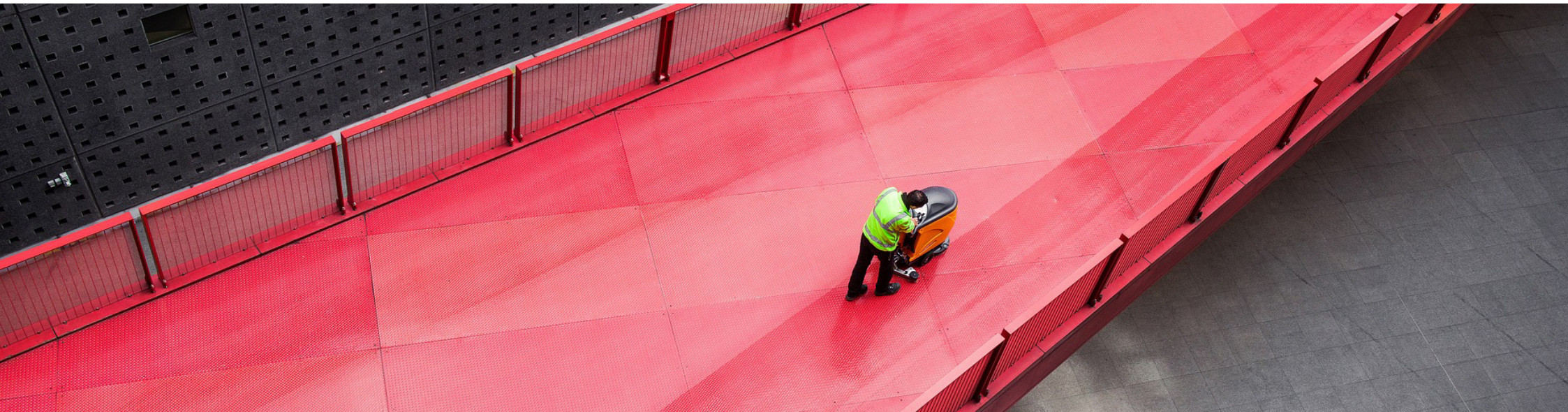


GPP Helpdesk Webinar on Purchasing Green Cleaning Products and Services



18 December 2018

Introduction

Ashleigh McLennan

ICLEI – Local Governments for Sustainability



GPP is defined by the European Commission as

A process whereby public authorities seek to procure goods, services and works with a reduced environmental impact throughout their life-cycle when compared to goods, services and works with the same primary function that would otherwise be procured.

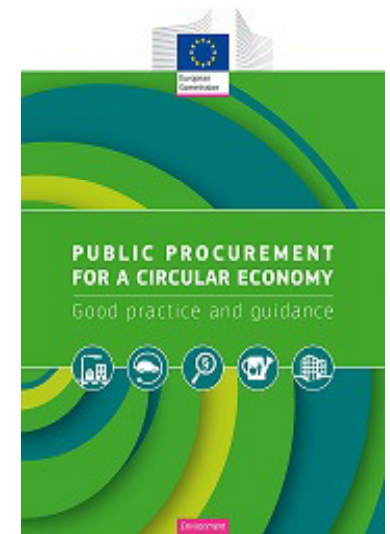
Green Public Procurement (GPP) – European Commission perspective

- Definition provided through the EC Communication (2008) '[Public Procurement for a Better Environment](#)'
- Recommended political target: 50% of tendering procedures to be green
- Developed EU GPP criteria for priority products and services
- Legal/operational Guidance
- Recommended development and adoption of GPP National Action Plans by all EU Member States



GPP support tools


- Visit the European Commission's GPP website!
<http://ec.europa.eu/environment/gpp/>
- Full sets of EU GPP criteria and background reports in 20+ languages for 19 priority product groups/services
- [Buying Green Handbook](#) (April 2016)
- [Circular Procurement brochure](#) (end of 2017) available in 6 languages
- Over 100 good practice cases [available online](#)
- [Helpdesk service](#) to answer any questions related to GPP. Questions can be sent in English, German and French: gpp-helpdesk@iclei.org
- Monthly newsletter (GPP News Alert): [sign up](#) today!



GPP In Practice Case Studies

- Procuring quality cleaning services which meet sustainability requirements (Consortium of University Services of Catalonia, Spain)
- Purchasing non-hazardous disinfectants (City of Vienna, Austria)
- Requiring Ecolabelled products (National Environmental Guard , Romania)

For more cases visit [European Commission's GPP website](https://ec.europa.eu/gpp/)



Procuring quality cleaning services which meet sustainability requirements
Consortium of University Services of Catalonia (Spain)

Background

The Consortium of University Services of Catalonia (CSCU) is a group formed by 10 universities, which share academic and management services in order to create economies of scale, and improve the effectiveness and efficiency of services.

In 2014, the Polytechnic University of Catalonia (UPC) piloted a new approach to procuring cleaning services with an increased focus on quality and performance. The UPC presented the results of this approach to the rest of the group, and at the end of 2015, three members of the group - the UPC along with the Foundation for the Open University of Catalonia (UOC) and the Scientific Park of Barcelona (PCB) - announced their intentions to jointly purchase cleaning services.

