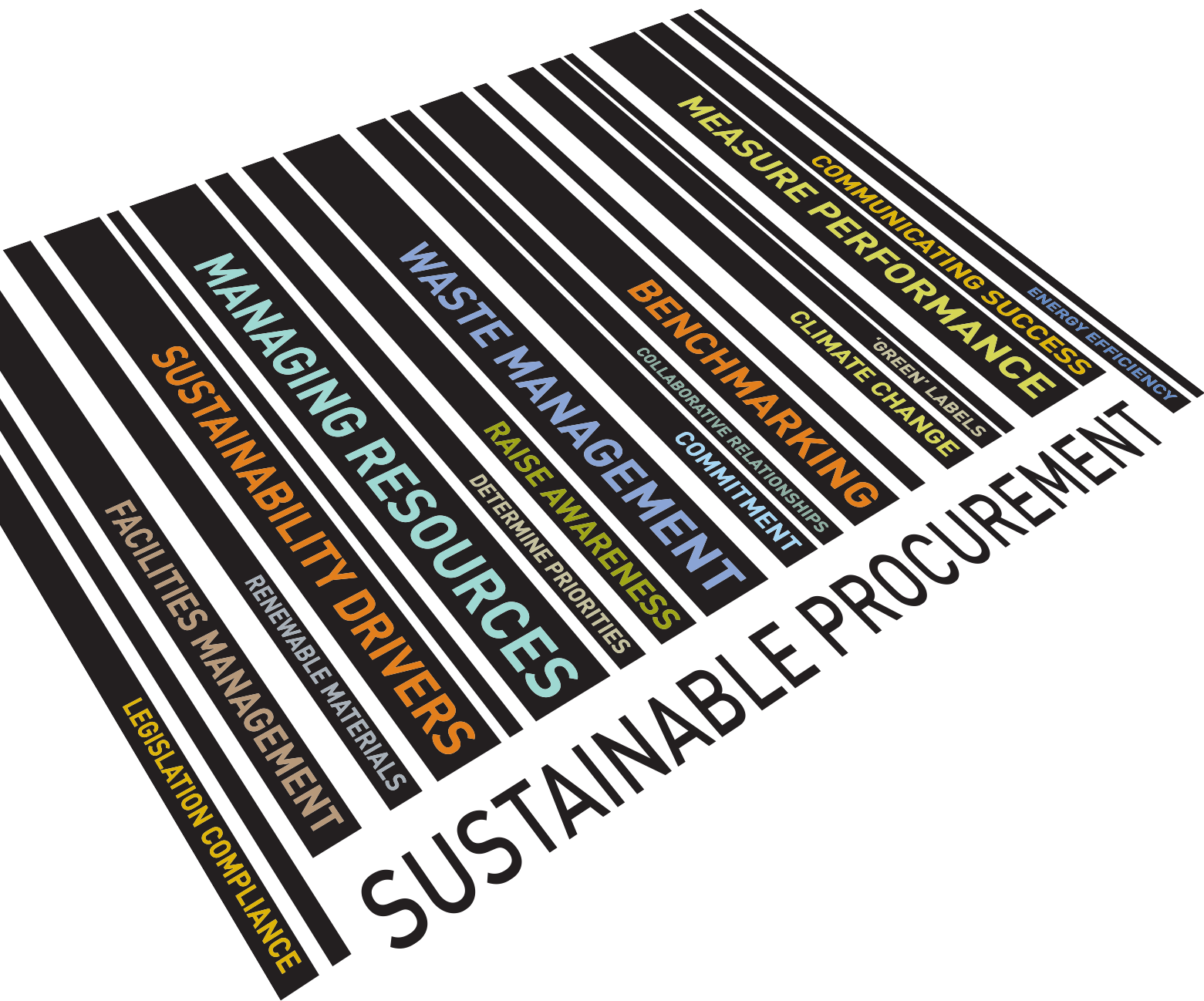


# Supply Chain Management and Sustainable Procurement

A guide for Scottish SMEs



Zero Waste Scotland works with businesses, communities, individuals and local authorities to help them reduce waste, recycle more and use resources sustainably.

For more information about Zero Waste Scotland's services and other publications that will help you, please visit the website ([www.zerowastescotland.org.uk](http://www.zerowastescotland.org.uk)) or contact the free Helpline on 0808 100 2040.

# Summary

Increasingly, organisations are reaching beyond their own activities to reduce costs and environmental impact, and looking to their supply chain to identify how increases in efficiency can be achieved.

Improving efficiency, reducing demand for materials and cutting wastes all reduce your costs and are good for business and the environment. Maximising these benefits requires you to manage your supply chain and integrate business activities to create value for customers. Good supply chain management helps to secure existing and future contracts from customers, reduce business risks, drive out unnecessary costs and more.

Sustainable procurement is an approach that allows you to influence your supply chain. It can help you make informed purchasing choices by knowing more about where the products and services you purchase are made so that their environmental impact is minimised. This guide explains the benefits of actively managing your customers and supply chain. Techniques are explained for assessing the environmental impact of the goods and services you supply and purchase. Practical steps are provided that can be taken to improve the sustainability of your supply chain, enabling you to identify opportunities for making environmental improvements in your organisation and in your supply chain.

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# 1 Introduction

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**This guide provides you with practical advice and guidance about supply chain management and the role you can play in influencing your customers in a positive way about the goods and services they buy and use.**

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Your organisation is part of a complex supply chain with a range of customers and suppliers of goods and services that influence the way you operate. While customers set specifications and standards that suppliers must meet, suppliers constantly strive to improve the efficiency and profitability of their operations, while seeking to delight their customers. Therefore, successful small to medium-sized enterprises/organisations (SMEs) must always be looking for ways to stay competitive. Influencing businesses and organisations up and down their supply chain can help to achieve this.

Environmental improvement is an increasingly important factor in staying competitive. Several factors are forcing SMEs to improve their environmental performance including:

- scarcity of resources;
- rising raw material, transport and utility costs; and
- pressure from Government and society to reduce environmental damage.

While organisations can do a great deal to improve their internal processes, they have the opportunity to exert influence beyond their own operations and into their wider supply chain to maximise resource efficiency and environmental benefit.

This guide explains the benefits of working cooperatively with your customers and suppliers to improve the environmental performance of your supply chain, while reducing costs and resource use. It also gives practical step-by-step methods and tips for quick wins that will drive improvement, reduce risk and build confidence.

## 1.1 Who should use this guide?

This guide is aimed at anyone in an SME who deals with customers, buys goods or services from suppliers or influences those who do. It is particularly relevant to sales managers; procurement managers; environment managers; health, safety and environment managers; and members of management teams engaged in improvements to their organisation.

## 1.2 What's included?

This guide provides you with practical advice and guidance about supply chain management and the role you can play in influencing your customers in a positive way about the goods and services they buy and use. It also recommends a partnership approach enabling you and your customers to work together to reduce costs, be more efficient and reduce your joint environmental impact. The guide also introduces sustainable procurement to help you make informed choices about purchasing for your business, based on environmental and life-cycle criteria.

The guide has four Chapters. Chapters 1 and 2 are designed to help you influence your customers and add value to your products and services. Chapters 3 and 4 provide details on how to apply practical, sustainable procurement in your business.

## 1.3 Why bother?

Improving efficiency, reducing your demand for materials and cutting wastes all reduce your costs and are good for business and the environment. Maximising these benefits requires you to manage your supply chain, integrating business activities to create value for customers. Good supply chain management:

- helps secure existing and future contracts from customers;
- reduces business risks;
- drives out unnecessary costs;
- increases efficiency;
- removes bottlenecks; and
- measures the performance of all parts of the supply chain.

Working with your customers in a collaborative way will not only help you and them stay ahead of the competition, but will also bring other benefits including:

- a more efficient way of doing business with customers and suppliers;
- a competitive edge to maintaining a sustainable business;

- more control over costs; and
- cheaper and easier compliance with environmental regulations.

Looking down your own supply chain, sustainable procurement is an approach that allows you to influence your suppliers. It can help you make informed purchasing choices by knowing more about where the products and services you purchase are made so that their environmental impact is minimised. This can be strategically important for your own customers and is increasingly a pre-requisite for them to work with you.

However, it has to be recognised that, as an SME, your influence is more limited than that for bigger organisations. Therefore, good supply chain management will require you to have a clear focus on exactly who your customers are, an understanding of what they need from the goods and services you're supplying, communications established to set reasonable expectations around what you can achieve and a mechanism for demonstrating to them that you've delivered. This guide will provide you with the knowledge you need to start putting these building blocks in place.

#### **1.4 Using this guide**

It is recommended that you use this guide in conjunction with the 'On Course For Zero Waste' online training course. This free training, accredited by the Chartered Institution of Wastes Management, is available from the Zero Waste Scotland website (<http://smetraining.zerowastescotland.org.uk/>).

Module 7 of the course, 'Supply Chain Management and Sustainable Procurement', will help you more fully understand how to apply the methods described in this guide in your own organisation and its supply chain. Other course modules will help you to address environmental issues that you may be facing, ranging from the management of legal compliance through to behaviour change.

## 2 Understanding your customers' sustainability drivers

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**The Scottish Government is serious about tackling climate change and is working hard to help organisations change the way they work, and reduce carbon emissions and waste.**

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Understanding how an emphasis on sustainability can improve performance is a key consideration for all organisations. The reasons why organisations are now actively looking at the sustainability of their processes, products and services include new market opportunities, brand and reputation, saving or making money, regulation, risk management and stakeholder pressure. In reality, there may be a number of drivers to consider when developing your business case.

Therefore, managing your customers requires you to understand who your customers are, what they need from the goods and services you're supplying, and how their sustainability drivers impact on you. Only then can you develop a strategy that can respond to these.

### 2.1 Managing resources

The rising costs of resources, transport, energy and waste disposal are becoming key issues for SMEs as this additional expenditure is directly affecting profitability. In contrast, reducing costs through being resource efficient, has a positive impact on the bottom line and reduces the risks to your business, customers and supply chain.

The main factor driving these price rises is that global demand is rising at a time when supply is falling. Raw materials and inputs for your organisation that are derived from mineral or fossil-fuel sources are proving particularly vulnerable to price rises.

According to recent research<sup>1</sup>, some materials that we depend on for economic activity and growth are already starting to show signs of scarcity. For example, at current rates of consumption, known reserves of:

- indium, which is used in liquid crystal display (LCD) technology, will be exhausted in less than 10 years;
- silver, an increasingly important industrial catalyst, will be exhausted in less than 30 years;

- zinc, which is used for galvanizing steel, will be exhausted in 40 years; and
- gold will be exhausted in less than 50 years.

In addition, known conventional oil reserves are typically estimated at around 4.1 trillion barrels, with global demand currently averaging around 100 million barrels per day<sup>2</sup>. While it will take around a century for these reserves to be exhausted at this rate of consumption, prices will increase dramatically over time as demand outstrips supply.

Many larger organisations are becoming increasingly conscious of their vulnerability to resource scarcity and are taking action to manage this. If you supply larger clients with products or services, you too will inevitably come under pressure to demonstrate that you are making efficient use of materials and managing your resource risks effectively.

### 2.2 Climate change – a driver for change

Climate change impacts on all organisations – large and small – and is a direct result of the energy and resources we use, and the waste we produce, at home and at work.

Since 1900, over 1.7 trillion tonnes of carbon dioxide (CO<sub>2</sub>) have been emitted through burning fossil fuels, changes in land use and other human activities. This increases atmospheric concentrations from pre-industrial levels of around 280 parts per million (ppm) to nearly 390ppm today.

The Scottish Government is serious about tackling climate change and is working hard to help organisations change the way they work, and reduce carbon emissions and waste. It launched Scotland's first Zero Waste Plan in 2010, which sets out the vision for a zero waste economy and society<sup>3</sup>.

