is obliged to source its cardboard from overseas.

## 6.9 Sustainability practice on-site

QP is pursuing energy and water innovation projects at its manufacturing site – further details confidential. The company is also actively seeking to source sustainably-certified and non-toxic ingredients for its products in a number of specific areas, so it can steadily increase its portfolio of environmentally-friendly product ingredients.

No complaints regarding the sustainability of QP's products have been received by either QP or GTC in the last three years.

## 6.10 Advice notes

During the audit, some minor issues were noted for the applicant's information:

- The Green Tick auditor was not given an ID on entry to the site (minor non-compliance with site safety procedures); and,
- In one place in the warehouse, boxes of product bottles were stacked to the ceiling without rack support, this is a possible earthquake and forklift collision hazard (leading to fall of bottles).

# Audit Report

## 7 COMPLIANCE SUMMARY

Table 9: Green Tick® SUSTAINABLE Compliance Summary

| KEY PERFORMANCE INDICATOR                   | STANDARD: GREEN TICK SUSTAINABLE   | EVIDENCE PRESENTED OR SIGHTED  | COMPLIANCE  |
|---|--|--|---|
| 1.1 Safety<br>Accident Record               | No major harm accidents, incidents, injuries recorded in past 12 months.   | Accident register  |    |
| 1.2 Safety<br>Staff Health and Safety (H&S) | No substantiated staff complaints about working conditions in past 12 months.  | Complaints register<br>Staff interviews                                  |    |
| 1.3 Safety<br>Supplier Health and Safety    | No substantiated supplier issues with on-site working conditions in past 12 months.  | Complaints register  |    |
| 1.4 Safety<br>Customer Health and Safety    | No substantiated customer complaints about health or safety issues (including product quality) in past 12 months.                  | Complaints register  |    |
| 1.5 Safety<br>Management System             | OSH-compliant health and safety management system in place.  | Accident register.<br>H&S Management System policy and records.          |  |
| 1.6 Safety<br>Minimising Risk               | Annual reviews of potential risk areas and mitigation taken.   | H&S Management System records  |  |
| 1.7 Safety<br>Performance Records           | Less than five minor non-conformances per 100 workers to H&S management system reported in past 12 months.                         | Accident register<br>Staff interviews                                    |  |
| 1.8 Safety<br>Legal Compliance              | i) 100% compliance with all legal requirements;<br>ii) No successful enforcement actions by government agencies in past 12 months. | Accident register.<br>H&S Management System records. Government records. |  |





# Audit Report

| KEY PERFORMANCE INDICATOR                       | STANDARD: GREEN TICK SUSTAINABLE   | EVIDENCE PRESENTED OR SIGHTED  | COMPLIANCE  |
|---|--|--|---|
| <b>2.1 Environmental Product Origin</b>         | All product content identified by country of origin.   | Applicant's records of product/service origin and sourcing.  |    |
| <b>2.2 Environmental Product Quality</b>        | Product meets all quality standards of industry or government authority.   | Applicant's quality records, tests, inspections, surveys. Food Safety Authority records, or equivalent for other industry types.   |    |
| <b>2.3 Environmental Product Labeling</b>       | Labeling meets required legal standards.   | Applicant's labeling criteria, labeling examples. Government authority records.  |    |
| <b>2.4 Environmental Resource Use</b>           | i) Programme in place to maximise resource use efficiency with defined performance targets;<br>ii) Resources used at lowest practical for site/s with current technology per sales unit;<br>iii) Programme in place to identify and use recycled materials where appropriate;<br>iv) Where resource use is extractive, relevant industry or government sustainability standards met. | i) Applicant's records and targets, eg. raw materials, equipment, carbon, energy, water use.<br>ii) Details of technologies used to achieve targets. Records of system performance and any independent audits completed.<br>iii) Details of recycled products used (if any), material recycled (if any), recycling programmes and performance.<br>iv) Applicant's records of extractive uses that meet sustainability levels, allocations or limits. |    |
| <b>2.5 Environmental Chemical Use</b>           | Chemical residues comply with industry or government standard.   | Applicant's records of chemical purchase, use and management of residues and their environmental effects. Government Environmental Agency or other independent records that verify residue status.   |  |
| <b>2.6 Environmental Energy Use</b>             | i) Programme in place to minimise energy use with defined performance targets;<br>ii) Energy resources used at lowest practical for site/s with current technology per sales unit.   | i) Results of internal programmes to minimise energy use.<br>ii) Details of technologies, manufacturing systems used to achieve energy efficiencies. Reports or records to show systems chosen are the best for the circumstances. Records of system performance and any independent audits completed.   |  |
| <b>2.7 Environmental Nuisance Effects</b>       | No substantiated complaints from neighbours about nuisances in past 12 months.   | Complaints register. Local Government Authority (Council), and or Health Authority complaints register.  |  |
| <b>2.8 Environmental Contaminant Discharges</b> | i) Programme in place to minimise contaminant discharges with defined performance targets;   | i) Applicant's records of means used to minimise contaminant discharges. Records of system   |  |





