

# TECHNICAL INSTRUCTIONS FOR THE APPLICATION OF SUSTAINABILITY CRITERIA TO CLEANING AND SELECTIVE WASTE COLLECTION IN BUILDINGS



BARCELONA  
AJUNTAMENT  
+SOSTENIBLE

## AREAS OF APPLICATION AND SCOPE



CLEANING AND WASTE REMOVAL SERVICES FOR ADMINISTRATIVE OR OTHER EQUIVALENT BUILDINGS

OTHER SERVICES THAT INCLUDE CLEANING OR WASTE REMOVAL WORK

## SUSTAINABILITY ASPECTS

Selective waste collection and cleaning products with less pollutant load



100% recycled toilet paper and hand towels



Adapt service times to improve energy efficiency and harness natural light



Good environmental practices in performing the service



Environmental training of staff



# TECHNICAL INSTRUCTIONS FOR THE APPLICATION OF SUSTAINABILITY CRITERIA TO CLEANING AND SELECTIVE WASTE COLLECTION IN BUILDINGS

Barcelona City Council is working to minimise the environmental impact of activities in municipal buildings, in accordance with the strategies outlined in the 2012-2022 Citizen Commitment to Sustainability, the 2012-2020 Plan for the Prevention of Municipal Waste in Barcelona and the Metropolitan Plan for Municipal Waste.

These technical instructions are a response to the 2013 Government Measure on Responsible Public Procurement using Social and Environmental Criteria and the Mayoral Decree on Responsible Public Procurement using Social and Environmental Criteria of 20 November 2013, which provides for the publication of technical instructions that define specific environmental criteria that must be applied in the purchasing and contracting of groups of products and services that have been defined as priorities, which include the products and services for cleaning buildings.

The instructions begin with contracts for cleaning and the selective collection of waste in municipal buildings, as they are perceived at the time of drawing up the instructions. This means contracts that include cleaning work, cleaning products and the supply of fungible materials, as well as disposing of all the different waste fractions, for which it defines the selective collection of recoverable fractions.





---

## 1 SUBJECT MATTER

These technical instructions aim to define, in accordance with the Mayoral Decree on Responsible Public Procurement using Social and Environmental Criteria, the criteria for environmental clauses in the procurement of cleaning services and the disposal of waste in buildings, as well as when contracting other types of services that include cleaning work.

In order to achieve this objective, these instructions:

- a. Define the priorities to be considered when defining the service and the work to be carried out.
- b. Define the environmental criteria that must be applied in contracting cleaning services for buildings and selective waste disposal, including those related to certain products.
- c. Define environmental criteria that must be applied in the procurement of other types of services that include cleaning work.
- d. Establish the monitoring system.

---

## 2 AREA OF APPLICATION

### 2.1 Subject area

In accordance with the Mayoral Decree on Responsible Public Procurement using Social and Environmental Criteria, these instructions must be complied with in any public sector contract signed by Barcelona City Council and dependent organisations with the power to adjudicate (contracting authorities), whose contractual subject matter include cleaning and waste disposal in municipal buildings, offices and facilities.

### 2.2 Inclusion in procurement documents

All contracting bodies must comply with these instructions, and must ensure that, in all cases, the general environmental criteria for the service and products are applied.

In the case of other types of service contracts that include cleaning work, the contracting bodies must apply and adapt the basic criteria in accordance with the contract's characteristics, so that their inclusion and compliance does not have any negative repercussion on the delivery of the contracted service.

### 2.3 Exception and justification report

In accordance with the Mayoral Decree on Responsible Public Procurement using Social and Environmental Criteria, the competent contracting bodies or those responsible for contracting may consider that the contract's characteristics are not suitable for including some or all of the environmental clauses set out in these instructions. In these cases, the competent contracting body must duly justify this in the procurement report, in accordance with the points set out in section 4.2.

