

Recommended criteria for laundry services

1. Product group

CPV code: 93100000

This document relates to the purchase of laundry services.

2. Environmental impact

Impact		Approximation
<ul style="list-style-type: none">• Energy Energy consumption in the washing process and distribution is a significant environmental factor in laundry services. This causes greenhouse gas emissions, depending on the energy source.	→	The supplier is required to have systems for documentation and monitoring of energy consumption. Low energy consumption and energy recovery are one allocation criterion. Contractual requirements are laid down in respect of emissions from vehicles used for distribution.
<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. Absolute requirements are set concerning chemicals in the specification, and state that correct chemical usage 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.	→	The supplier is required to have systems for documentation and monitoring of water consumption. Low water consumption is one allocation criterion.
<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.

3. Proposed procurement process

The greatest environmental benefits are achieved by carrying out a thorough requirement analysis in which the client decides on which cleaning method is necessary for the textiles. Washing processes are usually less harmful to the environment than cleaning.

As the choice of textiles will also affect the choice of washing or cleaning process, while at the same time the fibre composition in textiles is of major significance to energy consumption for washing and drying, it is important that this is also taken into consideration before procuring the textiles. Good quality of clothing and textiles will be of major significance to the service life, and hence to overall environmental impact. When purchasing textile services, therefore, quality requirements should therefore be laid down for the textiles in

respect of tensile and tear strength, resistance to wear, colourfastness, napping, seams (double/single), comfort, etc.

It is also important to ensure the service life of the textiles such that they do not have to be discarded early due to wear caused by washing. Among other things, the quality inspection of Norske Vaskerier has systems for testing wear due to washing. Quality requirements in respect of - among other things - chemical wear to various textile categories can be found in the standard RAL-GZ 992¹.

The invitation to tender must include a description of what textile categories are to be washed.

When washing textiles which are to be used at health institutions, it is recommended that the guide IS-1941, "Hygieniske krav og retningslinjer for behandling av tekstiler som benyttes i helseinstitusjoner" [Hygiene requirements and guidelines for treatment of textiles used at health institutions]² should form the basis for the requirement specification. To document this requirement, an option must be established for a description of other solutions which demonstrate an equivalent good hygiene effect.

When washing residents' private clothing used at health institutions, along with textiles which are used in hotels and the food industry, it is recommended that the supplier should meet the relevant requirements in the Quality Inspection Technical Report of Norske Vaskerier³.

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

Purchase of laundry services.

¹ To purchase this standard, see the [Beuth Verlag website](#)

² Can be [downloaded from the Internet](#)

³ General information on hygiene requirements for laundries is available from the Norske Vaskerier quality inspection and their [Technical Report](#)

4.2. Technical specification

4.2.1. Chemicals

- a) All 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).
- b) Active washing substances 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 the detergent regulation.
- c) Substances used must not 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.
- d) Substances which constitute a serious hazard to health or the environment, or which appear in SFT's priority list of chemical substances with detrimental properties are undesirable. The following chemicals must not be used:
 - Alkylphenols and alkylphenolethoxylates
 - LAS (linear alkylbenzenesulphonates)
 - DADMAC (dialkyldimethylammoniumchloride) and similar
 - Perborates
 - Musk xylenes
- e) Detergents and their 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.
- f) 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.
- g) Updated HES data sheets in Norwegian ⁴ must be available for all detergents, organised into a substance index.
- h) The detergents must have instructions for use, with dosage instructions, in Norwegian (see footnote 6).

Documentation requirements: Equivalent alternatives:

- Declaration from all chemicals suppliers/manufacturers stating that the substances named above are not included in the washing chemicals and do not have the said properties.
- Documentation from test laboratories accredited in accordance with the standards in the EN ISO/IEC 17 000 series (formerly the EN 45 000 series)
- Licence from the Nordic Swan label or other equivalent labelling arrangements for washing chemicals
- Other documentation, such as technical data sheets.

⁴ The language requirement in g) and h) does not necessarily need to involve Norwegian, depending on where the supplier is located.

4.3. Qualification requirements

4.3.1. Control systems

To ensure low environmental impact for the service over the contract period, the supplier has to have systems for control and monitoring of the following:

- Chemical consumption
- Waste management
- Energy consumption
- Water consumption
- Washing processes
- Hygiene and cleanliness
- Maintenance of machinery and premises
- Training programmes (chemicals, correct dosing, etc.)
- 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 copy of a valid certificate, or a copy of a licence for the Nordic Swan label, Environmental Lighthouse or equivalent, where appropriate.

