

Recommended criteria for cleaning services

1. Product group

CPV code: 74710000.

This document relates to the purchase of cleaning services. Special cleaning and window cleaning are not covered by this set of criteria.

2. Environmental impact

Impact		Approximation
<ul style="list-style-type: none"> • Chemicals Chemicals can cause damage to health and the environment and affect biodiversity.	→	The supplier is required to have systems for documentation and monitoring of chemical consumption. Requirements are also set for training on use and dosing. The requirement specification sets absolute requirements concerning what kinds of chemicals are permitted for use, and states that reduced chemical consumption is an allocation criterion.
<ul style="list-style-type: none"> • Water Water consumption affects the need for energy for heating and emissions of contaminated waste water.	→	Water consumption could be reduced by using dry cleaning methods as far as possible, and by selecting cleaning procedures correctly for washing mops and cloths.
<ul style="list-style-type: none"> • Waste Waste is resources under consideration. Therefore, it is desirable to keep waste to a minimum and to recirculate resources.	→	The supplier is required to have systems for dealing with waste. Contractual requirements are laid down in respect of return systems for packaging.

Cleaning services have environmental impact, primarily through the consumption of resources (water, chemicals) and emissions to air and water. Therefore, major environmental gains can be attained by laying down specific environmental requirements in procurements, particularly by focusing on chemicals and waste. The requirements/criteria presented below take into account these aspects.

The client may also achieve better utilisation of the environmental expertise of the cleaning enterprise if the expertise of the supplier in terms of eco-friendly cleaning can be linked more closely with the client's in-house environmental control. For example, local cleaning management could act as advisors on how the client can prepare for more eco-friendly cleaning and waste disposal. Be aware that this is a service which is not taken into account in this document. The client should assess himself whether the contract should be extended to include this as well.

3. Proposed procurement process

The greatest environmental benefits will be achieved by implementation of a thorough requirement analysis in which the client decides on what quality level is needed in various parts of the premises before specifying the cleaning task. This need will be incorporated in the requirement specification by laying down requirements stating that the cleaning service must be executed in accordance with the most environmentally friendly cleaning methods in order to result in a specified, selected quality level. For cleaning tasks of any extent, it is recommended that Norwegian standard NS-INSTA 800, "Cleaning quality – Systems for establishing and assessing cleaning quality" is used in order to establish the quality level for cleaning, see ¹. The client will be able to help reduce the amount of waste by having users/employees sort their own waste (using black plastic sacks).

If the procurement is of a specific extent, a multidisciplinary procurement team (MPT) should be appointed. This team may, for example, include a purchasing manager, safety representative, representative of daily users, representative of the cleaning staff, representative of the occupational health service and . The MPT should ask and answer the following questions:

1. What premises are to be cleaned? How are these premises used?
2. What type of cleaning is needed? What cleaning quality is required?
3. Which methods should be preferred in order to ensure that the cleaning staff have a reasonable workload?
4. What changes to employees'/users' procedures may change and/or reduce the need for cleaning?
5. What changes to employees'/users' procedures may reduce the amount of waste?

4. Recommended requirements and criteria

Environmental requirements and criteria specified must be included in the invitation to tender for public procurements. This will form part of the invitation to tender, along with a number of other requirements and criteria.

The basic principle of proportionality, as specified in the regulation on public procurements (forskrift om offentlige anskaffelser, FOA), § 3-1, fifth paragraph, means that the environmental requirements and criteria laid down must be viewed in relation to the contract to be entered into. According to the basic principles, the requirements must be relevant to the specific contract, and the documentation requirements laid down must also be proportional to the contract.

This means that any of the environmental requirements and criteria proposed must be adapted to suit the specific procurement. This also means that documentation requirements and quantities must be adapted to suit the scope and type of contract. Some contracts may be complex even if the contract value is not great. That is to say, it is necessary to assess, in entirely specific terms, whether the proposed requirements and criteria suit the procurement planned.

4.1. Purpose of the contract

¹ <http://www.pronorm.no/> You can search for the relevant standards here in a field in the right margin. Type in NS-INSTA 800 here – this bring up a list of current standards, and you can click to view a description of this standard.

Purchase of cleaning services.