<sup>1</sup> International Energy Agency – 'Resources to Reserves 2010' [www.iea.org/papers/2010/Flyer\\_RtoR2010.pdf](http://www.iea.org/papers/2010/Flyer_RtoR2010.pdf)

<sup>2</sup> International Energy Agency – Oil Market Report <http://omrpublic.iea.org/>

<sup>3</sup> Zero Waste Plan [www.scotland.gov.uk/Publications/2010/06/08092645/0](http://www.scotland.gov.uk/Publications/2010/06/08092645/0)

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**New opportunities arise for organisations to exploit a competitive advantage by effectively managing carbon in the supply chain and to work strategically with their suppliers.**

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This strategic vision, combined with other policy initiatives, means that environmental regulations to tackle climate change in Scotland now include:

- **Climate Change Act 2008** – sets out UK measures to tackle climate change including targets for the reduction of greenhouse gas (GHG) emissions by the year 2050.
- **Climate Change (Scotland) Act 2009** – sets out long-term and interim measures for Scotland in addressing climate change, including aspects on GHG emissions and energy efficiency.
- **CRC Energy Efficiency Scheme Order 2010** – establishes the CRC Energy Efficiency Scheme (CRC), a mandatory scheme aimed at improving energy efficiency and cutting emissions in large public and private-sector organisations.

Recycling wastes with a 'high carbon impact' or that are more environmentally damaging will become a priority for recycling in Scotland. The carbon impact of wastes will be calculated using the Carbon Metric Reporting System for Recycling Performance (announced in March 2011).

Finally, there is the increasing impact of the landfill tax escalator. In 2011, landfill tax is £56/tonne, but is rising by £8/year for the foreseeable future. These are direct costs to your organisation that need to be addressed as soon as possible.

### **2.3 Carbon in the supply chain**

Traditional supply chain management practices have focused on cost, service and quality. The new requirement to manage carbon emissions has resulted in carbon becoming a fourth criterion. With the possibility of a price on carbon, new opportunities arise for organisations to exploit a competitive advantage by effectively managing carbon in the supply chain and to work strategically with their suppliers.

Organisations will face challenges to measure and manage carbon emissions in their operations. Doing the same for the supply chain will be considerably more difficult. This is exacerbated by the fact that up to 50% of emissions from many organisations are produced outside of their direct control.

Many larger organisations have already begun to determine the environmental footprint of their supply chain and have carried out life-cycle analysis of their products or services. This provides an excellent starting point for analysing the carbon emissions from the supply chain. SMEs will come under increasing pressure to reduce carbon emissions, in line with their customers' requirements. Therefore, you have the opportunity to act decisively ahead of your competitors and focus on reducing resource use, waste and carbon emissions in your organisation. Tools to help you start this process can be found on the Carbon Trust's<sup>4</sup> website.

### **2.4 Complying with legislation to control risks and liabilities**

Complying with legislation is the minimum standard for all links in the supply chain. This affects every organisation in Scotland – particularly with regard to waste. The main environmental legislation for waste that affects organisations in Scotland includes:

- **The Environmental Protection Act and Environmental Protection (Duty of Care) Regulations** – organisations have a duty to ensure that any waste they produce is handled safely and in accordance with the law. Failure to comply with the Regulations is an offence;
- **Waste Batteries (Scotland) Regulations** – this includes a ban on incinerating and/or landfilling waste industrial or automotive batteries;
- **Producer Responsibility Obligations (Packaging Waste) Regulations/Packaging (Essential Requirements) Regulations** – this requires producers of packaging waste

<sup>4</sup> Carbon Footprint tool [www.carbontrust.co.uk/cut-carbon-reduce-costs/calculate/carbon-footprinting/pages/carbon-footprint-indicator.aspx](http://www.carbontrust.co.uk/cut-carbon-reduce-costs/calculate/carbon-footprinting/pages/carbon-footprint-indicator.aspx)

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**In Scotland, total annual spending on procurement in the public sector amounts to around £8 billion.**

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to contribute towards recovering and recycling a proportion of the packaging produced;

- **Waste Electrical and Electronic Equipment Regulations (WEEE)** – this requires producers of electrical and electronic equipment to register and cover the costs of collecting, treating, recovering and disposing of equipment when it reaches the end of its life; and
- **Special Waste Regulations** – this defines wastes that are particularly hazardous and sets out controls on labelling, packaging and separating it. The Regulations require consignment notes to be used when special waste is transferred and producers to keep registers of documents for at least 3 years.

Another environmental regulation that is likely to impact on your organisation is the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) Regulation. This aims to protect human health and the environment through the control of chemical substances. Most organisations use chemicals in some way, so REACH is likely to affect you. REACH applies to a wide range of chemical substances and chemicals in preparations or mixtures including coatings, pigments, dyes, inks and cleaning products. It also applies to chemical substances contained in finished products or articles, whether you are manufacturing or supplying them in the EU or importing them from outside of the EU.

For further information on regulations, visit the NetRegs website<sup>5</sup>. It offers clear guidance on environmental regulations for your organisation and explains what you need to do to comply with environmental law and protect the environment.

## **2.5 Scottish Government Sustainable Procurement Action Plan**

In Scotland, total annual spending on procurement in the public sector amounts to around £8 billion. This spending power gives

an opportunity to achieve sustainable growth objectives through making sustainable choices and encouraging sustainable products and services. Therefore, sustainable procurement by the public sector is seen as an important lever for change.

The Scottish Government defines this as:

**‘A process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole-life basis and generates benefits not only to the organisation, but also to society, the economy and the environment.’**

For Scottish SMEs wanting to sell into the public sector, sustainability must be an important consideration when designing products and services. The Scottish Government has made its objectives clear in terms of sustainability:

**‘To focus Government and public services on creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable economic growth.’**

JOHN SWINNEY, MSP  
Cabinet Secretary for Finance and Sustainable Growth

The Scottish Government Sustainable Procurement Action Plan<sup>6</sup> outlines the approach to successful sustainable procurement in Scotland. This identifies more sustainable ways of meeting requirements and designing sustainable procurement specifications accordingly.

The approach addresses the social, economic and environmental implications of product and service choices. It embraces whole-life costing and addresses how aspects such as design, manufacturing materials, operating costs, energy consumption, waste and recycling options support a more sustainable approach.

<sup>5</sup> NetRegs [www.netregs.gov.uk/](http://www.netregs.gov.uk/)

<sup>6</sup> The Scottish Sustainable Procurement Action Plan [www.scotland.gov.uk/Publications/2009/10/sspap](http://www.scotland.gov.uk/Publications/2009/10/sspap)

The Action Plan provides generic guidance about sustainable procurement. If you provide products or services to public sector customers, these steps will apply to you. There are ten steps to sustainable procurement and these cover:

- commitment within the organisation;
- making the commitment public;
- organisational buy-in;
- benchmarking and progression;
- prioritising;
- specifying sustainably;
- sustainability in the procurement process;
- **working with suppliers;**
- measuring performance; and
- publicising your successes.

As a **supplier or potential supplier** to the public sector, you need to become familiar with the public procurement procedures<sup>7</sup> as these can be quite daunting. To understand your customer's expectations, you could attend 'meet the buyer' events where your organisation can be introduced to the procedures in place, including:

- how and where requirements are advertised;
- what pre-qualification documentation looks like;
- what responses are expected;
- what tender and contract documentation looks like;
- any forthcoming opportunities; and
- engaging with local and other business organisations to help understand the process.

The sessions should give general advice to help you position your organisation to meet the needs of sustainability in the public procurement supply chain.

# 3 How to meet your customers' current and future expectations

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**By working with your customers you can cut costs for everyone and reduce the impact of your activities on the environment.**

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There are significant benefits in having a supply chain that minimises environmental impacts. As the importance of environmental issues grows, these benefits are increasing. You can achieve significant cost reductions through reduced waste, improved operational efficiency and better use of raw materials, technology and energy. By working with your customers you can cut costs for everyone and reduce the impact of your activities on the environment.

Large organisations, for whom bought-in goods and services account for a very large proportion of expenditure, accept the need to measure and manage the environmental effects they are buying in, and will examine the products themselves and the suppliers. If they are your customers, you will need to respond.

As environment is becoming a mainstream issue in the supply chain, you need to consider all the advantages and value you can provide to influence your customers' choice of products or services. Your customers know the benefits of reducing environmental impacts in the supply chain and in working collaboratively with their suppliers. These include:

- reducing waste and improving resource efficiency;
- securing the supply of goods and services;
- minimising risks;
- providing cost savings;
- providing added value;
- enhancing corporate image; and
- creating new markets for products and services or creating new products and services with minimal environmental impact.

By building collaborative relationships with your customers to drive resource efficiency forward, you can open up opportunities for joint purchasing and environmental improvements.

This Chapter identifies four steps that you can take to strengthen your relationship with your customers, and improve communication

about the resource efficiency improvements you are making in your organisation and the benefits that they bring.

## 3.1 Step 1: Understanding your customers' sustainability objectives

Start by identifying who your most important customers are and make these a priority to target. For many organisations, the 80:20 Pareto rule applies (i.e. 80% of your profits come from 20% of your customers). Sales records are a good source of this information.

Are there any high-profile customers you also want to include. These customers may already have made contact with you through a supplier questionnaire to assess whether you are a suitable supplier for them.

Your customers need to understand the nature of the services provided to them and their associated risks so that they are able to manage them effectively. They cannot outsource their environmental responsibilities and neither can you.

When you make contact with your customers, you have the opportunity to research their needs. Sales teams, directors and technical staff all need to be aware of your position and any measures you are taking to make improvements.

Use the web and publicly available documents to research your customers more fully. Many organisations have an environmental policy, procurement policy or an environmental statement. These documents can contain statements about your customers' requirements for suppliers to work with them and should be essential reading for any supplier or potential supplier. Check if your customers are part of an extended supply chain, particularly to high-profile customers. For example, retailers and brand owners that have signed up to the voluntary Courtauld Commitment<sup>8</sup> to reduce packaging and food waste in the supply chain will be looking for opportunities to meet their reduction targets in partnership with their suppliers. A full list of participants can be found on the Zero Waste Scotland website. Are any of these organisations your customers, or customers of your customers?

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**Resource efficiency reduces costs and improves environmental performance.**

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### **3.2 Step 2: Analysing your organisation's current performance**

Zero Waste Scotland has produced a number of training modules to help you analyse your organisation's current performance.

Module 1 of 'On Course for Zero Waste – Waste mapping', provides the training and tools required to develop a waste map for your site. This is a key tool to understanding your organisation's current environmental performance. Module 2, 'Measuring and monitoring', identifies how to quantify the environmental performance of your organisation. Using the tools and skills provided in both of these modules will help you understand and analyse your organisation's current performance.

When you know your current performance, you can take action to improve it. Importantly, you can report improvements to your customers and ensure the actions you have taken are in line with their goals.

### **3.3 Step 3: Improving your organisation's environmental performance**

Zero Waste Scotland has also produced a number of training modules to help you improve your organisation's environmental performance.

Steps to help you improve your organisation's environmental performance are highlighted in Module 3, 'Action planning', and Module 5, 'Resource efficiency'. Module 3 provides guidance on how to identify opportunities to improve environmental performance and, importantly, how to put them into action. In Module 5 you are shown how to improve the efficiency of the processes you use in your organisation. Resource efficiency reduces costs and improves environmental performance.

### **3.4 Step 4: Communicating success and delighting your customers**

Customers' expectations need to be managed, so that they are not disappointed with the goods and services that you provide – your reputation has been built on this.

What do your customers expect from you in terms of environmental performance?

- Legal compliance or more?
- Third-party certification to an environmental management system?
- Awards for best practice?
- A green label (using life-cycle assessment, see section 5.1)?

Your customers need to know that you are engaging with them and working collaboratively to reduce your impact (and theirs) on the environment. Communication is important and you need to decide how to do this effectively. For example, posting your environmental policy or procurement policy on your organisation's website is a low-cost action and makes access to them easy for your clients. Make sure your sales team is aware of your actions and is able to field any questions your customers may have. Use team briefings, newsletters and staff notice boards to communicate internally.

