



Rialtas na hÉireann
Government of Ireland



IRISH GPP
CRITERIA:

INDOOR CLEANING SERVICES

IRISH GPP CRITERIA: INDOOR CLEANING SERVICES



This document sets out the proposed core and comprehensive Green Public Procurement (GPP) criteria for application in the purchase of indoor cleaning services. For the purposes of these criteria, the product group “indoor cleaning services” is defined as:

- environmentally conscious routine indoor professional cleaning services performed in areas that include offices, sanitary facilities, 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 also includes environmental criteria for cleaning products and cleaning textiles accessories (e.g. cloths and mop heads). Contracting

authorities may purchase these products separately from the cleaning services contract, where this is the case the GPP criteria for the relevant product categories should be applied. Further guidance is available as part of the *EU GPP Training Toolkit*.

The criteria have been developed based on the *2018 EU GPP criteria* for indoor cleaning services, relevant Irish and European legislation, and a consultation with a number of Irish public bodies and suppliers. Further context for the development of the criteria, and advice on how they can be applied and verified within tender procedures, is given in the accompanying EPA guidance document.

These criteria have been updated as of April 2024, in line with policy and legislative changes

WHAT DO THE CRITERIA COVER?

The following table summarises the core and comprehensive criteria for indoor cleaning services. A merged cell indicates that the same criterion applies at core and comprehensive level. The bracketed codes are for the purposes of completing eForms data on Green Public Procurement (BT-774).

GPP IMPACT CODES FOR BT-774 IN EFORMS	
biodiv-eco	The protection and restoration of biodiversity and ecosystems
circ-econ	The transition to a circular economy
clim-adapt	Climate change adaptation
clim-mitig	Climate change mitigation
other	Other
pollu-prev	Pollution prevention and control
water-mar	The sustainable use and protection of water and marine resources

TARGETS FROM BUYING GREENER	RELEVANT IRISH GPP CRITERIA
T10: From January 2025, 100% of all tenders for the public procurement of indoor cleaning services to include a requirement for tenderers to specify the training that will be put in place to ensure that all staff involved in delivery of the contract have the knowledge and skills to apply cleaning methods, which will reduce the environmental impact of the services.	SC1. Capacity to implement environmental measures TS5. Staff training CPC1. Reporting and environmental audits

TOPIC	CORE CRITERIA	COMPREHENSIVE CRITERIA
A. DEMONSTRATED COMPETENCE	SC1. Capacity to implement environmental measures (biodiv-eco; circ-econ; clim-mitig; other; pollu-prev; water-mar)	
B. CLEANING PRODUCTS	TS1. Information on cleaning products (biodiv-eco; circ-econ; clim-mitig; pollu-prev; water-mar)	
	TS2. Product packaging (circ-econ; pollu-prev; clim-mitig)	
	AC1.1 Use of ecolabelled cleaning products (biodiv-eco; circ-econ; clim-mitig; pollu-prev; water-mar)	
	AC1.2 Use of undiluted cleaning products (water-mar; pollu-prev; clim-mitig)	
C. TEXTILE CLEANING ACCESSORIES	TS3. Use of microfibre products (water-mar; pollu-prev; clim-mitig)	TS3. Use of microfibre products (water-mar; pollu-prev; clim-mitig)
	AC2.1 Use of additional microfibre products (water-mar; pollu-prev; clim-mitig)	AC 2.2 Use of ecolabelled cleaning accessories (water-mar; pollu-prev; clim-mitig)
D. ENVIRONMENTAL MANAGEMENT MEASURES	TS4. Procedures and reporting (biodiv-eco; circ-econ; clim-mitig; other; pollu-prev; water-mar)	
	TS5. Staff training (biodiv-eco; circ-econ; clim-mitig; other; pollu-prev; water-mar)	
	AC3. Environmental management system (biodiv-eco; circ-econ; clim-mitig; other; pollu-prev; water-mar)	
	CPC1. Reporting and environmental audits (biodiv-eco; circ-econ; clim-mitig; other; pollu-prev; water-mar)	
E. CONSUMABLE GOODS	TS6. Disposable paper products (clim-mitig; biodiv-eco)	
	AC 4.1 Hand soap (water-mar; pollu-prev; biodiv-eco)	
	AC 4.2 Textile hand towels (biodiv-eco; clim-mitig; pollu-prev; water-mar)	
F. VACUUM CLEANERS	TS6. Ecodesign and applicable standards (clim-mitig; circ-econ; other)	