4.2. Technical specifications

4.2.1. Chemicals - detergents

- a) All detergents chemicals must be correctly classified, packaged, and where necessary labelled as hazardous and declared to the Product Register in accordance with the regulation on classification, labelling, etc. of hazardous chemicals (FOR-2002-07-16-1139), with later amendments.
- b) The active washing substances used in the cleaning products must be compliant with the requirements for full degradability in the EU's detergent regulation, implemented in the regulation on restriction of the use of chemicals and other products hazardous to health and the environment (the product regulation), (FOR 2004-06-01 no. 922). There must also be compliance with information requirements and other requirements in this regulation. Likewise, the requirements relating to detergents in the Product Regulation must be met.
- c) Updated safety data sheets in Norwegian must be available for all detergents, organised into a substance index.
- d) The cleaning products must have instructions for use, with dosage instructions, in Norwegian.
- e) The cleaning products used must not include substances which may be classified as carcinogenic in the categories Kreft1 or Kreft2, toxic to reproduction in the categories Rep1 or Rep2, and/or mutagenic in the categories Mut1 or Mut2, in accordance with the regulation on classification, labelling, etc. of hazardous chemicals (FOR-2002-07-16-1139); see annex.
- f) The cleaning products and any breakdown products must not be classified as environmentally hazardous in accordance with the regulation on classification, labelling, etc. of hazardous chemicals (FOR-2002-07-16-1139); see annex.
- g) The cleaning products used must not be classified as allergenic in accordance with the regulation on classification, labelling, etc. of hazardous chemicals (FOR-2002-07-16-1139); see annex.
- h) Substances contained in cleaning products which constitute a particularly serious hazard to health or the environment, and/or which appear in SFT's priority list of chemical substances with detrimental properties must not be used.
- i) The following individual substances must not be present in the cleaning products:
 - Alkylphenols and alkylphenolethoxylates
 - Triclosan
 - Quaternary ammonium compounds of type DHTMAC
 - Musk xylenes
 - Substances resembling PFOS and siloxanes (D5)
 - Linear alkylbenzenesulphonates (LAS)

Documentation requirements: Declaration from all chemical suppliers/manufacturers stating that the substances referred to above are not included in the detergents or have the properties referred to, or self-declaration from a supplier, licence from the Nordic Swan label or other approval systems which document compliance with the requirements.

Comment (not to be included in the criteria document)

This annex is difficult for purchasers to relate to, but some people in the criteria team want to include it. Suggest that columns 2 and 3 are swapped. Easier for a purchaser to relate to R phrases.

:Most of these requirements relate to the actual cleaning product as a **whole**. A detergent has to contain a certain quantity of a substance which is harmful to health or the environment for the **entire product** to be classifiable as harmful to health or the environment.

In addition, there are some substances labelled "baddies" on the priority list of the environmental protection which are not wanted in ecofriendly products, regardless of concentration.

4.2.2. Use of chemicals and plastic bags, waste disposal

- a) There must be systems for measuring the use of chemicals and plastic bags
- b) There must be systems for keeping the amount of waste in service production and for sorting this waste at source

Documentation requirements: Self-declaration from a supplier, a licence from the Nordic Swan label or other approval systems which document compliance with the requirements.

4.2.3. Packaging

The packaging must not include plastic containing halogen.

Documentation requirements: Self-declaration, or a licence from the Nordic Swan label or other corresponding environmental labelling schemes.

4.3. Qualification requirements

4.3.1. Low environmental impact

Expertise is required which ensures low environmental impact when performing the service. The Supplier must have:

- A plan for training staff on HES, including waste disposal, cleaning methods, use of detergents and equipment
- Written work instructions

Documentation requirements: Report on existing procedures which document coverage of the requirement. If the procedures are described in the enterprise's quality or environmental management system in accordance with ISO 14001, EMAS or other third party-verified systems, it is sufficient to produce a valid certificate, Any Nordic Swan label licence for cleaning services or other equivalent schemes.

4.4. Award criteria

4.4.1. Chemicals - individual substances

Emphasis is placed on ensuring that the following chemicals, which are deemed to be undesirable, are not used:

- a) Dichlorobenzene
- b) Limonene
- c) EDTA and EDTA salts
- d) Chlorinated solvents (solvents containing chlorine)
- e) Compounds containing active chlorine ² over 0.1 % by weight
- f) The cleaning products must not contain **individual substances** which be classified as allergenic in accordance with the regulation on classification, labelling, etc. of hazardous chemicals (FOR-2002-07-16-1139); see annex.
- g) The cleaning products must not contain **individual substances** which be classified as harmful to the environment in accordance with the regulation on classification, labelling, etc. of hazardous chemicals (FOR-2002-07-16-1139).