'Gain sharing' is an important tool to help drive product and service improvements for you and your customer. You should have an intimate knowledge of the products and services you are supplying. This puts you in an ideal position to identify and implement changes to enable you to provide these products and services in a way that is more sustainable than your customer is asking. Some changes may need capital investment. Discuss these with your customer before making any investment – they might even help with the costs.

Can you make it easier for clients to order from you? If so, make sure they know about it and possibly offer them a share of the benefits (e.g. pass on cost reductions).

Innovation can enable you to develop products and services that have less impact on the environment and will lead to increased sales, new markets and new customers. Developing services that result in less environmental harm can create additional rewards for increased sales, new markets, and new customers. The creation of these markets should be seen in the context of the shift in the offering to customers from selling a product, to providing a service.

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**Attaining an environmental standard for your organisation can help establish credibility and simplify tender applications.**

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Organisations are increasingly offering a service based on the function provided by products – rather than the product itself. This can help to reduce environmental impact and create scope for new procurement arrangements. This, in turn, stimulates innovation among suppliers, since they are rewarded for developing services that result in less environmental harm.

Innovative suppliers include:

- Interface Carpets provides a service involving the leasing, not purchasing, of carpets for floor covering (this eliminates end-of-use costs, streamlines compliance with waste legislation and reduces management time for customers);
- PHS, Dyson and Xpelair provide washroom equipment on a rental basis, which reduces capital outlay, provides a maintenance service and reduces management time;
- Streetcar replaces private-car ownership with the discretionary use of cars and vans on a pay-as-you-go basis (this reduces the number of vehicles on the road and reduces the environmental impacts of car manufacture); and
- Karcher provides a collect-and-repair service for power washers from a customer's premises (which encourages repair and reuse, and reduces the raw materials used in product manufacture).

### **3.5 Accreditation and awards**

Attaining an environmental standard for your organisation can help establish credibility and simplify tender applications. An SME with an environmental management system (EMS), certified to an accredited standard (e.g. ISO 14001, EMAS or BS 8555), has enhanced reliability and recognition with its customers. An EMS is relevant to every organisation as its aim is to recognise and reward those that go beyond minimum legal compliance and continuously improve their environmental performance.

If your customer has an EMS and you are a key supplier, it is likely that you have already been asked to engage with them to help make continuous environmental improvements (e.g. complete a supplier questionnaire, write an environmental policy and make someone responsible for environmental issues in your company (e.g. an environmental champion).

If you are thinking about setting up an EMS, Module 8 of On Course For Zero Waste 'Environmental Management Systems', outlines how to go about doing this. If you already have an EMS, this module also highlights how to get the most out of it.

Environmental awards, such as the VIBES Awards<sup>9</sup>, encourage the efficient use of resources, enhance the competitiveness of organisations, improve environmental performance and support the wider goals of sustainable development including social benefits through community and staff involvement. Award winners are provided with a valuable opportunity to have the success of their organisation widely recognised and publicised.

Green labels are another form of environmental third-party certification. The aim of a green label is to guide consumers in their desire to shop with a 'green' conscience, and encourage manufacturers to develop products and services with a lower environmental impact.

To use a label, manufacturers/suppliers must demonstrate that a product or service meets specific criteria. Life-cycle assessment (LCA) is used to assess the product as it is a rigorous method of quantifying the environmental impacts of a product from design to disposal, including raw material extraction, manufacturing, packaging, transport, storage and use. Examples of green labels can be found in Appendix 3.

# 4 Developing your sustainable procurement action plan

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**A product or service has environmental impacts throughout its life – long before and long after it is purchased and used.**

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A sustainable procurement action plan will help you build sustainable procurement into your organisation, and demonstrate how this is being achieved.

## 4.1 What is sustainable procurement?

Sustainable procurement is about:

- ensuring the environment for the supply of raw materials remains secure for current and future generations;
- purchasing products and services that cause minimal, adverse environmental impacts; and
- incorporating human health and resource scarcity concerns.

It considers the life cycle of a product from extraction to disposal. Products are assessed on price, performance AND their impact on the environment.

Benefits of sustainable procurement include:

- reduced operating and maintenance costs (including disposal);
- improved resource use;
- reduced liabilities;
- reduced health and safety issues; and
- a contribution to increasing the demand for similar products and services.

As a general rule of thumb, sustainable products and services are those that:

- minimise resource use;
- optimise energy and water efficiency;
- prevent waste arising in the first place;
- use renewable materials;
- use materials with a high recycled content;
- have a low impact on the wider environment;
- are not hazardous or toxic;

- minimise transport and fuel use; and
- minimise packaging waste.

Products and services that do not meet these attributes are generally more expensive to manufacture, use, transport and dispose of at the end of their life.

Three general rules apply to sustainable procurement. It should:

- be consistent with traditional purchasing (i.e. on price, performance and safety);
- reduce the environmental impact of the product or service (e.g. avoid ozone-depleting or carcinogenic chemicals); and
- maximise the environmental benefits of the product (e.g. products with greatest potential for recycling or energy efficiency).

Look at the environmental attributes of a product or service's life cycle. A product or service has environmental impacts throughout its life – long before and long after it is purchased and used.

Take a simple example, such as office paper. For this, you may consider:

- the **source** of the raw material – trees, agricultural waste or recycled waste;
- during **production**, consider the chemicals used – chlorine or hydrogen peroxide used as a bleaching agent;
- **distribution** packaging – is the outer container made of recycled card?
- in **use** – will the paper be used for single or double-sided printing? and
- **disposal** – can the paper be recycled?

## 4.2 Ten steps to sustainable procurement

Follow the ten steps described in this section to successfully deliver sustainable procurement in your organisation. These steps are based on the methodology developed for the Scottish Government Sustainable Procurement Action Plan<sup>10</sup>.

**Every organisation should develop its own plan to improve the sustainability of its procurement activity.**

**4.2.1 Step 1: Commitment**

Chief executives and senior management must demonstrate leadership and a genuine commitment by incorporating sustainability objectives into their organisations' activities, policies and strategies.

Every organisation should develop its own plan to improve the sustainability of its procurement activity. This plan should set out future plans for improvement, showing what will be achieved and by when. Plans will vary in form and content, appropriate to the particular organisation. For larger organisations, it may be a detailed programme of initiatives flowing from the Flexible Framework self assessment (see Appendix 1). For very small organisations, it may simply be a series of improvement actions.

The plan should include ideas on where you will focus your efforts, for example:

- zero carbon;
- zero waste;
- sustainable transport;

- local and sustainable materials;
- local and sustainable food;
- sustainable water;
- natural habitats and wildlife;
- culture and heritage;
- equity and fair trade; and
- health and happiness.

What you buy says a lot about your organisation! Therefore, an explicit environmental purchasing policy should convey a strong, clear message to suppliers and contractors about what your organisation seeks and expects from them.

When writing a policy, bear in mind:

- the existing arrangements for purchasing (i.e. centralised or devolved);
- size and buying power;
- influence on your suppliers and contractors; and
- constraints.

Table 1 Example of a simple sustainable procurement policy for a small organisation

<b>Sustainable Procurement Policy</b>
<p>The aim of the Sustainable Procurement Policy is to prompt staff involved in the procurement of goods and services to use environmental responsibility as a factor in their purchasing decisions. In particular, for them to:</p> <ul style="list-style-type: none"> <li>• consider goods and services which may be manufactured, used and disposed of in an environmentally responsible way;</li> <li>• give preference, where items are of a similar cost, to those that are manufactured with a high recycled content;</li> <li>• specify items that can be recycled or reused;</li> <li>• favour suppliers that are committed to environmental improvement;</li> <li>• consider 'whole-life' costs and impacts when assessing equipment for purchase; and</li> <li>• work proactively with companies and the community at large to progress environmental initiatives and exchange best practice.</li> </ul> <p><b>Specifically, the Purchasing Department will:</b></p> <ul style="list-style-type: none"> <li>• circulate agreements that offer sustainable alternatives;</li> <li>• carry out environmental assessment of the organisation's major suppliers; and</li> <li>• supply best advice on environmental issues relating to purchasing to the organisation's operating centres.</li> </ul>

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**All those involved in specifying and procuring goods and services need to contribute to incorporating sustainability into contracts.**

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If senior management is concerned about promising too much at the outset, use terms such as 'consider', 'preference to', 'favour' and 'work with' in the general sections of the policy. These do not fully commit the organisation, but shows you will try when possible. In the specifics section, clearly state your organisation's policy to carry out certain tasks that favour sustainable products.

#### **4.2.2 Step 2: Publicise commitment**

Demonstrate your commitment to sustainability to:

- staff – through induction training and staff notice boards; and
- customers, suppliers, other stakeholders and the public – by promoting your policy in correspondence, through your website, publications and marketing materials.

#### **4.2.3 Step 3: Staff buy-in**

Sustainable procurement is an output of sustainable thinking throughout the whole of your organisation. You must share the drive, responsibility and the commitment, and this should be reflected in policies, strategies and procedures.

All those involved in specifying and procuring goods and services need to contribute to incorporating sustainability into contracts. It is essential that those who originate and develop requirements consider sustainability at the outset and through each stage of the process.

Some degree of awareness raising, including information and/or training on the importance and value of specifying and buying sustainably, is essential for everyone in your organisation and organisational procedures and plans should reflect this.

Make sure:

- the process is led by staff who are fully integrated with the procurement process;
- consistent messages have been sent to suppliers by the different departments or individuals in your organisation;

- budget holders are not able to ignore or reject environmentally preferred products or services;
- staff appreciate their role in delivering sustainable choices; and
- staff know that what they buy says a lot about your organisation!

#### **4.2.4 Step 4: Benchmarking**

You can self assess your organisation's performance using the [Flexible Framework](#) summarised in Appendix 1 (produced by the Sustainable Procurement Task Force). As a minimum, aim to get to Practice Level 3 in each discipline. It will help you prioritise the areas for improvement in each of the five disciplines of people; policy, strategy and communications; procurement process; engaging suppliers; and measurements and results.

#### **4.2.5 Step 5: Determine priorities**

Ensure you understand what is actually practicable for your organisation by asking:

- do we source raw materials locally?
- do we have national contracts for energy and waste management?
- what is the value and lifespan of existing contracts?
- are there any contracts due for renewal that could include sustainability aspects? and
- how quickly can these be progressed?

Once you know what is possible, you can set priorities in line with the commitments made in Stage 1.

#### **4.2.6 Step 6: Specifying sustainably**

This is the crucial stage that takes full account of sustainability issues, including:

- whether requirements can be reduced or avoided by delivering the product or service in some other way; and
- whether the whole-life costs are included (e.g. purchase, installation, operation, maintenance and end-of-life).

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**Good practice is to ask questions about the value for money and the necessity for the products and services being delivered.**

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Most purchases start with the 'need' being identified without the purchasing department being involved. The earliest stage of identifying what an organisation needs to buy gives the greatest opportunity to 'design out' environmental impacts.

Before approaching the purchasing department ask the questions:

- do we need this product?
- do we need it to this specification? and
- rather than selecting from a range of products, have we considered all the sustainable? solutions to problems?

For example:

- do we buy a coffee machine or arrange for a hot-drinks service?
- do we buy new floor covering or lease a floor-covering service?
- do we arrange a travel contract or install video-conferencing facilities?
- do we buy new fax machines or install multi-functional devices?
- do we install new printers for every desk or negotiate a contract for centralised multi-functional devices that have energy, paper and toner-saving features? and
- do we negotiate a waste-recycling contract for packaging waste or work with suppliers to introduce returnable packaging?

Good practice is to ask questions about the value for money and the necessity for the products and services being delivered.

Use the principles of the waste hierarchy (i.e. prevent, , prepare for reuse, recycle and other recovery (or 'end-of-life' management) to ensure environmental issues are taken account of in products. A useful starting point for this hierarchy is to rethink the purchase. 'Rethink' falls with 'prevent' and is at the top of the hierarchy.