IRISH GPP CRITERIA – HOW TO READ THE TEMPLATE

Scope	Defines the products and services to which the criteria apply.
Exclusions	Identifies any related products or services which are not covered by the criteria.
References	The primary sources consulted to develop the Irish GPP criteria.
Eco-labels	Type I eco-labels and other labels which address relevant environmental characteristics of the products or services and may be used either to define GPP criteria, verify compliance or both. Labels with equivalent criteria must also be accepted.
Legislation and Standards	Relevant EU and Irish legislation which applies within the sector and International, European or Irish standards which may be referenced in technical specifications (accompanied by the words 'or equivalent').
Notes	Practical tips and advice on applying the criteria, and explanations of the environmental impacts being addressed.
Core Criteria	Criteria which can be applied by any Irish public body and which are expected to have minimal effect on costs or verification effort.
Comprehensive Criteria	Criteria which go beyond the core requirements to target enhanced environmental performance and may imply some additional costs or verification effort.
Selection Criteria	Criteria which operators must meet in order to be eligible for tender submission (in a two-stage procedure) or award (in an open procedure).
Specification	Minimum requirements which all tenders must meet. Where multiple specifications are included in the criteria, these may be used together (recommended) or separately.
Specification – Variant	An optional alternative to the specification, which allows alternative solutions to be considered.
Award Criteria	Criteria which target environmental performance beyond the minimum requirements of the specification. These may be qualitative or quantitative in nature and must be weighted for evaluation. It is up to the contracting authority to determine an appropriate weighting based on its priorities and the totality of criteria which it is applying in a specific tender.
Contract Performance Clauses	Clauses which can be inserted into contracts in order to manage environmental aspects and promote progressive improvements in delivery.

SCOPE, REFERENCES, LEGISLATION AND CERTIFICATIONS/LABELS

IN SCOPE	<ol style="list-style-type: none"> 1. Indoor cleaning services including cleaning of offices, schools, community centres and other publicly accessible areas 2. Cleaning of sanitary facilities 3. Cleaning of glass surfaces that can be reached without the use of specialised equipment or machines 4. Cleaning products 5. Textile cleaning accessories 6. Hand soap 7. Textile hand towels 8. Tissue paper products
NOT IN SCOPE	<ul style="list-style-type: none"> • Disinfection and sanitisation activities • Cleaning activities that include the use of biocidal products falling under the scope of <i>Regulation (EU) No 528/2012</i> • Cleaning of hospitals or other medical facilities • Cleaning activities on construction or production sites
LEGISLATION AND STANDARDS	<ul style="list-style-type: none"> • <i>Consolidated Regulation No. 1907/2006</i> on the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) • The Classification, Labelling and Packaging (CLP) <i>Regulation (EC) No 1272/2008</i> – Hazardous Substances and Biocides • The European Union (Packaging) Regulations 2014 (<i>S.I. 282 of 2014</i>) set requirements for packaging including its separation and recovery. These have been substantially amended by <i>S.I. 322/2020</i> and <i>S.I. 659/2022</i>. In 2022 the European Commission proposed a series of updates to <i>EU legislation on Packaging and packaging waste</i>. If adopted, new rules will apply on the sustainability of packaging, labelling and the management of waste. Further information is available here. • <i>Regulation (EC) No 1221/2009</i> on the voluntary participation by organisations in a Community eco-management and audit scheme (EMAS) • <i>Regulation EU 666/2013</i> (as amended) on ecodesign of vacuum cleaners • <i>Directive 2012/19/EU on waste electrical and electronic equipment</i> (WEEE Directive) and <i>S.I. 149/2014</i>, as amended by <i>S.I. 233/2019</i> • EU Waste Framework Directive (<i>2008/98/EC</i>) and Irish <i>Waste Management Act</i> and <i>implementing Regulations</i> • ISO 14024:2018 Environmental labels and declarations — Type I environmental labelling — Principles and procedures • ISO 14001:2015 Environmental management systems • ISO 26000:2010 Social responsibility