---

## 3 SCOPE

These instructions are applicable to cleaning or waste-disposal contracts for administrative buildings, as well as the cleaning of offices and facilities similar to buildings used for administrative purposes.

These instructions are also applicable to contracts for other services, whose execution provides for cleaning work or waste disposal, whenever compatible and without prejudice to the quality of the service being contracted.





However, these instructions shall not be applicable to special, occasional or regular cleaning or waste-disposal services, or to municipal buildings, offices or facilities with specific cleaning needs that substantially differ from those set out above. Nevertheless, the priorities and lines of actions defined in these instructions should inform their procurement.

## 4 PRIORITIES FOR CLEANING SERVICES

### 4.1 Priorities

The cleaning of buildings, offices and facilities requires the performance of a series of tasks, practices and product use that in themselves have an environmental impact. This must be kept to a minimum in relation to the dirt that has to be extracted. The environmental criteria aim to reduce the pollution caused by these tasks and the use of associated products.

Therefore, when cleaning tasks are planned, the following principles will be priorities:

- Adapting the frequency of the tasks to the needs and adapting the times in which the tasks are performed in order to improve energy efficiency and make the best use of natural light.
- Limit the use of certain products that are highly pollutant, unnecessary or in containers that make recycling difficult.
- Foster, and where possible stipulate, the use of effective, less polluting cleaning products.
- Foster, and where possible stipulate, the use of recycled products.
- Establish selective disposal as an intrinsic part of waste disposal.
- As far as possible, promote and guarantee good environmental practices in carrying out the service: dosage and responsible use of products, savings and efficiency, etc.

### 4.2 Justification report

When the corresponding service management, or where appropriate, the competent contracting body, considers the priorities established in the previous section, certain specifications or environmental criteria to be inapplicable, or where the contract itself is considered inappropriate for the application of these instructions, they must indicate and detail their reasons for this in a justification report, specifying as a minimum:

- The special requirements and characteristics of the service being contracted.
- A reasoned justification explaining the infeasibility of balancing these special requirements with the established environmental priorities, requirements and criteria.

This report will be made available to those responsible for monitoring these instructions, when required.

## 5 ENVIRONMENTAL CRITERIA FOR THE PROCUREMENT OF CLEANING SERVICES

The environmental criteria that must be included in the procurement documents for contracting cleaning or waste-disposal services for buildings are as follows:

<b>General criteria for services</b>	Limited use of certain products
	-----
	Selective waste disposal
	-----
	Training





### Criteria for products

Articles made of paper and cardboard/cellulose

Plastic articles

Chemical cleaning products

Hand soap

General criteria for products

The procurement documents should always guarantee that bidders provide documentation accrediting compliance with the corresponding requirements. The following articles indicate when it is necessary to include these criteria as technical specifications and when they can be included as award criteria. In this latter case, the contracting body must determine the score given for compliance with each award criterion and the corresponding assessment formula.

## 5.1 General environmental criteria for services

### I- Limited use of certain cleaning products

The contracting body will establish the following requirements regarding the use of certain products:

- The general use of disinfectants that are highly aggressive to the environment (bleach or other products) on floors and all kinds of surfaces is prohibited. These kinds of products may only be used for cleaning places and elements that pose a biological contamination risk. These will be explicitly indicated in the contract, including the following: toilets, tap spouts, wash basins, showers and other drainage items.

The contracting body will include this clause in the procurement documents, and in cases where there are other places or elements which cannot be detailed in the general procurement documents, a text will be included stating: “[...] in addition to the places and elements agreed with the person responsible for the building contract when this contract was signed.”

- The use of products that are more for appearance than real cleaning, such as air fresheners and other types of sachets, perfumed substances or similar products is prohibited.
- The use of sprays and all kinds of containers using propellant gases is prohibited. Where necessary, bottles fitted with mechanical atomisers will be used.