You need to understand the environmental characteristics of the products and services you are buying. Acting responsibly means making purchasing decisions based on value for money and whole-life costs, not just the lowest purchase price.

LCA is a rigorous method of quantifying the environmental impacts of a product, from design to disposal, taking account all the steps in between, including raw-material extraction, manufacturing, packaging, transport, storage and use. A sustainable product is one that has minimal impacts throughout its lifespan, compared with other products or services that do the same thing.

LCA is sophisticated and can be expensive. It has drawbacks in that information is not available for many products. However, life-cycle thinking is still valuable when making choices about products and services.

Ecosmes, an EU-funded service, provides information, tools and services to support SMEs in developing and marketing 'green products'. Tools include a training package for LCA. Visit [www.ecosmes.net/](http://www.ecosmes.net/) for further information.

The main environmental impacts of products occur at different times throughout their life. For some products (e.g. a plastic chair), the main impacts arise during production and disposal whereas a fridge or freezer, which uses electricity, has impacts all through its life.

At a basic level, use the seven 'design for the environment' principles listed below:

- reduce total material use (e.g. make products lighter or smaller);
- reduce the number of components used (e.g. simpler products make assembly and disassembly easier);
- minimise the amount of harmful materials used (e.g. reduce or ban specific chemicals in the product or during manufacturing);
- extend product life (e.g. increase durability, enable servicing);

- extend the life of materials (e.g. facilitate disassembly for reuse or recycling of materials);
- design for energy efficiency (e.g. product manufacture and use); and
- minimise pollution (e.g. manufacturing, use and end of life).

See Appendix 2 for examples of questions to ask for the life stages of products and services.

#### **4.2.7 Step 7: The procurement process**

Make it clear to your suppliers that you will be assessing their goods and services on the basis of sustainable requirements as well as value for money. For example, you can specify whether to:

- minimise the use of materials that may become waste, such as packaging;
- reduce the amount of hazardous material in products; and
- increase the use of recycled materials in products.

Let them know you will use the seven 'design for the environment' principles as well as value for money when you specify and buy new products and services.

This means you will give preference to suppliers who can reduce total material use, reduce the number of components, minimise the use of harmful materials, extend product life, enable servicing, extend materials life, be energy efficient and minimise waste generation.

#### **4.2.8 Step 8: Work with suppliers**

As an SME, you are at a pivotal point in the supply chain. You need to understand the sustainability drivers of your customers and how to meet their current and future expectations. You also need to work with your suppliers to ensure your own sustainability drivers are addressed and your customers are not put at risk through your procurement practices.

When introducing sustainable procurement, most organisations are immediately confronted with the environmental effects of a wide range of products and services they currently buy, as well as the suppliers and contractors supplying them.

Tackling every product, service and supplier at the same time is hugely resource intensive and is not an option for most organisations. You need to prioritise actions. This means making a decision on two issues:

- which products and suppliers will be subject to most intense scrutiny (e.g. products with high environmental risk); and
- which products and suppliers will be examined first (e.g. most critical to the organisation).

Don't look only at high-spend products and services. Major environmental impacts can occur where expenditure is quite low. Also you cannot afford to concentrate solely on your largest suppliers because small suppliers can have high environmental impacts.

What is your approach? Which products and services you provide or your purchase are associated with the highest risk?

- Environmental risk, such as energy-intensive equipment (e.g. printers, faxes, computers) or products containing hazardous materials (e.g. toner cartridges).
- Risk to the organisation's reputation or profile (e.g. is your waste contractor dumping your waste illegally?).
- Risk of supply (e.g. strategically important suppliers with poor environmental performance).

Many customers use a set of criteria – often on a pass/fail basis – to ensure suppliers meet their standards. Once suppliers have passed the vetting process, they are placed on an approved supplier list and customers are allowed to buy from them.

**Supplier appraisal is a powerful and commercial process that can have immediate and direct effects on an organisation.**

Environmental performance and public profile are often heavily influenced by organisations in the supply chain. Therefore, customers are increasingly using supplier appraisal methods to check on the environmental performance of suppliers and to identify any potential risks resulting from poor or inadequate practice, or lack of engagement. The questionnaire is one of the most widely used techniques in the appraisal process.

Supplier appraisal is a powerful and commercial process that can have immediate and direct effects on an organisation. Therefore, it is crucial for SMEs to have a sustainable procurement policy in place, and to have the knowledge and information about its sustainable practices to pass the appraisal process.

Table 2 Example of a simple supplier assessment questionnaire for an SME

<p><b>1) Does your organisation have a policy on environmental issues?</b>          (e.g. climate change, carbon emissions, transport, waste/recycling, resources – energy, water, materials, consumables, biodiversity)  <b>YES/NO</b> <i>If YES, please provide a copy.</i></p>
<p><b>2) Does your organisation have an environmental procurement/purchasing policy?</b>  <b>YES/NO</b> <i>If YES, please provide a copy.</i></p>
<p><b>3) Does your organisation have an environmental management system?</b>  <b>YES/NO</b> <i>If YES, is it a recognised accredited system (e.g. EMAS, ISO14001, BS8555)?          Please specify.</i></p>
<p><b>4) Has your organisation identified the specific environmental impacts associated with the products, services or works it provides and has it taken steps to minimise them?</b>  <b>YES/NO</b> <i>If YES, please outline here.</i></p>
<p><b>5) Does your organisation observe legislation and industry best practice standards with regard to environmental issues?</b>  <b>YES/NO</b></p>
<p><b>6) Does your organisation communicate its environmental policy to its suppliers?</b>  <b>YES/NO</b> <i>If YES, please outline here.</i></p>
<p><b>7) Does your organisation check the environmental policy and performance of its supply chain?</b>  <b>YES/NO</b> <i>If YES, please outline here.</i></p>
<p><b>8) Does your organisation communicate its environmental policy and activities to staff?</b>  <b>YES/NO</b></p>
<p><b>9) Who is responsible for dealing with environmental matters in your organisation?</b>  <i>Please provide details if different to the main contact</i></p> <p>Name: _____ Position: _____          Telephone number: _____ Email address: _____</p>

#### **4.2.9 Step 9: Measure performance**

It is essential to measure the performance of your plan, as this will help you set targets of where your organisation wants to be by specified dates, measure progress against them, and benchmark your progress against that of other organisations and best practice.

Use the Flexible Framework as a guide to assess how your current operation fits against a good-practice model.

For example:

- measure your progress against Step 4: Benchmarking;
- have you received awards for good practice?
- is your policy linked to an environmental management system?
- have you shared best practice with other organisations? and
- are suppliers encouraged to continually improve performance?

#### **4.2.10 Step 10: Publicise success**

As you make progress, publicise your success.

This shows your customers and other stakeholders that you have made progress towards sustainable procurement. It also sends a strong message to your customers and your suppliers that you are committed, allowing them to consider their future engagement with you within a sustainability context.

Share your successes, knowledge and good practice through websites, newsletters, sectoral networks and trade bodies.

# 5 Practically applying sustainable procurement

## 5.1 Using green labels to buy sustainably

Goods or services with a green label are a streamlined approach to green procurement as they have been assessed using a life-cycle approach and independently verified to pass a standard or specification.

A 'green label' – also known as an 'ecolabel' or 'environmental label' – demonstrates that the product, service or organisation bearing the label has reputable 'green credentials'.

Criteria attached to green labels can include:

- using materials from sustainable or managed sources;
- energy efficient manufacturing; and
- a commitment to reducing the carbon footprint of products or services.

Buying a product, or using a service or organisation awarded a green label ensures that the product has been produced, or that the organisation conducts itself, with some consideration for the environment. There are a vast number of green labels on the market, each with its own standards of certification and audit process.

Labelling programmes can be implemented on a voluntary or compulsory basis. They may be initiated and administered by trade organisations, charities or government. Some programmes are part of a gradual phasing-in of improved legislative or official standards. In most cases, certification to a labelling scheme is undertaken by an independent third-party organisation. It involves adherence to a strict set of criteria that are reviewed regularly by a board or working group. Membership depends on the nature of the label and the product that is being certified.

Applications are assessed against a set of specific criteria that depend on the type of product. Some degree of checking or audit by an independent qualified auditor to qualify the 'green' claims usually takes place before the application is determined. If certification is granted, a certificate is awarded along with permission to use the label, terms and standards of label use, and a date that certification will expire.

The presence of a label does not guarantee legitimate green claims. Before deciding to buy or to engage with an organisation providing a service or product with a 'green' label, you should:

- investigate the background to the label, its application and the audit process; and
- consider the reputation of the administering organisation and the origins of the label.

For example, consumers may have a high degree of confidence in products bearing a label administered by the Government or whose origins are rooted in European legislation.

Some manufacturers also provide environmental information about their products as part of the product label or as part of their advertising. Others provide data sheets or reference third-party reports. The best endorsements are independent reports from credited bodies. If in doubt, ask the manufacturer to provide documentation to support any environmental claim. The documentation should include an official, signed statement; certification by an independent organisation; or independent test results.

Finally, it is important to remember that most products cannot be evaluated on a single attribute – there is a range covering the entire life cycle of the product. For example, consider the purchase of a photocopier for a small office. The product could be remanufactured (refurbished) with low dust, low energy and solvent-free toner, designed for disassembly and with minimal packaging. However, if it cannot print on both sides of the paper, then it may still fail your criteria for sustainable procurement.

See Appendix 3 for examples of 'green labels' to use when making procurement decisions. These labels require products and services to be independently audited and certified to an approved standard.

## 5.2 Government Buying Standards

The UK Government has established a series of standards to guide sustainable

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**Getting a good waste management service is critical if your sustainable procurement plan is to be a success.**

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procurement. These 'Government Buying Standards' (GBS) set out detailed guidance for buyers and suppliers about what does or does not constitute a sustainable product or service. Your organisation can use this body of knowledge in its own procurement rather than having to do extensive research yourself.

All central Government departments and related organisations must ensure that they meet at least the mandatory GBS when buying goods and services in the product groups. The GBS cover a range of products and services, which are used in all organisations and will be relevant to you. These include:

- information and communication technology (ICT) equipment for offices;
- cleaning products and services;
- food and catering services;
- furniture; and
- paper and paper products.

Detailed specifications for the GBS listed above are included in **Appendix 4**. Use these standards as a guide and to make a fast start to improve your organisation's sustainability.

### **5.3 Waste management and recycling**

The materials your organisation disposes of are no longer regarded as wastes. Most of your waste streams have the potential to be recycled for economic benefit. This reduces the amount of virgin material that needs to be mined or extracted from the natural environment. Therefore, getting a good waste management service is critical if your sustainable procurement plan is to be a success.

Waste management services, the law that applies to these and the opportunities for making substantial financial savings are a subject in their own right. Recognising this, Zero Waste Scotland has published '*Working with your waste and recycling contractor to reduce waste and cut costs*'. Download this free guide from the Zero Waste Scotland website to learn how best to manage the sustainable procurement of your waste services.

### **5.4 Facilities management**

Your organisation may employ the services of a facilities manager. Typically, a facilities manager is responsible for all routine infrastructure services that an organisation needs to conduct its daily operations. These may include:

- property management;
- energy, water and waste;
- security;
- contract management; and, increasingly
- communications and ICT.

In some organisations, a key role of facilities management is to work with suppliers to prevent and reduce waste from entering the organisation's waste stream. This is achieved through contract specification and a whole-life costing approach to goods and services procured. Facilities managers have a key role to play as they can translate the high-level strategic change required by senior decision makers into day-to-day reality for people in their work or living space. Facilities managers know how buildings work in practice and the facilities management approach emphasises sustainability, long-term thinking and life-cycle costing.

These principles apply equally to SMEs as they do to larger organisations. The person in your organisation who is responsible for buying goods and services could use the following criteria to meet the needs of sustainable procurement:

- use suppliers that provide a maintenance service;
- use suppliers that take back waste equipment at the end of its life, other than WEEE (e.g. carpets and furniture); use suppliers that can reuse or recycle packaging;
- use suppliers that can be flexible,
- and respond to new challenges and market opportunities; and
- use suppliers that can provide environmental data on their products or services.