Procurement objectives

The new approach adopted by the CSCU members aimed to transform the procurement of cleaning services from a model based on the number of hours spent cleaning, to a 'service' model, based on quality and performance. The tender was based on an initial audit of needs, which measured all spaces, using average productivity ratios, occupancy rates, frequency of use, etc. The detailed results provided CSCU with a realistic estimation of the budget needed for personnel, machinery, products and industry margin.

The purchasing group also wanted to introduce environmental and health criteria into the tender, and in order to assess the appropriate level for these criteria, they consulted expert companies and consultants, the [EU GPP Criteria](#), and then developed a number of mandatory requirements that bidders would have to meet.

A call for tender was published at the end of 2015, which was split into six lots. Lots 1, 2, and 3 related to cleaning services at different UOC buildings and campus areas. Lot 4 related to the UPC campus, and lots 5 and 6 for PCB buildings.

Criteria used

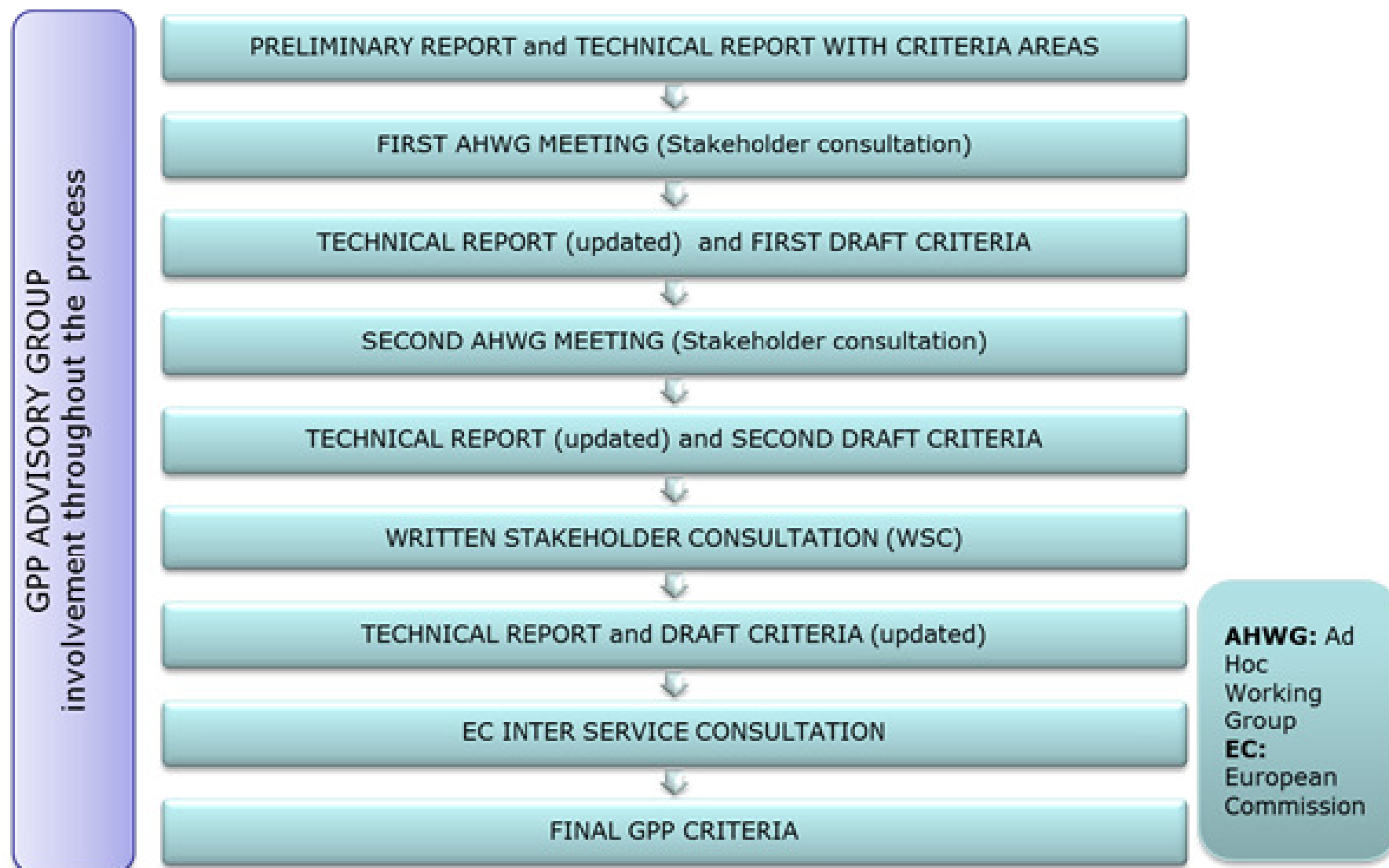
Subject matter of the contract:

Building cleaning services and real estate management services. Contracting cleaning services, ordinary disinfection and selective collection of waste from the campuses, centres and buildings of the following universities: UOC, UPC

EU GPP Criteria for 19 products/services

- **Cleaning products & services**
- Copying and graphic paper
- Electricity
- Furniture
- Imaging Equipment
- Paints, varnishes and road markings
- Sanitary tapware
- Textiles
- Transport
- Water-based heaters
- Computers and monitors
- Electrical equipment in healthcare
- Food and catering services
- Gardening products and services
- Office building design, construction and management
- Road design, construction and maintenance
- Street lighting and traffic signals
- Toilets and urinals
- Waste water infrastructure
- Work programme available [online](https://www.iclei-europe.org)

Process for Setting Criteria



Two levels of Criteria

Core criteria

- Aim at addressing the key environmental impacts
- Require minimum additional verification effort or cost increases.