### II- Selective waste disposal

Waste-disposal contracts must include all the types of waste that are subject to selective waste collection at any time or place in the building, as part of the municipal selective waste-collection policy. In general, these include:

- Paper and cardboard (blue container)
- Lightweight containers: plastic, cans and Tetra Brick cartons (yellow container)
- Glass (green container)
- Organic matter (brown container)
- Rubbish (grey container)

Before preparing the criteria, the contracting body must establish the model of internal selective waste collection , indicating the types of container and their location.

In addition to these types, the contracting body will evaluate what other types may be subject to selective disposal in the building, including:

- Documents (a specific paper container for destroying documents)
- Batteries





- Ink and toner cartridges
- Medical and pharmaceutical waste, if there is a section of this kind in the building
- Etc.

These types of waste may be subject to disposal in the cleaning and selective collection contract or there may be specific disposal systems run by specialised organisations promoted by other municipal services (for example, collection of ink and toner cartridges by job-placement companies). In the latter case, these will not be included in the cleaning contract.

### III- Training

The contracting body will include, as a requirement, that training plans for the successful tenderer's personnel shall include environmental aspects associated with the service, in accordance with these instructions, especially in the cases of:

- Energy saving and responsible water consumption
- The efficient use of products (decanting and dosage of products)
- Proper use of products in each cleaning task
- Good prevention and management practices for own waste products
- Proper disposal of selectively collected waste

The procurement documents will establish that these and other training features will be duly specified at the beginning of the contract.

## 5.2 Criteria by product

### I- Paper and cardboard/cellulose articles

When acquiring paper/cardboard products, the following environmental criteria must always be taken into consideration:

- Toilet paper, paper towels and other cellulose products

For articles and products for general consumption, the contracting body will establish that they have been made from 100% recycled cellulose fibre<sup>1</sup>.

In the case of other specific articles or products that the market cannot supply in a recycled form, the contracting body will establish that the product must have been made using fibres from legally certified timber<sup>2</sup>, with a minimum of 50% of its fibres coming from sustainably managed sources (as defined by the FSC or PEFC standards or equivalent) or from recovered fibres<sup>3</sup>.

The contracting body may establish as an award criterion that the article or product must have over 50% of fibres originating from sustainably managed sources or recovered fibres.

- Paper and cardboard boxes and similar articles for waste collection

Where the procurement documents make it obligatory to supply cardboard boxes or similar articles, the contracting body will establish that they must be made from 100% recycled cellulose fibre.

<sup>1</sup>In accordance with the Catalan ecolabel for paper products, recycled fibres are defined as all cellulose waste after manufacturing, marketing and consumption which, after prior selection, is then reused in manufacturing paper. Fibres originating in cuts of paper from factories are not considered to be recycled.

<sup>2</sup>In accordance with the European Union's FLEGT Action Plan for combating illegal logging and marketing of timber and timber products, and European regulations for wood (EUTR: Regulation (EU) 995/2010 of the European Parliament and Council, of 20 October 2010, which establishes the obligations of operators who place timber and timber products on the market).

<sup>3</sup> Recovered fibres include recycled fibres and fibres coming from factory cuts of paper.



## II- Plastic articles

When acquiring plastic products, the following environmental criteria must always be taken into consideration:

- Rubbish bags

The contracting body will always establish that the **grey or black rubbish bags** that the successful tenderer will supply for collecting rubbish or, by default, any type of waste product which does not require coloured bags, must be composed of at least 80% post-consumer recycled plastic.

The contracting body will always establish that the **grey or black industrial bags** that the successful tenderer uses for waste disposal must be composed of at least 80% post-consumer recycled plastic.

The contracting body will also establish the obligation of supplying **coloured bags for the selective collection** of the different types of recyclable waste. In this case, a minimum percentage of recycled plastic may be established. This must at all times be determined by taking into account market conditions and evaluating a higher percentage.