## 6 Further information

You may encounter challenges along the way while trying to implement a more sustainable approach to supply chain management and procurement. If you have a specific query or require more information on an area covered in this guide, please visit [www.zerowastescotland.org.uk](http://www.zerowastescotland.org.uk) or contact the free Helpline on **0808 100 2040**.

## Appendix 1: Flexible Framework for self assessment of sustainable procurement

Discipline	Foundation Level 1	Embed Level 2	Practice Level 3	Enhance Level 4	Lead Level 5
People	Appoint champion Train key staff	Train all staff	Set performance objectives for staff	Employee induction	Awards for achievements
Policy, strategy and communications	Policy in place Management commitment	Communicate to staff, customers and suppliers	Incorporate policy into procedures	Try to link to EMS	Link to EMS
Procurement process	Identify key contracts	Consider whole-life cost approach to early stages	Assess contracts for sustainability	LCA approach for key areas	Agree performance indicators for suppliers
Engaging suppliers	Target key suppliers	General supplier engagement	Target supplier communication	Supplier audits and improvements	Best practice and gain sharing
Measurements and results	Identify impacts	Appraisal of impacts	Link to improvement targets	Score measures	Independent audit reports


## Appendix 2: Examples of 'green questions' for suppliers

Life stage	Questions
Raw materials	<p>Are the materials sourced sustainably?</p> <p>Can they be reused or recycled?</p> <p>Do they contain a proportion of recycled material?</p>
Manufacture	<p>What chemicals are used to make the product?</p> <p>Are any of the chemicals hazardous?</p> <p>Does the manufacturer comply with all relevant legislation?</p>
Distribution	<p>How far has the product travelled to reach your organisation?</p> <p>Are trucks backhauled?</p> <p>Is a logistics strategy in place?</p> <p>Is the packaging essential?</p> <p>Can the packaging be reduced to minimise material use and waste?</p>
Use	<p>How long is the product's lifespan?</p> <p>Have alternative options been sourced?</p> <p>Does the product have a green label?</p> <p>Can the product be repaired easily?</p> <p>Are spare parts available?</p> <p>Is the product resource efficient?</p>
End of life	<p>Is there a requirement for additional permits/licences to handle, use or store items?</p> <p>Can the item be reused or recycled at the end of its life?</p> <p>What is the legal obligation for safe disposal?</p> <p>Is it hazardous?</p>





# Appendix 3: Examples of 'green' labels

As accreditation criteria and application procedures may change, please check with the awarding body for the latest information before making procurement decisions based on the details given in this Guide. The list is not intended to be exhaustive, merely indicative of the large body of information, assessment criteria, and range of products covered by standards and labels.





## Carbon footprint labels

Name of label	Symbol	What the label means															
Carbon Reduction		<p>The carbon footprint of a product or service is the total carbon dioxide (CO<sub>2</sub>) and other greenhouse gases (GHGs) emitted during its lifecycle, from its production to its final disposal. It is now recognised that carbon and other GHGs embedded in products and services represent a huge part of global GHG emissions. Unsurprisingly, more and more attention is focusing on these emissions. The Carbon Reduction Label helps you see at a glance which products are working to reduce their carbon footprints. It's still early days, but already lots of leading brands have signed up – in fact you'll find carbon labelled-products along most aisles of your local supermarket and right across the high street.</p> <p><b>Further information:</b> <a href="http://www.carbon-label.com">www.carbon-label.com</a></p>															
Detergent example		<p>To secure the Carbon Reduction Label, the detergent's total carbon footprint from its materials and manufacture, transport, in-use and end of life were measured.</p> <p>How this is broken down:</p> <table border="0"> <tr> <td data-bbox="858 1458 938 1541"></td> <td data-bbox="1023 1491 1198 1518">Raw Materials</td> <td data-bbox="1406 1491 1453 1518">17%</td> </tr> <tr> <td data-bbox="858 1552 938 1612"></td> <td data-bbox="1023 1570 1198 1597">Manufacturing</td> <td data-bbox="1406 1570 1422 1597">–</td> </tr> <tr> <td data-bbox="858 1624 938 1684"></td> <td data-bbox="1023 1641 1150 1668">Packaging</td> <td data-bbox="1406 1641 1422 1668">–</td> </tr> <tr> <td data-bbox="847 1695 949 1756"></td> <td data-bbox="1023 1713 1262 1740">Distribution &amp; Store</td> <td data-bbox="1406 1713 1453 1740">1.2%</td> </tr> <tr> <td data-bbox="874 1767 922 1850"></td> <td data-bbox="1023 1794 1198 1821">Use &amp; Disposal</td> <td data-bbox="1406 1794 1453 1821">82%</td> </tr> </table> <p>The example above shows the carbon breakdown for non-biological liquid capsule which was found to have a footprint of 700g per wash (example taken from Tesco).</p> <p><b>Further information:</b> <a href="http://www.carbon-label.com/whos-reducing/tesco">www.carbon-label.com/whos-reducing/tesco</a></p>		Raw Materials	17%		Manufacturing	–		Packaging	–		Distribution & Store	1.2%		Use & Disposal	82%
	Raw Materials	17%															
	Manufacturing	–															
	Packaging	–															
	Distribution & Store	1.2%															
	Use & Disposal	82%															





Packaging and recycling labels

Name of label	Symbol	What the label means
Möbius loop		<p>A product or part of it can be recycled where facilities are available. The inclusion of a figure (x%) within the loop shows the percentage of recycled material that has been used to make the product.</p> <p><b>Further information:</b> <a href="http://www.recyclenow.com">www.recyclenow.com</a></p>
Green Dot		<p>The Green Dot is a registered trademark. A financial contribution has been made to an authorised packaging-recovery scheme.</p> <p><b>Further information:</b> <a href="http://www.pro-e.org">www.pro-e.org</a></p>
Recycle Now		<p>The label indicates a product that can be recycled after use and/or contains recycled content. It is also used on recycling communications, signs and operational items (e.g. waste containers and vehicles).</p> <p><b>Further information:</b> <a href="http://www.recyclenow.com">www.recyclenow.com</a>  <a href="http://www.recyclenowpartners.org.uk">www.recyclenowpartners.org.uk</a></p>
Packaging recycling logo		<p>This new standardised label features the recycle icon and helps to identify how the different parts of the packaging can be recycled. The meaning of the categories is as follows:</p> <ul style="list-style-type: none"> <li>• widely recycled – recycled by 65% or more of local authorities;</li> <li>• check locally – recycled by between 20% and 65% of local authorities; and</li> <li>• not currently recycled – recycled by less than 20% of local authorities.</li> </ul> <p><b>Further information:</b> <a href="http://www.recyclenow.com">www.recyclenow.com</a></p>




## Fairtrade and consumer products

Name of label	Symbol	What the label means
Fairtrade Mark		<p>The Fairtrade Foundation awards the Fairtrade Mark to products that meet international Fairtrade standards. These include long-term trading contracts and a price that covers the costs of sustainable production and living.</p> <p>Farmers and workers' organisations receive a premium to invest in social and environmental projects benefiting their communities. The Mark appears on a wide range of certified products including coffee, tea, fruit, cotton and composite products (e.g. biscuits).</p> <p><b>Further information:</b> <a href="http://www.fairtrade.org.uk">www.fairtrade.org.uk</a></p>
The Rainforest Alliance		<p>The Rainforest Alliance works with foresters, farmers and tour operators to ensure their goods and services are environmentally and socially responsible. Its certified seal of approval appears on products including timber, paper, bananas and coffee that have been grown or made sustainably.</p> <p><b>Further information:</b> <a href="http://www.rainforest-alliance.org.uk">www.rainforest-alliance.org.uk</a></p>
WWF		<p>WWF has developed, designed and manufactured a number of products to ensure they meet exacting WWF eco-criteria. Third-party products are also sold with the WWF logo. All products are made from eco-friendly materials. All suppliers are required to complete a detailed questionnaire about every product in their range which the WWF is interested in. The questions cover everything from the source of the raw materials through to method of manufacture, packaging and distribution methods.</p> <p><b>Further information:</b> <a href="http://www.wwf.org.uk">www.wwf.org.uk</a></p>
World Fair Trade Organization		<p>The World Fair Trade Organization (WFTO) logo is for organisations that demonstrate a 100% commitment to Fair Trade in all their business activities. Only monitored WFTO members are authorised to use the logo. In 2009, all monitored members have transitioned from the IFAT FTO Mark to the WFTO logo displayed here. Launched in 2004 at the World Social Forum in India, the logo shows that an organisation follows the WFTO's ten Principles of Fair Trade, covering working conditions, transparency, wages, the environment, gender equity and more.</p> <p><b>Further information:</b> <a href="http://www.wfto.com">www.wfto.com</a></p>




Fairtrade and consumer products (continued)

Name of label	Symbol	What the label means
Freedom Food		<p>Freedom Food is the RSPCA's farm assurance and food labelling scheme. It is the only UK farm assurance scheme to focus solely on improving the welfare of farm animals reared for food. The Freedom Food scheme covers every stage of a farm animal's life, each stage governed by strict and compulsory RSPCA welfare standards. The scheme inspects farms against the RSPCA welfare standards, and also checks the animals are handled, transported and slaughtered to the RSPCA's standards too.</p> <p><b>Further information:</b> <a href="http://www.rspca.org.uk">www.rspca.org.uk</a></p>
LEAF Marque		<p>The LEAF Marque is about linking environment and farming. It is an approach to farm management that gives consumers the choice to buy affordable food produced by farmers who are committed to improving the environment for the benefit of wildlife and the countryside. The LEAF Marque standard is reviewed regularly in collaboration with a number of organisations including the Department for Environment, Food and Rural Affairs (Defra); RSPB, Natural England, the Farming and Wildlife Advisory Group (FWAG), the Environment Agency, and certification and accreditation bodies.</p> <p><b>Further information:</b> <a href="http://www.leafuk.org">www.leafuk.org</a></p>
Marine Stewardship		<p>The Marine Stewardship Council (MSC) logo appears on retail and food-service seafood products. It indicates a product comes from a well-managed fishery and has not contributed to the problem of over-fishing.</p> <p><b>Further information:</b> <a href="http://www.msc.org">www.msc.org</a></p>
Red Tractor (Assured Food Standards)		<p>The Red Tractor is an independent mark of quality legislation and guarantees that the food consumers buy comes from farms and food companies that meet high standards of foods safety and hygiene, animal welfare and environmental protection.</p> <p>Red Tractor standards are based on EU and UK various codes of practice. Standards cover issues such as animal health and welfare, farm procedures and safety, disease control, movement and transport of livestock, traceability, environmental protection, fertiliser use and waste management.</p> <p><b>Further information:</b> <a href="http://www.redtractor.org.uk">www.redtractor.org.uk</a></p>





Timber products

Name of label	Symbol	What the label means
Forest Stewardship Council (FSC)		<p>The FSC label indicates that the wood used to make a product comes from a forest which is well managed according to strict environmental, social and economic standards. The forest of origin has been independently inspected and evaluated according to the principles and criteria for forest management agreed and approved by the FSC.</p> <p><b>Further information:</b> <a href="http://www.fsc.org">www.fsc.org</a></p>
Programme for the Endorsement of Forest Certification Schemes (PEFC)		<p>The PEFC provides an assurance mechanism to purchasers of wood and paper products that they are promoting the sustainable management of forests. The PEFC acts as a global umbrella organisation for the assessment of national forest certification schemes.</p> <p><b>Further information:</b> <a href="http://www.pefc.org">www.pefc.org</a></p>
Sustainable Forestry Initiative (SFI)		<p>The Sustainable Forestry Initiative (SFI) label indicates that wood and paper products come from well-managed forests, backed by a rigorous, third-party certification audit.</p> <p><b>Further information:</b> <a href="http://www.sfiprogram.org">www.sfiprogram.org</a></p>



