

Development of European Ecolabel Criteria and revision of EU Green Public Procurement Criteria for Cleaning Services

Technical report, Task 1

Proposal of PRODUCT GROUP DEFINITION AND SCOPE
(Draft) Working Document

BESTFOOTFORWARD

part of the Anthesis Consulting Group PLC

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Development of European Ecolabel Criteria and revision of EU Green Public Procurement Criteria for Cleaning Services

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FOREWORD

This study proposes the scope and definition for the product group Cleaning Services for which European Ecolabel criteria are to be developed and Green Public Procurement criteria to be revised. In order to develop the PG definition and scope a questionnaire was sent out to different types of cleaning service providers or suppliers. This resulted in feedback on the draft product scope based on existing schemes for cleaning services; and provided a first insight into what should and should not be included under Cleaning Services. The stakeholder questionnaire and the final product scope and definition report are available on the Ecolabel website at: <http://susproc.jrc.ec.europa.eu/cleaning%20services/index.html>. The proposal revises existing definitions and scope contained in other ecolabelling schemes and standards; and also presents stakeholder feedback we have received addressing potential proposals for definition and scope for cleaning services.

In the next stages of the project, the team will complete a market, technical and environmental analysis to gather supporting information for the product scope. The technical analysis will take a life cycle approach to assessing cleaning services on economic, social and environmental criteria. This will support the criteria development and revision. Later in the process, drafts of the proposed EU Ecolabel and GPP criteria and supporting technical reports (including Market and Technical Analysis) will be circulated among registered stakeholders. These drafts will be discussed at two working group meetings planned to take place in begin and mid-2015. Meetings will be open to all registered stakeholders.

The IPTS project team coordinates the development of the EU Ecolabel and revision of the EU GPP criteria includes Belmira Neto and Oliver Wolf. The consultant team responsible for the supporting work is Best Foot Forward, part of the Anthesis Global Consulting Group, including Bethany Field, Oscar Benjamin and Nicola Jenkin. Several stakeholders and experts have contributed data and information to the study throughout the questionnaire available in the abovementioned website. This includes: provider of general cleaning products (1); certified EPD cleaning services provider (1); cleaning services provider (1); cleaning services umbrella organisations (1); public procurer (1); cleaning products manufacturers (2); cleaning services facilities management organisations (3); industry umbrella organisations (4); governments or public administrations (4); Ecolabeling scheme organisations (9).

DISCLAIMER

The views, recommendations and proposals expressed in this report are those of the authors' and do not necessarily reflect the opinion of the JRC IPTS or the European Commission. Recommendations made in this report should not be taken as a political or legal signal that IPTS or the European Commission intends to take a given action.

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INTRODUCTION

The Institute for Prospective Technological Studies (IPTS) delivers scientific and interdisciplinary analyses with the overall goal of supporting the EU policy-making process. In particular, the services of the Sustainable Consumption and Production Unit within the JRC include providing socio-economic analyses with regards to key aspects of sustainable consumption and performing techno-economic and environmental impact assessment of technologies, products and processes.

The aim of this project is to develop EU Ecolabel criteria for cleaning services and to revise the existing EU Green Public Procurement (GPP) criteria for cleaning services. The implementation of this scheme will assist in the reduction of negative impacts of consumption and production on the environment, on human health and natural resources. The project is led by the Joint Research Centre's Institute for Prospective Technological Studies (JRC-IPTS) with the technical support of Best Foot Forward, part of the Anthesis Consulting Group PLC. The team will carry out the necessary groundwork so that a solid basis for the development of sustainability criteria can be made available for policy-making.

As part of the project, this report focuses on the definition for and scoping of the product group Cleaning Services. The list of services referred to under Cleaning Services is long, and definitions and understandings vary widely. Hence, it is important to gain an overview of the different definitions and to narrow down the long list of cleaning services in order to obtain a homogenous product scope for which an appropriate and meaningful set of EU Ecolabel and EU GPP criteria can be developed.

In this report, the objectives are set out in Section 1 before some existing definitions are presented and discussed (Section 2). These definitions are sourced from other ecolabelling schemes and from market classifications (including e.g. NACE). In Section 3, selected stakeholder feedback is presented and analysed in terms of the types of organisations represented; and their opinion on the product scope and definition. The feedback also looks at whether the stakeholders organisations are impacted by regulations and standards; and at the types of products purchased by the organisation. Section 4 summarises the findings on legislation, industry guidance, and standards used for cleaning products and services; and Section 5 provides an introduction to preliminary findings on the market analysis. Section 6 concludes with the proposed definition and scope of Cleaning Services.

In a next step, further investigation will be carried out for the shortlisted cleaning services: including further analysis of legislative framework and technical standards; market analysis; and technical analysis.

We will complete a market, technical and environmental analysis to gather supporting information for the product scope and further inform and validate criteria development. Before the proposal of criteria the improvement potentials and the best available techniques for the service provision are to be identified. At the final stage drafts of the proposed EU Ecolabel and GPP criteria and supporting technical reports (including Market and Technical Analysis) will be circulated and will be discussed at two working group meetings.

1. OBJECTIVE

The purpose of this document is to present our initial research on what resources are available for defining and identifying the scope of the Cleaning Services product group for both the development of EU Ecolabel criteria and the revision of EU GPP criteria. This includes the consideration of existing EU Ecolabel criteria for cleaning products and EU GPP criteria, researches into existing ecolabel

schemes and standards (including the relevant definitions, scope and criteria); analysis of relevant regulations and standards and also through analysis of the responses obtained to the questionnaire (sent out to potential stakeholders) within the period. It will also provide an initial overview from stakeholders regarding the definition and scope for Cleaning Services.

This draft document outlines the main findings on the potential definition and the scope to be further explored within the next steps of the project which will include market, technical and economical analysis based on Life Cycle Assessment and additional scientific evidence. Furthermore, the potential improvements and the best available techniques for the service provision are to be identified. Finally draft criteria will be developed together with the supporting technical documents.

2. EXISTING RELEVANT PRODUCT GROUPS FOR CLEANING SERVICES

Cleaning Services refer both to products used and services. In that context it is important to point out that a range of cleaning products are already covered by the EU Ecolabel criteria. These are dishwashers' detergents (*domestic and industrial & institutional*), laundry detergents (*domestic and industrial & institutional*), all-purpose cleaners and hand dishwashing detergents.

The product groups dishwashers' detergents (domestic and industrial & institutional) and laundry (domestic and industrial & institutional) criteria are currently being revised. The product groups all-purpose cleaners and hand dishwashing detergents is following this year. Common criteria for all these products are identified in Table 1. The links to the existing EU Ecolabel criteria for the full range of cleaning product groups can be found below.

- [EU Ecolabel to all-purpose cleaners and sanitary cleaners](#) (Commission Decision 2011/383/EU)
- [EU Ecolabel to hand dishwashing detergents](#) (Commission Decision 2011/382/EU)
- [EU Ecolabel for laundry detergents](#) (Commission Decision 2011/264/EU)
- [EU Ecolabel to detergents for dishwashers](#) (Commission Decision 2011/263/EU)

Table 1 overviews the criteria used in the EU Ecolabel for existing Cleaning Products. It indicates that there is significant overlap criteria for the different cleaning products types; with some exceptions where criteria are relevant to only one or two product categories (including fragrances, VOC, and dosage requirements). Criteria common across all product groups include toxicity to the aquatic environment, biodegradability, limitation of hazardous substances, packaging, fitness for use, user instructions and information to appear on the Ecolabel.

Table 2 overviews the EU GPP criteria for cleaning products (All Purpose Cleaners, Sanitary cleaners, Windows cleaners) and Cleaning Services. Core criteria are similar among cleaning products and services for limited substances and packaging requirements. The comprehensive criteria are also identical among the distinct cleaning products and services although it comprehends a wide list on the limited substances (as for instance, limitation in the use of phosphorus, biocides and critical dilution volume). Also for the comprehensive criteria, packaging requirements are also considering the weight utility ration (WUR).

