

EU GPP CRITERIA FOR INDOOR CLEANING SERVICES

(please note that this document is a compilation of the criteria proposed in the 3rd Technical Report, which should be consulted for a full understanding of the project and work)

1. INTRODUCTION

EU Green Public Procurement (GPP) criteria aim at facilitating public authorities the purchase of products, services and works with reduced environmental impacts. The use of the criteria is voluntary. The criteria are formulated in such a way that they can be, if deemed appropriate by the individual authority, integrated into its tender documents. This document provides the EU GPP criteria developed for the product group "Indoor Cleaning Services", and covers the procurement of cleaning services, cleaning products, cleaning accessories and consumable goods. An accompanying Technical Background Report provides further rationales supporting the selection of these criteria and references for further information.

The criteria are split into Technical Specifications and Award Criteria. For each set of criteria there is a choice between two ambition levels:

- The Core criteria are designed to allow for easy application of GPP, focussing on the key area(s) of environmental performance of a product and aimed at keeping administrative costs for companies to a minimum.
- The Comprehensive criteria take into account more aspects or higher levels of environmental performance, for use by authorities that want to go further in supporting environmental and innovation goals.

1.1. Definition and scope

This GPP criteria set addresses the procurement process for environmentally conscious routine indoor professional cleaning services that are performed in areas that include offices, sanitary facilities, such as toilets and sinks, and other publically accessible areas.

For the purposes of this GPP criteria set, the product group "Indoor Cleaning Services" comprises the cleaning of glass areas that can be accessed without the use of any specialised equipment or machines. This product group shall not comprise disinfection activities or cleaning activities taking place on production sites.

In the framework of this criteria, 'routine' refers to professional cleaning services that are provided at least once a month, with the exception of glass cleaning which shall be considered as routine where it may be performed less frequently (e.g., at least once every three months).

2. EU GPP CRITERIA FOR INDOOR CLEANING SERVICES

Core criteria	Comprehensive criteria
SELECTION CRITERIA	
<p>SC1. Competences of the tenderer</p> <p>The tenderer shall have relevant competences and experience in providing environmentally conscious indoor cleaning services that, at a minimum, included the following:</p> <ul style="list-style-type: none"> • Use of ISO Type I label cleaning products or equivalent for at least 50% of the cleaning tasks in a contract, • Internal or external staff training that covers environmental aspects such as correct cleaning product dilution and dosage use, discarding of wastewater and waste sorting. <p>Verification:</p> <p>Evidence in the form of information and references related to relevant contracts, carried out in the previous 5 years, which included the above elements. This shall be supported by records of staff training activities, where the subjects covered are listed.</p> <p>Companies that have been awarded the EU Ecolabel for Indoor Cleaning Services, or equivalent, will be deemed to comply with the requirements.</p>	
TECHNICAL SPECIFICATION	
<p>TS1.1. Use of ecolabelled cleaning products</p> <p>At least A%¹ of all cleaning products, by volume at purchase, to be used to perform tasks related to the contract shall be compliant with the criteria on toxicity to aquatic organisms and excluded and restricted substances of the EU Ecolabel for hard-surface cleaning products.</p>	<p>TS1.1. Use of ecolabelled cleaning products</p> <p>All cleaning products to be used to perform tasks related to the contract shall be compliant with the criteria on toxicity to aquatic organisms and excluded or restricted substances of the EU Ecolabel for hard-surface cleaning products.</p>

¹ A represents the threshold to be defined by the procurer for the core level. Recommendations for its value are given in explanatory notes below the criterion.