Office equipment, paper and textiles

Name of label	Symbol	What the label means
<p><b>TCO Development</b></p>		<p>The TCO Development label is an internationally recognised standard. The labelling system makes it easy to choose ICT and office equipment products with a high degree of usability, while keeping environmental impact to a minimum. The TCO label is a third-party labelling system. A product is required to undergo tests in independent test laboratories before it can receive TCO certification.</p> <p><b>Further information:</b> <a href="http://www.tcodevelopment.com">www.tcodevelopment.com</a></p>
<p><b>National Association of Paper Merchants (NAPM)</b></p>		<p>Paper and board seeking certification to one of the NAPM Paper Marks must be manufactured from a minimum of 50%, 75% or 100% genuine paper and board waste fibre, no part of which should contain mill-produced waste.</p> <p><b>Further information:</b> <a href="http://www.napm.org.uk">www.napm.org.uk</a></p>
<p><b>Oeko-Tex® Standard 100</b></p>		<p>The Oeko-Tex label is now taking on a status similar to that of a brand name and is actively requested by consumers. Against this background, product marking with the Oeko-Tex® label offers all textiles and clothing manufacturers with valid certificates, an effective way of drawing more attention to their products.</p> <p><b>Further information:</b> <a href="http://www.oeko-tex.com">www.oeko-tex.com</a></p>





## Water

Name of label	Symbol	What the label means
<b>Waterwise Marque</b>		<p>The Marque is awarded annually to products which reduce water wastage or raise the awareness of water efficiency. Over 60 Marques have been awarded across a broad spectrum of products including dishwashers, showerheads, water storing gels for the garden, toilets and urinals, drought resistant turf, domestic water recycling products, water butts, a waterless carwash, tap flow restrictors, shower timers and devices to reduce the amount of water used when flushing toilets, among others.</p> <p><b>Further information:</b> <a href="http://www.waterwise.org.uk">www.waterwise.org.uk</a></p>
<b>WRAS</b>		<p>WRAS Approval is the best way to demonstrate compliance as it is granted directly by representatives of the water suppliers and is therefore accepted by every water supplier in the UK.</p> <p><b>Further information:</b> <a href="http://www.wras.co.uk">www.wras.co.uk</a></p>
<b>Water Technology List (WTL)</b>		<p>If you manufacture or supply water efficient products, you can apply to add your product to the WTL. The WTL symbol shows potential buyers that your product is water efficient and that they can get tax relief on the cost of buying it.</p> <p><b>Further information:</b> <a href="http://www.businesslink.gov.uk">www.businesslink.gov.uk</a></p>
<b>Water Efficient Product Labelling Scheme</b>		<p>The Water Efficient Product Labelling Scheme provides easy access to a database of bathroom products when installed and used correctly will use less water, save energy and save money.</p> <p><b>Further information:</b> <a href="http://www.water-efficiencylabel.org.uk">www.water-efficiencylabel.org.uk</a></p>



## Energy

Name of label	Symbol	What the label means
<p><b>European Energy Label</b></p>		<p>All European manufacturers and retailers must display the energy efficiency of the following types of electrical household products displayed for sale, hire or hire-purchase: refrigerators, freezers and fridge-freezer combinations; washing machines; electric tumble dryers; combined washer-dryers; dishwashers; air-conditioners; electric ovens; and light bulbs. Products are generally rated from 'A' to 'G', with 'A' being the most efficient ('A+' and 'A++' for the most efficient fridges and freezers).</p> <p>The product rating depends on product testing. Data are supplied by the manufacturer.</p> <p><b>Further information:</b>  <a href="http://www.bis.gov.uk/nmo/enforcement/elf-home">www.bis.gov.uk/nmo/enforcement/elf-home</a></p>
<p><b>Energy Saving Trust Recommended Scheme</b></p>		<p>Under the Energy Saving Trust (EST) Recommended Scheme, only products that meet strict criteria on energy efficiency can carry the logo. The criteria is set by an independent panel and reviewed annually. In addition, a percentage of products are tested. The EST also certifies products in categories where there isn't a statutory EU energy label such as glazing, televisions with integrated digital decoders (IDTVs) and boilers.</p> <p><b>Further information:</b> <a href="http://www.energysavingtrust.org.uk">www.energysavingtrust.org.uk</a></p>

## International labels

Name of label	Symbol	What the label means
Blue Angel Label		<p>The Blue Angel is the first and most well-known eco-label worldwide. Since 1978 it has set the standard for eco-friendly products and services selected by an independent jury in line with defined criteria. It considers itself as a market-conform instrument of environmental policy designed to distinguish the positive environmental features of products and services on a voluntary basis.</p> <p><b>Further information:</b> <a href="http://www.blauer-engel.de/en/index.php">www.blauer-engel.de/en/index.php</a></p>
ENERGY STAR® Label		<p>ENERGY STAR is the US Government-backed symbol for energy efficiency through energy-efficient products and practices. The ENERGY STAR label was established to reduce greenhouse gas emissions and other pollutants caused by the inefficient use of energy; and make it easy for consumers to identify and purchase energy-efficient products that offer savings on energy bills without sacrificing performance, features and comfort.</p> <p>Products can earn the ENERGY STAR label by meeting the energy efficiency requirements set forth in ENERGY STAR product specifications.</p> <p><b>Further information:</b> <a href="http://www.energystar.gov">www.energystar.gov</a></p>
European Ecolabel		<p>This is the official Europe-wide award for non-food products that minimise impacts on the environment. Products must be independently certified and have to meet strict criteria for all the main environmental impacts across their whole life-cycle. Defra runs the scheme in the UK, where the Flower's range includes cleaning and detergent products, paints, toilet tissue, clothing and tourist accommodation. The Competent Body must check the product complies with the valid EU Ecolabel criteria.</p> <p><b>Further information:</b> <a href="http://ec.europa.eu/environment/ecolabel/">http://ec.europa.eu/environment/ecolabel/</a></p>
Nordic Swan label		<p>The Swan is the official Nordic ecolabel and demonstrates that a product is a good environmental choice. The aims of the label are to guide consumers and purchasers in their desire to shop with a 'green' conscience, and thus contribute to a better society; and encourage manufacturers to develop products and services with a lower environmental impact. To be granted the right to use the Swan, a business must demonstrate that its product meets specific criteria designed for its product group.</p> <p><b>Further information:</b> <a href="http://www.nordic-ecolabel.org">www.nordic-ecolabel.org</a></p>

Environmental management systems

Name of label	Symbol	What the label means
BS 8555		<p>The British Standard BS 8555 links Environmental Management Systems (ISO 14001) and Environmental Performance Evaluation (ISO 14031) and provides for focused training, auditing and implementation at each level, and supports relationships between suppliers and customers.</p> <p>BS 8555 describes how to implement a generic EMS and can be used as a route towards ISO 14001 and EMAS. It allows the development of tasks focusing on indicators that add value and are driven by company needs (e.g. turnover, competitive advantage, views of interested parties). The environmental performance focus of BS 8555 is valuable within the supply chain and concentrates on delivery of measurable benefits for participants; delivery of performance data for internal/external reporting; and maximum credibility and competitive advantage.</p> <p><b>Further information:</b>  <a href="http://www.iema.net/ems/acorn_scheme/bs8555">www.iema.net/ems/acorn_scheme/bs8555</a></p>
EMAS		<p>EMAS – the EU Eco-Management and Audit Scheme, is a voluntary initiative designed to improve companies’ environmental performance. It was initially established by European Regulation 1836/93, which has since been updated twice with REGULATION (EC) No 1221/2009 coming into force in January 2010.</p> <p>Its aim is to recognise and reward those organisations that <i>go beyond minimum legal compliance and continuously improve their environmental performance</i>. In addition, it is a requirement of the scheme that participating organisations regularly produce a public environmental statement that reports on their environmental performance. It is this voluntary publication of environmental information, whose accuracy and reliability has been independently checked by an environmental verifier, that gives EMAS and those organisations that participate enhanced credibility and recognition.</p> <p><b>Further information:</b> <a href="http://www.iema.net/ems/emas">www.iema.net/ems/emas</a></p>

Environmental management systems (continued)

Name of label	Symbol	What the label means
ISO 14001		<p>ISO 14001 is an internationally accepted standard that sets out a framework of essential elements for putting an effective EMS in place. The standard is designed to address the delicate balance between maintaining profitability and reducing environmental impact. With the commitment of your entire organisation, it can enable you to achieve both objectives. So, ISO 14001 is relevant to every organisation, including: single site to large multi-national companies; high-risk companies to low-risk service organisations; manufacturing, process and the service industries; including local governments; all industry sectors including public and private sectors; and original equipment manufacturers and their suppliers.</p> <p><b>Further information:</b>  <a href="http://www.bsigroup.co.uk/en/Assessment-and-Certification-services/Management-systems/Standards-and-Schemes/ISO-14001/">www.bsigroup.co.uk/en/Assessment-and-Certification-services/Management-systems/Standards-and-Schemes/ISO-14001/</a></p>

# Appendix 4: Government Buying Standards

All central Government departments and related organisations must ensure that they meet at least the mandatory GBS when buying goods and services in the product groups covered on this site.

## Cleaning products

Impact area	Mandatory
All products within general scope <sup>1</sup>	Products must be delivered with clear dosing instructions to avoid over-application by the user. <b>Verification:</b> Bidders must provide a signed declaration that all relevant products will meet this criterion.
	Sprays containing propellants must not be used. <b>Verification:</b> Bidders must provide a signed declaration that all relevant products will meet this criterion.
	The primary packaging shall be easily separable into mono-material parts. <b>Verification:</b> Bidders must provide a signed declaration that all relevant products will meet this criterion.
All all-purpose cleaners and window cleaners	Products must be supplied as concentrates requiring dilution before use except for trigger sprays, which may be supplied containing ready-to-use products, provided they are part of a product range where reuse of trigger sprays with concentrated refills is intended. <b>Verification:</b> Bidders must provide a signed declaration that all relevant products will meet this criterion. Where products are supplied as part of a cleaning services contract, use of ready-to-use trigger sprays can be monitored via the mandatory cleaning services GBS requirements.
All products within general scope	Products must not contain paradichlorobenzene or alkylphenol ethoxylates (APEs). <b>Verification:</b> Bidders must provide a signed declaration that all relevant products will meet this criterion.

<sup>1</sup> Cleaning products included within the general scope of this GBS are:

**All-purpose cleaners** – detergent products intended for the routine cleaning of floors, walls, ceilings, windows and other fixed surfaces, and which are diluted in water prior to use. All-purpose cleaners shall mean products intended for indoor use in buildings which include domestic, commercial and industrial facilities.

**Window cleaners** – specific cleaners intended for the routine cleaning of windows

**Sanitary cleaners** – detergent products intended for the routine removal, including by scouring, of dirt and/or deposits in sanitary facilities, such as laundry rooms, toilets, bathrooms, showers and kitchens. This subgroup thus contains bathroom cleaners and kitchen cleaners.

**Laundry detergents** – laundry detergents and pre-treatment stain removers whether in powder, liquid or any other form. Pre-treatment stain removers include stain removers used for direct spot treatment of textiles (before washing in the machine), but do not include stain removers dosed in the washing machine and stain removers dedicated to other uses besides pre-treatment.

This product group shall not comprise products that are dosed by carriers such as sheets, cloths or other materials nor washing auxiliaries used without subsequent washing, such as stain removers for carpets and furniture upholstery.

**Detergents for dishwashers** – detergents for dishwashers and products used as rinse aids, whether in powder, liquid or any other form, which are intended to be marketed and used exclusively in automatic domestic dishwashers and in automatic dishwashers for professional use.

**Hand dishwashing detergents** – all detergents intended to be used to wash by hand dishes, crockery, cutlery, pots, pans, kitchen utensils and so on. The product group shall cover products for private and professional use.