Table 1 Overview of the criteria used in the EU Ecolabel for existing Cleaning Products

Criterion	All Purpose Cleaners and sanitary cleaners	Hand dishwashing detergents	Laundry detergents (domestic)	Laundry detergents (Industrial and institutional)	Dishwashing detergents (domestic)	Dishwashing detergents (Industrial and institutional)
Total chemicals					X	
Dosage requirements			X	X		
Toxicity to aquatic environment	X	X	X	X	X	X
Biodegradability	X	X	X	X	X	X
Substances	X	X	X	X	X	X
Fragrances	X	X				
Corrosive		X				
Volatile Organic Compounds	X					
Phosphorus	X					
Packaging	X	X	X	X	X	X
Fitness for use	X	X	X	X	X	X
User instructions	X	X	X	X	X	X
Information on Ecolabel	X	X	X	X	X	X
Professional training	X			X		X

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Table 2: EU GPP criteria for the Products Groups All Purpose Cleaners, Sanitary cleaners, Windows cleaners and Cleaning Services

Product groups:	All Purpose Cleaners	Sanitary cleaners	Windows cleaners	Cleaning Services	All Purpose Cleaners	Sanitary cleaners	Windows cleaners	Cleaning Services
Criterion description:	GPP (core criteria)				GPP (comprehensive criteria)			
Excluded or limited substances:								
Substances of very high concern (Reach regulation)	✓	✓	✓	✓	✓	✓	✓	✓
Substances of very high concern (Hazardous statements or risk phrases)					✓	✓	✓	✓
Limited substances:								
Phosphorus					✓	✓	✓	✓
Biocides (no preservatives)					✓	✓	✓	✓
Biocides (others related with bioaccumulation)					✓	✓	✓	✓
Critical dilution volume (CDV)					✓	✓	✓	✓
Packaging requirements :								
Dosing instructions	✓	✓	✓	✓	✓	✓	✓	✓
No use spray with propellers	✓	✓	✓	✓	✓	✓	✓	✓
Triggers sprays sold apart	✓	✓	--	✓	✓	✓	--	✓
Weight utility ration (WUR)					✓	✓	✓	✓
Contract clauses:								
Regular report on name and quantity of products used				✓				✓
Regular training				✓				✓
Work instructions								✓
Nominated Facility manager								✓
Environmental friendly techniques								✓

3. PRODUCT GROUP DEFINITION AND SCOPE: OVERVIEW ON EXISTING SCHEMES

3.1. Definition of cleaning services in existing schemes and legislations

Only a small number of definitions and categorisations exist for cleaning services within existing schemes. This Section aims to provide a brief overview of different definitions and understandings.

Examples of definitions and scope taken from other existing initiatives for Cleaning Services are listed below and have been taken into consideration in the proposal for the Product Group definition.

Example 1

Standard* cleaning: regarding regular or periodic tasks performed to keep an indoor space clean reported to an area (m²) of clean space per year.

**Standard cleaning: is performed regularly and frequently – on a day to day basis and up to once per month.*

Source: Nordic Swan, Version 2.3, 17 March 2009 – 30 June 2016

Example 2

Professional cleaning services for public and private buildings (as offices, hospitals and schools) making use of machinery or equipment as (e.g. washing machines, trolleys). This covers all types of floor cleaning services including vertical surfaces, as windows if the area cleaned (m²) is < 20% of the total.

Measurement: 1m² of average representative cleaning area (1 year). The cleaning may be due in a daily basis, one or two times per week, but is fixed within a year.

Source: current Product Category Rules for professional Cleaning Services for Buildings, 2011:03 Version 1.2., valid until: 2016-05-20

Different eco-labelling and green procurement schemes group different products into the category Cleaning Services. A review of the available criteria for cleaning services, used in other initiatives, shows that in general **inside the scope** of cleaning services are all indoor activities typically refer to clean commercial, public, and industrial buildings – performed on a regular basis.

The revised existing national schemes set criteria for sustainable cleaning and some which are also applicable globally or European-wide. A summary is provided for some of the **most relevant schemes** for Cleaning Services (referring to GPP criteria and Ecolabel criteria) and identified as providing a good overview on the variety of views on the scope and definition. In these schemes the scope is identified and grouped.

Table 3 provides an overview of current schemes referring to Green Public Procurement. In updating the EU GPP criteria for cleaning products and services this document also reviews the most relevant sustainable procurement guidelines from: Australia; UNEP and Netherlands as listed below. Green Public Procurement criteria are structured in core criteria, which represent a minimum requirement and a set of comprehensive criteria, which reflects higher environmental ambitions. The existing Cleaning Services criteria are structured as follows (also available in <http://ec.europa.eu/environment/gpp/pdf/criteria/cleaning.pdf>).

Criteria

- **Criterion #1:** Products used must **meet the relevant comprehensive criteria for cleaning products** (see below *)
- **Criterion #2:** After the first six months of the contract, and thereafter at the end of every year of the contract, **a balance must be submitted by the contractor indicating the name and quantity of the cleaning products used.**
- **Criterion #3:** All **cleaning staff** employed in carrying out the service must be **regularly trained** for their various tasks. This training should cover cleaning agents, methods, equipment and machines used; waste management and aspects of health, safety and the environment.
- **Criterion #4:** The tenderer must demonstrate its capacity to carry out the service in an environmentally sound manner. This must include **evidence of the regular training of staff on health, safety and environmental aspects** of cleaning activities and **evidence of compliance with environmental and health and safety obligations.**
- **Criterion #5:** In agreement with the contracting authority, **precise work instructions** on environmental protection and on health and safety standards in carrying out the service **shall be produced and displayed in the buildings** in a way that they can be consulted by cleaning staff at any time.
- **Criterion #6:** A **facility manager**, foreman/forewoman or co-ordinator **should be nominated to organise and supervise the cleaning.** The appointed person should stay in contact with the contracting authority and be reachable during working hours. The facility manager, foreman/forewoman or coordinator **has to be sufficiently trained in the fields of occupational health and safety standards, application techniques and environmental issues.**
- **Criterion #7:** The contractor should **use reusable microfiber cloths where appropriate**

** Cleaning agents must meet a range of minimum requirements relating to the exclusion of certain hazardous ingredients, the bioaccumulation of biocides, the content of phosphorus and dosage recommendations.*

For detailed information see criteria for the all set of cleaning agents in <http://ec.europa.eu/environment/gpp/pdf/criteria/cleaning.pdf>.

Table 3 Overview of the existing schemes referring to GPP criteria for cleaning services

Sustainable Procurement Guide: Cleaning Services	Australia	Guide	Industry/procurement	<p>In scope: all indoor activities typically required to clean commercial and public buildings</p> <p>Out of scope: residential buildings; maintenance of exterior areas such as parking lots, grounds, or picnic areas; industrial cleaning e.g. manufacturing process cleaning</p>
Local Governments for Sustainability for the United Nations Environment Programme (UNEP), Sustainable procurement guidelines for cleaning services (basic and advanced)	Global	Guideline	Local government	<p>In scope:</p> <ul style="list-style-type: none"> • The procurement of cleaning products and cleaning services for offices. • Aim to cover all chemical products likely to be used by cleaning staff for cleaning <p>Out of scope:</p> <ul style="list-style-type: none"> • Other cleaning products such as dish washing liquid or laundry detergents. It also does not include other products sometimes provided by cleaning contractors such as paper towels, toilet paper or bin liners.
Criteria for the Sustainable Public Procurement of Cleaning Services	Netherlands	Government procurement criteria	Government authorities	<p>In scope:</p> <ul style="list-style-type: none"> - Cleaning of facilities - Cleaning services for offices, schools and office equipment - Cleaning of office equipment - Cleaning of offices <p>Out of scope: -specialised cleaning or sanitation services (such as window cleaning, sewer sanitation, carpet cleaning, cleaning following disasters, removal of graffiti, etc.).</p>

The scope of these schemes and the user type varies significantly depending on the focus of the scheme. These schemes do not in general, with the exception of the Nordic Swan, include specific definitions for cleaning services but do provide specific scope of which services are included under the standard.

According to the analysis carried out we can say that the majority of schemes identified **focus on:**

indoor activities performed regularly or periodically including the cleaning of commercial (e.g. offices, schools, shopping centres, hotels) or public/ institutional buildings (e.g. libraries, schools, museums, churches).

In respect to what is normally considered **out of scope** the same schemes reviewed include: **Industrial cleaning** (e.g. environmental remediation, manufacturing process cleaning); **special cleaning services** (e.g. carpet cleaning, window cleaning, upholstery cleaning, or mould remediation services) and **sanitation services** (e.g. sewer sanitation, carpet cleaning, cleaning after accidents/disasters, and removal of graffiti). In addition, the overview allow concluding that laundry,

hand washing and dishwashing are services that do not fall under the definition and/or existing scope for cleaning services for current schemes.

Table 4 sums up the ecolabel schemes that include: The Australian Ecolabel Program; Green Seal standards (for Cleaning Services performed in commercial/institutional and residential, LEED (existing buildings) and Nordic Swan (cleaning services).

