Ratio Institute
Sustainable Food Retail Certification
Standard Version 1.0
September 2021

Contents

I.   Introduction

About Ratio Institute

Ratio Institute is an independent, non-profit organization dedicated to accelerating measurable sustainability and viability in food retail through expert collaboration, industry resources, and practical tools. We have worked with over 1,000 grocery stores and 20 grocery chains to create store-level and enterprise sustainability solutions that reduce costs, shift internal cultures, and improve overall performance. Ratio Institute is a project of Ecology Action. Learn more at ratioinstitute.org.

History of the Sustainable Food Retail Certification Program

The Sustainable Food Retail Certification Standard V1.0 is rooted in the Grocery Stewardship Certification (GSC) Standard developed by the nonprofit organization Manomet in 2010. The GSC was the first grocery sustainability certification program in the US. Over 1000 grocery stores were certified under the GSC between 2010 and 2020.

The GSC was acquired by Ratio Institute in 2020. To prepare for expansion of the program, Ratio Institute in 2021 reviewed and updated the original GSC Standard, resulting in the Standard Version 1.0. The current draft Standard reflects current best practices and expands on the original GSC Standard by including enterprise and store-level practices in the areas of labor & human rights, diversity, sustainability governance, equity, diversity & inclusion (DEI), and risk management. A tiered certification approach was also developed with the goal of facilitating the process of continuous improvement among certified grocers over time. Additionally, Ratio Institute instituted a process to rename and rebrand the program as the Sustainable Food Retail Certification Program.

Why Get Certified?

Certification will help you achieve operational excellence and meet sustainability goals by benchmarking performance, reducing costs, and increasing margins.

1. **Earn Recognition**: Demonstrate sustainability leadership and earn differentiation in the market.
2. **Cut Costs:** Gain visibility at each store and address opportunities to reduce cost and increase margins
3. **Mitigate Risk**: Consistent performance tracking across stores, allowing transparency and risk mitigation.
4. **Systematize Sustainability**: Systematize sustainability management across the portfolio.
5. **Demonstrate Performance**: Benchmark ESG performance along a clear path for improvement

II.   The Sustainable Food Retail Certification Program

Standard Development

The Standard Version 1.0 (September 2021) was developed using the following steps:
- The original GSC Standard was reviewed, and each practice was evaluated for relevancy and applicability.
- Individual practices were updated to align with current best practice, maintained as-is, or removed from the draft list of practices if no longer relevant.
- Additional practices were added to strengthen the program's commitment to environmental, social, and economic sustainability, and to align with emerging best practices and regulatory requirements.
- To enhance the program's commitment to promoting continuous improvement among certified entities, a four-tier process was put into place, and high-value practices were labelled as Critical Practices required for certification at each tier.

Results of Public Comment Period for Standard V1.0, July-August 2021

Prior to publication of the final Standard V.1.0, the Standard underwent a 45-day public comment period. Ratio Institute invited public comment on the Standard with the aim of ensuring engagement and transparency in the Standard development process, the relevancy and rigor of the Standard, that it reflected food retail best practice, and that it integrated new developments before publication.

The public review period was July 1, 2021 – August 15, 2021. Ratio Institute committed to securing input from a diverse set of stakeholders and perspectives. The Standard was available for review on the Ratio Institute website, and direct outreach and request for comment included emails to 45 separate external stakeholders, including food retailers, sustainability professionals, regulators, vendors, and academics. All comments and input received were compiled and reviewed by Ratio Institute staff and a select committee of stakeholders, and relevant changes were made to the Standard.

As a result of the comments received, the following changes were made to the draft Standard V1.0 before final publication:

- The Enterprise-level Refrigerants Module was expanded with additional practices to reflect the growing industry focus on mitigating the use of ozone-depleting and high-GWP refrigerants, and point values were raised on Refrigerants practices. An additional Refrigerants practice was also added to the Store-level Standard.
- Additional practices were added to the Enterprise-level Packaging & Waste Module to improve its rigor and align with emerging industry best practices.
- The Labor Module name was changed to Labor & Human Rights to better reflect its focus, and two additional practices were added to the Enterprise-level Standard Module to include employees covered under collective bargaining agreements and whistleblower policies.
- Additional practices were added across Modules in the Enterprise-level Standard to account for public reporting against sustainability targets.
- Unscored questions that were intended to collect data for efficiency calculations were removed from the official Standard document and instead will be used only in the self-assessment platform for calculations.
- The number of Critical Practices overall was reduced from 48 to 43 in the Store-Level Standard and increased by one in the Enterprise-Level Standard.

The Sustainable Food Retail Certification Standard will undergo annual review. For more information about the Sustainable Food Retail Certification Program, please visit ratioinsitute.org.

About the Sustainable Food Retail Certification Standard

Overview
- The Sustainable Food Retail Certification program is an annual certification.
- There are two separate Standards: Store-Level and Enterprise-Level.
- Certification requires that enrolled stores and the enterprise complete online self-assessments (1-2 hours each) each year.
- There are 17 Modules (practice areas) across the two Standards
- The Certification employs a tiered approach.
- Certification requires verification of Critical Practices using a desk audit.

Definitions of Terms Used

The Standard: The Sustainable Food Retail Certification Draft Standard Version 1.0 consists of two separate Standards with differing applicability: the first is applicable to the store level ("Store-Level Standard"), and the second is applicable to the level of the business unit being certified ("Enterprise-Level Standard"), e.g., the

corporation, region, district, or division. See Applicability of the Standard for more detail on applicability of the Standard.

Modules: Practices are broken into Modules that correspond to practice areas (e.g., "Energy Efficiency"). There are a total of thirteen Modules in the Store-Level Standard, and seventeen Modules in the Enterprise-Level Standard.