SCOPE, REFERENCES, LEGISLATION AND CERTIFICATIONS/LABELS

ECOLABELS	<ul style="list-style-type: none"> • <i>Commission Decision (EU) 2017/1217</i> establishing the criteria for the EU Ecolabel for hard surface cleaning products, as amended • <i>Commission Decision (EU) 2018/680</i> of 2 May 2018 establishing EU Ecolabel criteria for indoor cleaning services, as amended • <i>Commission Decision (EU) 2014/350</i> establishing the criteria for the EU Ecolabel for textile products, as amended • Global Organic Textile Standard (<i>GOTS</i>), <i>OEKO-TEX</i> standards and other Type 1 ecolabels for textiles • <i>Commission Decision (EU) 2021/1870</i> establishing the EU Ecolabel criteria for cosmetic products and animal care products • <i>Commission Decision 2019/70</i> establishing the EU Ecolabel criteria for graphic paper, tissue paper and tissue products
REFERENCE DOCUMENTS	<ol style="list-style-type: none"> 1. 2018 EU GPP Criteria for <i>Indoor Cleaning Services</i> and <i>Technical Background Report</i> 2. EPA/Southern Region Waste Management Office/Clean Technology Centre (2014) <i>Greener Cleaning</i> 3. EU Ecolabel for Cleaning Services – <i>Factsheet</i> (2018) 4. Queensland Government (2018) <i>Sustainable Procurement Guide: Cleaning Services</i> 5. EU GPP <i>Good Practice Examples on Cleaning Products and Services</i> 6. Health and Safety Authority (2023) <i>Code of Practice for Indoor Air Quality</i>
NOTES	<p>The way in which cleaning products and accessories are manufactured, packaged and used determines their environmental footprint and impact on human health. The GPP criteria address the most significant impacts of cleaning products and services, in particular their chemical profile and packaging. They also target the delivery of cleaning services in an environmentally responsible manner, i.e. with appropriate use of products, water and cleaning consumables and proper disposal of waste. These measures can save on costs while still providing excellent standards of cleanliness.</p> <p>As cleanliness is linked to culture and expectations in a given setting, authorities should consult those who are responsible for and affected by cleaning services before making major changes to existing practices. This can help ensure that any changes are understood and well received.</p> <p>COVID-19 & DISINFECTANTS: Disinfection, including the use of biocidal products, falls outside of the scope of the GPP criteria. Although disinfection of certain high-touch surfaces is important as part of the effort to control the spread of viruses, excessive or inappropriate use of disinfectants has a heavy impact on human health and the environment, including through the potential growth of disinfectant-resistant microbes. If disinfection is required it must be performed in addition to cleaning, never as a substitute for cleaning. Dirty surfaces should be cleaned with soap and water prior to disinfection. For further information see the HSA Employer checklist for cleaning and disinfection (2020) and European Centre for Disease Prevention and Control (2020) <i>Guidelines on disinfection</i>.</p>

SCOPE, REFERENCES, LEGISLATION AND CERTIFICATIONS/LABELS
NOTES

The World Health Organisation recommends that the selection of disinfectants should take account of the specific micro-organisms targeted, as well as the recommended concentration and contact time, the compatibility of the chemical disinfectants and surfaces to be tackled, toxicity, ease of use and stability of the product. It also recommends that appropriate PPE is worn when disinfectants are handled.¹

A database of environmentally-preferable disinfectants has been developed by the City of Vienna and may be consulted (in English) [here](#). The US Environmental Protection Agency also has a list of disinfectants which are effective against COVID-19 [here](#), and guidance on their use [here](#).

INDOOR CLEANING SERVICES: GPP APPROACH
KEY ENVIRONMENTAL IMPACTS

- Raw material use, manufacturing, transport and disposal of cleaning supplies and packaging
- Climate change and air, water and soil pollution linked to chemicals used in cleaning products
- Risks to human and animal health from cleaning chemicals
- Energy and water consumption during cleaning operations
- Wastewater discharge
- Sorting of waste for recycling, composting or energy recovery


GPP APPROACH

- Reduction in product usage and packaging by environmentally conscious cleaning methods
- Use of ecolabelled cleaning products, accessories (e.g. microfibre cloths) and consumables (e.g. paper products) with lower environmental impact
- Use of concentrated products and correct dilution practices
- Use of energy-efficient vacuum cleaners
- Training of staff in water and waste management

¹ World Health Organisation (May 2020) *Cleaning and Disinfection of Environmental Surfaces in the Context of Covid-19*

HOW CAN THE CRITERIA BE APPLIED AND VERIFIED?