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Table 4 Overview of the existing labelling schemes and standards for Cleaning Services

<i>Name</i>	<i>Region</i>	<i>Type</i>	<i>User</i>	<i>Description/definition</i>	<i>Scope</i>
The Australian Ecolabel Program - Good Environmental Choice Australia Standard - Cleaning	Australia	Voluntary labelling standard	Members of the cleaning services sector	Standard specifies requirements for the use of chemicals and cleaning products by a cleaning service provider, as well as the systems that should be in place to support waste management and product procurement.	<p>In scope:</p> <ul style="list-style-type: none"> • Domestic (household) cleaning • Commercial cleaning (e.g., offices, schools, shopping centres, public buildings) • Window cleaning <p>Out of scope:</p> <ul style="list-style-type: none"> • Industrial cleaning (e.g., environmental remediation, manufacturing process cleaning)
GS-42 Commercial and Institutional Cleaning Services (Green Seal)	US	Standard	Product manufacturer and services provider	This standard is for cleaning service providers including in-house and external cleaning services including all indoor activities typically required to clean commercial, public and industrial buildings.	<p>In scope:</p> <ul style="list-style-type: none"> • Cleaning services for commercial or institutional buildings • Hotels, assisted living, hospitals, and similar properties • Dormitory, apartment, and similar properties' common/public areas <p>Out of scope:</p> <ul style="list-style-type: none"> • Services that clean residential properties or areas • Speciality cleaning services such as carpet cleaning, window washing, upholstery cleaning, or mould remediation services
GS-49 Residential Cleaning Services (Green Seal)	US	Standard	Product manufacturer and services provider	This standard establishes criteria for professional cleaning services of residential facilities, areas, or spaces.	<p>In scope:</p> <ul style="list-style-type: none"> • Services that clean residential properties or areas <p>Out of scope:</p> <ul style="list-style-type: none"> • Those included under G42
LEED for Existing Buildings: Operations & Maintenance Rating System (LEED-EBOM)	US	Certification programme	Building facility manager; cleaning service providers	The rating system encourages owners and operators of existing buildings to implement sustainable practices and reduce the environmental impacts of their buildings	Offices, retail and service establishments, institutional buildings (libraries, schools, museums, churches, etc.), hotels, and residential buildings of 4 or more habitable stories
Nordic Swan Ecolabel: Cleaning Services	Nordic countries	Ecolabel	Cleaning Service providers	Standard cleaning: regarding regular or periodic tasks performed to keep an indoor space clean reported to an area (m ²) of clean space per year	<p>In scope:</p> <p>Standard cleaning means tasks that are necessary in order to keep an indoor space clean: regular cleaning and periodic cleaning covering maintenance of floors, collection of waste etc. are included in these tasks.</p> <p>Out of scope:</p> <p>specialist cleaning and window cleaning</p>

3.2. Definition of cleaning services in statistics

The **NACE definition** of the cleaning industry in the REV. 2, section N, division 81, group 81.2., refers to "general cleaning of buildings" and "industrial cleaning activities" as well as some other activities carried out by cleaning contractors, such as waste management services, chimney sweeping, façade cleaning, or maintenance of areas around buildings. Below are identified the relevant categories:

NACE classification for general cleaning of buildings (code 81.21)

Activities Included

General (non-specialized) cleaning of all types of buildings, such as: offices, houses or apartments, factories, shops and institutions. General (non-specialized) cleaning of other business and professional premises and multiunit residential buildings. These activities are *mostly interior cleaning* although they may include the cleaning of associated exterior areas such as windows or passageways. Specialised cleaning activities, such as: window cleaning, chimney cleaning, cleaning of fireplaces, stoves, furnaces, incinerators, boilers, ventilation ducts, exhaust units, cleaning of industrial machinery; other building and industrial cleaning activities.

Activities excluded Specialised cleaning activities, such as: chimney cleaning, cleaning of fireplaces, stoves, furnaces, incinerators, boilers, ventilation ducts, exhaust units.

NACE classification for other building and industrial cleaning activities (code 81.22)

Activities included

Exterior cleaning of buildings of all types, including offices, factories, shops, institutions and other business and professional premises and multiunit residential buildings; specialised cleaning activities for buildings such as window cleaning, chimney cleaning and cleaning of fireplaces, stoves, furnaces, incinerators, boilers, ventilation ducts and exhaust units; cleaning of industrial machinery; other building and industrial cleaning activities,.

Activities excluded

Steam cleaning and blasting and similar activities for building exteriors.

NACE classification for buildings mainly regards interior cleaning despite the fact that may also be included associated areas as windows or passageways. Excluded from NACE for buildings are the more specialised cleaning taking place mainly indoors.

NACE classification for other building and industrial cleaning include exterior cleaning of building of all types. Excluded are steam cleaning and blasting for building exteriors.

Note: the definition of clean is not specified in any greater detail in the existing schemes, standards and NACE classification for Cleaning Services. The existing definitions are useful when looking at the scope. They in general match the scope found in existing schemes with a focus on indoor cleaning of buildings. Other services such as windows cleaning are defined separately.

4. STAKEHOLDER FEEDBACK AND ANALYSIS

Over 100 cleaning services supply chain stakeholders were contacted requesting their responses to a survey regarding the proposed scope and definition for cleaning services. In total 27 responses were received from stakeholders including: ecolabelling schemes, government or public administration departments, cleaning product manufacturers and suppliers, cleaning service providers, cleaning service procurers and industry bodies. Annex A includes the overview of all responses.

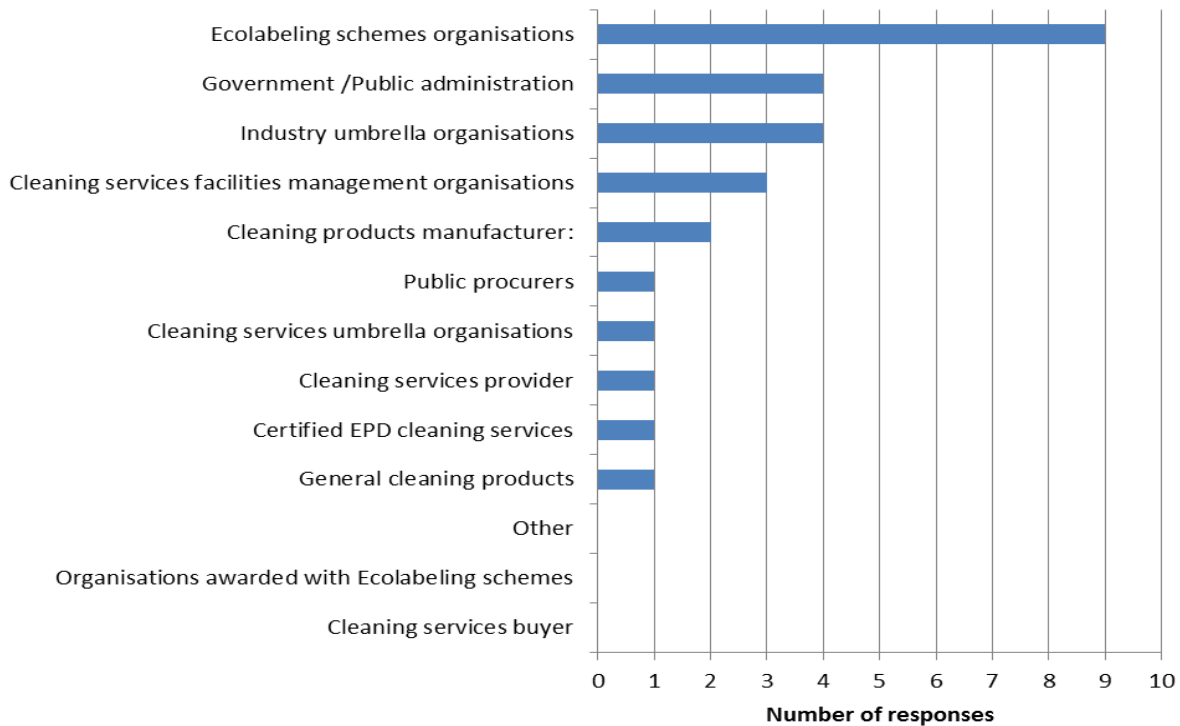


Figure 1 Organisation types that responded to the questionnaires in the survey

The following sections present stakeholder feedback on: the product group definition (section 3.1); product scope boundaries (section 3.2); boundaries for inclusion (3.3); and legislation, guidance and standards (section 3.4); and best practices (3.5).

4.1. Product group definition

A total of 21 organisations agreed with the proposed definition of the product group addressed in the survey. This constitutes an overall 78% of the total respondents. The PG is defined in the survey as follows:

Professional cleaning operations, performed regularly or periodically in order to keep an indoor space clean, and that can be performed manually or making use of machinery

A small number of respondents (2 out of 24 responses) consider that the definition should also include 'disinfected' and 'well scented'. Two stakeholders also commented on the need for greater specificity on the definition of indoor spaces, which is defined in section 3.2

For this purpose, the specific feedback relating to the scope (i.e. services and activities considered) that better support this definition are explored below.

4.2. Scope definition

4.2.1. Services to be considered

Figure 2 shows that 26 of 27 organisations agreed to include commercial building services within the scope of cleaning services. The definition of commercial buildings for the purpose of this survey is regular and periodic cleaning of offices, shopping centres and hotels. 25 of 27 organisations agreed to include institutional building services within the scope of cleaning services. Definition of institutional buildings for the purpose of this survey is regular and periodic cleaning of, for instance, schools, government buildings and hospitals. 19 of 27 organisations agreed to include residential building services within the scope of cleaning services.