² Active chlorine is a measure of the amount of available elementary chlorine in hypochlorite compounds, for example. The disinfecting (active) chlorine in chlorine-based disinfectants is expressed in grams per litre or milligrams per litre (ppm).

Documentation requirements: Declaration from all chemical suppliers/manufacturers, stating which of the specified chemicals a)-e) are not included in the detergents. Alternatively self-declaration, a licence for the Nordic Swan label for the detergents, other equivalent labels, or other documentation, such as a report from the manufacturer or a test report from a recognised body.

4.4.2. Consumption of detergents and bin bags

Emphasis is placed on the lowest possible consumption of:

- a) Detergents³ per m² of area and year to be cleaned as part of this commission.
- b) Bin bags⁴. A plan should exist for commissioning and implementation of waste disposal so that the use of bin bags is reduced.

When the client specifies the weighting for points a) and b), it is necessary to take into account the extent and quality of the cleaning services being requested.

Documentation requirements: Self-declaration and system description, or a licence from the Nordic Swan label or other corresponding environmental labelling schemes.

³ The consumption of chemicals considered to be active substances, i.e. with no water content. If the active substance content of chemicals is not known, set the content to 25 % for liquid products and 100 % for detergents in powder or solid form. There are major variations in the required extent and quality of the cleaning services, and this will result in enormous variation in chemical consumption. Therefore, the purchaser must assess the anticipated use of chemicals in each individual case and set up a points scale on the basis of this. The Nordic Swan criteria for cleaning services use the following scale:

- Consumption of less than 30 mg of chemicals per m² of area cleaned and year gives 5 points
- Consumption of between 30 and 59 mg of chemicals per m² of area cleaned and year gives 4 points
- Consumption of between 60 and 99 mg of chemicals per m² of area cleaned and year gives 3 points
- Consumption of between 100 and 140 mg of chemicals per m² of area cleaned and year gives 2 points
- Consumption of more than 140 mg of chemicals per m² of area cleaned and year gives 1 point

⁴ The use of plastic bags in wastebaskets may vary considerably between enterprises, depending on – among other things – the number of m² per office, the number of office workers per wastebasket, etc. Therefore, the purchaser must assess the anticipated use of bin bags and set up a points scale on the basis of this. The Nordic Swan criteria for cleaning services use the following scale:

- Consumption of less than 50 mg of bags per m² of area cleaned and year: 5 points
- Consumption of between 50 and 99 mg of bags per m² of area cleaned and year: 4 points
- Consumption of between 100 and 149 mg of bags per m² of area cleaned and year: 3 points
- Consumption of between 150 and 200 mg of bags per m² of area cleaned and year: 2 points
- Consumption of more than 200 mg of bags per m² of area cleaned and year: 1 point

4.5. Contract requirements

1. Packaging: If a Norwegian supplier (manufacturer or importer) uses packaging, documentation must be produced by the time the contract is entered into at the latest, indicating that the supplier is a member of a recycling arrangement or meets the obligation by means of its own recycling arrangement with its own arrangement for final handling where the packaging is dealt with in an environmentally aware manner (Grønt Punkt Norge AS or similar arrangement).
2. It is recommended that Norwegian standard NS 8431, "General contract provisions concerning the supply of regular cleaning", be used as contract terms; see ⁵.

5. Background documentation

The following background documentation is available:

- [Description of cleaning services in the Panel's recommendation](#) dated 3/2006;
- [Nordic Swan label criteria](#)
- [Environmental Lighthouse industry requirements for cleaning services](#)

Background to the work

In June 2007, the government launched an action plan for environmental and socially aware procurement. State procurements in particular are being targeted. This action plan came into force on 01/01/2008. Cleaning services are one of the selected service areas in this action plan. A recommended set of criteria must be prepared for the range of products/services selected. The task of preparing these criteria has been allocated to a Panel for environmentally aware procurement, with GRIP acting as the secretariat.

⁵ <http://www.pronorm.no/> You can search for the relevant standards here in a field in the right margin. Type in NS 8431 here – this bring up a list of current standards, and you can click to view a description of this standard.