Comprehensive criteria

- Aim at purchasing the best environmental products available on the market
 - Possibly require additional verification efforts or a slight increase in cost compared to other products with the same functionality
-
- *They are often adapted by Member States to national circumstances*
 - *GPP criteria are largely based on standard Type I ecolabels.*





Thank you!

ashleigh.mclennan@iclei.org

Presentations and recording of this webinar will be made available here next week:

http://ec.europa.eu/environment/gpp/webinars_en.htm

Any other questions – please contact the GPP Helpdesk on gpp-helpdesk@iclei.org

What does ICLEI do?

- Promote & demonstrate the value of SPP
- Facilitate networking, knowledge sharing, collaboration and best practice exchange
- Keep track of the latest good practice, tools, methods, initiatives, policy
- Support public authorities in developing capabilities and implementation
- Undertake research, develop methodologies and tools
- Provide a voice for public authorities
- Ensure SPP is positioned in other key policy areas



Procura+ European Sustainable Procurement Network



Connect.

We are a network of European public authorities that connect, exchange and act on sustainable and innovation procurement.



Exchange.

Our combined knowledge and experience allows us to provide advice, support and publicity to any public authority that wants to implement sustainable and innovation procurement.



Act.

The Procura+ Network joins forces to champion sustainable and innovation procurement at the European level.