Store Areas: The Store-Level Standard is organized by Store Area (e.g., "Sales Floor") to facilitate the completion of the store-level self-assessment while walking through a store.

Practices: Each module contains practices, or questions. See Tables 1 and 2 for practice counts by module.

Critical Practices: Critical Practices are practices that are required at each tier of certification, graduating in rigor at each higher tier. Verification of Critical Practices is required and is performed through either a desktop audit or onsite audit.

Points: Each practice is assigned a point value ranging from 1 to 5.

Tier: Certification is awarded at one of four tiers. Tier assignment is based on points accumulated in the self-assessment and compliance with Critical Practices. See Scoring and Certification Tier Placement for details.

Store-Level Standard

The Store-Level Standard consists of 146 practices including 44 Critical Practices organized into thirteen Modules. Total possible points are 358. Table 1 summarizes practices and points by Module.

Table 1: Store-Level Standard Summary of Practices and Points

Module	Total Practices	Critical Practices	Total possible Points
Community & Employee Engagement	8	2	23
Energy Efficiency	55	15	135
Labor & Human Rights	1		3
Occupational Health & Safety	1	1	1
Packaging & Waste	24	10	46
Refrigerants	5	4	16
Renewable Energy	2	2	6
Stormwater Management	4		6
Supply Chain	9	4	9
Sustainability-Marketed Products and Displays	11	2	55
Toxics	15		22
Transportation	2		4
Water Efficiency	10	3	33
Grand Total	147	43	359

Enterprise-Level Standard

The Enterprise-Level Standard consists of 97 practices including 23 Critical Practices organized into seventeen Modules. Total possible points are 279. Table 2 summarizes practices and points by Module.

Table 2: Enterprise-Level Summary of Practices and Points

Module	Total Practices	Critical Practices	Total Points
Diversity, Equity, and Inclusion	6	2	18
Energy Efficiency	7	2	21
GHG Reduction - Targets & Initiatives	4		12
Industry & Policy Engagement	1		3
Labor & Human Rights	8	2	23
Occupational Health & Safety	3		7
Packaging & Waste	14	4	42
Refrigerants	5	3	20
Renewable Energy	2		6
Risk Management	3		9
Stormwater Management	4		6
Supply Chain	13	3	42
Sustainability Governance	9	2	27
Sustainability-Marketed Products	2		6
Toxics	9	4	15
Transportation	3	1	10
Water Efficiency	4		12
Grand Total	97	23	279

Applicability of the Standard

The Standard is applicable to any food retail operation or business unit, including single-store independent companies, small to medium regional chains, large national chains, or subunits of chains including regions, districts, divisions, or banners. Certification is issued at the level of the Enterprise to be certified, not at the individual store level.

Certification Requirements

Required Steps

1. **Enrollment**: The Enterprise to be certified must submit enrollment information that includes company or business unit information and contact information. To start the enrollment process, go to https://ratioinstitute.org/certification/ and fill out the contact form.
2. **Enrolled Store Information**: The Enterprise must submit a list of sites to be included in the certification with accompanying contact information so that stores can be entered into the online assessment platform.
3. **Certification fees** will be invoiced before access to the self-assessment is granted.
4. **Self-Assessment:** Each store to be included in the Enterprise-level certification must complete a self-assessment of store-level practices, and the business unit (Enterprise) to be certified must complete a self-assessment of the enterprise-level practices. The self-assessment can be completed using the RizePoint online interface or the RizePoint Mobile Auditor app. ***All questions marked with a red "!" must be answered before submitting the self-assessment***. Retailers receive reports back on their assessment including points, corrective actions (if any) required to achieve scored tier, and recommendations to achieve the next certification tier.
5. **Corrective Actions:** If a retailer scores at a tier but has not complied with the cumulative Critical Practices for that tier, corrective actions will be issued. The retailer has 30 days to submit compliance with the corrective actions.

6. **Verification/Assurance:** Once the self-assessment is completed, Ratio Institute staff perform a desk audit of Critical Practices for verification. At the Leader and Luminary tiers, a subset of stores (10%) will also be subject to onsite audits once every three years. Onsite audit costs will be billed separately from the certification fee at cost plus fee.
7. **Annual Renewal:** The certification is renewable annually, and all the above steps must be completed as specified each year.

Scoring and Certification Tier Placement

Certification is issued at one of four tiers based on points earned at the enterprise and store levels and compliance with designated Critical Practices for the relevant certification tier and all tiers below it. The four tiers have successively stronger requirements in terms of practices, points, and required Critical Practices and are:

- Advocate
- Steward
- Leader
- Luminary

Because not all practices are applicable to all stores, points requirements are based on percentage of total applicable points.

Minimum Certification Requirements: For the Enterprise to achieve the minimum certification tier (Advocate), the following is required:

- The Enterprise's self-assessment score (percentage of total applicable points) must place them in the Advocate level, and
- 70% of enrolled stores also score at the Advocate level at minimum.

Action plans will be issued to stores not reaching the minimum percentage of total applicable points or required Critical Practices, and 30 days will be given for them to submit verification of corrective actions completed to achieve the Advocate certification tier.

Requirements for Steward Tier and Above: To achieve the Steward tier or above, the following is required:

- The Enterprise must score in that tier in the Enterprise-level self-assessment and comply with all Critical Practices for that tier *and all tiers below it*, and
- 70% of enrolled stores must score at that tier or above.

See Table 3 for tier requirements at the store level. Table 4 summarizes Enterprise-level tier certification requirements.