In addition to the corresponding colour, the use of compostable bags may be required or evaluated for **organic matter recycling** where it is considered to be appropriate. In this case, as a technical specification, the bag will have to comply with the 180-day biodegradation limit, as set out in the UNE-EN 13432:2001 Containers and packaging. Requirements for containers and packaging that are recoverable through composting and biodegradation, or equivalent.

- Containers

Depending on the internal selective waste collection system in place, and before producing the procurement documents, the contracting body will determine if it is convenient to establish a compulsory requirement for supplying internal collection containers for the types of selectively collected waste. If this is the case:

- the supplied containers must have the municipal identification system (i.e. they must be properly labelled) by colour for each of the selectively collected waste types.
- the containers may be PE, PS or PP, and a minimum proportion of recycled plastic used may be established. This must be at all times determined by taking into account market conditions and a higher percentage may be evaluated.

Where cardboard containers are used, see the criteria defined for paper/cardboard articles.

## III- Chemical cleaning products

When supplying or acquiring cleaning products, the following environmental criteria must always be taken into consideration:

- Basic products for general cleaning

Basic products for general cleaning are considered to be those that are used in normal cleaning tasks and which are therefore used regularly and in greater quantities. These are: floor cleaners, glass cleaners, general surfaces or multipurpose cleaners and ceramic-surface cleaners.

The contracting body must always establish as a criterion that the products comply with some of the following requirements, regarding the chemical compounds in their formulas:

- exclusions and limitations established in the Regulation (EC) 1907/2006 (REACH Regulation),
  - exclusions and limitations regarding hazard warnings (H statements and EUH statements) and risk statements (R statements),
  - exclusions and limitations regarding biocide concentrations,
- as described in some Type I ecolabels<sup>4</sup>, such as the EU ecolabel, the Nordic Swan or equivalent).

<sup>4</sup>Type 1 eco-labels are those that include an independent third party in their certification process, in accordance with the specific requirements of Regulation ISO 14024



- Other cleaning products: floor strippers, brighteners, cleaners for carpets, parquets or other surfaces, drain cleaners, disinfectants, washing-up liquids, detergents, degreasers, etc.

In general, it is not possible to establish specific environmental criteria for such diverse and specific products. However, some of these special products may be considered as basic products for certain service contracts, as described in the section on other types of service contracts that include cleaning tasks.

In these cases, the contracting body may establish the criteria defined in the previous section for general cleaning products as award criteria for specific cleaning products.

#### IV- Hand soap

The contracting body must always establish as a criterion that the products comply with some of the following requirements, regarding the chemical compounds in their formulas:

- exclusions and limitations established in the Regulation (EC) 1907/2006 (REACH Regulation),
- exclusions and limitations regarding hazard warnings (H statements and EUH statements) and risk statements (R statements),
- exclusions and limitations regarding biocide concentrations,

as described in some Type I ecolabels,<sup>5</sup> such as the EU ecolabel, the Nordic Swan or equivalent.

#### V- General criteria for products

Generally speaking, the supply of products is included in service contracts as one of the contractor's obligations. In these cases, the contracting body must include the following criteria:

- For maintaining the environmental quality of products

In order to maintain the environmental quality of the products throughout the duration of the contract, and therefore the successful tenderer's services, the contracting body must establish that any change of cleaning product will require prior communication and authorisation from the contracting body, or alternatively, the service manager or the person responsible for the contract.

To this effect, communication of the change must be accompanied by a justification and all the documentation required by the tender process that guarantees continued compliance with the corresponding requirements.

- Maintaining control and monitoring consumption

In all matters relating to supervising and monitoring the work, contracts should include the requirement that the successful tenderer must maintain control over the supply of consumables and regular consumption for each building, office or facility.

If the supervision and monitoring system does not specifically stipulate this, the contracting body must establish the requirement of providing periodic reports on the quantities of consumables used (including cleaning products) and the services for each building, office or facility.