Nine stakeholders highlighted that other activities may be considered inside the scope of cleaning services such as: train stations, airports, sports facilities, military barracks, museums and libraries

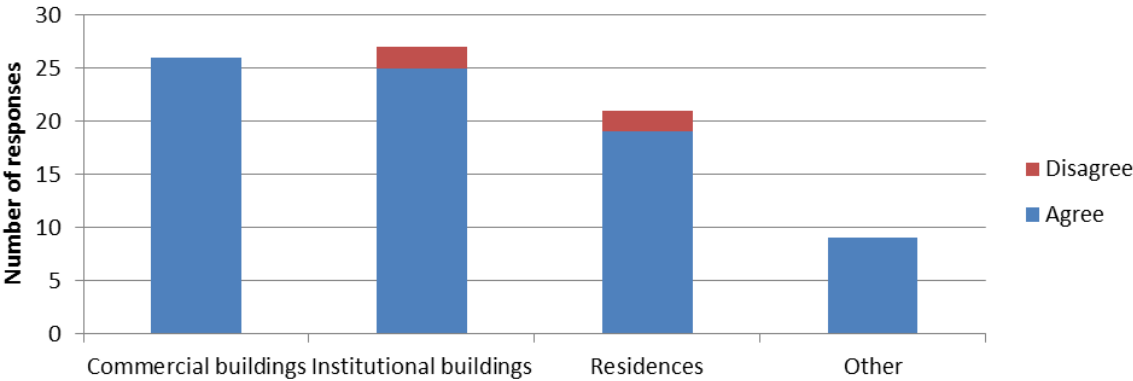


Figure 2 Services to be considered within scope of cleaning services product group

4.2.2. Operations to be considered

There is little difference in opinion over which operations should and should not be included (see Figure 3). The operations floor, window, sanitary and carpets/upholstery cleaning were highlighted for inclusion. Stakeholders questioned if furniture surfaces such as door handles and escalators are included. The other cleaning operations highlighted for potential inclusion are: emptying and sorting waste; and cleaning of furniture surfaces such as door handles, escalators and lifts.

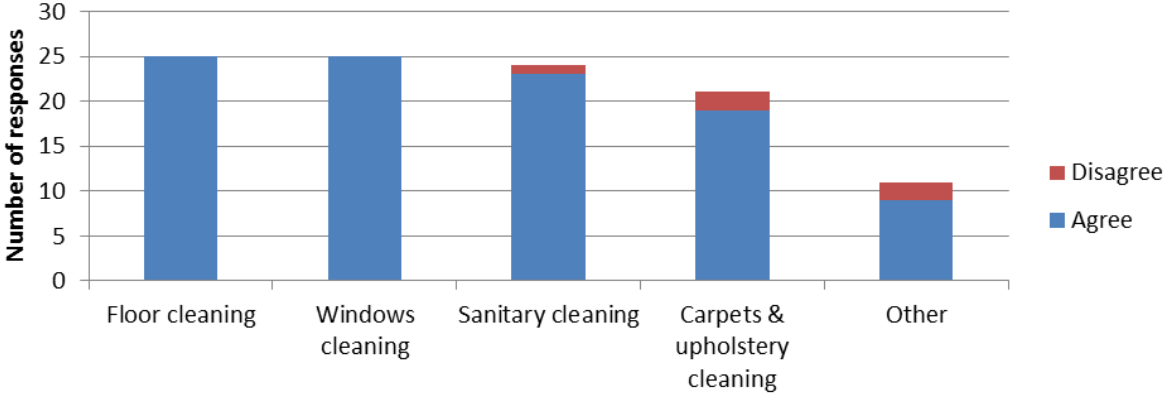


Figure 3 Operations to be considered within scope of cleaning services product group

4.3. Boundaries to be considered within the scope

Stakeholders were asked to identify which environmental issues should be included in the EU Ecolabel and EU Green Public Procurement criteria for cleaning services. This will constitute a first overview on the boundaries that may be regarded as important to consider in the ecolabel criteria development and GPP revision. Nine large environmental issues were considered to be important to regard, they include the consumption of chemicals, water and energy, the type of cleaning products and materials purchased. In addition the production of liquid effluents and waste are also important. It is also consider to be relevant to include the machinery used, the way transportation is carried out (referring to cleaning products and personnel) and also the employment practices that more relate to the personnel labour conditions. Figure 4 presents the results obtained. There was over 65% agreement to include all of the below boundaries. Chemical use, employment practices and waste (including wastewater) had the highest level of agreement at over 90%. Whilst, waste (including wastewater) had 100% agreement only 18 out of 27 of stakeholders actively agreed with it.

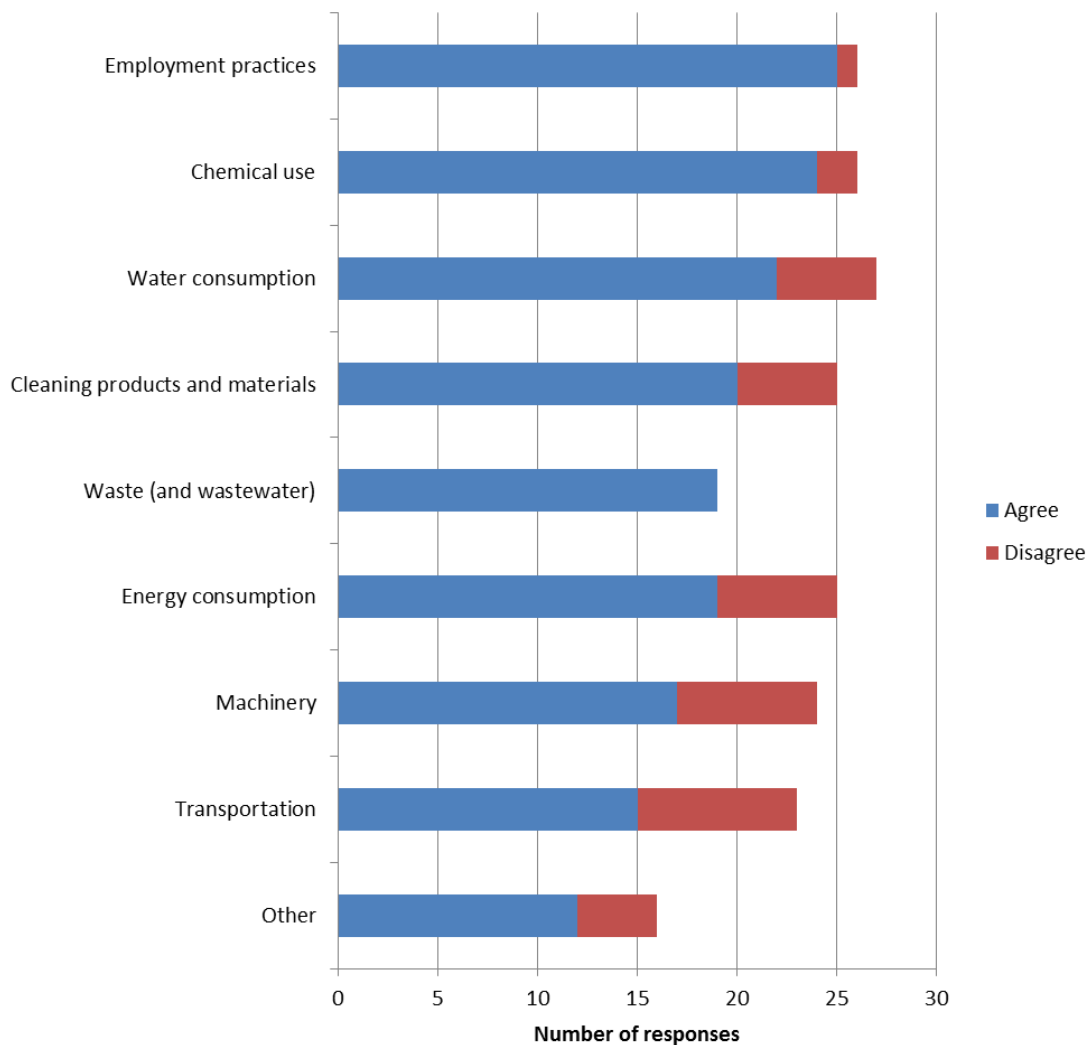


Figure 4 Preliminary view on boundaries for inclusion

Concerns from the stakeholders refer specifically to the fact that the inclusion of all the boundaries may be too detailed for the general product group and potentially difficult to measure. These specifically refer to machinery, transportation, energy consumption, cleaning products and materials

and water consumption. For example, there were comments that varied national recycling systems would make inclusion of waste (and wastewater) difficult to specify. Similar comments were raised relating to energy consumption where varying machinery requirements average efficiency may be a barrier to development of standardised requirements.