<p>Verification:</p> <p>The tenderer shall supply a list of the cleaning products that will be used in the execution of the contract and documentation proving their compliance with the requirements. Products that have been awarded the EU Ecolabel for hard-surface cleaning products, or equivalent, will be deemed to comply with the requirements.</p>	<p>Verification:</p> <p>The tenderer shall supply a list of the cleaning products that will be used in the execution of the contract and documentation proving their compliance with the requirements. Products that have been awarded the EU Ecolabel for hard-surface cleaning products, or equivalent, will be deemed to comply with the requirements.</p>
	<p>TS1.2. Use of concentrated undiluted cleaning products</p> <p>At least B%² of all cleaning products, by volume at purchase, to be used to perform tasks related to the contract shall have a minimum dilution rate of 1:80.</p> <p>Verification:</p> <p>The tenderer shall supply a list of the cleaning products that will be used in the execution of the contract and documentation proving their compliance with the requirements.</p> <p>For each product, documentation on the dilution rate used shall be provided (Safety Data Sheets, user instructions or other relevant means). If a product can be used at multiple dilution rates, the most commonly used dilution rate, as justified by internal staff instructions, shall be provided. For ready-to-use products the dilution rate shall be marked as 1.</p>
<p>EXPLANATORY NOTES FOR TS1</p>	
<p><u>Recommended values for core criteria (A%) - Use of ecolabelled cleaning products</u></p> <p>50-70% of all cleaning products, by volume at purchase, to be used to perform the contract are compliant with the criteria on toxicity to aquatic organisms and excluded or restricted substances of the EU Ecolabel for hard-surface cleaning products.</p>	

²B represents the threshold to be defined by the procurer for the comprehensive level. Recommendations for its value are given in explanatory notes below the criterion.

<p><u>Recommended values for core criteria (B%) - Use of concentrated undiluted products</u></p> <p>30-50% of all cleaning products, by volume at purchase, to be used to perform the contract have a minimum dilution rate of 1:80.</p> <p>NOTE: Exceptions can be made if the authorities have special requirements for cleaning and the necessary cleaning products intrinsically cannot fulfil the criteria. Exemption from the requirements may be granted on the condition that there are no products available on the market.</p>	
<p>TS2.1. Use of microfiber products</p> <p>At least C%³ of all textile cleaning accessories (e.g. cloths, mop heads) to be used to perform tasks related to the contract shall be made of microfiber.</p> <p>Verification:</p> <p>The tenderer shall supply a list of the textile cleaning accessories that will be used in the execution of the contract, indicating specifically the ones that are made of microfiber.</p>	<p>TS2.1. Use of microfiber products</p> <p>All textile cleaning accessories (e.g. cloths, mop heads) to be used to perform tasks related to the contract shall be made of microfiber or meet the requirements set out in the EU Ecolabel for Textiles.</p> <p>Verification:</p> <p>The tenderer shall supply a list of the textile cleaning accessories that will be used in the execution of the contract, indicating specifically the ones that are made of microfiber or that have been awarded the EU Ecolabel for Textiles, or equivalent.</p>
	<p>TS2.2. Use of ecolabelled cleaning accessories</p> <p>At least D%⁴ of all textile cleaning accessories (e.g. cloths, mop heads) to be used to perform tasks related to the contract shall be compliant with the requirements set out in the EU Ecolabel for Textiles.</p> <p>Verification:</p> <p>The tenderer shall supply a list of the textile cleaning accessories that will be used in the execution of the contract and documentation proving their compliance with the</p>

³ C represents the threshold to be defined by the procurer for the comprehensive level. Recommendations for its value are given in explanatory notes below the criterion.

⁴ D represents the threshold to be defined by the procurer for the core level. Recommendations for its value are given in explanatory notes below the criterion.

	<p>requirements.</p> <p>Products that have been awarded the EU Ecolabel for Textiles, or equivalent, will be deemed to comply with the requirements.</p>
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EXPLANATORY NOTES FOR TS2

Recommended values for core criteria (C%) - Use of microfiber products
50-75% of all textile cleaning accessories (e.g., cloths, mop heads) to be used to perform tasks related to the contract shall be made of microfiber.