Information about how each of the criteria can be verified is included. The different possible means of verification include but are not limited to the following:

- References from previous contracts
- Staff training records and CVs for personnel proposed for the contract
- Environmental management systems such as EMAS or ISO 14001
- Copies of ecolabel certificates for products included in the tender
- Product data sheets
- Written procedures and methods

The verification methods form an essential part of the criteria and must be included in tender documents to ensure that bidders are aware of how compliance with the criteria will be assessed.

Some simple market research in advance of tendering should be sufficient to confirm that suppliers, products and services are available which meet the criteria and verification requirements. Further information on techniques for market engagement linked to GPP, including legal and practical considerations, is available in the EPA guidance and in Module 6 of the *GPP Training Toolkit*.

GPP CRITERIA FOR INDOOR CLEANING SERVICES

SUBJECT MATTER

The provision of cleaning services with reduced environmental impact

A ENVIRONMENTAL TECHNICAL CAPACITY

CORE CRITERIA

COMPREHENSIVE CRITERIA

SELECTION CRITERIA

SC1. Capacity to implement environmental measures

Candidates must demonstrate that they have the skills and resources to effectively implement the specific environmental requirements under the contract. This may be in the form of evidence of previous contracts, staff training and qualifications, written procedures and/or external certification (e.g. ISO 14001; EMAS) which address the following considerations (as a minimum):

- Identification and reduction of the environmental impact of indoor cleaning services;
- Evaluation, selection and usage of cleaning products with reduced environmental impact;
- Application of cleaning methods which limit usage of chemicals, disposable cleaning accessories, water and energy;
- Correct sorting and disposal of waste and recycling.

Verification: Candidates may provide evidence in the form of records and references from previous contracts carried out in the past five years, staff training and qualifications and/or written procedures. Candidates who have a third-party certified environmental management system (e.g. ISO 14001; EMAS) or ecolabel (e.g. EU Ecolabel for Indoor Cleaning Services) which covers the above matters will be deemed to comply with the requirement.

B CLEANING PRODUCTS

CORE CRITERIA

COMPREHENSIVE CRITERIA

TECHNICAL SPECIFICATIONS

TS1. Information on cleaning products

The tenderer must provide a list of all cleaning products to be used under the contract, together with an explanation of their purpose, correct usage and the measures taken to identify and limit the environmental impact of usage. This may include (for example) the use of products which carry a third-party ecolabel, concentrated undiluted products, or products which otherwise have demonstrably lower environmental impacts.

Verification: Tenderers must provide a list or spreadsheet of all products to be used under the contract identifying their purpose, instructions for usage, estimated quantity used per contract month, dilution rate, and measures taken to reduce their environmental impact. For each product, documentation on the dilution rate must be provided (product data sheets, user instructions or other relevant document). 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.

TS2. Product packaging

Suppliers are required to use cleaning products packaged in a form which reduces waste to a minimum while still ensuring the safety and preservation of products. Packaging materials must be either reusable, recyclable or compostable at point of use except where safety considerations would prevent this.

In addition, suppliers are required to comply with all applicable obligations arising under EU and Irish packaging regulations, for example relating to the separation and recovery of packaging waste.

Verification: Tenderers must indicate the type of packaging to be used for each item included in the tender, and confirm whether it can be recycled, reused or composted at point of use. Certification under third-party standards or other evidence regarding the sustainability of packaging should be provided, including an explanation of the conditions under which compostable packaging will biodegrade. The specific steps taken to comply with applicable obligations under the Packaging Regulations must be detailed. Compliance will be verified pre-award and also as part of the ongoing contract management process.

