



Sustainable
United Nations

Basic and Advanced Requirements, All Regions



Sustainable Procurement Guidelines

**CLEANING PRODUCTS
AND SERVICES**

Cleaning Services

PRODUCT SHEET



These procurement guidelines are part of a series. Additional guides are available at:
www.greeningtheblue.org and www.ungm.org

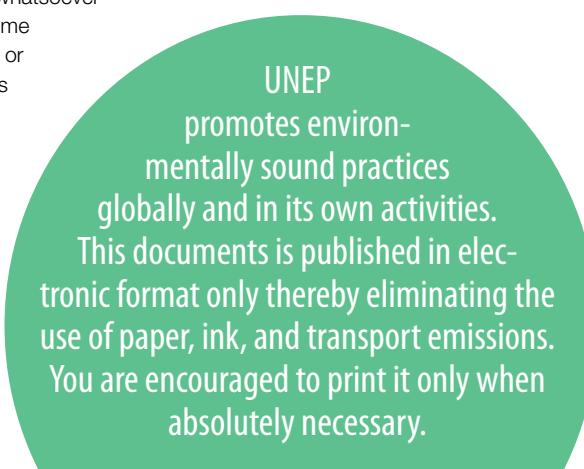
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Section 1: Introduction and Scope

Sustainable Procurement

“Sustainable Procurement practices integrate requirements, specifications and criteria that are compatible and in favour of the protection of the environment, of social progress and in support of economic development, namely by seeking resource efficiency, improving the quality of products and services and ultimately optimizing costs.”¹

Scope

These Product Sheets (on “Cleaning Products” and “Cleaning Services” - Basic and Advanced level), together with the background report, constitute the sustainable procurement guidelines for cleaning products and services for the UN system. The main objective of the background report is to give comprehensive information on the rationale behind the sustainable procurement recommendations made in the Product Sheets. This covers aspects such as “key environmental impacts”, “key social considerations”, “appropriate verification schemes”, “indicative market availability of sustainable products” amongst others.

The guidelines presented in the Product Sheets aim to cover all chemical products likely to be used by cleaning staff for cleaning. It does not include other cleaning products sometimes provided by contractors 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.

In many organisations and offices, cleaning is carried out by private companies, and in others directly by the staff themselves. The guidance presented in these guidelines is relevant in both cases.

Structure

Two sets of sustainability criteria are presented in the Sustainable Procurement guidelines:

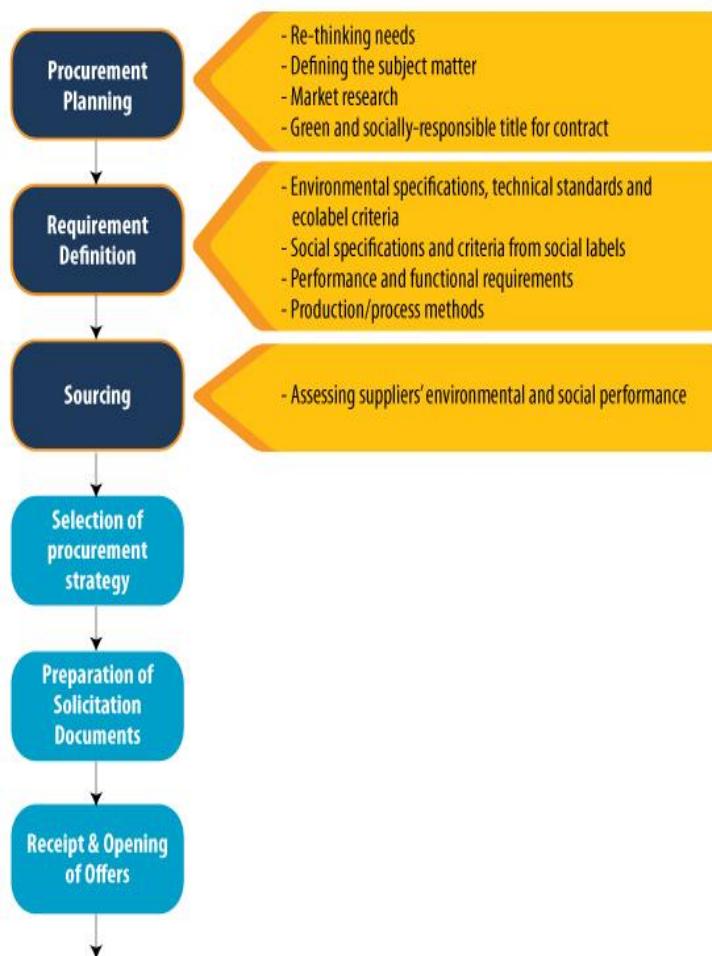
- **Basic** sustainability criteria address the most significant environmental and social impacts, and are designed to be used with minimum additional verification effort or cost increases.
- **Advanced** sustainability criteria are intended for use by procurers who seek to purchase the best environmental and socially-responsible products available on the market, and may require additional administrative effort or imply a certain cost increase as compared to other products fulfilling the same function.