## Cleaning services

Impact area	Mandatory
Use of GBS Mandatory products	<p>Products utilised must comply with the Mandatory GBS for cleaning products.</p> <p><b>Verification:</b> Bidders must provide details of all products which they propose to use that fall within scope of the Mandatory GBS for cleaning products along with the necessary verification to prove that they confirm with the criteria.</p>
Reporting of cleaning products used	<p>After the first 6 months of contract, and thereafter at the end of every year of contract, a balance must be submitted by the contractor indicating the name and quantity of all cleaning products used. For any products falling within the scope of Mandatory GBS not mentioned in the initial bid the contractor shall provide the required proof of compliance with the relevant criteria.</p>

Impact area	Best practice
Use of GBS Best Practice Products	<p>Products utilised must comply with the Best Practice GBS for cleaning products.</p> <p><b>Verification:</b> Bidders must provide details of all products which they propose to use that fall within scope of the Best Practice GBS for cleaning products along with the necessary verification to prove that they confirm with the criteria.</p>
Staff training	<p>All cleaning staff employed in carrying out the service must be regularly trained for their various tasks. This training should cover cleaning agents, methods, equipment and machines used; waste and water management and aspects of health, safety and the environment.</p> <p><b>Verification:</b> Bidders must provide details of and a commitment to deliver the proposed staff training plan. A record of these training measures should be kept at the disposal of the contracting authority.</p>
Staff work instructions	<p>In agreement with the contracting authority, precise work instructions on environmental protection and on health and safety standards in carrying out the service shall be produced and displayed in the buildings in a way that they can be consulted by cleaning staff at any time.</p> <p><b>Verification:</b> Bidders must provide a commitment to deliver task-specific work instructions and outline details of the process by which these will be agreed with the contracting authority. Evidence that work instructions have been completed shall be provided to the contracting authority within 12 months of contract initiation.</p>

## Food and catering services standards

Impact area	Mandatory
<b>Animal welfare</b>	100% of eggs (in shell) sourced from systems that do not use conventional cages. If from a caged system, enriched cages are used.
<b>Seasonal produce</b>	Where fresh produce is used, menus are designed to reflect in-season <sup>1</sup> produce and in-season produce is highlighted on menus.
<b>Fish</b>	All fish <sup>2</sup> are demonstrably sustainable with all wild-caught fish meeting the FAO Code of Conduct for Responsible Fisheries (includes Marine Stewardship Council certification and Marine Conservation Society 'fish to eat').  If caterers serve lunch and an evening meal, fish is provided twice a week, one of which is oily. If caterers only serve lunch or an evening meal, an oily fish is available at least once every 3 weeks.
<b>Environmental production standards</b>	At least 10% by value of primary commodity (i.e. raw ingredient) food and drink is produced to certified or assured higher level environmental standards (e.g. organic, LEAF).
<b>Ethical trading</b>	At least 50% of tea and coffee is fairly traded.
<b>Water</b>	Tap water is visible and freely available and such provision is promoted.  Pre-bottled water (mineral or spring) is not included in the hospitality menu.
<b>Reducing salt</b>	Vegetables and boiled starchy foods such as rice, pasta and potatoes, are cooked without salt.  Salt is not available on tables.  At least 50% of meat and meat products, breads, breakfast cereals, soups and cooking sauces, ready meals and pre-packed sandwiches (procured by volume) meet Responsibility Deal salt targets and all stock preparations are lower salt varieties (i.e. below 0.6g/100ml).
<b>Increasing fruit and vegetable consumption</b>	At least 50% of the volume of desserts available is based on fruit – which can be fresh, canned in fruit juice, dried or frozen. A portion of fruit is cheaper than a portion of hot or cold dessert.  Meal deals include a starchy carbohydrate, vegetables and one portion of fruit.
<b>Reducing saturated fat</b>	Meat and meat products, biscuits, cakes and pastries (procured by volume) are lower in saturated fat where available. At least 50% of hard yellow cheese has a maximum total fat content of 25g/100g; at least 75% of ready meals contain less than 6g saturated fat per portion; at least 75% of milk is reduced fat; and at least 75% of oils and spreads are based on unsaturated fats.
<b>Cereals</b>	At least 50% of breakfast cereals (procured by volume) are higher in fibre (i.e. more than 6g/100g) and do not exceed 12.5g/100g added sugars.

<sup>1</sup> Fresh produce that is outdoor grown or produced during the natural growing or production period for the country or region where it is produced. It need not necessarily be grown or produced locally to where it is consumed and this applies to seasonal food from the UK and overseas.

<sup>2</sup> Fish includes all fish including where it is an ingredient in a composite product.

Food and catering services standards (continued)

Impact area	Mandatory
<b>SMEs</b>	Provide opportunity for separate contracts for supply and distribution; and advertise all food-related tenders to SMEs.
<b>Reducing waste to landfill</b>	There are facilities available to staff and customers for recycling cans, bottles, cardboard and plastics.
<b>Food waste</b>	<p>Any contractor must take steps to minimise food waste in its on-site operation using the guidance provided to help decide what action they will take. Contractors should set out what they will do, and feed back to clients on progress and results.</p> <p>The procuring authority must check whether a separate food-waste collection service can be provided (see guidance on how to do so). If the service can be provided, while achieving value for money, then it should meet the best practice standard.</p>
<b>Energy management</b>	The on-site catering operation is run in accordance with the host building's overall energy management policy.
<b>Catering equipment</b>	<p>The minimum Mandatory GBS for catering equipment apply where relevant:</p> <ul style="list-style-type: none"> <li>• <b>domestic refrigerators and freezers</b> – meet energy efficiency standard A and meets standards on GHGs;</li> <li>• <b>commercial refrigerators and freezers</b> – meet the latest Enhanced Capital Allowance (ECA) criteria and meets standards on GHGs;</li> <li>• <b>covers for refrigerated units</b> – meet the latest ECA criteria;</li> <li>• <b>domestic electric ovens</b> – meet energy efficiency standard A, at varying energy efficiency indices depending on cavity size;</li> <li>• <b>domestic dishwashers</b> – meet energy efficiency standard A, at varying energy efficiency indices for overall energy efficiency, drying and cleaning performance; and</li> <li>• <b>kitchen taps</b> – have flow rates of not less than 5 litres/minute delivered through automatic shut-off, screw-down/lever or spray taps; and non-flow rate elements shall meet the ECA WTL criteria.</li> </ul>
<b>Paper products</b>	<p>The minimum Mandatory GBS for paper products apply where relevant:</p> <ul style="list-style-type: none"> <li>• tissue paper (e.g. kitchen and toilet tissue, and hand towels) must have 100% recycled content, to include only genuine recovered fibre (i.e. no 'mill broke'), in accordance with NAPM definition.</li> </ul>

Food and catering services standards (continued)

Impact area	Best practice
<b>Animal welfare</b>	All eggs, including liquid and powdered eggs, are sourced from systems that do not use conventional cages. If from a caged system, enriched cages are used.
<b>Environmental production standards</b>	At least 20% of primary commodity (i.e. raw ingredient) food and drink procured is produced to certified or assured higher level environmental standards (organic, LEAF or equivalent).
<b>Ethical trading</b>	Tea, coffee, cocoa and bananas are certified as fairly traded.
<b>Snacks</b>	Savoury snacks are only available in packet sizes of 35g or less. Confectionery and packet sweet snacks are in the smallest standard single-serve portion size available within the market.
<b>Reducing sugar</b>	All sugar-containing drinks are available in no more than a 330ml portion size (excluding hot drinks).
<b>Menu analysis</b>	Menu cycles are analysed to meet stated nutrient-based standards relevant to the major population subgroup of the catering provision.

Furniture

Impact area	Mandatory
<p><b>Wood and wood-based materials</b></p>	<p>Timber must be purchased in accordance with UK timber procurement policy. Only timber and timber products originating either from independently verified legal and sustainable sources or from a licensed Forest Law Enforcement Governance and Trade (FLEGT) partner can be purchased (from April 2015, only sustainably produced timber will be purchased). As an alternative, contracting authorities can demand recycled timber.</p> <p><b>Verification:</b> Evidence that the products supplied comply with the UK Government’s timber procurement policy. This evidence should cover both the source of the timber (chain of custody) and proof that it is legally and sustainably managed or FLEGT licensed. This evidence can come in two forms: Category A or Category B(i).</p>
<p><b>Plastic parts</b></p>	<p>Plastic parts <math>\geq 50g</math> shall be marked for recycling according to ISO 11469 or equivalent and must not contain additions of other materials that may hinder their recycling. <a href="#">Parts greater than 50g in weight that would be adversely affected by a marking, such as for consumer acceptance and aesthetic reasons, may place the necessary recycling information in the user manual or similar literature.</a></p>
<p><b>Surface coating of wood, plastic and/or metal parts</b></p>	<p>The products used for surface coating shall:</p> <ul style="list-style-type: none"> <li>• not contain hazardous substances (in the final furniture product) that are classified according to Directive 1999/45/EC as carcinogenic (R40, R45, R49), harmful to the reproductive system (R60, R61, R62, R63), mutagenic (R46, R68), toxic (R23, R24, R25, R26, R27, R28, R51), allergenic when inhaled (R42) or harmful to the environment (R50, R50/53, R51/53, R52, R52/53, R53), cause heritable genetic damage (R46), danger of serious damage to health by prolonged exposure (R48), possible risks of irreversible effects (R68);</li> <li>• formaldehyde emissions, from agents for surface treatment liberating formaldehyde, must be less than 0.1ppm formaldehyde in the final product;</li> <li>• for phthalates: no use is allowed of phthalates that at the time of application fulfil the classification criteria of any of the following risk phrases (or combinations thereof): R60, R61, R62, in accordance with Directive 67/548/EEC and its amendments;</li> <li>• not contain aziridine; and</li> <li>• not contain chromium (VI) compounds.</li> </ul> <p><b>Verification:</b> Bidders must present a list with all surface-treatment substances used for each material present in the furniture and their material safety data sheet or equivalent documentation demonstrating compliance with the above criteria. Furniture carrying a type I ecolabel will be deemed to comply.</p>

Furniture (continued)

Impact area	Mandatory
<p><b>Adhesives and glues</b></p>	<p>The volatile organic compound (VOC) content of adhesives used in the assembly of furniture shall not exceed 10% by weight.</p> <p><b>Verification:</b> Bidders must present a list with all adhesives used in the assembly of furniture and their material safety data sheets or equivalent documentation where the amount of VOC is displayed demonstrating compliance with the above criteria. Furniture fulfilling a type I ecolabel will be deemed to comply.</p>
<p><b>Formaldehyde in panels</b></p>	<p>The emissions of free formaldehyde from wood-based panels shall not exceed the E1 emissions limit as described in standard BS EN 13986: 2004 Wood-based panels for use in construction (referring to BS EN 312: 2003 Particleboards Specifications and BS EN 622-1 2003 Fibreboards Specifications for MDF).</p> <p><b>Verification:</b> Suitable evidence, such as test reports, shall be supplied demonstrating compliance with this criterion and the standards quoted.</p>
<p><b>Textile materials</b></p>	<p>The products shall comply with the GBS Mandatory criteria for textiles.</p> <p><b>Verification:</b> All products carrying the EU Ecolabel for textiles or a national or private label fulfilling the listed criteria will be deemed to comply. Any other appropriate means of proof, such as a technical dossier of the manufacturer or a test report from a recognised body, will also be accepted.</p>
<p><b>Durability, reparability, fitness for use and ergonomics</b></p>	<ul style="list-style-type: none"> <li>• Furniture must meet the relevant UK technical and quality standards, or equivalent, for serviceability (e.g. safety, abrasion resistance, tensile strength, light fastness, rub fastness, deformation by compression, ergonomics), as given in FIRA's 'Technical Requirements for Furniture' document, August 2009. This covers material-specific, and furniture item-specific requirements and testing methods.</li> <li>• Components and spare parts will be made available by the supplier for at least 5 years after sale to extend the product's lifetime through repair, as far as reasonably practicable.</li> </ul> <p><b>Verification:</b> Bidders must provide appropriate documentation to demonstrate compliance with these standards.</p> <ul style="list-style-type: none"> <li>• The tenderer should demonstrate that their product has been eco-designed to enable easy repair, plus disassembly for recycling and, preferably, for reuse, in part or whole.</li> </ul> <p><b>Verification:</b> Bidders must provide technical documentation that demonstrates that their product can be disassembled, thereby allowing for recycling and for some or all of the components to be reused in other applications.</p>

#### Furniture (continued)

Impact area	Mandatory
<b>Packaging materials</b>	<p>Packaging must consist of readily recyclable material, and/or materials taken from renewable resources, or be a multi-use system (i.e. reusable). All packaging materials shall be easily separable by hand into recyclable parts consisting of one material (e.g. cardboard, paper, plastic, textile).</p> <p><b>Verification:</b> A description of the product packaging shall be provided together with a corresponding declaration of compliance with these criteria. Proof should be provided in compliance with BS EN 13430 on recyclability or BS EN 13429 on reusability, or equivalent.</p>
<b>Explanatory note</b>	<p>It is proposed that from 1 April 2011 government departments and their agencies are encouraged to meet at least 5% of the office furniture and 10% of the domestic/residential items through reuse/refurbish/reupholster of their current furniture stock. The intention is to increase this level over time (e.g. 5% by 2011, 10% by 2015).</p>

#### Office ICT equipment

Products awarded the ENERGY STAR label will be deemed to comply with ENERGY STAR criteria. Appropriate means of proof for all computer monitor standards include a technical dossier from the manufacturer or a test report from a recognised body demonstrating that the criteria are met.