Recommended values for comprehensive criteria (D%) - Use of ecolabelled cleaning accessories
20-50% of all textile cleaning accessories (e.g., cloths, mop heads) to be used to perform the contract shall be compliant with the requirements set out in the EU Ecolabel for Textiles.

NOTE: The contracting authority will have to specify how the percentage will be judged, either in number of textile accessories or value.
Exceptions can be made if the authorities have special requirements for cleaning
Exemption from the requirements may be granted on the condition that there are no products available on the market.

TS3. Environmental management measures and practices

The tenderer shall have operational procedures which will be applied during the execution of the contract to:

1. monitor and record at least once every two months for a representative day the following indicators:

- Amount of cleaning products used (indicating whether they are ecolabelled and their dilution rate, if relevant)
- Cleaning accessories used (type and whether they are reusable or not)
- Amount of water used for cleaning tasks and location of water discharge
- Power equipment used (indicating energy class) and duration of use

- Amount of solid waste generated as part of cleaning tasks and its sorting

2. minimise the environmental impacts associated with the indicators monitored and recorded in 1, towards a defined target. The procedures shall especially consider the following aspects:

- Reduce use of cleaning products as much as possible
- Increase use of ecolabelled cleaning products
- Reduce use of disposable cleaning accessories
- Reduce water use
- Improve energy class of power equipment used
- Reduce amount of solid waste generated as part of cleaning tasks and increase its sorting/recycling

3. evaluate the implementation of points 1 and 2 by tracking both the evolution of the indicators and the implementation of the procedures.

4. in case of deviations, implement the necessary actions to correct those deviations, and if possible prevent them in the future.

5. produce an annual report on the evolution of these indicators.

Verification:

The tenderer shall provide: the procedure

1. for monitoring and recording the indicators pointed out in section 1) at least once every two months,
2. describing the measures to be deployed to minimise the environmental impacts of the indicators listed in point 1) and in accordance with the criteria listed in 2),
3. to ensure the implementation of the operational procedures,
4. to correct the deviations found in the evaluation, and if possible prevent them in the future.

Environmental management systems certified against ISO 14001 or EMAS, and services holding the EU Ecolabel for indoor cleaning services, or equivalent, are deemed to comply, if they cover the environmental objectives: minimisation of environmental impacts and the reporting requirement.

TS4.1 Consumable goods: hand soap

At least E%⁵ of all hand soap, by volume at purchase, to be provided to the contracting authority by the tenderer as part of the contract shall be compliant with the requirements of the EU Ecolabel for Rinse-off Cosmetics.

Verification:

The tenderer shall supply a list of hand soaps that will be provided to the contracting authority as part of the contract and documentation proving their compliance with the requirements. Products that have been awarded the EU Ecolabel for Rinse-off Cosmetics, or equivalent, will be deemed to comply with the requirements.

TS4.2. Consumable goods: hand drying methods

(the contracting authority should choose the appropriate option(s) based on their needs and existing sanitary installations)

(a) All paper towels and tissues to be provided to the contracting authority by the tenderer as part of the contract shall be compliant with the requirements of the EU Ecolabel for Tissue Paper.

(b) At least F%⁶ of all textile towel rolls, by number of rolls, to be provided to the contracting authority by the tenderer as part of the contract shall be compliant with the requirements of the EU Ecolabel for Textiles.

(c) All electric hand driers to be provided to the contracting authority by the tenderer as part of the contract shall have proximity sensors or have been awarded an ISO Type I label.

Verification:

The tenderer shall supply a list of hand drying products that will be provided to the contracting authority as part of the contract and documentation proving their compliance with the requirements. Products that have been awarded the relevant EU Ecolabel, or equivalent, will be deemed to comply with the requirements.

TS4.3. Consumable goods: other paper products

All paper products to be provided to the contracting authority by the tenderer as part of the contract shall be compliant with the requirements of the EU Ecolabel for Tissue Paper.

⁵ E represents the threshold to be defined by the procurer for the core and comprehensive level. Recommendations for its value are given in explanatory notes below the criterion.