CORE CRITERIA
COMPREHENSIVE CRITERIA
AWARD CRITERIA
AC1.1 Use of ecolabelled cleaning products

Up to [X] marks will be awarded to tenderers who commit to using cleaning products which meet the criteria of the EU Ecolabel or another third-party ecolabel which is independently certified. In the list/spreadsheet required under TS1, tenderers must clearly indicate which products carry such an ecolabel and provide a link to the certifying body. Full marks will be awarded to tenders where all products carry an ecolabel, with other tenders being marked proportionately.

Verification: Tenderers must provide a list or spreadsheet of all products to be used under the contract, the estimated quantity used per contract month, and the applicable third-party certified ecolabels.

NOTE: *Under Article 43 of Directive 2014/24/EU, tenderers may seek to rely on other appropriate means of proof where they have “demonstrably no possibility of obtaining the specific label indicated by the contracting authority or an equivalent label within the relevant time limits for reasons that are not attributable to [the tenderer].” In such cases, the alternative means of proof, together with an explanation for the reason for a lack of third-party certification, must be submitted as part of the tender.*

AC1.2 Use of undiluted cleaning products

Up to [X] marks will be awarded to tenderers who commit to purchasing undiluted cleaning products with a minimum dilution rate of 1:80. Full marks will be awarded to tenders where all relevant products will be purchased in undiluted form, with other tenders being marked proportionately.

Verification: Tenderers must provide a list/spreadsheet of all products to be used under the contract identifying their purpose, whether they will be purchased in undiluted form, and estimated quantity used per contract month. For each product, documentation on the dilution rate must be provided. 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.

EXPLANATORY NOTES:

The EU Ecolabel for hard surface cleaning products includes all-purpose cleaners, kitchen cleaners, window cleaners, and sanitary cleaners. The ecolabel addresses the main environmental impacts of these products, namely toxicity to aquatic organisms, biodegradability, sustainable sourcing of palm oil, palm kernel oil and their derivatives, excluded and restricted substances, and packaging. The full criteria can be viewed [here](#).

The use of undiluted (highly concentrated) cleaning products can substantially reduce the environmental impacts associated with production, transportation and packaging. Suitable secure storage space for such products must be available.

C TEXTILE CLEANING ACCESSORIES

CORE CRITERIA	COMPREHENSIVE CRITERIA
TECHNICAL SPECIFICATIONS	
<p>TS3. Use of microfibre products and ecolabelled textile cleaning accessories</p> <p>The following textile cleaning accessories <i>[list to be defined by contracting authority, e.g. cloths, mop heads]</i> used to perform tasks under contract must be made of microfibre or meet the requirements of the EU Ecolabel for textile products.² Product maintenance should be supported by the product technical data sheet that indicates product use and washing instructions.</p> <p>Verification: Tenderers 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/or have the EU Ecolabel for textile products or an equivalent third-party label. Copies of the technical data sheets with maintenance instructions should be provided.</p> <p>NOTE: <i>Under Article 43 of Directive 2014/24/EU, tenderers may seek to rely on other appropriate means of proof where they have “demonstrably no possibility of obtaining the specific label indicated by the contracting authority or an equivalent label within the relevant time limits for reasons that are not attributable to [the tenderer].” In such cases, the alternative means of proof, together with an explanation for the reason for a lack of third-party certification, must be submitted as part of the tender.</i></p>	<p>TS3. Use of microfibre products and ecolabelled textile cleaning accessories</p> <p>All textile cleaning accessories to be used to perform tasks under the contract must be made of microfibre or meet the requirements set out in the EU Ecolabel for textile products. Product maintenance should be supported by the product technical data sheet that indicates product use and washing instructions.</p> <p>Verification: Tenderers 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/or have the EU Ecolabel for textile products or an equivalent third-party label. Copies of the technical data sheets with maintenance instructions should be provided.</p> <p>NOTE: <i>Under Article 43 of Directive 2014/24/EU, tenderers may seek to rely on other appropriate means of proof where they have “demonstrably no possibility of obtaining the specific label indicated by the contracting authority or an equivalent label within the relevant time limits for reasons that are not attributable to [the tenderer].” In such cases, the alternative means of proof, together with an explanation for the reason for a lack of third-party certification, must be submitted as part of the tender.</i></p>

² Commission Decision 2014/350 establishing the ecological criteria for the award of the EU Ecolabel for textile products, amended by Decision 2017/1392. The criteria can be found [here](#).