- Cleaning-product dispensers

Depending on the characteristics of the building or establishment and without negatively affecting the environmental quality of the cleaning products, the contracting body may prescribe or assess that the bidding company proposes and adopts an automatic dispensing system, based on using larger containers, concentrated or powdered products (for which they must present the corresponding documentation) and application bottles which must always be appropriately labelled.

<sup>5</sup>Type 1 eco-labels are those that include an independent third party in their certification process, in accordance with the specific requirements of Regulation ISO 14024.





## 6 CONTRACTING OTHER TYPES OF SERVICES THAT INCLUDE CLEANING OR WASTE-DISPOSAL TASKS

In the case of other types of service contracts which include the performance of cleaning or waste-disposal tasks, such as contracts for dining rooms, catering, bar services, cession of use of a particular place, comprehensive contracts for managing municipal facilities, etc., the contracting body must consider the inclusion of the following environmental criteria, without prejudice to the quality of the contracted service.

### 6.1 General environmental criteria for services

#### I- Limited use of certain cleaning products

The contracting body must include the limitations for cleaning products set out in section 5.1. Depending on the use of the building that is the subject of the contract, there may be specific hygiene and disinfectant requirements, like, for example, in nursery schools and senior citizens' residences. Depending on these specific uses, the contracting body must determine the areas, surfaces and uses which it considers necessary and for which the use of disinfectants is authorised.

#### II- Selective waste disposal

The contracting body will include the selective waste-disposal tasks indicated in section 5.1. Depending on the object of the contract, the contracting body must determine what other types of waste, apart from the basic ones, should be designated for selective collection and disposal, or even for special collection by authorised waste managers, for example: cooking oils, small quantities of paint, varnish, aerosols and any other chemical products, medicines, veterinary waste products, etc.

#### III- Criteria for the prevention of own waste

Depending on the object of the contract, the contracting body will evaluate certain practices, such as the exclusive use of cloths instead of single-use paper towels in kitchens, or adopting the use of reusable boxes by suppliers for transport.

### 6.2 Criteria for products

#### I- Paper/cellulose articles

The contracting body must establish the requirement of supplying consumables produced from 100% recycled cellulose fibre (toilet paper, paper towels, hand towels and others) that must be specified in accordance with the object of the contract.

#### II- Chemical cleaning products

The contracting body must establish the requirement of using cleaning products for the service that comply with the criteria established in point 5.2. Depending on the specific service, the contracting body must determine what type of product considered a priori as "other" may, in this case, be considered to be basic cleaning products, which may be subject to the above mentioned environmental requirements, such as degreasers, washing-up liquid and detergents.

#### III- Hand soap

Where the service tasks establish the requirement of supplying this personal hygiene item at the facilities set out in the contract, the contracting body must establish the criteria established in section 5.2.





---

## 7 MONITORING SYSTEM

In accordance with the Mayoral Decree on Responsible Public Procurement using Social and Environmental Criteria, the person responsible for the contract will ensure that the awarded company complies with and executes the environmental clauses set out in the contract. While those managing the + Sustainable City Council Programme do not have an automated system to monitor the environmental aspects of contracts, the person responsible for the contract will supply the following information via the email address [ajuntamentsostenible@bcn.cat](mailto:ajuntamentsostenible@bcn.cat):

- Procurement documents.
- A copy of the adjudication report, detailing the evaluation of environmental criteria contained in the bids.
- A list of the products the successful tenderer's offer includes.
- Monitoring reports for product consumption. Or, by default, a quality report that includes consumption.

Those managing the + Sustainable City Council Programme may request additional information from the contracting body.

---

## 8 TRANSITIONAL REGULATIONS / COMING INTO FORCE

These instructions will come into force 3 months after their publication.

These instructions are not applicable to call for tenders that are already open or concluded, nor to approved procurement documents or to call for tenders pending resolution that are dated prior to these instructions coming into force.