⁶ F represents the threshold to be defined by the procurer for the core and comprehensive level. Recommendations for its value are given in explanatory notes below the criterion.

Verification:

The tenderer shall supply a list of toilet paper that will be provided to the contracting authority as part of the contract and documentation proving their compliance with the requirements. Products that have been awarded the EU Ecolabel for tissue paper, or equivalent, will be deemed to comply with the requirements.

EXPLANATORY NOTES FOR TS4Recommended values for core and comprehensive criteria (E%) - hand soaps

70% of all hand soap, by volume at purchase, to be provided to the contracting authority by the tenderer as part of the contract shall be compliant with the requirements of the EU Ecolabel for Rinse-off Cosmetics.

Recommended values for comprehensive criteria (F%) - textile towel rolls

50-75% of all textile towel rolls, by number of rolls, to be provided to the contracting authority by the tenderer as part of the contract shall be compliant with the requirements of the EU Ecolabel for Textiles.

NOTE: The contracting authority will have to specify how the percentage will be judged, e.g. by volume, value.

Exceptions can be made if the authorities have special requirements for cleaning.

Exemption from the requirements may be granted on the condition that there are no products available on the market.

AWARD CRITERIA**AC1.1. Use of ecolabelled cleaning products**

Points shall be awarded proportionally to tenders in which more than A%⁷ of all cleaning products, by volume at purchase, products to be used to perform tasks related to the contract shall be compliant with the criteria on toxicity to aquatic organisms and excluded or restricted substances of the EU Ecolabel for hard-surface cleaning products.

⁷ A corresponds to the percentage indicated in TS1.1.

<p>Verification:</p> <p>The tenderer shall supply a list of the cleaning products that will be used in the execution of the contract and documentation proving their compliance with the requirements. Products that have been awarded the EU Ecolabel for hard-surface cleaning products, or equivalent, will be deemed to comply with the requirements.</p>	
<p>AC1.2. Use of concentrated undiluted cleaning products</p> <p>Points shall be awarded proportionally to tenders in which a percentage of all cleaning products, by volume at purchase, to be used to perform tasks related to the contract shall have a minimum dilution rate of 1:80.</p> <p>Verification:</p> <p>The tenderer shall supply a list of the cleaning products that will be used in the execution of the contract and documentation proving their compliance with the requirements.</p> <p>For each product, documentation on the dilution rate used shall be provided (Safety Data Sheets, user instructions or other relevant means). If a product can be used at multiple dilution rates, the most commonly used dilution rate, as justified by internal staff instructions, shall be provided. For ready-to-use products the dilution rate shall be marked as 1.</p>	
<p>AC2.1. Use of microfiber products</p> <p>Points shall be awarded proportionally to tenders in which more than C%⁸ of all textile cleaning accessories (e.g., cloths, mop heads) to be used to perform tasks related to the contract shall be made of microfiber.</p>	

⁸C corresponds to the percentage indicated in TS2.1.

