



Product Sheet

Sustainable Procurement Guidelines for Cleaning Services

Basic Sustainability criteria and verification instructions

Basic sustainability criteria: these address the most significant environmental and social impacts and require minimum effort in verification and minimal increase (if any) in price.

Regions covered: **All Regions**

This product sheet is divided into four sections:

[Section 1: Sustainability and verification criteria](#)

[Section 2: Information sources](#)

[Annex 1: Evaluation award/criteria matrices](#)

[Annex 2: Check-lists](#)

For further information on any of the issues addressed in this Product Sheet, please consult the **Sustainable Procurement Guidelines for Cleaning Products – Background Report**.

Section 1: Sustainability and verification criteria

Basic requirements for All Regions

| SUSTAINABILITY CRITERIA | VERIFICATION |
|--|---|
| A - Procurement planning: subject matter | |
| Provision of sustainable cleaning services | |
| B - Terms of Reference (requirement definition) | |
| <p>Cleaning products</p> <p>Products used by the cleaning company in carrying out the service must meet the following criteria:</p> <p>(Insert Specifications from the Product Sheet 'Basic or Advanced criteria for Cleaning Products', i.e. <i>Cleaning Products (General Restrictions)</i> or <i>Restricted Cleaning Products</i> – in section B)</p> | <p>(Insert Verification requirements from Specifications in the Product Sheet 'Basic or Advanced criteria for Cleaning Products', i.e. <i>Cleaning Products (General Restrictions)</i> or <i>Restricted Cleaning Products</i> – in section B)</p> <p>The bidder should indicate the types and names of the cleaning products they will use that meet this criteria.</p> |
| <p>Sustainable cleaning techniques and equipment</p> <p>The areas outlined in the scope of work should be cleaned using techniques that use minimal amounts of cleaning chemicals, water and electricity and reduce the impact of cleaning on indoor air quality. Examples of ways in which this can be done are:</p> <ul style="list-style-type: none"> • Cleaning practices <p>E.g. use dry-cleaning techniques for linoleum flooring where appropriate, only clean when and where it is necessary, clean at times when facility occupants are not present in order to reduce exposure to harmful chemicals and dust, reduce the cleaning frequency of room where appropriate.</p> <ul style="list-style-type: none"> • Cleaning equipment <p>E.g. use reusable microfibre cloths instead of disposable cloths, use microfibre mops, use automatic dispensers that do not result in overuse of the product, use equipment that avoids dust emissions, use energy efficient vacuum cleaners and polishers.</p> | <p>The bidder should indicate how they will achieve this for each of the areas outlined in the scope of works.</p> |
| <p>Waste Disposal</p> <p>Cleaning product containers should be disposed of, reused or recycled appropriately according to their instructions and the hazardous waste laws of the relevant country.</p> | |

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| SUSTAINABILITY CRITERIA | VERIFICATION |
|---|--|
| <p>Work Instructions and Prompts</p> <p>In agreement with the contracting authority, precise work instructions must be produced within a month of signing the contract. These instructions should outline in detail how the environmental and health and safety practices listed in the supplier qualification requirements will be implemented within this contract. The work instructions shall be produced and displayed in the buildings in a way that they can be consulted by cleaning staff at any time. Written prompts to cleaning staff shall be provided and displayed where appropriate.</p> | |
| <p>Training</p> <p>All cleaning staff employed in carrying out the cleaning service must be regularly trained for their various tasks. This training should cover all environmental practices, occupational health and safety policies and the implementation of the work instructions.</p> | <p>A record of training for each staff person shall be provided annually.</p> |
| <p>Supervisor</p> <p>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 supervisor shall meet with the contracting authority monthly in order to discuss the work instructions and solve any problems that may arise as a result of implementing any new cleaning methods.</p> <p>The facility manager, foreman/forewoman or co-ordinator must be sufficiently qualified in the fields of occupational health and safety standards and environmental issues. The supervisor should regularly inspect the techniques employed by cleaning staff to ensure the work instructions are complied with.</p> | |
| <p>C - Sourcing suppliers (use in pre-qualification)</p> | |
| <p>Compliance with environmental legislation (see Implementation Note)</p> <p>Bidders shall not be permitted to take part in a contract if they:</p> <p>Have been found guilty of grave professional misconduct proven by any means which the contracting authorities can demonstrate; or have not fulfilled obligations relating to the payment of social security contributions in accordance with the legal provisions of the country in which he/she is established or with those of the country of the contracting authority.</p> | <p>Bidders must provide a declaration that they meet this criterion. Upon request, they may be asked to provide documentary proof to support this declaration.</p> |
| <p>Capacity to provide a safe working environment for cleaning staff</p> <p>The bidder must demonstrate its capacity to provide a safe working environment for cleaning</p> | <p>An independently verified occupational health and safety management system that complies with the ILO "Guidelines on occupational safety and health management systems ILO-OSH 2001, Chapter 3 or equivalent will</p> |

