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**COMMISSION STAFF WORKING DOCUMENT**

**EU GPP criteria for indoor cleaning services**

# EU GPP criteria for indoor cleaning services

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## 1 INTRODUCTION

EU green public procurement (GPP) criteria are designed to make it easier for public authorities to purchase goods, services and works that have a reduced environmental impact. The use of the criteria is **voluntary**. The criteria are formulated in such a way that they can, if deemed appropriate by the individual authority, be (partially or fully) integrated into the authority's tender documents with minimal editing. Before publishing a call for tenders, public authorities are advised to check the available offer of the good, services and works they plan to purchase on the market where they are operating. This document lists the EU GPP criteria developed for the 'indoor cleaning services' product group. An accompanying technical report provides the full rationale for the selection of these criteria and gives references for further information.

The criteria are split into selection criteria, technical specifications, award criteria and contract performance clauses. The criteria are of two types:

- **Core criteria** — which are designed to allow for easy application of GPP, focusing on the key area(s) of environmental performance of a product and aimed at keeping administrative costs for companies to a minimum.
- **Comprehensive criteria** — which take into account more aspects or higher levels of environmental performance, for use by authorities that want to go further in supporting environmental and innovation goals.

The formulation 'same for core and comprehensive criteria' is inserted if the criteria are identical for both types.

## 1.1 Definition and scope

The product group 'indoor cleaning services' includes:

- environmentally conscious routine indoor professional cleaning services performed in areas that include offices, sanitary facilities, such as toilets and sinks, and other publicly accessible areas.
- the cleaning of glass surfaces that can be reached without the use of specialised equipment or machines.

The product group 'indoor cleaning services' does not include:

- disinfection and sanitisation activities, as well as cleaning activities that include the use of biocidal products falling under the scope of Regulation (EU) No 528/2012 of the European Parliament and of the Council concerning the making available on the market and use of biocidal products;
- cleaning activities on production sites.

The product group also includes environmental criteria for cleaning products (see paragraph 3.2.1), cleaning textiles accessories (e.g. cloths, mop heads — see paragraph 3.2.2) and other products frequently supplied by cleaning service companies (hand soap, textile towels and tissue paper products — see paragraph 3.2.4). In certain cases, contracting authorities buy these products directly rather than through contracted cleaning services. In such cases contracting authorities should make reference to the environmental criteria relevant for the products they are buying.

The following technical definitions are provided to help apply the criteria (please refer to the technical report for details and further technical definitions):

'routine' refers to professional cleaning services provided at least once a month, with the exception of glass surface cleaning which is to be considered routine even if it is performed less frequently (e.g., at least once every 3 months).

## 1.2 General note on verification

For a number of criteria, the proposed way of verifying is to provide test reports. For each criterion, the relevant methods for testing are indicated. It is up to the public authority to decide at what stage such test results should be provided. In general, it does not seem necessary to require all tenderers to provide test results from the outset. To reduce the burden on tenderers and public authorities, a self-declaration could be considered sufficient when submitting bids. Then, there are different options for if and when these tests could be required:

### a) At tendering stage:

For *one-off supply contracts*, the bidder with the most economically advantageous tender could be required to provide this proof. If the proof is deemed sufficient, the contract can be awarded. If the proof is deemed insufficient or non-compliant then:

- i) where the means of verification concern a technical specification, the proof would be requested from the next highest-scoring bidder who would then be considered for contract award;
- ii) where the means of verification concerns an award criterion, the additional points awarded would be taken back and the tender ranking would be recalculated with all the ensuing consequences applying.

A test report verifies that a sample product has been tested for certain requirements, not the items actually delivered under the contract. For framework contracts, the situation may be different. This scenario is covered further in the next point on contract performance and in the additional explanations below.

### b) During contract performance:

Test results could be requested for one or several items delivered under the contract, either in general, or if there are doubts about false declarations. This is particularly important for framework contracts which do not stipulate an initial order.

It is recommended to explicitly set contract performance clauses. These should stipulate that the contracting authority is entitled to carry out random verification tests at any time during the term of the contract. If the results of such tests show that the delivered products do not meet the criteria, the contracting authority will be entitled to apply penalties and has the possibility to terminate the contract. Some public authorities include conditions that if, following the tests, the product is meeting their requirements, the testing costs have to be borne by the public authority; but if the requirements are not met, the costs have to be borne by the supplier.

For *framework agreements*, the point at which provision of proof is requested will depend on the specific set-up of the contract:

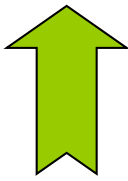
- i) For framework agreements with a single operator where the individual items to be delivered are identified when awarding the framework agreement, and it is just a question of how many units will be needed, the same considerations apply as for one-off supply contracts described above;
- ii) For framework agreements that pre-select several potential suppliers with ensuing competition among those pre-selected, tenderers may only need to show at this initial pre-selection stage their capability to deliver items meeting the minimum performance requirements of the framework agreement. For ensuing call-down contracts (or orders) that are awarded following the competition among the pre-selected suppliers, in principle the same considerations as under a) and b) above apply, if additional requirements have to be proven under the competition. If the competition is decided only on the basis of price, then a check when the contract is performed should be considered.