Table 3: Store-Level Standard Tier Scoring Requirements

	Certification Tier Requirements			
	Advocate	**Steward**	**Leader**	**Luminary**
Tier Critical Practices	6	16	13	9
***Cumulative* Critical Practices Required (including lower tiers)**	6	22	35	44
Minimum Required Points Percentage out of Total Applicable Points	>34%	>48%	>62%	>75%

Table 4: Enterprise-Level Tier Qualification Requirements

	Certification Tier requirements			
	Advocate	Steward	Leader	Luminary
Tier Critical Practices	2	4	10	7
Cumulative Critical Practices Required	2	6	16	23
Minimum Required Points Percentage out of Total Applicable Points	>34%	>48%	>62%	>75%
Store-Level Qualification	70% of enrolled stores must qualify at the certification tier			

For example:
- Your company scored 140 points out of 279 (50%) *and* satisfied all of the Critical Practices for both Advocate and Steward tiers on the Enterprise-level self-assessment, which places the enterprise at the Steward tier.
- Of the 10 stores enrolled, 10 score and satisfy Critical Practices at the Advocate tier, and five score and satisfy Critical Practices at the Steward Tier.
- Four of the stores that placed at the Advocate tier are able to complete corrective actions within 30 days that then place them at the higher Steward tier, resulting in 70% of the enrolled stores placing in that tier.
- Since both the Enterprise-level and Store-level requirements are met for Steward tier, the certification is awarded at the Steward tier.

Verification Requirements
Evidence of compliance with Critical Practices is required and is noted in Section III. Standard Version 1.0. Evidence may include photos, documents, or other evidence as specified. Required verification evidence must be uploaded onto the online self-assessment platform (RizePoint) before submitting the self-assessment.

Estimated Time Required
The online Store-level self-assessment will require between 1.5 and 3 hours to complete.
The online Enterprise-level self-assessment will require between 1 and 2 hours to complete.

III. Standard Version 1.0

Store-Level Standard

Store Area	Critical	Practice id	Max Pts	Practice	Verification
Community & Employee Engagement					
Back of House		ISO-BH-ENG-001	3	Is there information displayed for STAFF on what the business is doing to move towards more sustainable practices?	
Operational Practices	Advocate	ISO-OP-ENG-002	5	Does the store support local community programs and initiatives?	Documentation can include donation receipts, thank you letters, event flyers with company logo, etc.
Operational Practices		ISO-OP-ENG-003	2	Does the store have a sustainability leader?	
Operational Practices	Leader	ISO-OP-ENG-004	5	Does the store have a green team that meets at least quarterly?	Evidence of quarterly green team meetings.
Operational Practices		ISO-OP-ENG-005	2	Does the store encourage associates to adopt sustainable work practices?	
Operational Practices		ISO-OP-ENG-006	2	In which ways does the store encourage associates to adopt sustainable lifestyle practices?	
Operational Practices		ISO-OP-ENG-007	2	In which ways does the store maintain information for EMPLOYEES on what the company is doing to move towards more sustainable practices? (Information could be in the form of displays, brochures, videos, etc.)	
Operational Practices		ISO-OP-ENG-008	2	In which ways does the store maintain information for CUSTOMERS on what the company is doing to move towards more sustainable practices? (Information could be in the form of displays, brochures, videos, etc.)	
Energy Efficiency					

Back of House	Advocate	ISO-BH-EE-002	3	Are lights off in vending machines in the breakroom?	Photo of vending machines.
Back of House		ISO-BH-EE-002a		Lights on in how many vending machines?	
Back of House		ISO-BH-EE-003	3	Is there infrared heating in back room and receiving area?	
Back of House		ISO-BH-EE-004	1	Are all hot water pipes in the store insulated?	
Back of House	Leader	ISO-BH-EE-005	3	Type of overhead lamps back of house	Photo of overhead lamps back of house
Back of House		ISO-BH-EE-006	1	Occupancy sensors on back of house overhead lighting?	
Entryway		ISO-EW-EE-001	1	Are ceiling fans used in the entrance area to de-stratify air?	
Exterior	Leader	ISO-EX-EE-001	3	Does the parking lot have LED lighting?	Photo of parking lot LED lighting
Exterior		ISO-EX-EE-002	3	Does store have outside vending machines?	
Food Prep Areas		ISO-FP-EE-002	3	Do heated wrapping machines shut off within 15 minutes when not in use?	
Food Prep Areas		ISO-FP-EE-003	5	Is the butcher cutting area sealed from store, or is there a night shade or air curtain for the butcher cutting area?	
Food Prep Areas	Luminary	ISO-FP-EE-004	2	Do kitchen hoods employ demand-control ventilation?	Photo of demand-controlled ventilation on kitchen hoods
Food Prep Areas	Luminary	ISO-FP-WE-002	3	Does the store use refrigerated or cold plates for seafood display (an ICELESS seafood display)?	Photo of seafood display
HVAC - Back of House		ISO-HVAC-EE-001	1	Are HVAC filters changed at least 3 times per year?	
HVAC - Back of House		ISO-HVAC-EE-002	1	Is preventative maintenance (checklists etc.) specified in company contracts or procedures for HVAC systems?	
HVAC - Back of House	Leader	ISO-HVAC-EE-004	3	Are variable speed/frequency drives installed on motors? (Not running motors at full speed all the time)	Evidence of VFDs
HVAC - Back of House	Luminary	ISO-HVAC-EE-005	3	Are high efficiency air conditioning units installed? (SEER of 15 or greater or EER of 13 or greater)	Photo of information plaque on AC unit
HVAC - Back of House		ISO-HVAC-EE-006	3	Are there electronically commutated motors (ECMs) on all HVAC units?	
HVAC - Back of House		ISO-HVAC-EE-007	1	Does the unit have economizers?	