The criteria are divided into the typical steps in a procurement action: tender subject matter, technical specifications, supplier qualification requirements, evaluation criteria, and contract clauses. For each criterion guidance is also provided on verifying compliance.

¹ Definition adopted by the High Level Committee on Management Procurement Network.

Section 2: Incorporating Sustainability into the UN Procurement Process

This diagram highlights the stages at which sustainable procurement interventions should be integrated.



A - Procurement planning

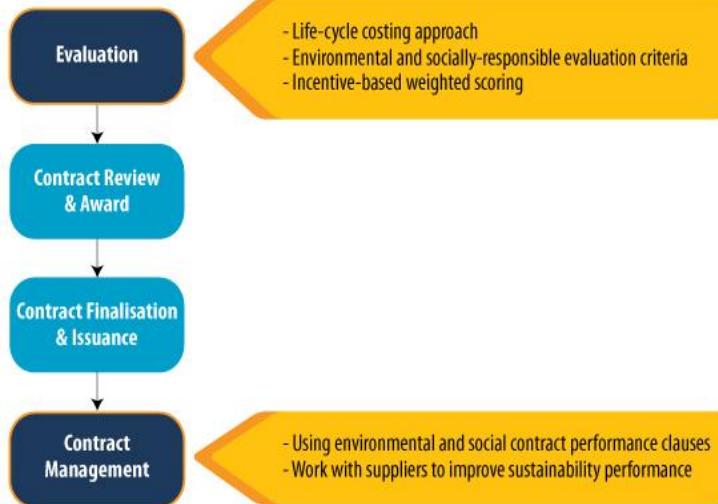
Procurement planning is essential to assess needs, define an appropriate budget and analyse the market to have a better idea of available products meeting sustainability criteria. The subject matter of the contract defines and, more importantly, communicates what the purchasing authority intends to purchase. Explicitly phrasing the subject matter of the contract in such a way that it integrates the sustainability goal to be achieved is an important first step to take in the tendering process. As all conditions stipulated in the other steps of the tendering process need to maintain a clear link to the subject matter of the contract, **clear and explicit wording of the subject matter is an effective way to ensure a sustainable purchase.**

B - Requirement definition

The tender specifications (or technical specifications) provide detailed information on the functionality, quality and other characteristics (e.g. packaging, disposal, etc.) of the product to be purchased. They provide the **opportunity to set minimum environmental and/or social requirements** which all bidders must meet.

C - Sourcing

Criteria for sourcing (or pre-selecting) suppliers, vendors and manufacturers assess the technical and professional qualifications of vendors to produce and/or supply the requested products. **Sourcing criteria can be included that assess the sustainability performance of bidders** to ensure that only bids from 'eligible' companies are considered in the evaluation stage. They can assess the bidding company's operations (and the companies it subcontracts or uses) as a whole, rather than only the end products purchased. The criteria included in this stage can address issues such as the availability of information on products, (sustainability) experience of the bidder, and security of supply. This can be a useful approach to improve the general environmental management and corporate social responsibility of companies contracted by the UN.