CORE CRITERIA	COMPREHENSIVE CRITERIA
AWARD CRITERIA	
<p>AC2.1 Use of additional microfibre products</p> <p>Up to [X] marks will be awarded to tenders in which additional textile cleaning accessories, beyond those specified in TS2, are made of microfibre or meet the requirements of the EU Ecolabel for textile products. Full marks will be awarded to tenders in which all relevant products meet these requirements, with other tenders being scored proportionately.</p> <p>Verification: Tenderers must supply a list of the textile cleaning accessories that will be used to perform the contract, indicating which accessories are made of microfibre and/or have the EU Ecolabel for textile products or an equivalent third-party label. Copies of the product data sheets with maintenance instructions (product use and washing) should be provided.</p> <p>NOTE: <i>Under Article 43 of Directive 2014/24/EU, tenderers may seek to rely on other appropriate means of proof where they have “demonstrably no possibility of obtaining the specific label indicated by the contracting authority or an equivalent label within the relevant time limits for reasons that are not attributable to [the tenderer].” In such cases, the alternative means of proof, together with an explanation for the reason for a lack of third-party certification, must be submitted as part of the tender.</i></p>	
	<p>AC.2.2 Use of ecolabelled cleaning accessories</p> <p>[X] marks will be awarded to tenders in which all of the textile cleaning accessories to be used under the contract meet the technical requirements set out in the EU Ecolabel for textile products. Product maintenance should be supported by the product technical data sheet that indicates product use and washing instructions.</p> <p>Verification: Tenderers must supply a list of the textile cleaning accessories that will be used to perform the contract, indicating which ones have the EU Ecolabel for textile products or an equivalent third-party label. Copies of the technical data sheets with maintenance instructions should be provided.</p>

CORE CRITERIA	COMPREHENSIVE CRITERIA
AWARD CRITERIA	
	<p>AC.2.2 Use of ecolabelled cleaning accessories (continued)</p> <p>NOTE: <i>Under Article 43 of Directive 2014/24/EU, tenderers may seek to rely on other appropriate means of proof where they have “demonstrably no possibility of obtaining the specific label indicated by the contracting authority or an equivalent label within the relevant time limits for reasons that are not attributable to [the tenderer].” In such cases, the alternative means of proof, together with an explanation for the reason for a lack of third-party certification, must be submitted as part of the tender.</i></p>
<p>EXPLANATORY NOTES:</p> <p>The benefits of using microfibre products in cleaning activities have been demonstrated through multiple studies. For example, it was found that the use of microfibre can result in a 95% reduction in water and chemical use, a 20% reduction in labour costs per day and a 60% reduction in cost over the lifetime of a mop (UNEP, 2008). The same study also showed that the use of microfibre mops might reduce costs associated with worker injuries as microfibre mops are much lighter than conventional mops and they require less cleaning solution, reducing the need to repeatedly lift heavy buckets of water. These findings have been corroborated during consultation with cleaning service providers.</p> <p>Ecolabelled textiles are certified to be durable and cause limited environmental impacts during their production. The EU Ecolabel for textiles includes criteria targeting corporate social responsibility along supply chains, use of sustainable raw materials, emissions to air and water during production, toxic residues in fibres, energy consumed during the production and use phases, and fitness for use. The full criteria can be viewed here.</p>	

D ENVIRONMENTAL MANAGEMENT MEASURES

CORE CRITERIA

COMPREHENSIVE CRITERIA

TECHNICAL SPECIFICATIONS

TS4. Procedures and reporting

The tenderer must have operational procedures in place for this contract to:

1. Monitor and record the indicators specified below. The minimum monitoring frequency must be at least once every 3 months for a representative day. List of indicators *[contracting authority may add/amend]*:
 - volume 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)
 - consumables used (paper products, hand soap, etc.)
 - 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 include specific measures to:
 - reduce the use of cleaning products as much as possible while still meeting the standards required under the contract;
 - 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.
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 these indicators and the measures taken to reduce the contract's environmental impact.