4.4. Award criteria

4.4.1. Water consumption

Emphasis is placed on ensuring that the laundry service meets the following requirements for laundry services:

Water consumption – complete the spreadsheet in the annex ⁵

Additional points will be given if the calculated water consumption ⁶ is lower than the specified limit.

4.2.2. Chemicals

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

- a) Optical white
- b) Limonene
- c) Colour additives in the chemistry.

⁵ The Excel spreadsheet is enclosed as Annex 2.

⁶ Energy consumption is also important. There is reasonable concordance between water consumption and energy consumption (the most significant amount of energy is used for heating water/removing water), so water consumption also takes into account the energy aspect.

- d) Enzymes which are not encapsulated or mixed in slurry.
- e) Chemical substances which are classified as allergenic in accordance with the regulation on classification, labelling, etc. of hazardous chemicals (FOR-2002-07-16-1139)⁷.
- f) Phosphonates and NTA may in total be included in quantities not exceeding 0.15 g/kg items for washing. EDTA may be included in quantities not exceeding 0.5 g/kg items for washing.
- g) Reactive chlorine compounds or organic chlorine compounds are used only for repeat washing or extremely soiled washing. The dosing of chlorine compounds does not exceed 1.5 g of active chlorine/kg items for washing.

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.
- Points f)- g) are documented in guidelines for dosing.

4.5. Contract requirements

1. It must be possible, upon request, to document the requirements for control systems at any time throughout the contract period.
2. Washing chemicals must be supplied in return packaging or packaging which can be recycled.
3. The packaging must not include plastic containing halogen.
4. 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).
5. There must be systems in place for inspection of wear of textiles in the washing process.

The following functional requirements may be included in the contract:

6. Textiles must be transported by vehicles which meet the requirements laid down in i EURO V, see: <http://www.dieselnet.com/standards/eu/hd.php>

5. Background documentation

The following background documentation is available:

- [Description of textiles in the Panel's recommendation](#) dated 3/2006
- Environmental Lighthouse, [industry requirement no. 14 laundries](#)
- Nordic Swan label [criteria document for laundry services](#)
- Danish [criteria for laundry services](#)
- Swedish [Recommended criteria for laundry and textile services](#)

⁷ See annex. This requirement is not applicable to enzymes and products which are classified as allergenic due to their enzyme content. Information on this must be provided in the tender in such instances.

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. Laundry services are one of the selected product areas in this action plan. A recommended set of criteria must be prepared for the range of products selected. The task of preparing these criteria has been allocated to a Panel for environmentally aware procurement, with GRIP acting as the secretariat.

Annex 2:

CALCULATION OF LIMIT WATER CONSUMPTION⁸

This spreadsheet calculates the water consumption limit for a given period. The client asks the supplier to complete the total number of kg of washing done over the period for various textile categories in stage 1 and the total water consumption for the same period in stage 2. The supplier's water consumption will be apparent in stage 3, and in stage 4 the client will find out whether the supplier offers water consumption lower than the limit.

STAGE 1

Enter the amounts of washing for the various textile groups for the last year in the "No. of kg" column.

	No. of kg (last year)	Percentage (kg/kg total)
1. Work clothing		#DIV/0!
2. Hotels		#DIV/0!
3. Restaurants		#DIV/0!
4. Clothes for healthcare/nursing		#DIV/0!
5. Mats, mops		#DIV/0!
6. Towel rollers		#DIV/0!
7. Industrial drying cloths		#DIV/0!
Total	0	#DIV/0!

STAGE 2

State total water consumption in litres

STAGE 3

Your laundry meets the requirement if its

water consumption (in litres per kg of washing) is lower than

STAGE 4

Your laundry has a water consumption (in litres per kg of washing) of

Does your laundry meet the requirement?

CALCULATIONS, MUST NOT BE TOUCHED

⁸ This annex has been included for information only. A separate Excel spreadsheet has been prepared for use for practical procurement.

Textile group (i)	FV_{water} (litres/kg of laundry)	AVM	FV*AVM
1. Work clothing	23.00	#DIV/0!	#DIV/0! !
2. Hotels	12.00	#DIV/0!	#DIV/0! !
3. Restaurants	20.00	#DIV/0!	#DIV/0! !
4. Clothes for healthcare/nursing	18.00	#DIV/0!	#DIV/0! !
5. Mats, mops	9.00	#DIV/0!	#DIV/0! !
6. Towel rollers	18.00	#DIV/0!	#DIV/0! !
7. Industrial drying cloths	22.00	#DIV/0!	#DIV/0! !
		#DIV/0!	#DIV/0! !