Source: Adapted from UNDP Environmental Procurement Practice Guide, 2008

D - Evaluation

Evaluation criteria are used to evaluate and compare the bids received which meet the minimum specifications (i.e. compliant bids). In sustainable procurement, it is essential to indicate that the contract will be awarded to the offer that provides “**best value for money**” – the term used if criteria other than just the price will be assessed when comparing bids. Evaluation criteria evaluate the performance of a bid both in terms of price and other criteria, such as environmental performance.

As with all phases of the tendering process, the tender documents published by the purchasing authority must clearly set out the various evaluation criteria that will be used to evaluate bids (such as price, technical quality, environmental quality, social performance, etc.) as well as the weight in percentage terms allocated to each aspect. **In sustainable procurement, evaluation criteria can be used to encourage higher levels of sustainability performance than those demanded in the specifications**, without risking significant increases in cost.

E - Contract management

Contract clauses are binding on any company winning the bid, and should therefore be possible for any company to comply with. **It makes sense to include sustainability criteria in the contract clauses only if they are not included in other sections of the tender.** Contract clauses also include reference to penalties for non-compliance with the specifications or for cases where a supplier has provided a false written guarantee.

Section 3: Sustainability criteria and verification

SUSTAINABILITY CRITERIA	VERIFICATION	Basic	Advanced
A - Procurement planning Provision of sustainable cleaning services			
B - Terms of Reference / Requirement definition Cleaning products Products used by the cleaning company in carrying out the service must meet the following criteria: (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)	(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) The bidder should indicate the types and names of the cleaning products they will use that meet this criteria.	•	•
Sustainable cleaning techniques and equipment 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: <ul style="list-style-type: none"> • Cleaning practices 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. • Cleaning equipment E.g. use reusable microfibre cloths instead of disposable cloths, use microfibre mops, use automatic dispensers that do not result in overuse of 	The bidder should indicate how they will achieve this for each of the areas outlined in the scope of works.	•	•

SUSTAINABILITY CRITERIA	VERIFICATION	Basic	Advanced
the product, use equipment that avoids dust emissions, use energy efficient vacuum cleaners and polishers.			
Waste Disposal Cleaning product containers should be disposed of, reused or recycled appropriately according to their instructions and the hazardous waste laws of the relevant country.		●	●
Work Instructions and Prompts 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.		●	●
Training 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.	A record of training for each staff person shall be provided annually.	●	●
Supervisor 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		●	●

SUSTAINABILITY CRITERIA	VERIFICATION	Basic	Advanced
<p>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>Tracking cleaning chemical use</p> <p>The contractor must track the quantities of cleaning chemicals used by the cleaning operations on a quarterly basis.</p>	A register outlining the name of the cleaning product, the quantity used and the task the chemical was used for shall be provided on a quarterly basis.		●
C – Sourcing suppliers			
<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>	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>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 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 	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 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	●	●

SUSTAINABILITY CRITERIA	VERIFICATION	Basic	Advanced
A process for reporting and fixing hazards and accidents.	other appropriate means of proof will also be accepted.		
Capacity to carry out the contract in a sustainable manner 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.	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.	●	●
Corporate performance environmental management policy or system The bidder shall provide certificates demonstrating that they have an operational, third-party certified, environmental management system that meets the standards of a recognised system, such as ISO 14001, European EMAS, U.S. EPA Performance Track or equivalent.	The bidder is required to provide certificates of the third-party certified, environmental management system that meets the standards of a recognised system, such as ISO 14001, European EMAS, U.S. EPA Performance Track or equivalent		●
Compliance with international labour standards (self-declaration) The bidder shall provide proof that they, as the service provider comply with the international working standards (ILO Core Conventions) listed below. <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) 	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.	●	●

SUSTAINABILITY CRITERIA	VERIFICATION	Basic	Advanced
<ul style="list-style-type: none"> • Minimum Age (No. 138) • Worst Forms of Child Labour (No. 182) 			
Fair pay and work conditions <p>The bidder shall provide proof that they comply with the Fair Pay and Working Conditions Policy of [Insert UN office name here].</p>	The bidder 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.		•
D - Evaluation: award/evaluation criteria Operational, third-party certified, environmental management system <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>	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.	•	

SUSTAINABILITY CRITERIA	VERIFICATION	Basic	Advanced
E - Contract Management			
<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>	 	
<p>Fair pay and work conditions</p> <p>The contractor must comply with the Fair Pay and Working Conditions Policy of [Insert UN office name here].</p>	<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>		

Section 4: 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.