Verification: Tenderers must provide copies of their written procedures addressing each of the above requirements. Bidders who have in place an environmental management system certified against ISO 14001, EMAS, or an equivalent third-party certified system, and services holding the EU Ecolabel for indoor cleaning services, will be deemed to comply if they cover the reporting requirement and the objective of minimising environmental impact.

CORE CRITERIA
COMPREHENSIVE CRITERIA
TECHNICAL SPECIFICATIONS
TS5. Staff training

Tenderers must put in place training to ensure that all staff involved in delivery of the contract have the knowledge and skills to apply cleaning methods which will reduce the environmental impact of the services as measured under TS4. This must include, as a minimum:

- Correct usage, dilution, storage and disposal of cleaning products
- Use, cleaning and storage of reusable cleaning accessories
- Reduction in use of disposable items
- Conservation of water and energy
- Sorting and correct disposal of waste and recycling
- Reporting of any issues with environmental impacts e.g. leakages, incorrect use of bins, lights or appliances/heating left on

Initial training in each of the above topics must be provided as part of induction at the start of the contract and to all new staff joining at a later date. Refresher training should be provided whenever there is a change to operational procedures, specific issues arise, or improvement measures are adopted. Staff must also have the opportunity to provide feedback/commentary on the environmental measures under the contract and to suggest improvements.

Verification: Tenderers must describe their training procedures and the timing/format of training to be provided to staff. This must include realistic measures to ensure understanding and implementation, including for staff with different language abilities. Samples of training materials may be provided where relevant.

AWARD CRITERIA
AC3. Environmental management systems

Up to [X] marks will be awarded based on the quality of the environmental management system that tenderers commit to put in place to perform the contract.

The extent to which the system addresses the following points will be taken into account in the evaluation:

- a. Identification of the significant direct and indirect environmental aspects of the contract and identification of adequate measures to minimise these impacts.
- b. A precise action plan ensuring that the identified measures are applied to the services provided. The action plan must also establish targets for reduction of the environmental impacts identified (e.g. reduction in the amount of cleaning products used).

CORE CRITERIA
COMPREHENSIVE CRITERIA
AWARD CRITERIA
AC3. Environmental management systems (continued)

- c.** An internal evaluation carried out annually allowing verification of the contractor’s performance against the targets laid down in the action plan. Results from the evaluation are to be used by the organisation’s management to achieve continuous improvement through updates to the plan.
- d.** A third-party evaluation by a conformity assessment body, i.e., a body accredited or licensed – in accordance with EU legislation or 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 compliance with legal requirements relating to the environment.
- f.** A commitment to continuously improve environmental performance, in particular through the periodic monitoring and publicly available reporting on environmental performance. 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 its environmental performance both over different reporting periods and with the environmental performance of other organisations or sectoral benchmarks.
- g.** 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
 - environmental performance and compliance with applicable legal obligations relating to the environment.
- h.** Active involvement of employees, including participation in training and monitoring, and the information provided to individual employees and their 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 of the points listed above.

CORE CRITERIA
COMPREHENSIVE CRITERIA
CONTRACT PERFORMANCE CLAUSES
CPC1. Reporting and environmental audits

The contractor is required to submit quarterly reports tracking the indicators specified in TS4. In addition, an annual report must be provided detailing:

- Staff training undertaken (dates, number of staff involved, topics covered)
- Implementation of corrective action/improvements to environmental practices
- Any changes in the type of products used to fulfil the contract
- Feedback received from staff regarding environmental aspects of the service
- Any other relevant information or ideas regarding environmental aspects of the service

The contracting authority reserves the right to carry out unannounced environmental audits of the service, to confirm compliance with all obligations. Where instances of non-compliance are identified, the contractor must provide a response/explanation within 72 hours of notification and a proposed timeline for resolving the issue. The contracting authority will confirm acceptance of the proposed timeline or may require more rapid resolution. Failure to resolve instances of non-compliance within the specified timeline will result in contractual penalties *[specify financial, KPI, contract shortening or termination as appropriate]*.

E CONSUMABLE GOODS

CORE CRITERIA

COMPREHENSIVE CRITERIA

TECHNICAL SPECIFICATIONS

TS6. Disposable paper products

Disposable paper products used or supplied under the contract must meet at least one of the following requirements:

1. Manufactured from 100% recycled fibres; and/or
2. Certified under FSC, PEFC, the EU Ecolabel for tissue products or an equivalent third-party certification ensuring legal and sustainable sourcing of fibres.