HVAC - Back of House		ISO-HVAC-EE-007a	1	If yes, are the economizers complete? Damper motor, damper arm, and damper itself all present	
HVAC - Back of House		ISO-HVAC-EE-008	1	What type of control does the economizer have?	
HVAC - Back of House		ISO-HVAC-EE-009	1	What type of thermostat?	
HVAC - Back of House		ISO-HVAC-EE-010	2	Is the evaporator coil clean (affects efficiency and AQ)?	
HVAC - Back of House		ISO-HVAC-EE-011	3	Does the building employ an energy management system for HVAC or individual thermostats?	
Offices		ISO-OFF-EE-001	2	Do offices have occupancy sensors to control lighting?	
Receiving Bay	Steward	ISO-RB-EE-001	3	Is the receiving bay well sealed- no leaks?	Photo of receiving bay
Receiving Bay		ISO-RB-EE-003	1	Is the truck bay inspected at least twice per week to ensure NO litter is in the area?	
Refrigeration - Back of House		ISO-REFBH-EE-000	3	Is there an Energy Management System (EMS) for refrigeration?	
Refrigeration - Back of House		ISO-REFBH-EE-002-1	5	Are walk-in freezers sealed and without leaks?	
Refrigeration - Back of House		ISO-REFBH-EE-005	5	Do walk-in freezers have door alarms that are triggered IN store when left open? (e.g. lights or noise)	
Refrigeration - Back of House		ISO-REFBH-EE-006	5	Do the walk-in freezers have fans that auto shut off? How many walk ins have auto shut off fans?	
Refrigeration - Back of House		ISO-REFBH-EE-007	2	Are walk-in cooler evaporator fans ECM?	
Refrigeration - Back of House		ISO-REFBH-EE-008	2	Are walk-in freezer evaporator fans ECM?	
Refrigeration - Back of House		ISO-REFBH-EE-014	2	Is there a refrigeration heat recovery system to heat water?	
Refrigeration - Back of House		ISO-REFBH-EE-014-1	2	Is there a refrigeration heat recovery system to heat air?	
Refrigeration - Back of House		ISO-REFBH-EE-018-1	2	Are variable frequency drives (VFD) installed on condenser(s)?	
Refrigeration - Back of House		ISO-REFBH-EE-018-2	2	Are variable frequency drives (VFD) installed on lead compressor(s)?	

Refrigeration - Back of House		ISO-REFBH-EE-019	1	Is there a written operating procedure for weekly inspection of walk-in cooler and freezer doors?	
Refrigeration - Sales Floor	Advocate	ISO-REFSF-EE-001	5	Is there an SOP to maintain return air vents/ grills for open display cases free of obstructions at least twice per day?	Photo of SOP
Refrigeration - Sales Floor		ISO-REFSF-EE-005-3	2	Are there pull-down night curtains on display coolers?	
Refrigeration - Sales Floor		ISO-REFSF-EE-005-5	2	Is there an SOP for pulling night curtains each night?	
Refrigeration - Sales Floor		ISO-REFSF-EE-006	1	Do the vast majority of open multi-deck case canopies have LED lighting?	
Refrigeration - Sales Floor	Steward	ISO-REFSF-EE-007-1	5	Do the vast majority of medium temp (refrigerated) cases in the dairy department have doors?	Photos of case doors in dairy
Refrigeration - Sales Floor	Leader	ISO-REFSF-EE-007-2	5	Do the vast majority of medium temp (refrigerated) cases in the store (other than dairy) have doors?	Photos of case doors in all applicable departments
Refrigeration - Sales Floor	Leader	ISO-REFSF-EE-009	3	Do the vast majority of medium temp (refrigerated) case doors have LED lamps?	Photo of LED lamps in case doors
Refrigeration - Sales Floor		ISO-REFSF-EE-012	3	Do the vast majority of low temp (freezer) cases have doors?	
Refrigeration - Sales Floor	Steward	ISO-REFSF-EE-013	3	Do the vast majority of low temp (freezer) doors have LED lamps?	Photo of LED lamps in case doors
Refrigeration - Sales Floor		ISO-REFSF-EE-017	2	Is low-temp (freezer) case lighting equipped with motion sensors?	
Refrigeration - Sales Floor		ISO-REFSF-EE-020	3	Do the coffin freezers have sliding lids or night shades?	
Restrooms		ISO-RR-EE-001	1	Do restrooms have occupancy sensors for lighting?	
Sales Floor		ISO-SF-EE-000	2	Is there an Energy Management System (EMS) for lighting?	
Sales Floor		ISO-SF-EE-001	3	Destrat fans on ceiling in store?	
Sales Floor	Steward	ISO-SF-EE-002	3	Type of overhead linear lamps on sales floor	Photo of overhead lamps sales floor
Sales Floor	Steward	ISO-SF-EE-002-1	3	Type of overhead spot lamps on sales floor	Photo of overhead lamps sales floor
Sales Floor		ISO-SF-EE-003	1	Are there daylight sensors on general overhead lighting?	