It is also important to highlight the option for bidders to provide verification based on products holding the EU Ecolabel or another relevant Type I ecolabel (according to ISO 14024) fulfilling the same specified requirements. Such products should be deemed to comply with the relevant criteria, and verification would be requested following the same approach as has been set out for test results.

It should be noted that, according to Art. 44 (2) of Directive 2014/24/EU, contracting authorities will accept other appropriate means of proof. This could include a technical file of the manufacturer where the economic operator concerned had no access to test reports, or no possibility of obtaining them within the relevant time limits. This is on condition that the lack of access was not attributable to the economic operator concerned and that the economic operator concerned proves that the works, supplies or services provided by it meet the requirements or criteria set out in the technical conformity specifications, the award criteria or the contract performance conditions. If a reference to a certificate/test report drawn up by a specific conformity assessment body is made for the performance of the tests, contracting authorities will also accept certificates/test reports issued by other equivalent assessment bodies.

## 2 KEY ENVIRONMENTAL IMPACTS

Based on the available scientific evidence, the main environmental impacts of indoor cleaning services from the lifecycle perspective are summarised in the table below (for further details, please refer to the technical report). The same table also presents the EU GPP approach to mitigate or reduce those impacts.

Key environmental impacts during product lifecycle	EU GPP approach
<ul style="list-style-type: none"> <li>• Cleaning product formulation and raw material use, manufacturing and end-of-life of cleaning products and disposable cleaning accessories</li> <li>• Energy and water consumption in the use phase of cleaning products and power equipment</li> <li>• Wastewater discharge related to the use of cleaning products</li> <li>• Waste generation (solid and liquid)</li> </ul>	 <ul style="list-style-type: none"> <li>• Require key competences and the application of key environmental management measures and practices from the service provider</li> <li>• Require adequate and frequent training for the staff of the service provider</li> <li>• Require the use of cleaning products with reduced environmental impact</li> <li>• Encourage cleaning product concentration at purchase</li> <li>• Require the use of cleaning accessories with reduced environmental impact (including microfiber products)</li> <li>• Require the use of energy efficient cleaning power equipment (including vacuum cleaners)</li> <li>• Require the supply of consumable goods with reduced environmental impact</li> </ul>

*The order of impacts does not necessarily reflect their magnitude.*

Detailed information about indoor cleaning services, including information about related legislation, standards and technical sources used as evidence, can be found in the technical report.



### 3 EU GPP CRITERIA FOR INDOOR CLEANING SERVICES

#### 3.1 Subject matter and selection criteria (SC)

SUBJECT MATTER	
The provision of cleaning services with reduced environmental impact	Comprehensive criteria
SELECTION CRITERIA	
<b>SC1 Competences of the tenderer</b> <i>(same for core and comprehensive criteria)</i> The tenderer must have relevant competences and experience in providing environmentally conscious indoor cleaning services that, at a minimum, included the following: <ul style="list-style-type: none"><li>• use of cleaning products that have been awarded the EU Ecolabel for hard surface cleaning or other relevant EN ISO 14024 type I ecolabels that are nationally or regionally officially recognised in the Member States for at least 50 % of the cleaning tasks in a contract,</li><li>• staff training by internal or external trainers, that covers environmental aspects such as correct cleaning product dilution and dosage use, discarding of wastewater and waste sorting.</li></ul> <b>Verification:</b> Evidence in the form of information and references in relevant contracts, carried out in the previous 5 years, which included the above elements. This must be supported by records of staff training activities, where the subjects covered are listed. Companies that have been awarded the EU Ecolabel for indoor cleaning services, or another relevant EN ISO 14024 type I ecolabel that are nationally or regionally officially recognised in the Member States, will be deemed to comply with the requirements.	

### 3.2 Technical specifications (TS) and award criteria (AC)

3.2.1 Cleaning products	
Core criteria	Comprehensive criteria
<b>TECHNICAL SPECIFICATION</b>	
<p><b>TS1.1 Use of ecolabelled cleaning products</b></p> <p><i>Option A (easier to verify during contract execution)</i></p> <p>The following types of cleaning products [list of cleaning products to be defined by the contracting authority — for instance all-purpose cleaners, sanitary cleaners] to be used to perform tasks related to the contract must be compliant with criterion 1 and criterion 4 of the EU Ecolabel for hard surface cleaning products<sup>1</sup> on, respectively, toxicity to aquatic organisms and excluded or restricted substances.</p> <p><i>Option B (more complex to verify during contract execution)</i></p> <p>At least A%<sup>3)</sup> of all cleaning products, by volume at purchase, to be used to perform tasks related to the contract must be compliant with criterion 1 on toxicity to aquatic organisms and criterion 4 on excluded and restricted substances of the EU Ecolabel for hard surface cleaning products<sup>1</sup>.</p>	<p><b>TS1.1 Use of ecolabelled cleaning products</b></p> <p>All cleaning products to be used to perform tasks related to the contract must be compliant with criterion 1 and criterion 4 of the EU Ecolabel for hard surface cleaning products<sup>1</sup> on, respectively, toxicity to aquatic organisms and excluded or restricted substances.</p> <p><b>Verification:</b></p> <p>The tenderer must supply a list of the cleaning products that will be used to perform the contract and provide documentation proving their compliance with the requirements. Products that have been awarded the EU Ecolabel for hard surface cleaning products<sup>1</sup>, will be deemed to comply with the requirements.</p>

<sup>1</sup> OJ L 180, 12.7.2017, p. 45-62; COMMISSION DECISION (EU) 2017/1217 of 23 June 2017 establishing the EU Ecolabel criteria for hard surface cleaning products. The criteria can be found here: <http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32017D1217&from=EN>.