The bar others include suggestions for boundaries to several other aspects as existence of EMAS and ISO 14001 certifications, staff aspects (as employment conditions, salary, knowledge/training, corporate social responsibility and working hours).

Existing schemes that are already in operation include the following boundaries: employment practices, transport and machinery. In relation to water consumption stakeholders believe specifying product concentration rather than water use abate any negative impacts on washing effectiveness by encouraging lower use of water. A more detailed review of issues addressed within existing initiatives in summarised in Table 5 below.

Table 5 Summary of criteria for existing schemes and standards

<i>Name</i>	<i>Region</i>	<i>Type</i>	<i>User</i>	<i>Key Criteria</i>
The Australian Ecolabel Program - Good Environmental Choice Australia Standard - Cleaning	Australia	Voluntary labelling standard	Members of the cleaning services sector	<ul style="list-style-type: none"> • Operational requirements <ul style="list-style-type: none"> - Standard Operating Procedures - Hazard Control - Accident Control - Equipment Use - Vacuum Cleaner Use and Maintenance - Hard Flooring Maintenance - Transport • Requirements for cleaning products and supplies <ul style="list-style-type: none"> - Procurement System • Chemical use requirements <ul style="list-style-type: none"> - Chemical Record Keeping - Chemical Use - Disinfectant Use - Restricted Chemicals • Water and waste requirements <ul style="list-style-type: none"> - Waste Requirements - Specific Waste Collection - Water Use • Staff training • Ethical activity requirements
GS-42 Commercial and Institutional Cleaning Services (Green Seal)	US	Standard	Product manufacturer and services provider	<ul style="list-style-type: none"> • Organization, account information and regulatory compliance • Planning requirements • Requirements for products, supplies, and equipment • Cleaning procedure requirements • Communications requirements • Training requirements • Certification and labelling requirements
GS-49 Residential Cleaning Services (Green Seal)	US	Standard	Product manufacturer and services provider	<ul style="list-style-type: none"> • Organization and account information • Regulatory compliance • Environmental performance requirements • Quality control requirements • Training requirements • Communication requirements • Certification and labelling requirements

Table 5 (cont.) Summary of criteria for existing schemes and standards

LEED for Existing Buildings: Operations & Maintenance Rating System (LEED-EBOM)	US	Certification programme	Building facility manager; cleaning service providers	<ul style="list-style-type: none"> • High Performance Cleaning Program • Custodial Effectiveness Assessment • Purchase of Sustainable Cleaning Products and Materials • Sustainable Cleaning Equipment • Indoor Chemical and Pollutant Source Control • Indoor Integrated Pest Management
Nordic Swan Ecolabel: Cleaning Services	Nordic countries	Ecolabel	Cleaning Service providers	<ul style="list-style-type: none"> • General requirements for applicants • Chemical requirement • Transport requirement • Waste requirements • The use of eco labelled products • Summary of points • Quality • Ethics/working environment and environmental/quality management

4.4. Feedback on legislation, guidance and standards

Organisations were asked to feedback on legislation, guidance and standards that are used in relation to cleaning services and products. A total of 55% of organisations stated that REACH regulation affected their business; 50% of organisations were affected by the CLP directive and 45% affected by the detergent regulations. These organisations were required to conduct risk assessments and assess the impacts of their chemicals. Those affected stated that these initiatives increased administrative costs through paperwork, product reformulation, labelling or altered costs from suppliers.

4.5. Best practices related to Green Public Procurement

Only two organisations commented on what should be addressed to ensure best practice. Although we were aiming to provide an overview of the best environmental practices currently being undertaken stakeholders did not produce specific examples. Instead they referred to the following two areas to ensure development of best practice in cleaning services:

Chemical use:

- Criterion #1: Products used must meet the relevant comprehensive criteria for cleaning products (see below *)

Employment practices:

- Criterion #3: All cleaning staff employed in carrying out the service must be regularly trained for their various tasks. This training should cover cleaning agents, methods, equipment and machines used; waste management and aspects of health, safety and the environment.

In addition, although indoor cleaning may have the bulk of the market share; some specialist cleaning of manufacturing facilities will procure more cleaning products (spend on cleaning products will be high).

4.6. Main issues raised in the questionnaires

Overall the feedback on the draft scope and definition of cleaning services has been positive and although a small sample size it represents a range of stakeholders from Austria (1 respondent), Belgium (3 respondents), Cyprus (1 respondent), Czech Republic (1 respondent), Denmark (1 respondent), Estonia (1 respondent), Finland (1 respondent), France (3 respondents), Germany (3 respondents), Italy (3 respondents), Lithuania (1 respondent), Spain (4 respondents), Sweden (1 respondent), Switzerland (1 respondent) and UK (2 respondents).

The analysis above presents the comments to the proposed definition and scope whilst commenting on potential benefits and drawbacks of items included and excluded. Whilst the comments were varied due to the range of participants contacted one key theme emerges concerning the challenges for the development on an EU Ecolabel for cleaning services. One respondent stated that cleaning services do not conform to standardised criteria as it is the case with products, because each cleaning contract is different and specific to the requirements of the client. In order to address this, one stakeholder suggested that the criteria would need to have a specific approach for certain services within the scope.

Regarding EU GPP criteria, 7 respondents refer that are experienced in using Green Public Procurement criteria within tender. However, only two respondents had experience of the EU GPP criteria. One respondent specified the criteria required in their tenders includes: that cleaning products meet relevant comprehensive criteria; that cleaning staff must be regularly trained and that the contractor should use reusable microfiber cloths where appropriate. One respondent had used adapted EU GPP criteria and preferred to simplify the original criteria to ensure a larger number of suppliers applied for contracts. They stated that even with simplified criteria, suppliers met similar requirement to the original criteria and supplied ecolabelled cleaning products in any case.

5. LEGISLATION, INDUSTRY GUIDANCE, AND STANDARDS USED FOR CLEANING PRODUCTS AND SERVICES

5.1. Overview of relevant legislation, guidance and standards

A summary of relevant international and EU chemical regulations and how they link together is presented in Figure 5. International policy is translated into specific EU regulations as specified; in order to manage hazardous chemicals; control of the transboundary movements of hazardous wastes; control on importation of hazardous chemicals; persistent organic pollutants (POPs); and classification and labelling of chemicals.

The most relevant legislation to cleaning products includes the Regulation on Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH); and two more specific regulations: the Detergent Regulation (DID regulation) and the EU Biocidal Product Regulation (BPR). Details on the legal and standards applicable can be found in Table 6 (Legislation, industry guidance and standards used for cleaning products), in Table 7 (Legislation, industry guidance and standards used for cleaning equipment) and in Table 8 (Legislation, industry guidance and standards for cleaning services). Table 6 provides a more detailed summary focussing on the relevant EU regulations and chemical regulations applying to cleaning products. Table 7 provides a summary of regulations and

directives that relate to equipment manufacturers; and Table 8 provides a summary of directives pertaining to labour law which are relevant to cleaning services.

International & EU chemical regulations

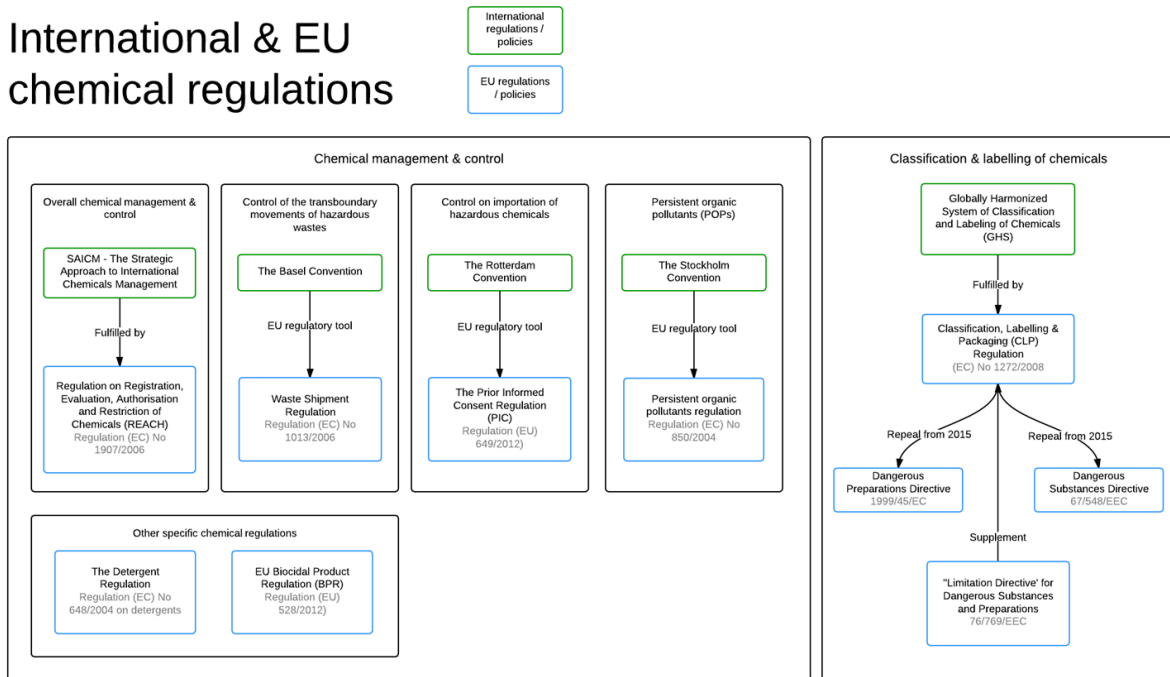


Figure 5: Summary of international and EU chemical regulations

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Table 6 Legislation, industry guidance and standards used for cleaning products