NEW EU GPP CRITERIA FOR INDOOR CLEANING SERVICES

STAFF WORKING DOCUMENT (2018) 443 FINAL

**European Commission
Environment Directorate-General
Enrico DEGIORGIS**

18 December 2018

TOPICS

- INTRODUCTION AND BACKGROUND INFORMATION
- CRITERIA STRUCTURE
- PRODUCT GROUP SPECIFICATIONS - CRITERIA PRESENTATION

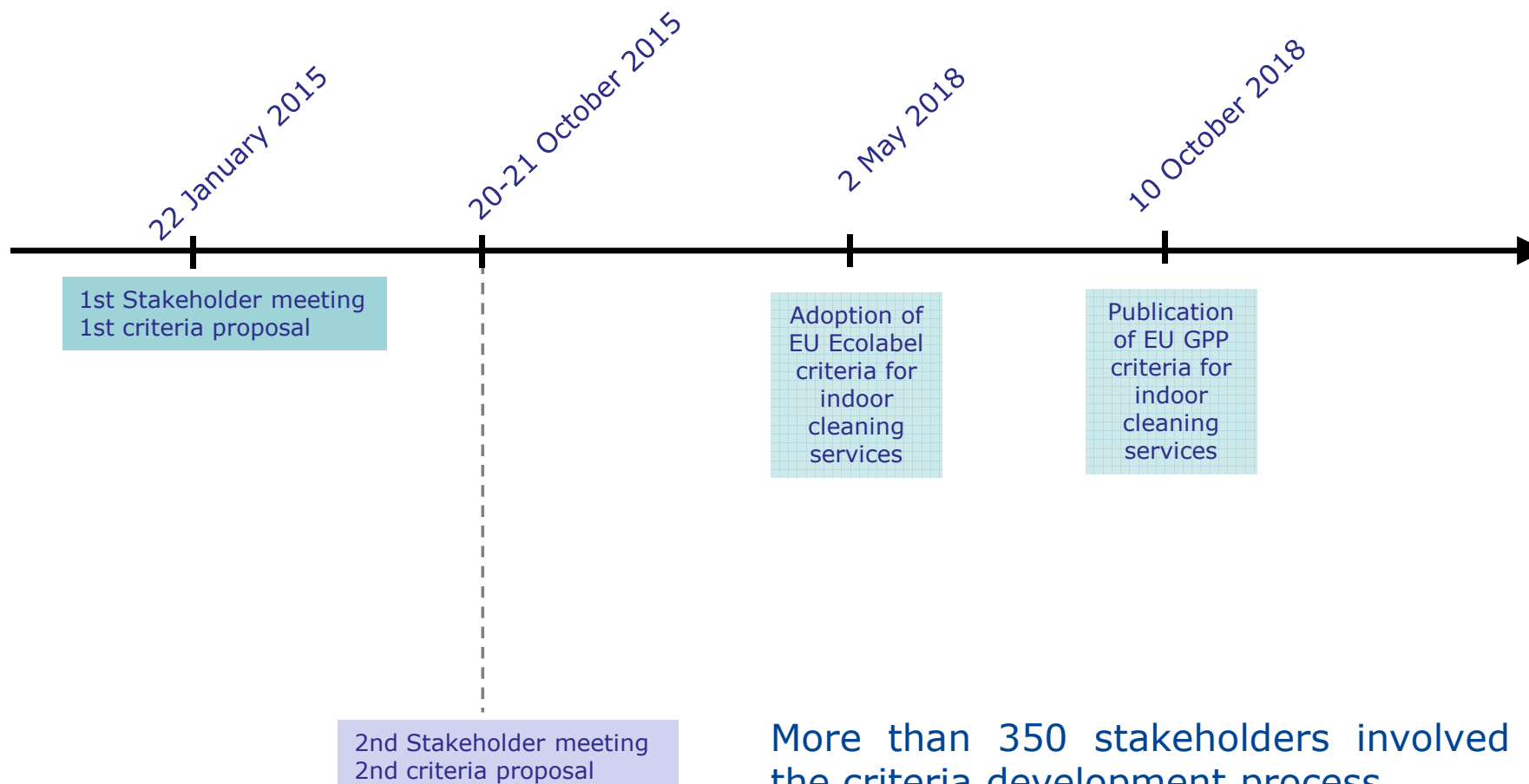


INTRODUCTION AND BACKGROUND INFORMATION

- Previous EU GPP criteria needed update
- EU Ecolabel criteria and EU GPP criteria have been developed in parallel
- High annual spent by public authorities



TIMELINE





MARKET ANALYSIS (2015)

- Significant **turnover €81 billion** for EU-27 (2010) (Eurostat, 2010)
- **Office cleaning dominates** (50% of turnover)
- Market dominated by **very small enterprises**. 202 000 enterprises in Europe, of which 75% employ less than 10 people (Eurostat, 2010, EFCI, 2012). Large enterprises that employ over 500 people only constitute 1.5% of the total (EFCI, 2012).
- **Largest markets** for professional cleaning services: Germany, France, Italy, UK and Spain.
- **590 000 tonnes of professional cleaning products** are used each year (EU-28+NO+CH) (AISE, 2014) with an estimated value of €886 million (Afidamp, 2014).
- **Public procurement constituted an average of 33%** of total turnover in the sector.
- Case studies related to GPP show that **quality and sustainability considerations are becoming more important in the cleaning service procurement process.**



INTRODUCTION AND BACKGROUND INFORMATION

Selection Criteria (SC): Selection criteria refer to the tenderer, *i.e.*, the company tendering for the contract, and not to the product being procured. It may relate to suitability to pursue the professional activity, economic and financial standing and technical and professional ability and may- for services and works contracts - ask specifically about their ability to apply environmental management measures when carrying out the contract.

Technical Specifications (TS): Technical specifications constitute minimum compliance requirements that must be met by all tenders.

Award Criteria (AC): At the award stage, the contracting authority evaluates the quality of the tenders and compares costs. Contracts are awarded on the basis of most economically advantageous tender (MEAT). MEAT includes a cost element and a wide range of other factors that may influence the value of a tender.

Contract Performance Clauses (CPC): Contract performance clauses are used to specify how a contract must be carried out.





LINK BETWEEN EU ECOLABEL CRITERIA AND EU GPP CRITERIA FOR INDOOR CLEANING SERVICES

EU Ecolabel covers an entire cleaning company or company department or section while for the EU GPP, only a single contract is covered.

Due to the similarity of the criteria, in some cases it is possible to use the EU Ecolabel licence as a means of proof – for example for the Selection Criteria.

For other criteria, having complied with the EU Ecolabel for Indoor Cleaning Services means that the tenderer should already have all of the paperwork necessary for the verification of the EU GPP criteria.

Due to the structure of the EU Ecolabel (made up of mandatory and optional criteria), it is not possible to directly use the licence as proof.

For example, in the case of ecolabelled cleaning products, the EU Ecolabel licence cannot be directed used as:

- The EU Ecolabel mandatory criteria require 50% of all cleaning products used in **all** contracts to be ecolabelled (it could be 20% in a big contract and 100% in a small contract, as long as the average is 50%)

CRITERIA STRUCTURE

STRUCTURE

Criterion #	Criterion	Area
SC1	Competences of the tenderer	Cleaning services
TS1.1, AC1.1	Use of ecolabelled cleaning products	Cleaning products
TS1.2, AC1.2	Use of concentrated undiluted cleaning products	Cleaning products
TS2.1, AC2.1	Use of microfiber products	Cleaning accessories
TS2.2, AC2.2	Use of ecolabelled cleaning accessories	Cleaning accessories
TS3, AC3	Environmental management measures and practices	Cleaning services
TS4.1, TS4.2, TS4.3	Consumable goods	Consumable goods
AC4	Energy efficiency of vacuum cleaners	Cleaning services
CPC1.1	Cleaning products and accessories used	Cleaning products Cleaning accessories
CPC1.2	Cleaning product dosing	Cleaning products
CPC2	Staff training	Cleaning services
CPC3	Environmental management measures and practices	Cleaning services
CPC4	Consumable goods	Consumable goods
CPC5	Purchase of new vacuum cleaners	Cleaning services

9 **red: cleaning products, green: cleaning accessories, blue: cleaning services, yellow: consumable goods)**



European
Commission

STRUCTURE

#	Criterion	Core	Comprehensive
SC1	Competences of the tenderer	X	X
TS1.1 AC1.1	Use of ecolabelled cleaning products	X	X
TS1.2 AC1.2	Use of concentrated undiluted cleaning products	X	X
TS2.1 AC2.1	Use of microfiber products	X	X
TS2.2 AC2.2	Use of ecolabelled cleaning accessories	X	X
TS3 AC3	Environmental management measures and practices	X	X
TS4.1 TS4.2 TS4.3	Consumable goods	X	X
AC4	Energy efficiency of vacuum cleaners	X	
OFC1.1	Cleaning products and accessories used	X	X
OFC1.2	Cleaning product dosing	X	X
OFC2	Staff training	X	X
OFC3	Environmental management measures and practices	X	X
OFC4	Consumable goods	X	X
OFC5	Purchase of new vacuum cleaners	X	X

PRODUCT GROUP SPECIFICATIONS

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.