<p><b>Verification:</b> The tenderer must supply a list of the cleaning products that will be used to perform the contract and provide documentation proving their compliance with the requirements. Products that have been awarded the EU Ecolabel for hard surface cleaning products<sup>1</sup> will be deemed to comply with the requirements.</p>	<p><b>TS1.2 Use of concentrated undiluted cleaning products</b> <i>Option A (easier to verify during contract execution)</i> The following cleaning products [<i>list of cleaning products to be defined by the contracting authority — for instance all-purpose cleaners, sanitary cleaners</i>] to be used to perform tasks related to the contract must have a minimum dilution rate of 1:80.</p> <p><i>Option B (more complex to verify during contract execution)</i> At least B%<sup>3)</sup> of all cleaning products, by volume at purchase, to be used to perform tasks related to the contract must have a minimum dilution rate of 1:80.</p> <p><b>Verification:</b> The tenderer must supply a list of the cleaning products that will be used to perform the contract and provide documentation proving their compliance with the requirements. For each product, documentation on the dilution rate used must be provided (safety data sheets, user instructions or other relevant means).</p>
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	<p>If a product can be used at multiple dilution rates, the most commonly used dilution rate, as justified by internal staff instructions, must be provided. For ready-to-use products the dilution rate must be marked as 1.</p>
<b>AWARD CRITERIA</b>	
<p><b>AC1.1 Use of ecolabelled cleaning products</b></p> <p><i>Only applicable in relation to TS 1.1 — Option B</i></p> <p>Points will be awarded proportionally to tenders in which more than A%<sup>3)</sup> of all cleaning products, by volume at purchase, to be used to perform tasks related to the contract must be compliant with criterion 1 and criterion 4 on of the EU Ecolabel for hard surface cleaning products<sup>1</sup> on, respectively, toxicity to aquatic organisms and excluded or restricted substances.</p> <p><b>Verification:</b></p> <p>The tenderer must supply a list of the cleaning products that will be used to perform the contract and provide documentation proving their compliance with the requirements. Products that have been awarded the EU Ecolabel for hard surface cleaning products<sup>1</sup>, will be deemed to comply with the requirements.</p>	
<p><b>AC1.2 Use of concentrated undiluted cleaning products</b></p> <p>Points will be awarded to tenders proportionally to the percentage of all cleaning products, by volume at purchase, to be used to perform tasks related to the contract with a minimum dilution rate of 1:80.</p>	

<p><b>Verification:</b></p> <p>The tenderer must supply a list of the cleaning products that will be used to perform the contract and provide documentation proving their compliance with the requirements.</p> <p>For each product, documentation on the dilution rate used must be provided (safety data sheets, user instructions or other relevant means). If a product can be used at multiple dilution rates, the most commonly used dilution rate, as justified by internal staff instructions, must be provided. For ready-to-use products the dilution rate must be marked as 1.</p>	
<p><b>Explanatory notes</b></p>	
<p><u>Recommended values for (A%)</u> — Use of ecolabelled cleaning products</p> <p>50-70 % of all cleaning products, by volume at purchase, to be used to perform the contract meet the criteria on toxicity to aquatic organisms and on excluded or restricted substances of the EU Ecolabel for hard surface cleaning products.</p> <p><u>Recommended values for (B%)</u> — Use of concentrated undiluted products</p> <p>30-50 % of all cleaning products, by volume at purchase, to be used to perform the contract have a minimum dilution rate of 1:80.</p> <p><b>Note:</b> Exceptions can be made if the authorities have special requirements for cleaning and the necessary cleaning products intrinsically cannot fulfil the criteria. Exemption from the requirements may be granted where it can be demonstrated that there are no products available on the market.</p>	
<p><sup>a)</sup> A and B represent the threshold to be defined by the procurer (TS and AC). Recommendations for its value are given in explanatory notes.</p>	