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| SUSTAINABILITY CRITERIA | VERIFICATION |
|---|--|
| <p>staff. This must include evidence of:</p> <ul style="list-style-type: none"> • Appropriate storage, labelling, handling and disposal of chemicals • First aid and accident arrangements • Occupational health and safety training for staff • Regular equipment maintenance <p>A process for reporting and fixing hazards and accidents.</p> | <p>be deemed to comply. Alternatively a list of references for similar services rendered and/or list of any quality certifications and membership of any industry agencies/ confederations/ unions will assist demonstrate the capacity of the contractor to meet this criteria. Any other appropriate means of proof will also be accepted.</p> |
| <p>Capacity to carry out the contract in a sustainable manner</p> <p>The bidder must demonstrate its capacity to carry out the service in a sustainable manner. This must include evidence of the regular training of staff on health, safety and environmental aspects of cleaning activities, together with specific environmental management measures which are routinely applied by the bidder in cleaning contracts.</p> | <p>The bidder should provide details of staff training, together with other management measures routinely applied. A list of references for similar services rendered should also be supplied together with a list of any quality certifications and membership of any industry agencies/ confederations/ unions.</p> |
| <p>Compliance with international labour standards (self-declaration)</p> <p>The bidder shall provide proof that they, as the service provider comply with the international working standards (ILO Core Conventions) listed below.</p> <ul style="list-style-type: none"> • Freedom of Association and Protection of the Right to Organise (No. 87) • Right to Organise and Collective Bargaining (No. 98) • Forced Labour (No. 29) • Abolition of Forced Labour (No. 105) • Discrimination (Employment and Occupation) (No. 111) • Equal Remuneration (No. 100) • Minimum Age (No. 138) • Worst Forms of Child Labour (No. 182) | <p>The bidder is required to submit appropriate proof that these requirements have been met, such as a written self-commitment/declaration (such as a current industry code of conduct declaration) that the requirements are met, together with documented support of the implementation and monitoring of measures.</p> |

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| SUSTAINABILITY CRITERIA | VERIFICATION |
|--|--|
| D - Evaluation: award/evaluation criteria (awarding the contract and allocating bonus points) | |
| <p>Operational, third-party certified, environmental management system</p> <p>Points shall be awarded if the bidder provides certificates from the manufacturer(s) that they and all companies throughout the whole product supply chain engaged in the design or manufacture of the product have an operational, third-party certified, environmental management system that meets one of three recognised systems: ISO 14001, European EMAS, U.S. EPA Performance Track, or equivalent.</p> | <p>The bidder is required to provide certificates for all the companies in the supply chain of the third-party certified environmental management system, such as ISO 14001, European EMAS, U.S. EPA Performance Track, or equivalent.</p> |
| E - Contract clauses – for Systems Contracts only - (include in contract conditions) | |
| <p>Production of the product according to international labour standards (self-declaration)</p> <p>The bidder shall provide proof that they, as the service provider comply with the international working standards (ILO Core Conventions) listed below during the term of the contract.</p> <ul style="list-style-type: none"> • Freedom of Association and Protection of the Right to Organise (No. 87) • Right to Organise and Collective Bargaining (No. 98) • Forced Labour (No. 29) • Abolition of Forced Labour (No. 105) • Discrimination (Employment and Occupation) (No. 111) • Equal Remuneration (No. 100) • Minimum Age (No. 138) • Worst Forms of Child Labour (No. 182) | <p>Upon demand the contractor is required to submit appropriate proof that these requirements have been met, such as a self-commitment/declaration that the requirements are met together with documentary support of the implementation and monitoring of measures.</p> |

Implementation notes

C - Sourcing suppliers – Compliance with environmental legislation

Where appropriate, the contracting authorities should ask bidders to supply relevant documents and, where they have doubts concerning the personal situation of a bidder, they may seek the co-operation of the competent authorities in the particular country.

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The exclusion of such economic operators should take place as soon as the contracting authority has knowledge of a judgement concerning such offences. If national law contains provisions to this effect, non-compliance with environmental legislation or legislation on unlawful agreements in public contracts which has been the subject of a final judgement or a decision having equivalent effect may be considered an offence concerning the professional conduct of the economic operator concerned or grave misconduct.

Exclusion of suppliers on the basis of non-compliance with environmental legislation may prove impractical in situations where a strong legal framework and enforcement is not in place. The procurer will need to assess their own situation.

D - Evaluation: Award/evaluation criteria

Where the market availability of products meeting the Specifications is less certain. The procurer may wish to use certain specifications as Evaluation/Award criteria instead, indicating that such characteristics are preferred but not required. It is advisable to do some small market research before procurement.