DEFINITION AND SCOPE – CLEANING SERVICES VS CLEANING PRODUCTS

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.

CLEANING PRODUCTS

TS1.1 Use of ecolabelled cleaning products (core level)

Option A (easier to verify during contract execution)

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 on, respectively, toxicity to aquatic organisms and excluded or restricted substances.

Option B (more complex to verify during contract execution)

At least A%^{a)} 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 products¹.

Recommended values for (A%) — Use of ecolabelled cleaning products

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.

¹ 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>.

CLEANING PRODUCTS

TS1.1 Use of ecolabelled cleaning products

Verification:

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 products¹ will be deemed to comply with the requirements.

Comprehensive level

TS1.1 Use of ecolabelled cleaning products

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

TS1.2 Use of concentrated undiluted cleaning products

Option A (easier to verify during contract execution)

The following 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 have a minimum dilution rate of 1:80.

Option B (more complex to verify during contract execution)

At least B%^{a)} 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.

CLEANING TEXTILES ACCESSORIES

TS2.1 Use of microfiber products (core level)

At least C%^{b)} 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.

Verification:

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.

Recommended values for (C%) — Use of microfiber products

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.

CLEANING TEXTILES ACCESSORIES

Comprehensive level

TS2.1 Use of microfiber products and ecolabelled cleaning accessories

All textile cleaning accessories (e.g. cloths, mop heads) to be used to perform tasks related to the contract must be made of microfiber 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.

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>.

TS3 Environmental management measures and practices (same for core and comprehensive level)

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, cleaning accessories used, amount of water used, power equipment used and amount of solid waste generated.
2. minimise the environmental impacts associated with the indicators monitored and recorded in 1, towards a defined target.
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.

TS3 Environmental management measures and practices (same for core and comprehensive level)

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), 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.

Regulation (EC) No 1221/2009 of the European Parliament and 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 2006/193/EC (OJ L 342, 22.12.2009, p. 1).

ENVIRONMENTAL MEASURES AND PRACTICES

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 list of requirements is provided, including 8 points, from a) to h))

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.

CONSUMABLE GOODS

TS 4.1 Hand soap

At least E%^{c)} 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.

Recommended values for (E%) — hand soap

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 products⁴.

Verification:

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 products⁴ 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>.

CONSUMABLE GOODS

TS 4.2 Textile towels

At least F%^{c)} 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 products².

Recommended values for (F%) — textile towel

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 products².

Verification:

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 products² will be deemed to comply with the requirements.

CONSUMABLE GOODS

TS 4.3 Tissue paper products

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*]

Verification:

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.

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

CONTRACT PERFORMANCE CLAUSES – CPC

CPC1.1 Cleaning products and accessories used

For the duration of the contract, the contractor must document and report the following aspects at least twice a year to the contracting authority:

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.
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.

The contracting authority may set rules for applying penalties for non-compliance.

CPC1.2 Cleaning product dosing

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.

The contracting authority may set rules for applying penalties for non-compliance.

CPC2 Staff training

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:

Cleaning products: correct dosage, dilution, storage, avoid overusing and misusing

Energy saving: use of unheated water, turn off lights, ...

Water saving: use of microfiber products and minimise the use of water and cleaning products

Waste: minimise the use of single-use cleaning supplies, correct waste sorting

Health and safety: health, safety and environmental issues related to cleaning tasks

CPC3 Environmental management measures and practices

The contractor must document and report, over the contract duration:

- the results of the monitoring of indicators and
- the results of the evaluation and the correction and prevention actions, where applicable, according to the written procedures provided for to verify the TS3.

These reports must be made available to the contracting authority for verification purposes. The contracting authority may set rules for applying penalties for non-compliance.

CPC4 Consumable goods

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.



Thank you

GPP webpage: <http://ec.europa.eu/environment/gpp>





Generalitat de Catalunya
Government
of Catalonia



**Socially
responsible
cleaning
framework using
green cleaning
products**

Webinar GPP - EC

18th December 2018

Anna Esteve Traveset

Technician of the Environmental Qualification Service

Directorate-General for Environmental Quality and Climate Change

Ministry of Territory and Sustainability

Generalitat de Catalunya (Government of Catalonia)