<p>Verification:</p> <p>The tenderer shall supply a list of the textile cleaning accessories that will be used in the execution of the contract, indicating specifically the ones that are made of microfiber.</p>	
<p>AC.2.2. Use of ecolabelled cleaning accessories</p> <p>Points shall be awarded proportionally to tenders in which a percentage of all textile cleaning accessories (e.g., cloths, mop heads) to be used to perform tasks related to the contract shall be compliant with the requirements of the EU Ecolabel for Textiles.</p> <p>Verification:</p> <p>The tenderer shall supply a list of the textile cleaning accessories that will be used in the execution of the contract, indicating specifically the ones that are made of microfiber and the ones that are ecolabeled, and documentation proving their compliance with the requirements.</p> <p>Products that have been awarded the EU Ecolabel for Textiles, or an equivalent ISO Type I label, will be deemed to comply with the requirements.</p>	<p>AC.2.2. Use of ecolabelled cleaning accessories</p> <p>Points shall be awarded proportionally to tenders in which more than D%⁹ of all textile cleaning accessories (e.g., cloths, mop heads) to be used to perform tasks related to the contract shall be compliant with the requirements of the EU Ecolabel for Textiles.</p> <p>Verification:</p> <p>The tenderer shall supply a list of the textile cleaning accessories that will be used in the execution of the contract, indicating specifically the ones that are made of microfiber and the ones that are ecolabeled, and documentation proving their compliance with the requirements.</p> <p>Products that have been awarded the EU Ecolabel for Textiles, or an equivalent ISO Type I label, will be deemed to comply with the requirements.</p>
<p>AC3. Environmental management systems</p> <p>Points shall be awarded in accordance to the quality of the environmental management system tenderers commit to putting in place in the execution of the contract.</p> <p>The following elements should be taken into account in the evaluation:</p> <p>a) The identification of the significant direct and indirect environmental aspects (based on their impact on the environment) and the identification of adequate measures to minimise their impact.</p> <p>b) A precise action programme ensuring that the identified measures are applied adequately to the services provided. The action program shall also establish targets for the</p>	

⁹D corresponds to the percentage indicated in TS2.2.

environmental performance associated with the identified environmental aspects (e.g. reduction in amount of cleaning products used).

c) An internal evaluation taking place annually and allowing verification of the organisation's performances with regard to the targets defined in the action program. Results from the evaluation shall be used by the organisation's management board to achieve continuous improvement through updates to the environmental action program (targets and actions).

d) Third party evaluation from a conformity assessment body accredited or licensed based on EU legislation or international standard as competent to carry out a conformity assessment of environmental management systems.

e) The capacity to provide third party verified material or documentary proof confirming that there is no evidence of non-compliance with legal requirements relating to the environment.

f) Commitment to continuous improvement of environmental performance related to identified environmental aspects, in particular through the periodic monitoring and publicly available reporting on the organisations' environmental performance. The environmental performance should be evaluated on the basis of generic and sector-specific indicators focusing on key environmental areas. Environment indicators should ensure relevance and comparability of the information and allow the organisation to compare their environmental performance both over different reporting periods and with the environmental performance of other organisations or sectoral benchmarks.

g) A compulsory publication of an environmental statement at least every four years, validated by a third party environmental verifier, which includes a description of the following elements:

- Structure and activities of the organisation;
- Environmental policy and environmental management system;
- Environmental aspects and impacts;
- Environmental programme, including actions and targets;
- Environmental performance and compliance with applicable legal obligations relating to the environment.

h) An active involvement of employees, including both the participation of, and the information to the individual employee and his representatives. This includes employees involvement in the process aimed at continually improving the organisation's environmental performance through all the steps which constitute the environmental management system.

Verification:

The tenderer shall provide a description of the measures that will be put in place to fulfil the aforementioned requirements.

Environmental management systems certified against standard ISO 14001 will be deemed to fulfil points a), b), c), and d). Environmental management systems registered under

EMAS will be deemed to fulfil all the points listed above.

AC4. Energy efficiency of vacuum cleaners

Points shall be awarded proportionally to tenders in which a percentage of all vacuum cleaners to be used to perform tasks related to the contract meet, at minimum, the following energy efficiency classes as defined in Commission Delegated Regulation (EU) No 665/2013, at the time of purchase:

- Class A for vacuum cleaners bought before 01/09/2017
- Class A+ for vacuum cleaners bought after 01/09/2017

Verification:

The tenderer shall supply a list of the vacuum cleaners that will be used in the execution of the contract and documentation proving their compliance with the requirements.

CONTRACT PERFORMANCE CLAUSES

CPC1.1. Cleaning products, accessories used and procedures followed

During the duration of the contract, the tenderer shall document and report biannually to the contracting authority the following aspects:

1. Type, dilution rate and volume at purchase of cleaning products used in the delivery of the cleaning services, indicating which products meet the requirements set in TS1.1, TS1.2, AC1.1 or AC1.2, as appropriate.
2. Type and quantity of cleaning accessories used in the delivery of the cleaning services, indicating which products meet the requirements set in TS2.1, TS2.2, AC2.1 or AC2.2, as appropriate.