Labor & Human Rights					
Operational Practices		ISO-OP-LAB-003	3	How many times in the last three years has the store monitored employee satisfaction through surveys, interviews, or some other means?	
Occupational Health & Safety					
HVAC - Back of House	Steward	ISO-HVAC-OSH-001	1	Are there Merv 8 or higher rated fiber HVAC filters?	Photo of filter
Packaging & Waste					
Back of House		ISO-BH-PW-001	1	Is there a lock on the compactor chute to ensure recyclables are not thrown out?	
Back of House		ISO-BH-PW-003	2	Is the waste hauler for the compactor or dumpster on WILL CALL? (Waste hauling company is notified for pick-up when compactor or dumpster capacity reaches a set threshold.)	
Back of House		ISO-BH-PW-003a		Estimated days between pulls (if on WILL CALL system):	
Back of House	Steward	ISO-BH-PW-004	3	Does the store recycle cardboard ?	
Back of House	Steward	ISO-BH-PW-004-1	3	Does the store recycle plastic shrink (film plastic)?	
Back of House		ISO-BH-PW-004-2	3	Does the store recycle other waste streams? Select all that apply.	
Back of House		ISO-BH-PW-005	2	Are recycling signs visible for associates in back room and posted near their receptacles? (Check all that apply)	
Back of House		ISO-BH-PW-006	1	Is there a written SOP to ensure conformance for on-site storage and shipment of Universal Waste?	
Back of House		ISO-BH-PW-007	2	Is Universal Waste (spent fluorescent tubes, computer monitors, or televisions) stored in compressor room or in a locked room?	
Back of House	Advocate	ISO-BH-PW-010	2	Is there recycling in the break room?	Photo of recycling containers in the break room.

Back of House		ISO-BH-PW-011	1	Is there composting in the break room?	
Entryway	Advocate	ISO-EW-PW-001	2	Are there recycling bins for customers in the entrance area to recycle plastic bags and film plastic?	Photo of entryway recycling bins
Entryway		ISO-EW-PW-002	1	Are there incentives for customers to bring their own shopping bags? E.g. discount on purchases, entry into prize drawing.	
Exterior	Leader	ISO-EX-PW-001	1	Are there signs in the parking lot to remind shoppers to use reusable bags?	Photo of signs
Exterior		ISO-EX-PW-002	1	Is the compactor / dumpster area inspected at least twice per week to ensure NO litter is in the area?	
Exterior		ISO-EX-PW-003	1	Does the compactor / dumpster have rain guards to prevent rainwater from getting inside the compactor / dumpster?	
Food Prep Areas	Leader	ISO-FP-PW-001	1	Has polystyrene (Styrofoam) been eliminated from made-in-house product packaging?	Evidence of elimination
Food Prep Areas		ISO-FP-PW-002	3	How is waste vegetable oil and grease collected?	
Offices		ISO-OFF-PW-002	1	Are inkjet cartridges recycled?	
Offices		ISO-OFF-PW-003	1	Are at least 75% of printers and copiers set for automatic double-side/duplex printing?	
Operational Practices	Steward	ISO-OP-PW-001	3	Does the store donate food to food banks?	Evidence of donations
Operational Practices	Leader	ISO-OP-PW-002	3	Does this store divert food waste from landfills?	Evidence of food waste diversion
Operational Practices	Leader	ISO-OP-PW-006	3	Does the store have a food waste prevention SOP that employees are required to abide by?	Copy of SOP
Operational Practices	Luminary	ISO-OP-PW-007	5	Has the store established a "Zero Waste" program?	Evidence of program implementation, including outline, communications, website.
Refrigerants					
HVAC - Back of House	Luminary	ISO-HVAC-EE-012	5	Does the store use a low-GWP refrigerant (<1000 GWP) for HVAC? Check type of refrigerant in NOTES.	Photo of refrigerant labels
Refrigeration - Back of House	Leader	ISO-REFBH-REFS-015-3	2	Refrigerant leak monitoring system installed	Photo of leak monitoring system

Refrigeration - Back of House	Luminary	ISO-REFBH-REFS-015-4	5	Does the store have only ultra-low-GWP refrigerants in refrigeration (<150GWP)?	Photo of refrigerant type panel
Refrigeration - Back of House		ISO-REFBH-REFS-020	1	Does the store have an EPA GreenChill Award? For more info, go to www.epa.gov/greenchill	
Refrigeration - Back of House	Luminary	ISO-REFBH-REFS-021	3	Does the store have an EPA GreenChill Award (if applicable) displayed?	Photo of GreenChill Award certificate
Renewable Energy					
Exterior	Luminary	ISO-EX-REN-001	3	Does the store have EV charging stations available in its parking lot?	Photo of parking lot EV charging stations
Exterior	Luminary	ISO-EX-REN-002	3	Does the store have a rooftop solar array?	Photo of rooftop solar array
Stormwater Management					
Exterior		ISO-EX-SM-001	1	Are storm drain grate surfaces cleared off at least monthly?	
Exterior		ISO-EX-SM-002	1	Are storm drains cleaned OUT at least annually?	
Exterior		ISO-EX-SM-003	1	Is the parking lot dry swept at least quarterly?	
Exterior		ISO-EX-SM-004	3	Are non-coal tar-based asphalt sealants used in the parking lot for sealing and repair?	
Supply Chain					
Offices	Steward	ISO-OFF-SC-001	2	Do store offices use paper with a minimum of 30% post-consumer recycled content?	Photo of office paper packaging designating percentage of post-consumer recycled content
Restrooms	Steward	ISO-RR-SC-001	1	Does the store use hand soap with Eco-logo, SaferChoice, USDA-certified Bio-based, or GreenSeal certification?	Photo of hand soap label
Restrooms		ISO-RR-SC-002	1	Does the store use hand soap that does not contain palm oil?	
Restrooms		ISO-RR-SC-003	1	Does the store use hand soap that does not test on animals?	
Restrooms		ISO-RR-SC-003a		List hand soap brand	
Restrooms	Steward	ISO-RR-SC-004	2	Does the store use post-consumer recycled content toilet paper?	Photo of toilet paper label showing recycled content
Restrooms		ISO-RR-SC-004a		List toilet paper brand	
Restrooms	Steward	ISO-RR-SC-005	2	Does the store use post-consumer recycled content paper towels?	Photo of paper label showing recycled content