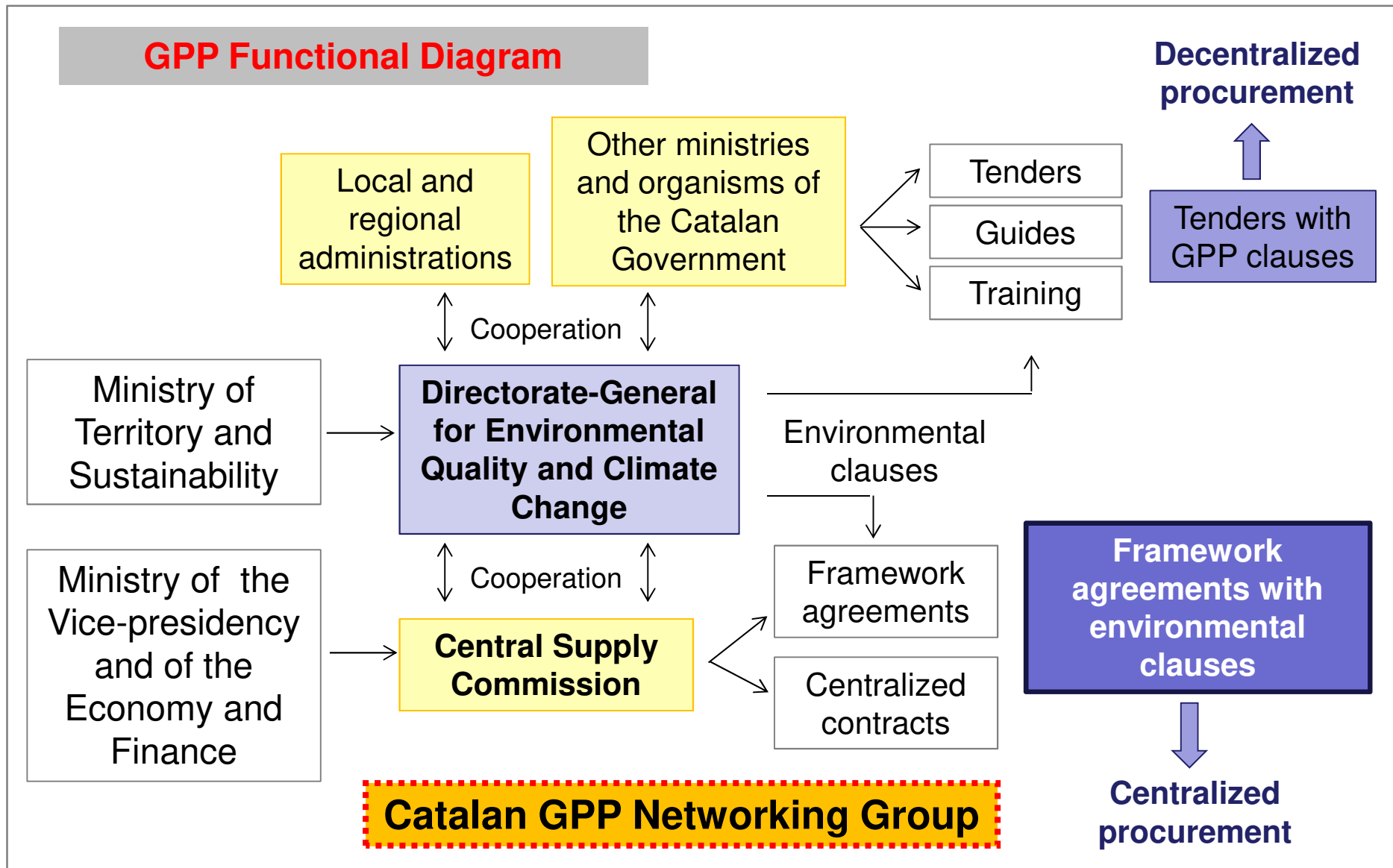
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2. **Socially responsible cleaning framework using green cleaning products of the Government of Catalonia (2013)**
3. **Monitoring the execution (FA 2013)**
4. **Lessons learned**
5. **Cleaning service framework agreement (2017)**

GPP in the CATALAN GOVERNMENT

GPP is an instrument used to support several strategic policies

GPP Functional Diagram



Cleaning services Framework Agreement

Socially responsible cleaning framework using green cleaning products of the Government of Catalonia

Subject matter:

Environmentally-friendly cleaning services in buildings, premises and facilities with an administrative use of the Government of Catalonia.

File:

Central Supplies Commission of the Ministry of Economy. Government of Catalonia. CCS 2013/2

Tenders:

Available in the Contractor's profile located in the Platform of contracting of the public sector:

https://contractaciopublica.gencat.cat/ecofin_pscp/AppJava/notice.pscp?reqCode=viewCn&idDoc=7928254

Cleaning services Framework Agreement

Budget:

Estimated value: €94,587,850

Basic bidding budget: €47,293,925

Validity:

December 2014 – November 2017

6 lots:

City of Barcelona, rest of the province of Barcelona, provinces of Girona, Lleida and Tarragona, and the offices of the Government of Catalonia based on the city of Madrid.

Cleaning services FA Criteria

Technical specifications:

Basic cleaning products:

- Cleaning basic products have to fulfilled the environmental criteria for chemical components of a Type I ecolabel.

All cleaning products:

- Spray products are banned
- Should not contain chemicals that have been identified as Substances of Very High Concern (SVHC) according to Article 59 of REACH Regulation at concentrations higher than 0.01%.

Hand soap and hand dishwashing detergents:

- Should not contain chemicals that have been identified as Substances of Very High Concern (SVHC) according to Article 59 of REACH Regulation at concentrations higher than 0.01%.

Cleaning services FA Criteria

Technical specifications:

Toilet paper and other paper products:

- Paper products consisting of 100% recycled fibre are preferred.
- Criteria if a non-recycled paper product alternative is offered: 50% virgin fiber must come from forests of sustainable forest management.