#### Computer monitors

Impact area	Mandatory
<b>Energy performance requirements</b>	The product meets the performance requirements of ENERGY STAR or equivalent.
<b>Parts: facilitating segregation and recovery</b>	Parts that have to be treated separately are easily separable.
<b>Parts</b>	Plastic parts that are heavier than 100g consist of one material or of easily separable materials.
	Plastic parts that are heavier than 25g have material codes according to ISO 11469 referring to ISO 1043.
	Plastic parts are free from metal inlays or have inlays that can be removed with commonly available tools.
<b>Chemicals in components</b>	All cover/housing plastic parts that are heavier than 25g are halogen free.
	Plastic parts that are heavier than 25g are free from flame-retardant substances/preparations above 0.1% classified as R45/46, R50/51/53 and R60/61 (67/548/EEC).

Computer monitors (continued)

Impact area	Mandatory
Parts: facilitating segregation and recovery	Labels are easily separable (this requirement does not apply to safety/regulatory labels).
Chemicals in components	Maximum mercury content per lamp of 3.5mg.
Packaging	Product plastic packaging is halogen free (including PVC).
Documentation	User and product documentation do not contain chlorine bleached paper.

Desktop computers

Impact area	Mandatory
Energy performance requirements	The product meets the performance requirements of ENERGY STAR or equivalent.
Parts: facilitating segregation and recovery	Parts that have to be treated separately are easily separable.
	Plastic materials in covers/housing have surface coatings that are compatible with recycling or reuse, including metal coatings.
	Plastic parts that are heavier than 100g consist of one material or of easily separable materials.
	Plastic parts that are heavier than 25g have material codes according to ISO 11469 referring to ISO 1043.
	Plastic parts are free from metal inlays or have inlays that can be removed with commonly available tools.
	Labels are easily separable (this requirement does not apply to safety/regulatory labels).
Prolonging useful life: Hardware upgrades	Spare parts are available for 5 years after production ceases.
	Upgrading of components can be done (e.g. with processor, memory, cards or drives).
	Upgrading can be done using commonly available tools.
Chemicals in components	All cover/housing plastic parts that are heavier than 25g are halogen free.
	Plastic parts that are heavier than 25g are free from flame-retardant substances/preparations above 0.1% classified as R45/46, R50/51/53 and R60/61 (67/548/EEC).
Packaging	Product plastic packaging does not contain chlorine.
Documentation	User and product documentation do not contain chlorine bleached paper.

Laptop computers

Impact area	Mandatory
<b>Energy performance requirements</b>	The product meets the performance requirements of ENERGY STAR or equivalent.
<b>Parts: facilitating segregation and recovery</b>	Parts that have to be treated separately are easily separable.
	Plastic parts that are heavier than 100g consist of one material or of easily separable materials.
	Plastic parts that are heavier than 25g have material codes according to ISO 11469 referring to ISO 1043.
	Plastic parts are free from metal inlays or have inlays that can be removed with commonly available tools.
	Labels are easily separable (this requirement does not apply to safety/regulatory labels).
<b>Prolonging useful life: Hardware upgrades</b>	Spare parts are available for 5 years after production ceases.
	Upgrading of components can be done (e.g. with processor, memory, cards or drives).
	Upgrading can be done using commonly available tools.
<b>Chemicals in components</b>	Plastic parts that are heavier than 25g are free from flame-retardant substances/preparations above 0.1% classified as R45/46, R50/51/53 and R60/61 (67/548/EEC)
	Maximum mercury content per lamp of 3mg.
<b>Packaging</b>	Product plastic packaging does not contain chlorine.
<b>Documentation</b>	User and product documentation do not contain chlorine bleached paper.

Multifunctional devices (e.g. inkjet MFD)

Impact area	Mandatory
<b>Energy performance requirements</b>	The product meets the energy performance requirements of ENERGY STAR.
<b>Promoting more efficient practice: energy save function</b>	Information about the energy save function is provided with the product.
<b>Parts: facilitating segregation and recovery</b>	Parts that have to be treated separately are easily separable.
	Plastic parts that are heavier than 100g consist of one material or of easily separable materials.
	Plastic parts that are heavier than 25g have material codes according to ISO 11469 referring to ISO 1043.
	Plastic parts are free from metal inlays or have inlays that can be removed with commonly available tools.
	Labels are easily separable (this requirement does not apply to safety/regulatory labels).
<b>Chemicals in components</b>	All cover/housing plastic parts that are heavier than 25g are halogen free
	Plastic parts that are heavier than 25g are free from flame-retardant substances/preparations above 0.1% classified as R45/46, R50/51/53 and R60/61 (67/548/EEC).
	Light sources are free from mercury.
<b>Operational noise emissions</b>	During printing operation, the 'Declared A-weighted Sound Level' (LWAd) according to ISO 9296, measured in accordance with ISO 7779, shall not exceed the limits set by the following formula: LWAd: $0.035 \times \text{ipm} + 5.9$ (B) Where ipm = images per minute. The devices shall additionally not exceed 7.5 (B) LWAd except for devices with an ipm of over 71.
<b>Chemicals in components</b>	A material safety data sheet (MSDS) is available for the ink/toner preparation, even if not legally required.
<b>Enabling use of recycled paper</b>	Paper containing recycled fibres that meets the requirements of EN12281 can be used.
<b>Promoting more efficient practice: automatic duplexing</b>	Products with an imaging speed of, or more than, 45 ipm shall include automatic duplexing as a standard feature at the time of purchase. Automatic duplexing must be offered as a standard feature or optional accessory at the time of purchase for products with an imaging speed of between 25ipm and 44ipm.
<b>Packaging</b>	Product plastic packaging does not contain chlorine.
<b>Documentation</b>	User and product documentation do not contain chlorine bleached paper.
<b>Suppliers: facilitating segregation and recovery</b>	Suppliers must provide a free take-back system for imaging product consumables (except paper).

### Scanners

Impact area	Mandatory
Energy performance requirements	The product meets the performance requirements of ENERGY STAR or equivalent.
Promoting more efficient practice: energy save function	Information about the energy save function is provided with the product.
Parts: facilitating segregation and recovery	Plastic materials in covers/housing have surface coatings that are compatible with recycling or reuse, including metal coatings.
	Plastic parts that are heavier than 25g have material codes according to ISO 11469 referring to ISO 1043.
	Spare parts are available for 5 years after production ceases.
Light sources	Light sources are free from mercury.
Packaging	Product plastic packaging does not contain chlorine.

### Printers [e.g. laser printer]

Impact area	Mandatory
Energy performance requirements	The product meets the energy performance requirements of ENERGY STAR.
Information	Information about the energy save function is provided with the product.
Parts	N/A
	Plastic materials in covers/housing have surface coatings that are compatible with recycling or reuse, including metal coatings.
	Plastic parts that are heavier than 100g consist of one material or of easily separable materials.
	Plastic parts that are heavier than 25g have material codes according to ISO 11469 referring to ISO 1043.
	Plastic parts are free from metal inlays or have inlays that can be removed with commonly available tools.
Labels	Labels are easily separable (this requirement does not apply to safety/regulatory labels).
Components	Upgrading of components can be done (e.g. with processor, memory, cards or drives).
	N/A
Parts	Spare parts are available for 5 years after production ceases.
	N/A
	Plastic parts that are heavier than 25g are free from flame retardant substances/preparations above 0.1% classified as R45/46, R50/51/53 and R60/61 (67/548/EEC).

Printers (e.g. laser printer)

Impact area	Mandatory
Sound level	<p>During printing operation, the 'Declared A-weighted Sound Level' (LWAd) according to ISO 9296, measured in accordance with ISO 7779, shall not exceed the limits set by the following formula:</p> <p>LWAd: <math>0.035 \times \text{ipm} + 5.9</math> (B)</p> <p>Where ipm = images per minute.</p> <p>The devices shall additionally not exceed 7.5 (B) LWAd except for devices with an ipm of over 71.</p>
Chemical emission requirements	The product meets the chemical emission requirements of Blue Angel, Nordic Swan or TCO.
MSDS	An MSDS is available for the ink/toner preparation, even if not legally required.
Paper	Paper containing recycled fibres that meets the requirements of EN12281 can be used.
Imaging speed	<p>Products with an imaging speed of, or above, 45ipm shall include automatic duplexing as a standard feature at the time of purchase.</p> <p>Automatic duplexing must be offered as a standard feature or optional accessory at the time of purchase for products with an imaging speed of between 25ipm and 44ipm.</p>
Packaging	Product plastic packaging does not contain chlorine.
Documentation	N/A
Suppliers	Suppliers must provide a free take-back system for imaging product consumables (except paper).

Paper and paper products

Impact area	Mandatory
<b>All paper</b>	The recycling process must be elemental chlorine free (ECF), with adsorbable organic halogenated compound (AOX) emissions from the production of each pulp used below 0.25kg per air dried tonne (ADT), or process chlorine free (PCF). Note: AOXs are hazardous chlorinated compounds which result from the bleaching of pulp with chlorine or chlorine-based chemicals. Therefore, this standard will not apply to products derived from pulp which is not bleached or where bleaching is performed with chlorine-free substances.
<b>Copying and graphic paper</b>	Copying and graphic paper must have 100% recycled content, to include only genuine recovered fibre (i.e. no 'mill broke'), in accordance with NAPM definition.
<b>Paper for printed publications</b>	<p>Paper procured for professional purposes/printed publications to be a minimum 75% recycled content, to include only genuine recovered fibres (i.e. no 'mill broke'), in accordance with the NAPM definition. Of the non-recycled content (25% or less), any virgin fibre used must be purchased in accordance with UK timber procurement policy. Timber and timber products originating either from independently verified legal and sustainable sources or from a licensed Forest Law Enforcement Governance and Trade (FLEGT) partner can be purchased.</p> <p>NB – as a minimum, departments will need to ensure that at least 50% of annual purchases (by weight) meet or exceed the mandatory minimum specification of 75% recycled content and that the remaining 50% of annual purchases (by weight) have a recycled content of at least 25%. All purchases must meet mandatory minimum specifications for Chlorine and AOX emissions.</p>
<b>Tissue paper (kitchen and toilet tissue)</b>	Tissue paper (for example kitchen and toilet tissue and hand towels) must have 100% recycled content, to include only genuine recovered fibre (i.e. no 'mill broke'), in accordance with NAPM definition.



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