Restrooms		ISO-RR-SC-005a		List paper towel brand	
Sustainability-Marketed Products & Displays					
Sales Floor	Steward	ISO-SF-SMP-002	5	Does the store visually highlight eco-certified CPG food goods on shelves?	Photo showing product on shelf/in case
Sales Floor	Steward	ISO-SF-SMP-003	5	Does the store visually highlight locally-grown or produced products (raised or processed within 250 miles) on shelves?	Photo showing product on shelf/in case
Sales Floor		ISO-SF-SMP-004	5	Are organic and other eco-certified products integrated with conventional products and not in a separate section of the store?	
Sales Floor		ISO-SF-SMP-005	5	Does the store visually highlight Certified Humane and other certified meat products in cases? Check product type that applies.	
Sales Floor		ISO-SF-SMP-006	5	Are steroid-, antibiotic- or hormone-free meat products visually highlighted in the store? Check product types that are visually highlighted.	
Sales Floor		ISO-SF-SMP-007	5	Are vegetarian/grass-fed, or no animal by-product-fed meat products and eggs highlighted? Check all product types that are visually highlighted.	
Sales Floor		ISO-SF-SMP-008	5	Does the store visually highlight sustainably-harvested seafood in cases (including MSC, ASC, FIPS)?	
Sales Floor		ISO-SF-SMP-009	5	Does the store visually highlight eco-certified eggs in cases?	
Sales Floor		ISO-SF-SMP-011	5	Does the store visually highlight green cleaning chemical products on shelves?	
Sales Floor		ISO-SF-SMP-012	5	Does the store visually highlight sustainably-produced beauty and personal care products on shelves?	
Sales Floor		ISO-SF-SMP-013	5	Does the store visually highlight sustainably-produced household paper products on shelves?	
Toxics					
Back of House		ISO-BH-PW-008	1	Is hazardous waste stored and disposed of according to state guidelines?	
Back of House		ISO-BH-PW-009	1	Does the store have an SOP on the handling, storage, and disposal of hazardous materials?	

Exterior		ISO-EX-TOX-001	1	Is compactor inspected regularly including hydraulic lines for leakage?	
Exterior		ISO-EX-TOX-002	1	Are the compactor's hydraulic line connections sealed, without any leaks? If the store only has dumpsters, then answer yes.	
Food Prep Areas		ISO-FP-TOX-001	1	Is chromium-free and unbleached parchment paper used in the bakery?	
Operational Practices		ISO-OP-TOX-001	1	If the store has a pharmacy, does it work with a U.S. Drug Enforcement Administration-authorized vendor to collect and safely dispose of expired medications?	
Operational Practices		ISO-OP-TOX-002	2	Does the store use a certified "green" all-purpose/counter top cleaner?	
Operational Practices		ISO-OP-TOX-003	2	Does the store use a certified "green" bathroom cleaner?	
Operational Practices		ISO-OP-TOX-004	2	Does the store use a certified "green" degreaser?	
Operational Practices		ISO-OP-TOX-005	2	Does the store use a certified "green" floor cleaner?	
Operational Practices		ISO-OP-TOX-006	2	Does the store use a certified "green" glass cleaner?	
Operational Practices		ISO-OP-TOX-007	1	Does the store follow disinfecting/sanitizing policies? (For restrooms, cutting boards, dishwashing, etc.)	
Operational Practices		ISO-OP-TOX-008	2	Is "wet cleaning" or PERC-free dry cleaning specified in store laundry contracts?	
Operational Practices		ISO-OP-TOX-009	2	Are "low" VOC (less than 50 grams per liter) or "no" VOC content paint products used in store?	
Operational Practices		ISO-OP-TOX-010	1	Are certified "green" pest contractors used? (See www.greenshieldcertified.org or www.certifiedgreenpro.org)	
Transportation					
Receiving Bay		ISO-RB-EE-002	2	Are there NO IDLING signs for supplier trucks?	
Receiving Bay		ISO-RB-EE-004	2	Do you utilize EPA's SmartWay Transport Partnership? (See link to: www.epa.gov/otaq/smartway)	
Water Efficiency					

Critical Practice		Practice ID	Max Pts	Practice	
Food Prep Areas		ISO-FP-WE-001	3	Does the butcher cutting area have a high-efficiency pressure washer? (<4GPM; 1500-2000 PSI; can save 1-4 GPM)	
Food Prep Areas		ISO-FP-WE-002-1	3	How much ICE is used for product displays? E.g. for seafood, fresh juices, etc.	
Food Prep Areas	Steward	ISO-FP-WE-003	5	Are the vast majority of kitchen pre-rinse spray valves low flow (<1.06GPM)?	
Food Prep Areas		ISO-FP-WE-004	5	Are the vast majority of kitchen handwashing faucets low-flow or equipped with low-flow aerators (<1.5GPM)?	
Food Prep Areas		ISO-FP-WE-005	3	Are steamers connectionless?	
Food Prep Areas		ISO-FP-WE-006	3	Do kitchen handwash faucets have foam soap?	
Food Prep Areas		ISO-FP-WE-009	5	Are all departmental faucets sealed (not dripping or leaking)?	
Restrooms		ISO-RR-WE-001	2	Do the vast majority of restroom faucets have low-flow aerators (<1.5GPM)?	
Restrooms	Leader	ISO-RR-WE-003	2	Are the vast majority of toilets high efficiency (<1.28GPF)?	
Restrooms	Leader	ISO-RR-WE-005	2	Are the vast majority of urinals efficient flushing or waterless?	