The contracting authority may set rules for penalties for non-compliance.

CPC1.2. Cleaning product dosing

The tenderer shall make available to the cleaning staff the appropriate dosing and diluting apparatus for the cleaning products used (e.g. automatic dispensers, measuring beakers/caps, hand pumps, sprays) and to the corresponding instructions for correct dosing and diluting, either at the cleaning site or at the tenderer's premises, as appropriate.

The contracting authority may set rules for penalties for non-compliance.

CPC2. Staff Training

During the duration of the contract, the tenderer shall have in place an internal staff training program or provide staff with the means of following an external training program that covers the topics listed below, if and when they are pertinent to the tasks performed by the staff member, as part of the contract:

Cleaning products:

- Staff shall be trained to use the correct product dosage for each cleaning task.
- Staff shall be trained to use the correct dilution rate for undiluted cleaning products and how to use the appropriate dosage apparatus.
- Staff shall be trained on how to store cleaning products appropriately.
- The training shall cover the minimisation of the range of cleaning products used as a mean to minimise the risk of overusing and misusing of cleaning products.

Energy saving:

- Staff shall be trained to use unheated water for diluting products, unless otherwise specified by the product manufacturer.
- Where appropriate, staff shall be trained to use the appropriate cycle and temperature for both industrial and household washing machines.
- Where appropriate, staff shall be trained to turn off lights when done with their tasks.

Water saving:

- Staff shall be trained to use microfiber products, where appropriate, to minimise the use of water and cleaning products.

Waste:

- Staff shall be trained to use durable and reusable cleaning accessories and minimise the use of single use cleaning supplies (e.g. gloves), where this does not compromise staff safety and hygiene requirements.
- Staff shall be trained to correctly discard waste water.
- Staff shall receive specific training for waste sorting of any waste generated during cleaning activities.

The tenderer shall ensure that all new staff (permanent and temporary staff) performing cleaning tasks as part of the contract receive adequate training within six weeks of starting employment. All staff performing tasks as part of the contract shall be given an update on all the aspects outlined in the criterion at least once a year. Although this update does not have to be a repeat of the initial training session, it should cover all of the environmental issues listed and ensure that relevant staff are fully aware of their responsibilities.

The tender shall report the training provided to the contractor authority.

The contracting authority may set rules for penalties for non-compliance.

EXPLANATORY NOTES FOR CPC2

Recommended values

For permanent staff and temporary staff with contracts exceeding one year: 16h of initial training, 8h of training as part of annual updates.

For temporary staff with contracts that do not exceed one year: 8h of initial training.

Duration of the training can be adjusted to the needs and conditions of the tenders.

CPC3. Environmental management measures and practices

The service provider shall document and report, over the contract duration:

- the results of the monitoring of indicators and
 - the results of the evaluation and the correction and prevention actions, where applicable,
- according to the written procedures provided for the verification of the TS3.

These reports shall be made available to the contracting authority for verification purposes.

The contracting authority may set rules for penalties for non-compliance.

CPC4. Consumable goods

During the duration of the contract, the tenderer shall document and report biannually to the contracting authority the type and quantity of consumable goods provided as part of TS4.1, TS4.2 and TS4.3, as applicable.

The contracting authority may set rules for penalties for non-compliance.

CPC5. Purchase of new vacuum cleaners

All new vacuum cleaners purchased by the tenderer to be used to perform tasks related to the contract shall meet class A+ or higher on energy efficiency as defined in Commission Delegated Regulation (EU) No 665/2013, at the time of purchase.

The tender shall report the purchase of new vacuum cleaners to the contractor authority.

The contracting authority may set rules for penalties for non-compliance.