Garbage bags:

- At least 80% of all the plastic used in garbage bags must come from post-consumer recycled plastic.
- Resistance requirement UNE-EN 13592:2003+A1:2007
- Compostable garbage bags UNE-EN 13432:2001

Cleaning services FA Criteria

Technical specifications:

Bidding companies are required to provide:

- A list of detergents, hand soap, paper products and garbage bags to be used in the execution of the service.
- Documentation proving compliance with the technical specifications.

The Cleaning Services Framework Agreement has been greened since 2007.

The environmental criteria has become progressively more stringent and for that the vast majority of bidding companies were able to fulfil the environmental requirements, with only a few being excluded from the competition.

Cleaning services FA Criteria

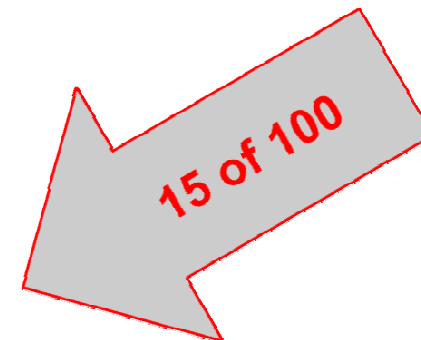
Award criteria:

Quality plan adopted to the Framework Agreement (40 points in total):
Occupational health and safety aspects, measures to reconcile work, personal and family life.

Training points (35 points in total).

Quality in the provision of services (10 points):
Management structure of the company and its ability to monitor the benefits of the contract according to the framework agreement, and to resolve conflicts and exceptional incidents which may occur during the course of the contract.

Environmental criteria (15 points):
Use of automatic dosing systems.



Cleaning services FA Criteria

Award criteria:

Selection of cleaning service companies:

Bids will be ranked according to points scored.

The top bidders are included in the framework and could be contracted later.

Awarding of the based contracts:

In framework agreement based contracts, it is take into account the price and other awarding criteria to define the most economically advantageous tender.

MONITORING

Cleaning services FA (CCS 2013/2)

PROGRAM:

Monitoring the performance of contract based on the Framework Agreement of 2013

ENVIRONMENTAL CLAUSES

SOCIAL CLAUSES

AUDITS

Cleaning services FA (CCS 2013/2)

ENVIRONMENTAL CLAUSES

PROGRAM:

Monitoring the performance of contracts based on the Framework Agreement of 2013

ENVIRONMENTAL CLAUSES

- **1st Audit period:** November - December 2016
- **Object:** environmental clauses
- **Companies:** 7 of 16
- **Location:** buildings of different ministries of the Catalan Government
- **Audit team:** technicians from the Directorate-General for Environmental Quality and Climate Change (Ministry of Territory and Sustainability)
- **Attendants:** representative of the Central Supply Commission, responsible of the audited company and responsible of based contract of each ministry.
- **Audit procedure:** on-site visit



Monitoring - Cleaning service FRAMEWORK AGREEMENT

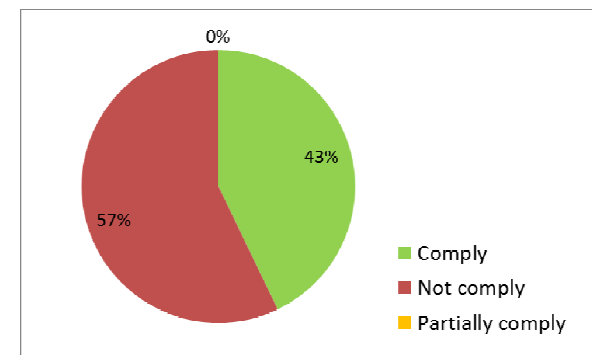
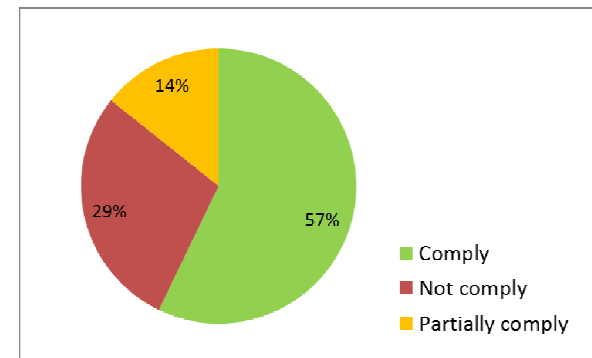
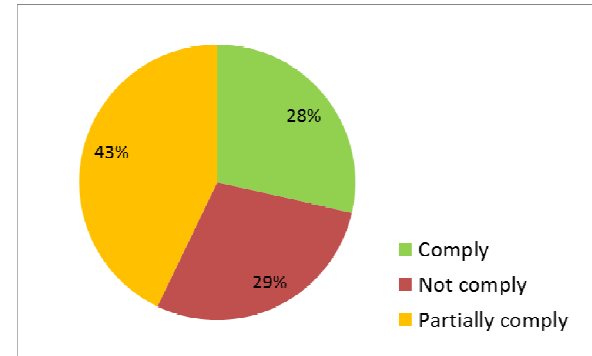
ENVIRONMENTAL CLAUSES

SOME RESULTS

Cleaning products, paper products and bags used in the performance of the based contracts match with the Framework Agreement proposal.