Enterprise-Level Standard

Critical Practice	Practice ID	Max Pts	Practice	Verification
Sustainability Governance				
Steward	ENT-CSR-001	3	Has the company made a public commitment to sustainability, CSR, or ESG?	Evidence of public commitment, e.g., webpage, press release, report.
Leader	ENT-CSR-002	3	Has the company gone through a sustainability goal-setting process?	Documentation of goal-setting process, e.g., workshop notes, meeting minutes.
	ENT-CSR-003	3	Has the company identified a senior executive accountable for the company's sustainability program?	
	ENT-CSR-004	3	Does the company include CSR or sustainability objectives in annual personnel performance targets?	

	ENT-CSR-005	3	Does the company offer compensation incentives for reaching sustainability goals or targets?	
	ENT-CSR-006	3	Has the company formed a committee or taskforce for its sustainability program?	
	ENT-CSR-007	3	Has the company in the past reported or disclosed its sustainability program activities and performance?	
	ENT-CSR-008	3	Does the report have written executive sponsorship?	
	ENT-CSR-009	3	Has the company undergone a social compliance audit in the last three years? If so, state level of audit.	
Industry & Policy Engagement				
	ENT-CSR-009	3	Does the company have membership in trade or special-interest organizations that promote sustainability?	
Diversity, Equity, and Inclusion				
	ENT-DEI-001	3	Does the company have a policy on diversity, equal opportunity, and non-discrimination?	
	ENT-DEI-002	3	Does the company monitor diversity and inclusion, including gender ratio, gender pay gap, and racial inclusion?	
Leader	ENT-DEI-003	3	Does at least 50% of corporate management staff identify as women, trans, nonbinary, people of color, and/or people with disabilities?	List of corporate management staff stats.
Luminary	ENT-DEI-004	3	Does at least 50% of the governing board identify as women, trans, nonbinary, people of color, or people with disabilities?	list of governing board stats.
	ENT-DEI-007	3	Does the company have a policy in place to ensure greater supplier diversity?	
	ENT-DEI-008	3	Is the company's average salary and remuneration for employees of color at least 95% that of white employees over the last two years?	
Energy Efficiency				
Leader	ENT-EE-001	3	Does the company have clear and measurable targets for energy efficiency?	Documentation of targets.
	ENT-EE-003	3	Do the vast majority of stores have efficient facility overhead lighting ? (T-5, T-8 fluorescent, CFL or LED).	

	ENT-EE-005	3	Is there a written operating procedure for a daily inspection of the air curtains on open refrigerated units to make sure they are kept clear of food, bib tags, or advertisements?	
	ENT-EE-006	3	Is there a written operating procedure for weekly inspection of walk-in cooler and freezer doors?	
	ENT-EE-007	3	Do the vast majority of store parking lots use LED lighting?	
Advocate	ENT-EE-008	3	Does the company invest in energy efficiency?	Evidence of investment.
	ENT-EE-012	3	Does the company publicly report on its progress toward energy efficiency targets?	
GHG Reduction - Targets & Initiatives				
	ENT-GHG-002	3	Does the company have publically-available targets related to GHG reduction?	
	ENT-GHG-002-1	3	Does the company have 2030 GHG reduction targets?	
	ENT-GHG-009	3	Does the company require suppliers to have GHG reduction targets?	
	ENT-GHG-010	3	Does the company publicly report on its progress toward GHG emissions reduction targets?	
Labor & Human Rights				
	ENT-LAB-001	3	Does the company have a policy on employee health and well-being?	
Luminary	ENT-LAB-002	3	Does the company have a policy on employee remuneration and wage equity?	Documentation of policy.
	ENT-LAB-003	3	Do all hourly employees earn a federally-defined living wage (defined in 2019 as >$16.54/hr) or state-defined living wage if it is higher?	
	ENT-LAB-004	3	Is the company's average salary and remuneration for women and other genders at least 95% that of men over the last two years?	
Steward	ENT-LAB-008	3	How many times in the last three years has the company monitored employee satisfaction through surveys, interviews, or some other means?	Evidence of surveys.
	ENT-LAB-009	3	Is more than half of the company workforce covered under collective bargaining agreements?	
	ENT-LAB-010	2	Is there a whistleblower policy or a system for employees to submit anonymous feedback?	

	ENT-LAB-013	3	Does the company offer employees a stipend for external professional development opportunities?	
Occupational Health & Safety				
	ENT-OHS-001	1	Does the company have a policy on employee occupational health and safety?	
	ENT-OHS-002	3	Does the company have a policy to ensure the health and safety of contractors and tenants that includes COVID-19 safety procedures?	
	ENT-OHS-003	3	Does the company have an occupational health & safety management system that has documented procedures for hazard identification, risk assessment, and incident investigation?	
Packaging & Waste				
	ENT-PW-001	5	Does the company have a policy on waste reduction or zero waste?	
Leader	ENT-PW-002	3	Does the company have a policy on food waste reduction?	Copy of policy.
Luminary	ENT-PW-003	5	Does the company have stated waste reduction targets?	Documentation of targets.
	ENT-PW-004	3	Does the company publicly report against waste reduction targets?	
	ENT-PW-005	3	Has there been an audit on waste practices performed in past three years?	
	ENT-PW-007	1	Does the company partner with EPA WasteWise?	
	ENT-PW-008	3	Does the company put recycling instructions on own brand (white label) packaging? (e.g., How2Recycle)	
	ENT-PW-009	3	Does the company have a goal to increase recycled content in packaging?	
	ENT-PW-010	3	Does the company have a goal for reducing plastic packaging?	
	ENT-PW-011	3	Does the company have a goal for introducing reusable or refillable packaging opportunities (beyond reusable bags)?	
Leader	ENT-PW-013	3	Does the company have a public commitment to eliminate all sale of products using polystyrene packaging?	Evidence of public commitment, e.g., webpage, press release.