<b>3.2.2 Cleaning textile accessories</b>	
<b>Core criteria</b>	<b>Comprehensive criteria</b>
<b>TECHNICAL SPECIFICATION</b>	
<p><b>TS2.1 Use of microfibre products</b></p> <p>At least C%<sup>b)</sup> of all textile cleaning accessories (e.g. cloths, mop heads) to be used to perform tasks related to the contract must be made of microfibre.</p> <p>Product maintenance should be supported by the product technical data sheet that indicates product use and washing instructions.</p> <p><b>Verification:</b></p> <p>The tenderer must supply a list of the textile cleaning accessories that will be used to perform the contract, indicating specifically the ones that are made of microfibre and whose technical data sheet contains maintenance instructions.</p>	<p><b>TS2.1 Use of microfibre products and ecolabelled cleaning accessories</b></p> <p>All textile cleaning accessories (e.g. cloths, mop heads) to be used to perform tasks related to the contract must be made of microfibre or meet the requirements set out in the EU Ecolabel for textile products<sup>2</sup></p> <p>Product maintenance should be supported by the product technical data sheet that indicates product use and washing instructions.</p> <p><b>Verification:</b></p> <p>The tenderer must supply a list of the textile cleaning accessories that will be used to perform the contract, indicating specifically the ones that are made of microfibre or that have been awarded the EU Ecolabel for textile products<sup>2</sup> and whose technical data sheet contains maintenance instructions.</p> <p><b>TS2.2 Use of ecolabelled cleaning accessories</b></p> <p>At least D%<sup>b)</sup> of all textile cleaning accessories (e.g. cloths, mop heads) to be used to perform tasks related to the contract must meet the technical requirements set out in the EU Ecolabel for textile products<sup>2</sup>.</p> <p>Product maintenance should be supported by the product technical data</p>

<sup>2</sup> OJ L 174, 13.6.2014, p. 45-83; COMMISSION DECISION of 5 June 2014 establishing the ecological criteria for the award of the EU Ecolabel for textile products. The criteria can be found here: <http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32014D0350&from=EN>.

	<p>sheet that indicates product use and washing instructions.</p> <p><b>Verification:</b>  The tenderer must supply a list of the textile cleaning accessories that will be used to perform the contract and provide documentation proving their compliance with the requirements.  Products that have been awarded the EU Ecolabel for textile products<sup>2</sup> or equivalent and whose technical data sheet contains maintenance instructions will be deemed to comply with the requirements.</p>
<b>AWARD CRITERIA</b>	
<p><b>AC2.1 Use of microfiber products</b></p> <p>Points will be awarded proportionally to tenders in which more than C%<sup>b)</sup> of all textile cleaning accessories (e.g. cloths, mop heads) to be used to perform tasks related to the contract must be made of microfiber.  Product maintenance should be supported by the product technical data sheet that indicates product use and washing instructions.</p> <p><b>Verification:</b>  The tenderer must supply a list of the textile cleaning accessories that will be used to perform the contract, indicating specifically the ones that are made of microfiber and whose technical data sheet contains maintenance instructions.</p>	

<p><b>AC.2.2 Use of ecolabelled cleaning accessories</b></p> <p>Points will be awarded proportionally to tenders in which a percentage of all textile cleaning accessories (e.g., cloths, mop heads) to be used to perform tasks related to the contract meet the technical requirements set out in the EU Ecolabel for textile products<sup>2</sup>.</p> <p>Product maintenance should be supported by the product technical data sheet that indicates product use and washing instructions.</p> <p><b>Verification:</b></p> <p>The tenderer must supply a list of the textile cleaning accessories that will be used to perform the contract and provide documentation proving their compliance with the requirements.</p> <p>Products that have been awarded the EU Ecolabel for textile products<sup>2</sup>, and whose technical data sheet contains maintenance instructions, will be deemed to comply with the requirements.</p>	<p><b>AC.2.2 Use of ecolabelled cleaning accessories</b></p> <p>Points will be awarded proportionally to tenders in which more than D%<sup>1)</sup> of all textile cleaning accessories (e.g., cloths, mop heads) to be used to perform tasks related to the contract meet the technical requirements set out in the EU Ecolabel for textile products<sup>2</sup>.</p> <p>Product maintenance should be supported by the product technical data sheet that indicates product use and washing instructions.</p> <p><b>Verification:</b></p> <p>The tenderer must supply a list of the textile cleaning accessories that will be used to perform the contract and provide documentation proving their compliance with the requirements.</p> <p>Products that have been awarded the EU Ecolabel for textile products<sup>2</sup>, and whose technical data sheet contains maintenance instructions, will be deemed to comply with the requirements.</p>
<p><b>Explanatory notes</b></p> <p><u>Recommended values for (C%) — Use of microfiber products</u></p> <p>50-75 % of all textile cleaning accessories (e.g., cloths, mop heads) to be used to perform tasks related to the contract must be made of microfiber.</p> <p><u>Recommended values for (D%) — Use of ecolabelled cleaning accessories</u></p> <p>20-50 % of all textile cleaning accessories (e.g., cloths, mop heads) to be used to perform the contract must be compliant with the requirements set out in the EU Ecolabel for textiles.</p>	



**Note:** The contracting authority will have to specify how the percentage will be judged, either in number of textile accessories or value. Exceptions can be made if the authorities have special requirements for cleaning.

Exemption from the requirements may be granted where it is demonstrated that there are no products available on the market.

b) C and D represent the threshold to be defined by the procurer (TS and AC). Recommendations for its value are given in explanatory notes.