# Audit Report

| KEY PERFORMANCE INDICATOR                        | STANDARD: GREEN TICK SUSTAINABLE   | EVIDENCE PRESENTED OR SIGHTED  | COMPLIANCE  |
|--|--|--|---|
|  | ii) Contaminant discharges at lowest practical for site/s with current technology per sales unit.  | performance, independent audits.<br>ii) Reports or records to show systems chosen the best for circumstances. Government Environmental Agency or other independent records that verify reported performance.   |   |
| <b>2.9 Environmental Waste Management</b>        | i) Waste minimization and recycling programme in place with defined performance targets;<br>ii) Wastes reduced, re-used, recycled, or properly disposed to authorised facilities.    | i) Applicant's records of programmes in place. Records of system performance and any independent audits completed.<br>ii) Records that show how wastes managed, eg. those reduced, reused, recycled, or disposed. Evidence that wastes properly disposed to authorised facilities. Government Environmental Agency, Local Authority, or other independent records that verify reported waste management. |    |
| <b>2.10 Environmental Management System</b>      | Environmental management programme (EMP) or formal environmental management system (EMS) in place with defined performance targets consistent with industry or government standards. | Applicant's EMP or formal EMS. Applicant's objectives and policies on environmental management, and means to achieve and monitor performance of objectives.  |  |
| <b>2.11 Environmental Management Performance</b> | Less than five minor non-conformances per 100 workers with EMS reported in past 12 months.   | Applicant's EMP or EMS records. Records of system performance and any independent audits completed.  |  |
| <b>2.12 Environmental Legal Compliance</b>       | i) 100% legal compliance with any environmental consents and applicable plan rules;<br>ii) No successful enforcement actions by government environmental agencies in past 12 months. | i) Applicant's EMP or EMS records.<br>ii) Government Environmental Agency, Local Authority, or other independent records that verify reported compliance.  |  |

# Audit Report

## 8 RECOMMENDATION



*That GREEN TICK® SUSTAINABLE certification is GRANTED to the Applicant:*

**NAME:** QUANTUM PACIFIC LIMITED

ECO-PLANET LIMITED

**SITE:** 6A TE APUNGA PLACE, MOUNT WELLINGTON, AUCKLAND

**PRODUCTS:** AS LISTED IN ATTACHED SCHEDULE 1.

SIGNED:

A handwritten signature in blue ink that reads "S Harris".

SUSAN HARRIS BSc (Hons), MEIANZ, MNZPI  
LEAD AUDITOR CERTIFICATE NUMBER: 4732SAI

Date: 30 May 2015

**APPROVED:**

A handwritten signature in black ink that reads "Jeffrey V Kemp".

**JEFFREY V KEMP**

*Date: 25 June 2015*

**CHAIR - CERTIFICATION BOARD**



# Audit Report

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## *SCHEDULE 1: CERTIFIED PRODUCTS*

| PRODUCT                         | DESCRIPTION                                       |
|---------------------------------|---|
| <b>NEXT GENERATION PRODUCTS</b> |   |
| Dishwash liquid                 | Liquid detergent for dish washing                 |
| Laundry powder                  | Laundry powder for washing machines               |
| <b>ECO-PLANET PRODUCTS</b>      |   |
| Automatic dishwasher gel        | Gel detergent for automatic dishwashers           |
| All-purpose household cleaner   | Liquid household surfaces cleaner                 |
| Dishwash detergent tablets      | Solid detergent tablets for automatic dishwashers |
| Laundry detergent powder        | Concentrated powder for domestic washing machines |
| Dishwash detergent              | Liquid detergent for dish washing                 |
| Dishwash cleaner                | Liquid dishwashing machine cleaner                |
| Fabric softener                 | Fabric softener for domestic washing machines     |
| Laundry liquid                  | Laundry detergent for domestic washing machines   |
| Laundry soaker                  | Laundry soaker powder for stain removal           |
| Stain remover                   | Liquid stain remover for domestic laundry         |

Note: Audit report approved for release by Applicant on 2 October 2015.



## 9 APPENDICES



# Audit Report

## APPENDIX 1: Green Tick Certification Standards



**GreenTick™ SUSTAINABLE** - the standard SUSTAINABLE brand. This brand shows that a product meets the Green Tick™ Sustainability Standards. There are eight safety and 12 sustainability standards, as set out below.