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.

E - Contract management - Fair pay and work conditions

In certain regions or offices a policy relating to fair pay and work conditions may have been developed which goes beyond minimum ILO requirements which reflect local working conditions. An example of such a policy is the Kenya UNION Guaranteed Fair Employment Package. This policy states the contractor must provide a specific minimum wage, health care, transport arrangements, paid lunches etc. Where available, compliance with such policies should be included as standard in all purchasing contracts. Further information on this policy is available in the background document.

Section 5: 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/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

Section 6: Checklist for selection of Sustainable Cleaning Services

The following checklist is designed to:

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

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.

Please note that only the basic criteria are included as an example below.

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	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: 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)	

Section 7: Evaluation/Award criteria matrix

This matrix provides a model which procurers may wish to use in the evaluation/award phase of the procurement processs. The matrix (provided below) should serve as an example of how procurers can allocate bonus points for basic 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
1. Operational, third-party certified, environmental management system 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.	Fulfilment of criterion = 100 points Non-fulfilment of criterion = 0 points	
SUM		

SUSTAINABLE UNITED NATIONS

Sustainable United Nations (SUN) is a UNEP initiative that provides support to UN and other organisations to reduce their greenhouse gas emissions and improve their sustainability overall.

SUN was established in response to the call from UN Secretary General Ban Ki-Moon at the World Environment Day 2007 (5 June), to all UN agencies, funds and programmes to reduce their carbon footprints and “go green”. This call was echoed in October 2007 in a decision of the UN Chief Executives Board (CEB/2007/2, annex II) to adopt the UN Climate Neutral Strategy, which commits all UN organisations to move towards climate neutrality. Within this context, SUN is working with the UN Environment Management Group – the UN body coordinating common environmental work within UN – to provide guidance, and develop tools and models for emission reduction within organisations.



ICLEI - LOCAL GOVERNMENTS FOR SUSTAINABILITY

ICLEI – Local Governments for Sustainability is an international association of local governments and national and regional local government organisations founded in 1990. ICLEI currently has 1,200 members worldwide and almost 200 in Europe. Since 1996, ICLEI's Sustainable Procurement team has been providing professional information, advice, networking opportunities, training and tools to public authorities wanting to implement high quality, cost effective sustainable procurement practices (www.iclei-europe.org/procurement).



About the Sustainable Procurement Guidelines

The UN operates to achieve the goals of peace, equality, sustainable development and respect for human rights. The way the UN manages its operations and procures products and services should reflect these goals.

Ensuring lowest environmental and most positive social impact of procurement does not only build on the international community commitments. It also manages the reputational risks associated with labour exploitation or environmental damage in the supply chain; it gives a strong signal to the market and encourages the innovative production of cleaner and more ethical products enhancing an economy based on social and environmental responsibility.

These guidelines are designed to assist UN procurers and requisitioners in their choice to include sustainability considerations in their procurement work. They are built on the recognition that market situations are different from one country to another and thus provide advice based on research made about availability of more sustainable products in world regions. Overall, the guidelines provide a comprehensive overview of the specific factors affecting the sustainability of a given product category and suggest a language and specific criteria to include sustainability in tenders.

Guidelines are specifically provided for the areas of:

- IT equipment
- Cleaning
- Furniture
- Stationary
- Vehicles
- Cafeterias, Food and Kitchen equipment.
- Freight Forwarding
- Generators and Batteries
- Carbon Credits

They are available at: www.greeningtheblue.org and www.ungm.org

For more information

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