<i>Name</i>	<i>Region</i>	<i>Type</i>	<i>User</i>	<i>Description/ definition</i>	<i>Scope</i>
Classification, Labelling & Packaging (CLP) Regulation (EC) No 1272/2008	European Commission	Regulation	Product manufacturer	Regulation on classification, labelling and packaging of substances and mixtures. Aligns previous EU legislation on classification, labelling and packaging of chemicals to the GHS (Globally Harmonised System of Classification and Labelling of Chemicals).	In scope: Substances and mixture
The Prior Informed Consent Regulation (PIC, Regulation (EU) 649/2012)	European Commission	Regulation	Product manufacturer	Administers the import and export of certain hazardous chemicals and places obligations on companies who wish to export these chemicals to non-EU countries. It implements, within the EU, the Rotterdam Convention on prior informed consent procedure for certain hazardous chemicals and pesticides in international trade.	In scope: (a) certain hazardous chemicals that are subject to the prior informed consent procedure under the Convention (the 'PIC procedure'); (b) certain hazardous chemicals that are banned or severely restricted within the Union or a Member State; (c) chemicals when exported in so far as their classification, labelling and packaging are concerned.
REACH - Regulation (EC) No 1907/2006	European Commission	Regulation	Product manufacturer	This legislation replaces the patchwork of many different directives and regulations which has developed historically and puts in place a comprehensive system for chemicals control in Europe.	In scope: In principle, REACH applies to all chemical substances; not only those used in industrial processes but also in our day-to-day lives, for example in cleaning products, paints as well as in articles such as clothes, furniture and electrical appliances.
"The Detergent Regulation" - Consolidated version of Regulation (EC) No 648/2004 on detergents	European Commission	Regulation	Product manufacturer	The Regulation includes provisions relating to: <ul style="list-style-type: none"> • Ultimate biodegradability requirements (both the level and methodologies used) for all surfactants (Anionic, Non-ionic, Cationic and Amphoteric) used in detergents; • The information to be provided to the consumer via the labelling of ingredients and websites; • The information to be held by manufacturers and to be supplied to Medical Professionals and competent authorities on request. 	In scope: Detergents

Table 6 (continued) Legislation, industry guidance and standards used for cleaning products

<i>Name</i>	<i>Region</i>	<i>Type</i>	<i>User</i>	<i>Description/ definition</i>	<i>Scope</i>
Persistent organic pollutants regulation Regulation (EC) No 850/2004	European Commission	Regulation	Product manufacturer	Complements earlier Community legislation on POPs and aligns it with the provisions of the international agreements on POPs.	In scope: Persistent organic pollutants (POPs). <i>They are unlikely to be found in cleaning products and relate to disease control, crop production, and industrial chemicals.</i>
Waste shipment regulation Regulation (EC) No 1013/2006	European Commission	Regulation	Product manufacturer and cleaning service provider	System for the supervision and control of shipments of waste within its borders and with the countries of the European Free Trade Association (EFTA), the Organisation for Economic Cooperation and Development (OECD) and third countries which are party to the Basel Convention.	In scope: All types of waste shipped
EU Biocidal Product Regulation (BPR, Regulation (EU) 528/2012)	European Commission	Regulation	Product manufacturer	Concerns the placing on the market and use of biocidal products, which are used to protect humans, animals, materials or articles against harmful organisms like pests or bacteria, by the action of the active substances contained in the biocidal product.	In scope: Biocidal products

Table 7 Legislation, industry guidance and standards used for cleaning equipment

<i>Name</i>	<i>Region</i>	<i>Type</i>	<i>User</i>	<i>Description/ definition</i>	<i>Scope</i>
COMMISSION REGULATION (EU) No 666/2013 of 8 July 2013 implementing Directive 2009/125/EC of the European Parliament and of the Council with regard to ecodesign requirements for vacuum cleaners	European Commission	Directive	Equipment manufacturer	Establishes eco-design requirements for the placing on the market of electric mains-operated vacuum cleaners, including hybrid vacuum cleaners.	In scope: (a) wet, wet and dry, battery operated, robot, industrial, or central vacuum cleaners; (b) floor polishers; (c) outdoor vacuums.
COMMISSION DELEGATED REGULATION (EU) No 665/2013 of 3 May 2013 supplementing Directive 2010/30/EU of the European Parliament and of the Council with regard to energy labelling of vacuum cleaners	European Commission	Directive	Equipment manufacturer	Establishes requirements for the labelling and the provision of supplementary product information for electric mains-operated vacuum cleaners, including hybrid vacuum cleaners.	In scope: (a) wet, wet and dry, battery operated, robot, industrial, or central vacuum cleaners; (b) floor polishers; (c) outdoor vacuums.
Directive 2006/42/EC on machinery	European Commission	Directive	Equipment manufacturer	The Directive has the dual aim of harmonising the health and safety requirements applicable to machinery on the basis of a high level of protection of health and safety, while ensuring the free circulation of machinery on the EU market.	In Scope: (a) machinery; (b) interchangeable equipment; (c) safety components; (d) lifting accessories; (e) chains, ropes and webbing; (f) removable mechanical transmission devices; (g) partly completed machinery
COMMISSION DELEGATED REGULATION (EU) No 665/2013 of 3 May 2013 supplementing Directive 2010/30/EU of the European Parliament and of the Council with regard to energy labelling of vacuum cleaners	European Commission	Directive	Equipment manufacturer	Establishes requirements for the labelling and the provision of supplementary product information for electric mains-operated vacuum cleaners, including hybrid vacuum cleaners.	In scope: (a) wet, wet and dry, battery operated, robot, industrial, or central vacuum cleaners; (b) floor polishers; (c) outdoor vacuums.

Table 7 (continued) Legislation, industry guidance and standards used for cleaning equipment

<i>Name</i>	<i>Region</i>	<i>Type</i>	<i>User</i>	<i>Description/ definition</i>	<i>Scope</i>
DIRECTIVE 2006/95/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 12 December 2006 on the harmonisation of the laws of Member States relating to electrical equipment designed for use within certain voltage limits	European Commission	Directive	Equipment manufacturer	The LVD ensures that electrical equipment within certain voltage limits both provides a high level of protection for European citizens and enjoys a Single Market in the European Union.	The Directive covers electrical equipment with a voltage between 50 and 1000 V for alternating current and between 75 and 1500 V for direct current.
Directive 2002/96/EC of the European Parliament and of the Council of 27 January 2003 on waste electrical and electronic equipment (WEEE)	European Commission	Directive	Equipment manufacturer	The purpose of this Directive is the prevention of waste electrical and electronic equipment (WEEE), and in addition, the reuse, recycling and other forms of recovery of such wastes so as to reduce the disposal of waste.	In scope: This Directive shall apply to electrical and electronic equipment falling under the categories set out in Annex IA provided that the equipment concerned is not part of another type of equipment that does not fall within the scope of this Directive. Annex IB contains a list of products which fall under the categories set out in Annex IA.
Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011 on the restriction of the use of certain hazardous substances in electrical and electronic equipment Text with EEA relevance	European Commission	Directive	Equipment manufacturer	This Directive lays down rules on the restriction of the use of hazardous substances in electrical and electronic equipment (EEE) with a view to contributing to the protection of human health and the environment, including the environmentally sound recovery and disposal of waste EEE.	This Directive shall, subject to paragraph 2, apply to EEE falling within the categories set out in Annex I.
EN 60335-1:2012 Household and similar electrical appliances - Safety - Part 1: General requirements	European Committee for Electrotechnical Standardization (CENELEC)	Standard	Equipment manufacturer	http://www.cenelec.eu/download/f?p=104:110:395553710944328:::FSP_ORG_ID,FSP_PROJECT,FSP_LANG_I D:67,22056,25	-

Table 7 (continued) Legislation, industry guidance and standards used for cleaning equipment