Verification: Tenderers must provide a list of all disposable paper products to be used or supplied under the contract and an indication of which of the above requirements they will conform with.

NOTE: Under Article 43 of Directive 2014/24/EU, tenderers may seek to rely on other appropriate means of proof where they have “demonstrably no possibility of obtaining the specific label indicated by the contracting authority or an equivalent label within the relevant time limits for reasons that are not attributable to [the tenderer].” In such cases, the alternative means of proof, together with an explanation for the reason for a lack of third-party certification, must be submitted as part of the tender.

AWARD CRITERIA

AC4.1 Hand soap

Up to [X] marks will be awarded to bids which propose the use of hand soap which meets the technical requirements of the EU Ecolabel for rinse-off cosmetic products.³

Verification: Tenderers must supply a list of hand soaps that will be provided as part of the contract and documentation proving their compliance with the requirements. Products that have been awarded the EU Ecolabel for rinse-off cosmetic products, or an equivalent third-party label, will be deemed to comply.

NOTE: Under Article 43 of Directive 2014/24/EU, tenderers may seek to rely on other appropriate means of proof where they have “demonstrably no possibility of obtaining the specific label indicated by the contracting authority or an equivalent label within the relevant time limits for reasons that are not attributable to [the tenderer].” In such cases, the alternative means of proof, together with an explanation for the reason for a lack of third-party certification, must be submitted as part of the tender.

³ Commission Decision (EU) 2021/1870 establishing the EU Ecolabel criteria for cosmetic products and animal care products

CORE CRITERIA	COMPREHENSIVE CRITERIA
AWARD CRITERIA	
<p>AC4.2 Textile hand towels</p> <p>Up to [X] marks will be awarded to bids which propose the use of textile hand towel rolls which meet the technical requirements of the EU Ecolabel for textile products.⁴</p> <p>Verification: Tenderers must supply a list of products that will be provided to the contracting authority as part of the contract and documentation proving their compliance with the requirements. Products that have been awarded the EU Ecolabel for textile products, or an equivalent third-party label, will be deemed to comply.</p> <p>NOTE: <i>Under Article 43 of Directive 2014/24/EU, tenderers may seek to rely on other appropriate means of proof where they have “demonstrably no possibility of obtaining the specific label indicated by the contracting authority or an equivalent label within the relevant time limits for reasons that are not attributable to [the tenderer].” In such cases, the alternative means of proof, together with an explanation for the reason for a lack of third-party certification, must be submitted as part of the tender.</i></p>	
<p>EXPLANATORY NOTES:</p> <p>Paper products certified by the Forest Stewardship Council (FSC), Programme for Endorsement of Forest Certification (PEFC), or EU Ecolabel may be from either legally and sustainably managed forests or recycled fibres. As availability and pricing of recycled products may vary, both options are given here.</p> <p>The EU Ecolabel criteria for cosmetic products (including hand soaps) address toxicity to aquatic organisms; Critical Dilution Volume (CDV); biodegradability; excluded or limited substances and mixtures; packaging; sustainable sourcing of palm oil, palm kernel oil and their derivatives; and fitness for use.</p> <p>The EU Ecolabel criteria for textile products address corporate social responsibility along supply chains, use of sustainable raw materials, emissions to air and water during production, toxic residues in fibres, energy consumed during the production and use phases, and fitness for use.</p>	

⁴ Commission Decision 2014/350 establishing the EU Ecolabel criteria for textile products, amended by Decision 2017/1392. The criteria can be found [here](#).

F VACUUM CLEANERS

CORE CRITERIA
COMPREHENSIVE CRITERIA
TECHNICAL SPECIFICATION
TS7. Ecodesign and applicable standards

Vacuum cleaners must comply with the ecodesign requirements set out in *Regulation EU 666/2013* (as amended). This includes compliance with *Directive 2011/65/EU on the restriction of certain hazardous substances in electrical and electronic equipment* (RoHS) and *Directive 2012/19/EU on waste electrical and electronic equipment* (WEEE Directive).

Verification: Tenderers must provide technical documentation confirming that the above requirements are met.



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