### 1. Safety Standards

| KEY PERFORMANCE INDICATOR                        | PURPOSE                                   | GREEN TICK SUSTAINABLE   |
|--|---|--|
| <b>1.1 Safety<br/>Accident Record</b>            | Minimise on-site incidents                | No major harm accidents, incidents, injuries recorded in past 12 months.   |
| <b>1.2 Safety<br/>Staff Health and Safety</b>    | Protect staff health and safety           | No continuing or unsatisfactorily addressed staff complaints about working conditions in past 12 months.   |
| <b>1.3 Safety<br/>Supplier Health and Safety</b> | Protect supplier health and safety        | No continuing or unsatisfactorily addressed supplier issues with on-site working conditions in past 12 months.                                       |
| <b>1.4 Safety<br/>Customer Health and Safety</b> | Protect customer health and safety        | No continuing or unsatisfactorily addressed customer complaints about health or safety issues (including product quality) in past 12 months.         |
| <b>1.5 Safety<br/>Management System</b>          | Health and Safety Management System (H&S) | OSH-compliant health and safety management system in place.  |
| <b>1.6 Safety<br/>Minimising Risk</b>            | Monitoring risk areas and minimising risk | Annual reviews of potential risk areas and mitigation taken.   |
| <b>1.7 Safety<br/>Performance Records</b>        | Performance monitoring                    | Less than five minor non-conformances per 100 workers to H&S management system reported in past 12 months.   |
| <b>1.8 Safety<br/>Legal Compliance</b>           | Legal compliance and enforcement          | i) 100% compliance with all legal requirements;<br>ii) No successful enforcement actions by government health and safety agencies in past 12 months. |



# Audit Report

## 2. Sustainability Standards

| KEY PERFORMANCE INDICATOR                        | PURPOSE  | GREEN TICK SUSTAINABLE   |
|--|--|--|
| <b>2.1 Environmental Product Origin</b>          | Identify product origin  | All product content identified by country of origin.   |
| <b>2.2 Environmental Product Quality</b>         | High product quality   | Product meets all quality standards of industry or government food authority.  |
| <b>2.3 Environmental Product Labeling</b>        | Accurate product labeling  | Labeling meets required legal standards.   |
| <b>2.4 Environmental Resource Use</b>            | Maximise resource use efficiency                                     | i) Programme in place to maximise resource use efficiency with defined performance targets;<br>ii) Resources used at lowest practical for site/s with current technology per sales unit;<br>iii) Programme in place to identify and use recycled materials where appropriate;<br>iv) Where resource use is extractive, relevant industry or government sustainability standards met. |
| <b>2.5 Environmental Chemical Use</b>            | Minimise chemical use  | Chemical residues comply with industry or government standard.   |
| <b>2.6 Environmental Energy Use</b>              | Minimise energy use  | i) Programme in place to minimise energy use with defined performance targets;<br>ii) Energy resources used at lowest practical for site/s with current technology per sales unit.   |
| <b>2.7 Environmental Nuisance Effects</b>        | Minimise adverse effects on neighbours, eg. noise, dust, spray drift | No continuing or unsatisfactorily addressed complaints from neighbours about nuisances in past 12 months.  |
| <b>2.8 Environmental Contaminant Discharges</b>  | Minimise contaminant discharges to air, land, freshwaters and sea    | i) Programme in place to minimise contaminant discharges with defined performance targets;<br>ii) Contaminant discharges at lowest practical for site/s with current technology per sales unit.  |
| <b>2.9 Environmental Waste Management</b>        | Waste minimisation, dispose of wastes correctly                      | i) Waste minimization and recycling programme in place with defined performance targets;<br>ii) Wastes reduced, re-used, recycled, or properly disposed to authorised facilities.  |
| <b>2.10 Environmental Management System</b>      | Environmental Management System (EMS)                                | Environmental management programme in place with defined performance targets consistent with industry or government standards.   |
| <b>2.11 Environmental Management Performance</b> | Performance monitoring   | Less than five minor non-conformances per 100 workers with EMS reported in past 12 months.   |
| <b>2.12 Environmental Legal Compliance</b>       | Legal compliance and enforcement                                     | i) 100% legal compliance with any environmental consents and applicable plan rules;<br>ii) No successful enforcement actions by government environmental agencies in past 12 months.   |



# Audit Report

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## APPENDIX 2: Audit Team

### Green Tick Certification Limited

Susan Harris, Principal Scientist

### Quantum Pacific Limited

Barry Robertson, Managing Director

Liam Heppleston, Environmental Coordinator

Jatinder Singh, Health and Safety Coordinator