<i>Name</i>	<i>Region</i>	<i>Type</i>	<i>User</i>	<i>Description/ definition</i>	<i>Scope</i>
EN 60335-2-67:2012 Household and similar electrical appliances - Safety - Part 2-67: Particular requirements for floor treatment machines for commercial use	European Committee for Electrotechnical Standardization (CENELEC)	Standard	Equipment manufacturer	http://www.cenelec.eu/dyn/www/f?p=104:110:4695518873468869:::FSP_PROJE CT:23202	-
EN 60335-2-68:2009 Household and similar electrical appliances - Safety - Part 2-68: Particular requirements for spray extraction machines for commercial use	European Committee for Electrotechnical Standardization (CENELEC)	Standard	Equipment manufacturer	http://www.cenelec.eu/dyn/www/f?p=104:110:4269689448263146:::FSP_PROJE CT:22136	-
BS EN 60335-2-69:2009 Household and similar electrical appliances. Safety Particular requirements for wet and dry vacuum cleaners, including power brush, for commercial use	British Standards Institute	Standard	Equipment manufacturer	BS EN 60335-2 deals with the safety of powered ride-on and walk-behind machines intended for commercial indoor or outdoor use for the following applications: – Sweeping – Scrubbing – Wet or dry pick-up – Polishing – Application of wax, sealing products and powder based detergents – Shampooing.	Household and similar electrical appliances. Safety Particular requirements for wet and dry vacuum cleaners, including power brush, for commercial use
BS EN 60335-2-72:2009 Household and similar electrical appliances. Safety Particular requirements for automatic machines for floor treatment for commercial use	British Standards Institute	Standard	Equipment manufacturer	BS EN 60335-2-72 deals with the safety of powered ride-on and walk-behind machines intended for commercial indoor or outdoor use for the following applications: – Sweeping – Scrubbing – Wet or dry pick-up – Polishing – Application of wax, sealing products and powder based detergents – Shampooing	Household and similar electrical appliances. Safety Particular requirements for automatic machines for floor treatment for commercial use

Table 7 (continued) Legislation, industry guidance and standards used for cleaning equipment

<i>Name</i>	<i>Region</i>	<i>Type</i>	<i>User</i>	<i>Description/ definition</i>	<i>Scope</i>
EN 60335-2-79:2012 Household and similar electrical appliances - Safety - Part 2-79: Particular requirements for high pressure cleaners and steam cleaners	European Committee for Electrotechnical Standardization (CENELEC)	Standard	Equipment manufacturer	http://www.cenelec.eu/dyn/www/f?p=104:110:3757649453920796:::FSP_PROJECT:23206	
BS EN 1829-1:2010 High pressure water jet machines. Safety requirements Machines	British Standards Institute	Standard	Equipment manufacturer		Cleaning equipment, Water, Jets, Pumps, Pressure equipment

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Table 8 Legislation, industry guidance and standards for cleaning services

<i>Name</i>	<i>Region</i>	<i>Type</i>	<i>User</i>	<i>Description/ definition</i>
CEN EN 13549:2001. Cleaning services. Basic requirements and recommendations for quality measuring systems`	Europe	standard	Cleaning services providers	Control system by each cleaning services can be inspected for quality.
DIN EN 13549, Cleaning services - Basic requirements and recommendations for quality measuring systems; German version EN 13549:2001, standard published 10/01/2001 by DIN-adopted European Standard	Germany	standard	Cleaning services providers	Control system by each cleaning services can be inspected for quality.
Directive 2003/88/EC of the European Parliament and of the Council of 4 November 2003 concerning certain aspects of the organisation of working time.	European Commission	Directive	Cleaning Service providers	This Directive lays down minimum safety and health requirements for the organisation of working time.
Council Directive 91/533/EEC of 14 October 1991 on an employer's obligation to inform employees of the conditions applicable to the contract or employment relationship	European Commission	Directive	Cleaning Service providers	The aim of the Directive is to provide employees with improved protection, to avoid uncertainty and insecurity about the terms of the employment relationship and to create greater transparency on the labour market.
Council Directive 94/33/EC of 22 June 1994 on the protection of young people at work	European Commission	Directive	Cleaning Service providers	Prohibit the employment of children (i.e. those under the age of 15 or still in full-time compulsory education)
Council Directive 1999/70/EC of 28 June 1999 concerning the framework agreement on fixed-term work concluded by ETUC, UNICE and CEEP	European Commission	Directive	Cleaning Service providers	The directive and the agreement on fixed-term work forbid employers to treat fixed-term workers less favourably than permanent workers

Table 8 (continued) Legislation, industry guidance and standards for cleaning services

<i>Name</i>	<i>Region</i>	<i>Type</i>	<i>User</i>	<i>Description/ definition</i>
Council Directive 97/81/EC of 15 December 1997 concerning the Framework Agreement on part-time work	European Commission	Directive	Cleaning Service providers	A Framework Agreement between Europe's employers and trade unions sets out to eliminate unjustified discrimination against part-time workers and improve the quality of part-time work.
Directive 2008/104/EC of the European Parliament and of the Council of 19 November 2008 on temporary agency work	European Commission	Directive	Cleaning Service providers	The Directive lays down the principle of non-discrimination, regarding the essential conditions of work and of employment, between temporary workers and workers who are recruited by the user company. The Directive ensures greater transparency and increases confidence in the temporary work sector. It thus improves protection for the workers concerned while giving greater flexibility to companies.
Directive 96/71/EC of the European Parliament and of the Council of 16 December 1996 concerning the posting of workers in the framework of the provision of services	European Commission	Directive	Cleaning Service providers	To guarantee that the rights and working conditions of a posted worker are protected throughout the European Union, and to avoid "social dumping" where foreign service providers can undercut local service providers because their labour standards are lower, the European Community law has established a core of mandatory rules regarding the terms and conditions of employment to be applied to an employee posted to work in another Member State.
Directive 2008/94/EC of the European Parliament and of the Council of 22 October 2008 on the protection of employees in the event of the insolvency of their employer	European Commission	Directive	Cleaning Service providers	2008/94/EC ensures payment of employees' outstanding claims in the event of employer insolvency. It requires Member States to set up an institution to guarantee the payments.
Council Directive 2001/23/EC of 12 March 2001 on the approximation of the laws of the Member States relating to the safeguarding of employees' rights in the event of transfers of undertakings, businesses or parts of undertakings or businesses	European Commission	Directive	Cleaning Service providers	The Directive regulating this issue (2001/23/EC) emphasises that the transfer of an undertaking does not in itself constitute valid grounds for dismissals.
Council Directive 91/383/EEC of 25 June 1991 supplementing the measures to encourage improvements in the safety and health at work of workers with a fixed- duration employment relationship or a temporary employment relationship	European Commission	Directive	Cleaning Service providers	An EU directive (91/383/EEC) ensures that fixed-term and temporary agency workers, who are more exposed to the risk of accidents at work and occupational diseases than other workers, have the same level of safety and health protection at work as other employees.

Table 8 (continued) Legislation, industry guidance and standards for cleaning services

<i>Name</i>	<i>Region</i>	<i>Type</i>	<i>User</i>	<i>Description/ definition</i>
Council Directive 2000/43/EC of 29 June 2000 implementing the principle of equal treatment between persons irrespective of racial or ethnic origin	European Commission	Directive	Cleaning Service providers	implements the principle of equal treatment between persons irrespective of racial or ethnic origin.
Council Directive 89/391/EEC of 12 June 1989 on the introduction of measures to encourage improvements in the safety and health of workers at work			Cleaning Service providers	The object of this Directive is to introduce measures to encourage improvements in the safety and health of workers at work. To that end it contains general principles concerning the prevention of occupational risks, the protection of safety and health, the elimination of risk and accident factors, the informing, consultation, balanced participation in accordance with national laws and/or practices and training of workers and their representatives, as well as general guidelines for the implementation of the said principles.
Directive 89/654/EEC - workplace requirements	European Commission	Regulation	Cleaning Service providers	The European Union (EU) has set up a system for the supervision and control of shipments of waste within its borders and with the countries of the European Free Trade Association (EFTA), the Organisation for Economic Cooperation and Development (OECD) and third countries which are party to the Basel Convention.

6. PRELIMINARY OVERVIEW ON MARKET SEGMENT DATA

A preliminary overview was carried out considering a study elaborated by EFCI in 2012. More detail information on the market analysis will be made available later. The survey data from EFCI members performed using data from 2010 is mentioned to have a small margin of error due to incorrect classification of activities by some respondents.

Office cleaning dominates the cleaning services sector representing 50% of turnover within the cleaning industry. However, the value of office cleaning has steadily decreased by 8% since 1997, with an equivalent increase in specialised and related cleaning services. This suggests a greater diversification of activities in the cleaning industry. The 5 largest national markets are Germany, France, Italy, UK and Spain. These countries account for about 77% of total European turnover (see Figure 6).