Prohibition of the use of sprays.

Use of dosing systems or single-dose products.



Monitoring - Cleaning service FRAMEWORK AGREEMENT

ENVIRONMENTAL CLAUSES

ACTUATION IMPLEMENTED:

Dispatch of the audit reports to the contracting authorities that makes the requirement to the companies.

NEXT STEPS

- **2ⁿ Audit period:** 2019 - 9 companies (the remaining)
- **Presentation of results**

It is proposed to run a workshop to present the final results of the Audit Program to the approved cleaning services companies.

- **Procurers training**

To train, about GPP clauses, the officials in charge of monitoring the performance of the based contracts.

AUDITS

Cleaning services FA (CCS 2013/2)

SOCIAL CLAUSES

PROGRAM:

Monitoring the performance of contract based on the Framework Agreement of 2013

SOCIAL CLAUSES

- **1st Audit period:** December 2016 – July 2017
- **Object:** labour conditions established into the cleaning collective bargaining agreement
- **Companies:** 16
- **Audit team:** technicians from the Directorate-General for Labour Relations and Quality at Work (Ministry of Employment, Social Affairs and Families)
- **Audit procedure:** requirement and analysis of documentation
 - Employee's quadrants
 - Payrolls
 - Employment contracts
 - Working time registrations

Monitoring - Cleaning service FRAMEWORK AGREEMENT

SOCIAL CLAUSES

MAIN RESULTS

- Non-compliance of carrying a daily record of working time.
- Irregularities about overtimes.
- Some partial non-payments of salaries
- Differences of social security contributions.

ACTUATION IMPLEMENTED:

Dispatch of the audit report to the contracting authorities and to the audited companies to reply the non compliances.

NEXT STEPS

Depending on the answer of the companies, inform the Labour Inspection Organism, applicate the penalties foreseen, etc.

Monitoring - Cleaning service FRAMEWORK AGREEMENT

SOCIAL CLAUSES

MAIN RESULTS

- Non-compliance of carrying a daily record of working time.
- Irregularities about overtimes.
- Some partial non-payments of salaries
- Differences of social security contributions.

ACTUATION IMPLEMENTED:

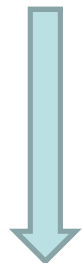
Dispatch of the audit report to the contracting authorities and to the audited companies to reply the non compliances.

NEXT STEPS

Depending on the answer of the companies, inform the Labour Inspection Organism, applicate the penalties foreseen, etc.

Lessons learned

- Having sustainability contract clauses is only effective if compliance with these clauses is properly monitored.
It is necessary:
 - **Design a monitoring plan**
 - **Train contracting authorities** responsible about the practical implementation of social and environmental clauses
- **Resources for monitoring** and appropriate **penalties for non-compliance** should be designed in from the start, with measures being taken to penalise non-compliant suppliers when necessary.



Latest Catalan Government Framework Agreement (CCS 2016/4) includes:
Planning of an annual audit

New Catalan Government Framework Agreement for Cleaning Services (CCS 2016/4)

Environmental clauses were defined taking into account:

- ⇒ Results of the last Framework Agreement (CCS 2013/2)
- ⇒ Results of the monitoring of the performance of the contracts based on the Framework Agreement (CCS 2013/2)
- ⇒ Prior market consultation (2017)

Open questionnaire

Publication Platform of contracting of the public sector: 26/10/2016

Deadline for answer: 11/11/2016 Report: 18/11/2016

Answers: 2 business organizations and 9 companies

New Catalan Government Framework Agreement for Cleaning Services (CCS 2016/4)

Environmental criteria included into the last Framework Agreement (CCS 2016/4):

Technical specifications:

General cleaning products fulfil the environmental criteria of a type I
Ecolabel

Recycled or sustainable paper products

Recycled and compostable bags

Prohibition of the use of sprays

Awarding criteria:

Low-emission vehicles fleet *New*

Use of concentrated products or single-dose products *Modified*

Low environmental impact soaps and low environmental hand
dishwashing detergents (fulfilment the environmental criteria of a type I
Ecolabel) *New*

Hazardous substances limits in textiles of the uniforms *New*

Case study

GPP News Alert November 2018



GPP In practice

Issue no. 84
November 2018

Socially responsible cleaning framework using green cleaning products

Government of Catalonia (Spain)

Background

The [Government of Catalonia](#) is an autonomous government within Spain, responsible for certain legislative and policy areas for the region of Catalonia. Its [Ministry of Territory and Sustainability](#) acts as an expert body for environmental policy and the promotion of green public procurement (GPP).

The Ministry of Territory and Sustainability works closely with the government's Central Purchasing Authority (the Central Supplies Commission of the Ministry of Economy) to incorporate environmental criteria into framework agreements, and since 2005, this cooperation has resulted in most framework agreements of the Catalan Government including environmental criteria, including its framework agreement for cleaning services.



Image: Pixabay / Jarmoluk

Procurement objectives

http://ec.europa.eu/environment/gpp/pdf/news_alert/Issue_84_NewsAlert_November.pdf

Webinar
**Purchasing Green Cleaning
Products and Services**

THANK YOU!

Anna Esteve Traveset

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Ministry of Territory and Sustainability

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[More information about GPP in the Government of Catalonia](#)



Generalitat de Catalunya
Government
of Catalonia