### 3.2.3 Environmental management measures and practices

#### Core criteria

#### Comprehensive criteria

#### TECHNICAL SPECIFICATION

#### TS3 Environmental management measures and practices

*(same for core and comprehensive criteria)*

The tenderer must have operational procedures which will be applied during the contract's performance to:

1. monitor and record the indicators that must be specified in the tender. The minimum monitoring frequency required must be at least once every 4 months for a representative day and must include the following indicators:

- amount of cleaning products used (indicating whether they are ecolabelled and their dilution rate, if relevant)
- cleaning accessories used (type and whether they are reusable or not)
- amount of water used for cleaning tasks and location of water discharge
- power equipment used (indicating energy class) and duration of use

- amount of solid waste generated as part of cleaning tasks and its sorting.
2. minimise the environmental impacts associated with the indicators monitored and recorded in 1, towards a defined target. The procedures must especially consider the following aspects, seeking to:
- reduce the use of cleaning products as much as possible
  - increase the use of ecolabelled cleaning products
  - reduce the use of disposable cleaning accessories
  - reduce water use
  - improve the energy class of the power equipment used
  - reduce the amount of solid waste generated as part of cleaning tasks and increase its sorting/recycling.
3. evaluate the implementation of points 1 and 2 by tracking any change in the indicators and the implementation of the procedures.
4. in case of deviations, implement the necessary actions to correct those deviations, and if possible, prevent them in the future.
5. produce an annual report on the changes of these indicators.

**Verification:**

The tenderer must provide a written description of the procedure for:

1. monitoring and recording the indicators mentioned in section 1) at least once every 2 months; there must also be a description of the measures to be deployed to minimise the environmental impacts of the indicators listed in section 1) and in accordance with the criteria listed in section 2),
2. ensuring the implementation of the operational procedures,

3. correcting the deviations found in the evaluation, and if possible prevent them in the future. Environmental management systems certified against ISO 14001 or registered according to the EU eco-management and audit scheme (EMAS)<sup>3</sup>, and services holding the EU Ecolabel for indoor cleaning services, are deemed to comply if they cover the reporting requirement and the objective of minimising environmental impact.

## AWARD CRITERIA

### AC3 Environmental management systems

*(same for core and comprehensive criteria)*

Points will be awarded in proportion to the quality of the environmental management system that tenderers commit to put in place to perform the contract.

The following should be taken into account in the evaluation:

- a) identification of the significant direct and indirect environmental aspects (based on their impact on the environment) and identification of adequate measures to minimise their impact.
- b) a precise action programme ensuring that the identified measures are applied adequately to the services provided. The action programme must also establish targets for the environmental performance associated with the identified environmental aspects (e.g. reduction in the amount of cleaning products used).
- c) an internal evaluation carried out annually and allowing verification of the organisation's performances with the targets laid down in the action programme. Results from the evaluation are to be used by the organisation's management board to achieve continuous improvement through updates to the environmental action programme (targets and actions).
- d) third party evaluation by a conformity assessment body, i.e., a body accredited or licensed – in accordance with EU legislation or

<sup>3</sup> Regulation (EC) No 1221/2009 of the Council of 25 November 2009 on the voluntary participation by organisations in a Community eco-management and audit scheme (EMAS), repealing Regulation (EC) No 761/2001 and Commission Decisions 2001/681/EC and 2006/195/EC (OJ L 342, 22.12.2009, P. 1).

international standards - to carry out a conformity assessment of environmental management systems.

e) the capacity to provide material or documentary proof, verified by a third party, confirming that there is no evidence of non-compliance with legal requirements relating to the environment.

f) A commitment to continuously improve the environmental performance of identified environmental aspects, in particular through the periodic monitoring and publicly available reporting on the organisations' environmental performance. The environmental performance should be evaluated on the basis of generic and sector-specific indicators focusing on key environmental areas. Environment indicators should ensure that the information is relevant and comparable and allow the organisation to compare the organisation's environmental performance both over different reporting periods and with the environmental performance of other organisations or sectoral benchmarks.

g) compulsory publication of an environmental statement at least every 4 years, validated by a third party environmental verifier, which includes a description of the following:

- the structure and activities of the organisation;
- the environmental policy and environmental management system;
- environmental aspects and impacts;
- the environmental programme, including actions and targets;
- the environmental performance and compliance with applicable legal obligations relating to the environment.

h) an active involvement of employees, including both the participation of, and the information provided to the individual employee and his representatives. This includes employees' involvement in the process to continually improve the organisation's environmental performance by engaging in all the steps of the environmental management system.

#### **Verification:**

The tenderer must provide a description of the measures that will be put in place to fulfil the requirements mentioned above.

Environmental management systems certified against standard ISO 14001 will be deemed to fulfil points a), b), c), and d). Environmental management systems registered under EMAS will be deemed to fulfil all the points listed above.

<b>3.2.4 Consumable goods</b>	<b>Comprehensive criteria</b>
<b>Core criteria</b>	<b>Comprehensive criteria</b>
<b>TECHNICAL SPECIFICATION</b>	
<i>(the following criteria are only applicable if the contracting authority requests the provision of consumable goods as part of the tender)</i>	
<b>TS4.1 Hand soap</b>	
At least E% <sup>c)</sup> of all hand soap, by volume at purchase, to be provided to the contracting authority by the tenderer as part of the contract must meet the technical requirements of the EU Ecolabel for rinse-off cosmetic products <sup>4</sup> .	
<b>Verification:</b>	
The tenderer must supply a list of hand soaps that will be provided to the contracting authority as part of the contract and provide documentation proving their compliance with the requirements. Products that have been awarded the EU Ecolabel for rinse-off cosmetic products <sup>4</sup> will be deemed to comply with the requirements.	
<b>TS4.2 Textile towels</b>	
At least F% <sup>c)</sup> of all textile towel rolls, expressed in number of rolls, to be provided to the contracting authority by the tenderer as part of the contract must be compliant with the technical requirements of the EU Ecolabel for textile products <sup>2</sup> .	
<b>Verification:</b>	
The tenderer must supply a list of products that will be provided to the contracting authority as part of the contract and provide documentation proving their compliance with the requirements. Products that have been awarded the EU Ecolabel for textile products <sup>2</sup> will be deemed to comply with the requirements.	