Section 2: Information sources

- Austrian Ecolabel (Umweltzeichen). All purpose and sanitary cleaners, hand dishwashing detergents: <http://www.umweltzeichen.at/filemanager/list/15672>
- Bra Miljöval/Good Environmental Choice. Cleaning products: <http://www2.snf.se/bmv/english.cfm>
- European Ecolabel. All Purpose cleaners and household cleaners: http://ec.europa.eu/environment/ecolabel/product/index_en.htm
- European Commission GPP Training Toolkit: http://ec.europa.eu/environment/gpp/toolkit_en.htm
- Green Seal Environmental Standard for industrial and institutional cleaners, cleaning services: <http://www.greenseal.org>
- Kenya United Nations Office at Nairobi, Sustainable Procurement Policy (unpublished)
- Kenya United Nations Office at Nairobi, Guaranteed Fair Employment Package (unpublished)
- Nordic Swan. Cleaning products, microfibre cloths and mops: <http://www.svanen.nu>
- Terrachoice Environmental Marketing Ecologo, general purpose cleaners, bathrooms cleaners, degreasers, hand dishwashing products, industrial cleaners, window and glass cleaners: <http://www.ecologo.org>
- Thai Green Label. Detergents, dishwashing detergents and surface cleaners: <http://www.tei.or.th/greenlabel>
- European Commission (2007) "Detergent Ingredient Database (DID list)", available at http://ec.europa.eu/environment/ecolabel/product/pg_did_list_en.htm
- International Fragrance Association (2006) "The International Fragrance Association Code of Practice". Geneva, available at <http://www.ifraorg.org/Home/Code,%20Standards%20Compliance/Code-of-Practice/page.aspx/88>
- International Labour Office (2001) "Guidelines on occupational safety and health management systems, OSH – 2001" Geneva, available at <http://www.ilo.org/public/english/protection/safework/cops/english/download/e000013.pdf>
- United Nations (2004) "Consolidated List of Products Whose Consumption and/or Sale Have Been Banned, Withdrawn, Severely Restricted or not Approved by Governments" United Nations Publications
- United Nations Economic Commission for Europe (2007) "Globally Harmonized System of Classification and Labelling of Chemicals (GHS) second revised edition", United Nations, New York and Geneva, available at http://www.unece.org/trans/danger/publi/ghs/ghs_rev02/02files_e.html
- UN High Level Committee on Management Procurement Network (HLCM-PN), Sustainable Procurement Statement, Revised 15th January 2009
- Council of the European Communities, Council Directive 76/769/EEC of 27 July 1976 on the approximation of the laws, regulations and administrative provisions of the Member States relating to restrictions on the marketing and use of certain dangerous substances and preparations, available at http://eur-lex.europa.eu/smartapi/cgi/sga_doc?smartapi!celexapi!prod!CELEXnumdoc&lg=EN&numdoc=31976L0769&model=guichett

Annex 1: Evaluation/Award criteria matrix

This matrix provides a model which procurers may wish to use in the evaluation/award phase of the procurement process. The matrix (provided below) should serve as an example of how procurers can allocate bonus points for sustainability criteria when evaluating competing bids.

The evaluation criteria, for instance, in the form of the evaluation matrix, should be included as an annex in the tender documents published by the procurement/contracting authority.

The sustainability criteria included in the evaluation phase should be considered alongside other standard evaluation criteria, such as cost (ideally full costs over the lifetime of the product, i.e. life-cycle costing) and quality. As a rule of thumb, the total weighting given to sustainability criteria is recommended to be about 20% of the total points given to all evaluation criteria.

| CLEANING SERVICES - Sustainability evaluation criteria | Bonus points (max. 100) | Score |
|---|--|--------------|
| <p>1. Operational, third-party certified, environmental management system</p> <p>Points shall be awarded if the bidding company can provide certificate(s) from the manufacturer(s) that they and all companies throughout the whole product supply chain engaged in the design or manufacture of the product have an operational, third-party certified, environmental management system that meets one of three recognised systems: ISO 14001, European EMAS, U.S. EPA Performance Track, or equivalent.</p> | <p>Fulfilment of criterion = 100 points Non-fulfilment of criterion = 0 points</p> | |
| SUM | | |

Annex 2: Check-list for selection of Sustainable Cleaning Services (basic requirements for all regions)

The following check-list is designed to:

- Provide an quick overview of the criteria presented above
- Be used by UN procurers/requisitioners in assessing different offers

The Check-list only includes general headings does not include the criteria themselves. The criteria are presented in the document above.

For specifications (or terms of reference for services) and sourcing criteria, the procurer should insert “yes” or “no” in the final column depending on whether the product or service meets the criteria presented above.

For each award/evaluation criteria, the procurer should assess the performance of the product or service being evaluated and decide how many points should be awarded.

| Check-list - Cleaning Services | |
|--|---------------|
| B - Terms of reference (requirement definition) | Yes/No |
| Cleaning products | |
| Sustainable cleaning techniques and equipment | |
| Waste Disposal | |
| Work Instructions and Prompts | |
| Training | |
| Supervisor | |
| C - Sourcing suppliers (use in pre-qualification) | Yes/No |
| Compliance with environmental legislation | |
| Capacity to provide a safe working environment for cleaning staff | |
| Capacity to carry out the contract in a sustainable manner | |
| Compliance with international labour standards (self-declaration) | |
| D - Evaluation: award/evaluation criteria (awarding the contract and allocating bonus points) | Points |
| Operational, third-party certified, environmental management system | |
| E – Contract clauses – for Systems Contracts only – (include in contract conditions) | Yes/No |
| Production of the product according to international labour standards (self-declaration) | |