Luminary	ENT-PW-014	5	Has the company eliminated polystyrene (for example, Styrofoam) from made-in-house and white label packaging?	Documentation of packaging materials.
	ENT-PW-017	1	Are at least 75% of printers and copiers set for automatic double-side/duplex printing?	
	ENT-PW-018	1	Do stores disposing of expired meds work with a U.S. Drug Enforcement Administration-authorized vendor to collect and safely dispose of the medications?	
Renewable Energy				
	ENT-RE-001	3	Does the company have a public goal to purchase renewable energy?	
	ENT-RE-002	3	Has the company budgeted for or invested in onsite renewable energy in its stores and facilities?	
Refrigerants				
Steward	ENT-REFS-001	2	Does the company participate in EPA's GreenChill Program to manage refrigeration chemicals? See link to: www.epa.gov/greenchill	Evidence of program participation.
Leader	ENT-REFS-002	5	Has the company eliminated the use of all ozone-depleting substances (HCFCs) in its operations?	Documentation of elimination.
	ENT-REFS-004	5	Has the company made a public commitment to eliminate the use high-GWP HFCs in its operations?	
Leader	ENT-REFS-005	5	Does the company have a plan to eliminate the use of HFCs in its operations?	Documentation of plan.
	ENT-REFS-006	3	Are new refrigeration systems installed only with natural refrigerants?	
Risk Management				
	ENT-RM-006	3	Does the company have policies on governance matters, including cybersecurity, bribery and corruption, data protection, fraud, political contributions, executive compensation, and shareholder rights, if applicable?	
	ENT-RM-007	3	Does the company monitor incidents or breaches of its governance policies?	
	ENT-RM-008	3	Has the company performed a governance risk assessment in the last three years?	
Supply Chain				

	ENT-SC-001	3	Does the company have a policy on sustainable sourcing/procurement?	
	ENT-SC-006	3	Does the company participate in established programs or certifications, or have procurement policies or standards for high-impact commodities? Select all that apply.	
Luminary	ENT-SC-006-1	3	Palm Oil	Copy of procurement policy, standards, or program participation.
Luminary	ENT-SC-006-2	3	Seafood	Copy of procurement policy, standards, or program participation.
	ENT-SC-006-3	3	Meat Products	
	ENT-SC-006-4	3	Eggs	
	ENT-SC-006-5	3	Sugar, Soy, or Rice	
	ENT-SC-006-6	3	Paper Products	
	ENT-SC-006-7	3	Beauty Products	
Luminary	ENT-SS-009	5	Does the company have a policy to prioritize local suppliers where possible?	Copy of policy.
	ENT-SS-010	5	Is there a policy to purchase environmentally preferable EPEAT (silver to gold level) computers?	
	ENT-SC-011	2	Do the corporate offices use paper with a minimum of 30% post-consumer recycled content?	
	ENT-SC-012	3	Has the company done a human rights assessment of its suppliers in the last three years?	
Stormwater Management				
	ENT-SM-001	1	Is it required that storm drain grate surfaces be cleared off at least monthly?	
	ENT-SM-002	1	Is it required that stores clean out storm drains at least annually?	
	ENT-SM-003	1	Is it required that parking lots be dry swept at least quarterly?	
	ENT-SM-004	3	Is it required that non-coal tar-based asphalt sealants be used in parking lots for sealing and repair?	
Sustainability-Marketed Products				

	ENT-SMP-001	3	Is the highlighting of eco-certified products standard merchandizing procedure?	
	ENT-SMP-002	3	Does the company require stores to call out "green" household cleaning products with signage or by separating them?	
Toxics				
	ENT-TOX-001	2	Are stores required to report on disposal of hazardous materials and waste? (e.g. leaking quarts of oil, leaking containers of pesticide, disinfectants, photo processing waste)	
Leader	ENT-TOX-002	2	Does the company require third-party certified cleaning products in store operations?	Copy of policy.
Advocate	ENT-TOX-003	1	Does the company have a disinfecting/sanitizing policy? (For restrooms, cutting boards, dishwashing, etc.)	Copy of policy.
	ENT-TOX-004	2	Does the company require that "wet cleaning" or PERC-free dry cleaning be specified in store laundry contracts	
Leader	ENT-TOX-005	2	Does the company require that "low" VOC (less than 50 grams per liter) or "no" VOC content paint products be used in stores?	Copy of policy.
Leader	ENT-TOX-006	1	Does the company require the use of certified "green" pest contractors? (See www.greenshieldcertified.org or www.certifiedgreenpro.org)	Copy of policy.
	ENT-TOX-007	3	Is it required that compactors be inspected regularly, including inspection of hydraulic lines for leaks?	
	ENT-TOX-009	1	Does the company participate in the EPA's Safer Choice program?	
	ENT-TOX-010	1	Is chromium-free and unbleached parchment paper used in all bakeries?	
Transportation				
	ENT-TR-001	5	Is there an initiative to convert part or all of the company's fleet to low-emission motors, like electric or hydrogen?	
Steward	ENT-TR-002	2	Does the company utilize EPA's SmartWay Transport Partnership or other route optimization software? (See link to: www.epa.gov/otaq/smartway)	Evidence of program participation.
	ENT-TR-004	3	Is the company converting to electrified transportation refrigeration units (E-TRU)?	

Water Efficiency				
	ENT-WE-001	3	Does the company have a policy on water efficiency?	
	ENT-WE-002	3	Does the company have stated water efficiency targets?	
	ENT-WE-003	3	Does the company have defined pathways or active initiatives to achieve water efficiency targets?	
	ENT-WE-006	3	Does the company publicly report on progress towards water efficiency targets?	