4 OJ L 354, 11.12.2014, p. 47-61; COMMISSION DECISION of 9 December 2014 establishing the ecological criteria for the award of the EU Ecolabel for rinse-off cosmetic products. The criteria can be found here: <http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32014D0893&from=EN>.

<p><b>TS4.3 Tissue paper products</b></p> <p>All tissue paper goods to be provided to the contracting authority by the tenderer as part of the contract must be compliant with the requirements of [an EN ISO 14024 type I ecolabel to be determined by the contracting authority]<sup>5</sup></p> <p><b>Verification:</b></p> <p>The tenderer must supply a list of products that will be provided to the contracting authority as part of the contract and provide documentation proving their compliance with the requirements.</p>
<p><b>Explanatory notes</b></p> <p><u>Recommended values for (E%) — hand soap</u></p> <p>70 % of all hand soap, by volume at purchase, to be provided to the contracting authority by the tenderer as part of the contract must be compliant with the requirements of the EU Ecolabel for rinse-off cosmetic products<sup>4</sup>.</p> <p><u>Recommended values for (F%) — textile towel</u></p> <p>50-75 % of all textile towel rolls, expressed in number of rolls, to be provided to the contracting authority by the tenderer as part of the contract must be compliant with the requirements of the EU Ecolabel for textile products<sup>2</sup>.</p> <p><b>Note:</b> The contracting authority will have to specify how the percentage will be judged, e.g. by volume, value.</p> <p>Exceptions can be made if the authorities have special requirements for cleaning.</p> <p>Exemption from the requirements may be granted on the condition that there are no products available on the market.</p> <p><sup>c)</sup> E and F represent the threshold to be defined by the procurer (TS and AC). Recommendations for its value are given in explanatory notes.</p>

<sup>5</sup> EU Ecolabel criteria for tissue paper products are currently under revision; the revised version is planned to be published by the end of 2018.

<b>3.2.5 Energy efficiency of vacuum cleaners</b>	
<b>Core criteria</b>	<b>Comprehensive criteria</b>
<b>AWARD CRITERIA</b>	
<p><b>AC4. Energy efficiency of vacuum cleaners</b>  <i>(same for core and comprehensive criteria)</i></p> <p>Points will be awarded proportionally to tenders in which a percentage of all vacuum cleaners to be used to perform tasks related to the contract meet, at the time of purchase, at least the following energy efficiency classes as laid down in Commission Delegated Regulation (EU) No 665/2013, at the time of purchase:</p> <ul style="list-style-type: none"> <li>• Class A for vacuum cleaners bought before 01/09/2017</li> <li>• Class A+ for vacuum cleaners bought after 01/09/2017</li> </ul> <p><b>Verification:</b>  The tenderer must supply a list of the vacuum cleaners that will be used to perform the contract and provide documentation proving their compliance with the requirements.</p>	

### 3.3 Contract performance clauses

<b>3.3.1 Cleaning products and their uses</b>	
<b>Core criteria</b>	<b>Comprehensive criteria</b>
<b>CONTRACT PERFORMANCE CLAUSES (CPC)</b>	
<p><b>CPC1.1 Cleaning products and accessories used</b>  <i>(same for core and comprehensive criteria)</i></p> <p>For the duration of the contract, the contractor must document and report the following aspects at least twice a year to the contracting authority:</p> <ol style="list-style-type: none"> <li>1. Type, dilution rate and volume at purchase of cleaning products used to deliver the cleaning services, indicating which products meet the requirements set in TS1.1, TS1.2, AC1.1 or AC1.2, as appropriate.</li> <li>2. Type and quantity of cleaning accessories used to deliver the cleaning services, indicating which products meet the requirements set in TS2.1, TS2.2, AC2.1 or AC2.2, as appropriate.</li> </ol> <p>The contracting authority may set rules for applying penalties for non-compliance.</p>	
<p><b>CPC1.2 Cleaning product dosing</b>  <i>(same for core and comprehensive criteria)</i></p> <p>The contractor must make available to the cleaning staff the appropriate dosing and diluting apparatus for the cleaning products used (e.g. automatic dispensers, measuring beakers/caps, hand pumps, sprays) and make available the corresponding instructions for correct dosing and diluting, either at the cleaning site or at the contractor's premises, as appropriate.</p> <p>The contracting authority may set rules for applying penalties for non-compliance.</p>	