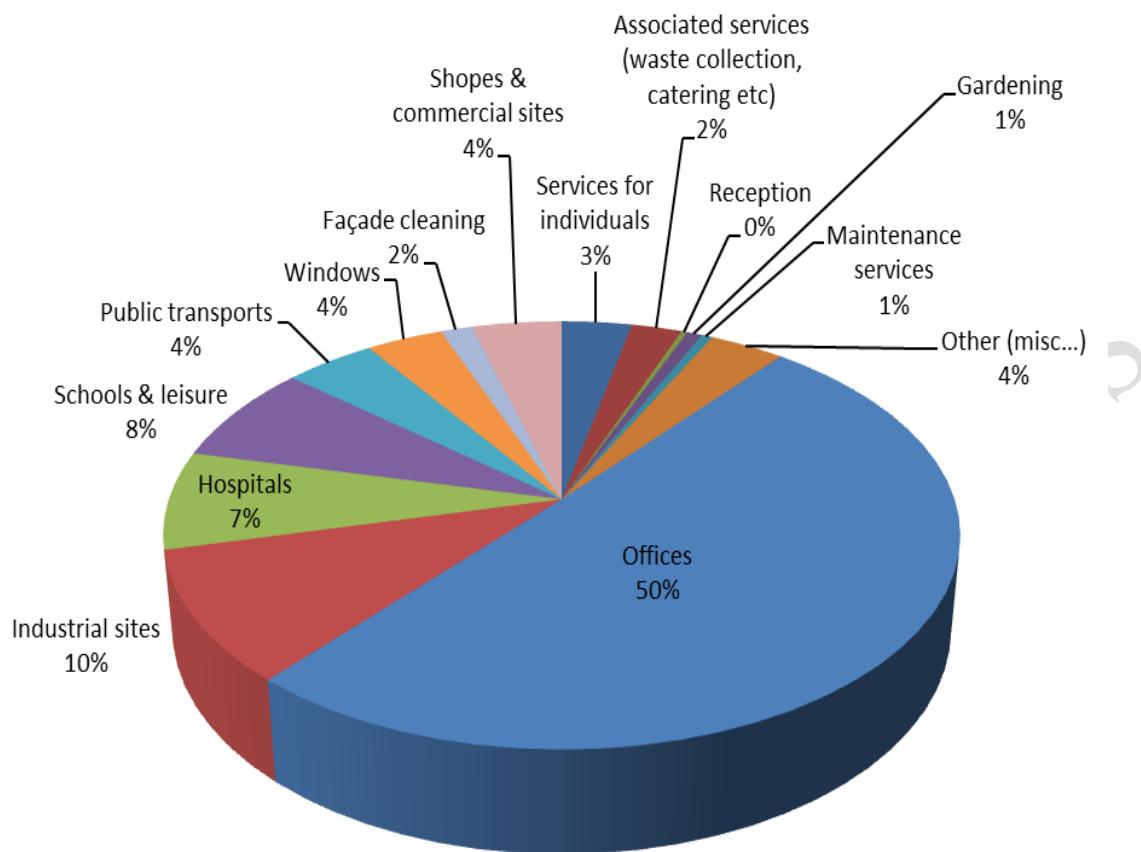


Figure 6 Breakdown of the cleaning service market (EFCI, 2012)

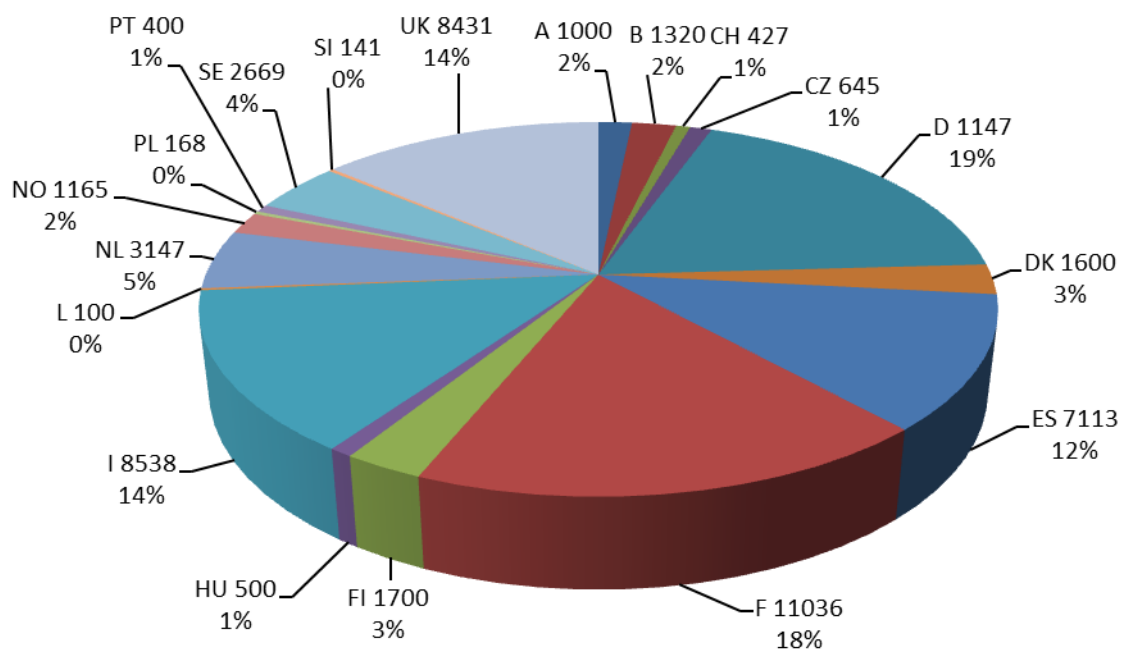


Figure 7 Cleaning service turnover by country (2010) expressed in million Euro (EFCI, 2012)

7. PRELIMINARY RESULTS

7.1. Proposed definition for the Product Group

.According to preliminary researcher and stakeholder feedback from the questionnaire, the PG definition proposed to take further is presented below. The extension to sanitization operations (e.g. cleaning of washrooms, bathrooms and toilets) aim to cover also the activities provided in the sanitary services taking place within indoor cleaning services.

Professional cleaning operations, performed regularly or periodically in order to keep an indoor space clean and sanitized, and that can be performed manually or making use of machinery

7.2. Proposed scope for the Product Group

The preliminary analysis of market segment data show that indoor cleaning has the bulk of the market share. Data from 2010 shows that offices constitute 50% of the cleaning industry market (EFCI, 2012).

The feedback also suggested inclusion of some more specialist cleaning services such as window cleaning and surface cleaning. Therefore it is recommended that this can be further explored in the first adhoc meeting together with stakeholders. Table 9 Initial proposed scope for Cleaning Services identifies the services, operations and preliminary boundaries to be further considered within the development and revision of Cleaning Services. The proposed approach considers domestic/residential cleaning out of scope. This is mainly because commercial and institutional cleaning constitutes the largest market share of cleaning services provisions to market. This is also because some schemes (e.g. GS-49 Residential Cleaning Services (Green Seal)), consider domestic cleaning separately from commercial/institutional. However, this first approach maybe later revised in line with stakeholders opinions and further investigation on the eventual differences between domestic/residential and commercial cleaning practices.

Table 9 Initial proposed scope for Cleaning Services

In Scope (services, operations and boundaries)	Out of Scope (services, operations and boundaries)
Services: Indoor cleaning of commercial and public/institutional buildings	Services: Specialised/industrial cleaning Domestic/residential cleaning
Operations: <ul style="list-style-type: none"> • Floor cleaning • Sanitary cleaning (cleaning of washrooms, bathrooms and toilets and washrooms) • Windows cleaning • Surface cleaning 	Operations: <ul style="list-style-type: none"> • Manufacturing processes • Environmental remediation • Exterior areas (e.g. parking lots, grounds) • Specialist (e.g. carpet cleaning, window washing (external), upholstery) • Sanitation services e.g. sewers, graffiti
Boundaries (preliminary): <ul style="list-style-type: none"> • Employment practices • Chemical use • Water consumption • Cleaning products and materials • Waste (and wastewater) • Energy consumption • Machinery • Transportation 	

7.3. Analysis on the preliminary proposed boundaries (preliminary criteria areas)

A list of the preliminary boundaries is summarised in Figure 4 (feedback on the preliminary view on boundaries for inclusion). There is widespread support for the inclusion of the abovementioned service boundaries, although stakeholders also thought that some criteria are difficult to track and measure or even that site and country specificities may difficult the criterion definition. Employment practice and chemical use were considered, among stakeholders as important elements to be addressed to ensure development of best practices in cleaning services. Further project tasks in addition to this stakeholder feedback, will better support the decision on which boundaries and criteria will be considered.

REFERENCES

The European Federation of Cleaning Industries (EFCI) (2012). The cleaning industry in Europe and EFCI survey, Edition 2012.