<b>3.3.2 Staff training</b>	
<b>Core criteria</b>	<b>Comprehensive criteria</b>
<b>CONTRACT PERFORMANCE CLAUSES</b>	
<p><b>CPC2 Staff training</b>  <i>(same for core and comprehensive criteria)</i></p> <p>For the duration of the contract, the contractor must have in place an internal staff training programme or provide staff with the means to participate in an external training programme that covers the topics listed below, where they are pertinent to the tasks performed by the staff member, as part of the contract:</p> <p><u>Cleaning products:</u></p> <ul style="list-style-type: none"> <li>— Staff must be trained to use the correct product dosage for each cleaning task.</li> <li>— Staff must be trained to use the correct dilution rate for undiluted cleaning products and to use the appropriate dosage apparatus.</li> <li>— Staff must be trained in how to store cleaning products appropriately.</li> <li>— The training must include minimising the range of cleaning products used in order to minimise the risk of overusing and misusing cleaning products.</li> </ul> <p><u>Energy saving:</u></p> <ul style="list-style-type: none"> <li>— Staff must be trained to use unheated water for diluting products, unless otherwise specified by the product manufacturer.</li> <li>— Where appropriate, staff must be trained to use the appropriate cycle and temperature for both industrial and household washing machines.</li> </ul>	

— Where appropriate, staff must be trained to turn off lights when they have completed their tasks.

Water saving:

— Staff must be trained to use microfiber products, where appropriate, to minimise the use of water and cleaning products.

Waste:

— Staff must be trained to use durable and reusable cleaning accessories and minimise the use of single use cleaning supplies (e.g. gloves), where this does not compromise staff safety and hygiene requirements.

— Staff must be trained to correctly discard waste water.

— Staff must receive specific training for waste sorting of any waste generated during cleaning activities. Training must include solid waste management both at the company's premises and at the cleaning sites.

Health and safety:

— Staff must be informed about health, safety and environmental issues related to cleaning tasks and encouraged to adopt best practices. This must include information on:

- safety data sheets and handling of chemicals;
- ergonomics and applicable national occupational health and safety legislation;
- removal, cleaning and storage of reusable gloves (if applicable); and
- road safety and eco-driving (applicable to applicants having their own staff responsible for driving within the cleaning service provision).

The contractor must ensure that all new staff (permanent and temporary staff) performing cleaning tasks as part of the contract receive adequate training within 6 weeks of starting employment. All staff performing tasks as part of the contract must be given an update on all the aspects outlined in the criterion at least once a year. Although this update does not have to be a repeat of the initial training session, it should cover all of the environmental issues listed and ensure that relevant staff are fully aware of their responsibilities.

<p>The contractor must report the training provided to the contractor authority.</p> <p>The contracting authority may set rules for applying penalties for non-compliance.</p>
<p><b>Explanatory notes</b></p> <p><u>Recommended values</u></p> <p>For permanent staff and temporary staff with contracts exceeding 1 year: 16h of initial training, 8h of training as part of annual updates.</p> <p>For temporary staff with contracts that do not exceed 1 year: 8h of initial training.</p> <p>The duration of the training can be adjusted to the needs and conditions of the tenders.</p>

<p><b>3.3.3 Environmental management measures and practices</b></p>	<p><b>Comprehensive criteria</b></p>
<p><b>Core criteria</b></p>	
<p><b>CONTRACT PERFORMANCE CLAUSES</b></p>	
<p><b>CPC3 Environmental management measures and practices</b></p> <p><i>(same for core and comprehensive criteria)</i></p> <p>The contractor must document and report, over the contract duration:</p> <ul style="list-style-type: none"> <li>- the results of the monitoring of indicators and</li> <li>- the results of the evaluation and the correction and prevention actions, where applicable, according to the written procedures provided for to verify the TS3.</li> </ul> <p>These reports must be made available to the contracting authority for verification purposes.</p> <p>The contracting authority may set rules for applying penalties for non-compliance.</p>	

<b>3.3.4 Consumable goods</b>	
<b>Core criteria</b>	<b>Comprehensive criteria</b>
<b>CONTRACT PERFORMANCE CLAUSES</b> <i>(the following criteria are only applicable if the contracting authority requests the provision of consumable goods as part of the tender)</i>	
<p><b>CPC4 Consumable goods</b> <i>(same for core and comprehensive criteria)</i></p> <p>For the duration of the contract, the contractor must document and report at least twice a year to the contracting authority the type and quantity of consumable goods provided as part of TS4.1, TS4.2 and TS4.3, as applicable. The contracting authority may set rules for applying penalties for non-compliance.</p>	

<b>3.3.5 Purchase of new vacuum cleaners</b>	
<b>Core criteria</b>	<b>Comprehensive criteria</b>
<b>CONTRACT PERFORMANCE CLAUSES</b>	
<p><b>CPC5 Purchase of new vacuum cleaners</b>  <i>(same for core and comprehensive criteria)</i></p> <p>All new vacuum cleaners purchased by the contractor to perform tasks related to the contract must meet class A+ or higher on energy efficiency as defined in Commission Delegated Regulation (EU) No 665/2013, at the time of purchase.</p> <p>The contractor must report the purchase of new vacuum cleaners to the contracting authority.</p> <p>The contracting authority may set rules for applying penalties for non-compliance.</p>	

## 4 LIFE CYCLE COSTING

Life cycle cost (LCC) is a method for assessing the total costs of the product group or service under study. It takes into account all purchasing costs, the total cost of cleaning operations and all costs for disposing of any generated waste. The purpose of the LCC is to estimate the overall costs of project alternatives and to select the option that ensures the product and/or service that provide(s) the lowest overall costs consistent with the quality and function of the product and/or service. The LCC should be performed early on in the purchase process.

LCC use in GPP procedures can help determine the lowest costs for evaluating offers. In fact, LCC can help authorities consider not only the acquisition costs of a product or service (e.g. raw material and manufacturing costs) but also other costs that usually have to be identified and calculated by the purchaser (e.g. maintenance costs, running costs, disposal and recycling costs, etc.). These kinds of costs should be added to the selling price to have a comprehensive estimation of the LCC of a product or service.

In addition, LCC considers the environmental externalities of a product or service during its life cycle, when it is possible to determine a monetary value. The use of LCC can provide a more thorough view of the costs of a service through its life cycle stages, including, for example not only the cost of supplies, accessories and machinery but also the cost of running the service (e.g. electricity and water used during cleaning operations) and labour costs.

Directive 2014/24/EU on public procurement identifies the costs to be considered in an economic analysis of the purchase to be performed. Additional information on this can be found in the technical report.

Through green procurement, public authorities can provide the industry with real incentives for developing green technologies. In some service sectors, the impact can be particularly significant, as public purchasers command a large share of the market (e.g. energy efficient buildings, public transport, facilities management). If the whole life costs of a contract are considered, green public procurement can save money while also having a lower impact on the environment. By purchasing wisely, one can save materials and energy, reduce waste and pollution, and encourage sustainable patterns of behaviour.

The specific market and cost analyses carried out for indoor cleaning services lead to the following conclusions (greater detail on this can be found in the technical report):

**Limited data availability and granularity** — LCC data is scarce and no detailed data sources were identified at the provider level for this analysis. The LCC data identified was nationally aggregated data from a reduced number of EU Member States (additional information on this can be found in the technical report). None of the studies reviewed show a detailed LCC analysis for a cleaning service provider but provide a good insight into the cost structure for the sector. The national data provided allowed for a comparison between conventional and green versions of cleaning services. The variables considered by these studies are limited to cleaning products and some accessories (e.g. mops and cloths). Other aspects of cleaning services are regarded as constants (e.g. wages and cleaning power equipment) and do not vary between conventional and green versions. No publicly available studies that provide a more comprehensive coverage of different types of green interventions were identified. One source did give detailed cost data for a cleaning service provider but this did not include a green-vs-conventional comparison and was based in the United States. In general, data sourcing for an LCC analysis is difficult to obtain due to the high confidentiality of financial data for individual cleaning service providers.

**Staff wages are the most important cost** — Labour costs represent the largest share of the considered costs for cleaning services. This has two significant implications for green products and practices: 1) any changes to non-wage costs are likely to be insignificant in the context of cleaning services and 2) green products and practices that can reduce staff costs (e.g. by reducing cleaning time) are likely to lead to the biggest cost benefits.

**Cost of 'green' cleaning products is small in the overall sector cost structure** — The reviewed sources demonstrated that green cleaning services are economically advantageous. With staff costs being the single largest element of expense, investing in green cleaning products and practices is not likely to generate a substantial increase in costs.

**Absolute costs of green products vary between countries** — Reviewed studies (see the technical report for greater detail) show that the price of green cleaning products does not have to be more expensive than conventional products, although the price varies from country to country. Stakeholders also highlighted that the price and availability of green products (including cleaning products and accessories) differs substantially from country to country. The variation between countries may be large, and generalisations about their cost and availability should not be made.

**The benefits of using 'green' cleaning equipment or practices are many** — Reviewed studies on microfiber products (see the technical report for greater detail) illustrate the complexity of conducting a comprehensive LCC study for cleaning services: the cost of microfiber cloths is higher than that of conventional cotton cloths, but their use greatly improves cleaning efficiency by reducing cleaning time, cleaning product use and negative health effects on the staff and may lead to a substantial reduction in costs. Other types of green cleaning practices, such as providing better staff training, are likely to have many similar benefits and lead to significant cost reductions.

#### 4.1 Cost implications for the proposed criteria set

Newly proposed GPP criteria	Significant difference between green and non-green	Estimated significance to life cycle cost for cleaning services
Staff training	Significant impact on life cycle cost, but difficult to quantify in a comprehensive way	About 1 %
Environmental management measures and practices	Set-up (design of EMS) cost is affordable, but implementation cost might be significant and cost benefit is unknown.	Set-up cost is <1 % of life cycle cost; implementation cost could be significant.
Use of cleaning products with lower environmental impact	Green products can be significantly more expensive	Between 1 % and 3 %
Use of concentrated undiluted cleaning products	Undiluted cleaning products are cheaper than ready-to-use products in the long run	Around 1 %-3 % reduction
Use of microfiber products	Microfiber product is more expensive but delivers significant life cycle cost saving	Reduction 9 % (+1 % cost, -10 % staff time)
Use of cleaning accessories with lower environmental impact	Insufficient market data to draw conclusions	Less than 1 %-2 %
Energy efficiency for vacuum cleaners	Insufficient market data to draw conclusions	About 2 %

*(See technical report for greater detail)*