

PROVISION OF SERVICES INCLUDING INTERNAL CLEANING AND CLEANING OF FACADES OF UN HOUSE PREMISES OF UNITED NATIONS ORGANIZATIONS BASED IN ABUJA, NIGERIA

A. Project Description

The United Nations System in Nigeria is seeking to contract a highly competent, skilled and experienced professional Cleaning Services company to provide internal cleaning services at UN House Abuja which accommodates a host of United Nations Agencies, Funds and Programmes including but not limited to UNDP, UNDSS, WHO, UNICEF, UNFPA, FAO, UN Women, UNIDO, UNODC, UNRCO, UNAIDS, WMO, WIPO, UNHABITAT, UNIC, ILO and UNESCO

The required services shall consist of routine high-level cleaning and janitorial services of all the buildings and Offices within UN House premises on daily basis during the contract period. The company shall follow global best practice methods/techniques, and use of environmentally friendly consumables & products, which are designed to reduce the impact on the environment.

The resultant contract will be signed between the selected company (hereinafter known as the Service Provider) and United Nations Development Programme (hereinafter known as the lead Agency).

SITE WHERE SERVICES ARE REQUIRED

The office premises to be cleaned are located in the UN House to UN Agencies located within UN House Abuja including all the offices, meeting rooms, waiting areas, reception halls, Cafeteria and kitchenettes, UN Clinic, Gymnasium, Rear Ancillary Buildings comprising Generator bays, Power Panel control room, Driver's Lodge & Offices, Access control buildings, Security booths around the perimeter wall fence, rest rooms, stairs, roof garden/patio, corridors and terraces.

GENERAL DESCRIPTION

The contractor shall furnish all cleaning equipment and consumables such as dusters, soaps, detergents and wooden polishes required for the performance of this contract. Such equipment includes but not extensive, shampoo machine and polisher, heavy duty wet and dry machine, vacuum cleaners, window cleaning systems, mopping systems, free standing ladders and other machines and equipment's necessary to perform this contract.

Maintenance and repair of all cleaning equipment is the responsibility of the contractor.

These services must be carried out in a way that minimizes any nuisance and harmful effects to the environment.

During the execution of the services, the contractor shall contribute to the protection of the environment and materials and take the necessary measures for a good coexistence of its activities with any other activities in the UN House to UN Agencies.

Since the cleaning of the premises is a repetitive and routine task, the hours reserved to key tasks such as washing, movement of motorized or other special tools and materials, their use in sites with delicate access (conference room, special offices, etc.) shall be limited to specific dates and times approved by UN House Manager and supervised.

SCOPE OF WORK

The package of service includes the following:

- ✚ General cleaning of all floors, walls, drains, furniture including tables, chairs, sofas, office equipment such as desktop computers, photocopying machines, refrigerators, microwave oven, ceilings, Wall Switches, fixtures, fittings within the confines of UN House buildings & offices.
- ✚ Emptying of waste/dustbins and refuse collection buckets.
- ✚ General cleaning of Glass doors and windows, demountable partitions, wooden surfaces etc.

The areas to be cleaned have been grouped into the following categories:

- a) Offices
- b) Conference areas
- c) Special use areas
- d) Toilets
- e) Other public areas
- f) All windows

◆ OFFICES

All offices in the main building comprising ground floor, four floors and penthouses and two Rear Ancillary buildings, Access Control Buildings and Security posts.

◆ CONFERENCE AREAS

These include all the conference and meeting rooms at the main building and ancillary buildings.

The concourse, outside areas and conference toilets are also to be cleaned daily after each meeting and kept clean all through the day.

Conference halls and meeting rooms are to be cleaned during the day (vacuum cleaning of carpets and shampooing whenever necessary, window cleaning, conference, furniture cleaning, including desks and upholstery). During major conferences, the contractor shall provide at no extra cost a cleaning group for cleaning and carpet shampooing of conference areas to work as necessary before any meetings take place.

The contractor shall ensure that all waste removed from the office is deposited at the collection points located inside the building.

◆ SPECIAL USE AREAS

These include workshops, large stores, libraries, radio and switchboard rooms, UN Clinic, security areas, visitors' pavilion, pouch and registry, plant rooms (generators, UPS system), radio transmitter room, etc. The contractor should familiarize him/herself with all these areas, which require day cleaning.

◆ TOILETS

These will require special attention, and to be thoroughly cleaned outside UN working hours and constantly kept clean during the day, including an adequate supply of soap, toilet paper and clean towels. The cleaners' supervisor will be responsible for informing the Common Services Unit of any problems in the toilets, such as blockages, leakage, electrical defects, sanitary bins conditions etc. A list is attached (Appendix B).

◆ OTHER PUBLIC AREAS

Other areas include the following:

- ✚ All the 10 Balconies & Lobbies, Arrival Lounges & Reception Areas
- ✚ 5 Outbuilding offices within the premises
- ✚ Storerooms
- ✚ 3 Registration/information/security counters
- ✚ Main entrance areas, etc., and

- ✚ Any other services related to internal cleaning of the buildings and offices within UN House premises which may arise from time to time

DETAILS OF THE CLEANING AND JANITORIAL SERVICE

a. All Carpeted Floor Areas:

- Empty /clean ash trays, waste receptacles, sand urns (daily)
- Dust/clean desks, telephones, tables, files, windowsills, etc (daily)
- Dust counter tops, partitions, ledges, mouldings, picture frames (daily)
- Dust lighting fixtures, ceiling vents (weekly -Saturday)
- Spot-clean walls, partitions, columns and wood works to remove marks and stains (daily)
- Clean drinking fountains/water coolers (daily)
- Vacuum upholstered furniture (Weekly-Saturday)
- Vacuum-clean carpets and rugs (daily)
- Deep wet-shampoo or dry clean carpet (quarterly)
- Spin clean carpet with rotary mop pad (twice a year)
- Washing lighting fixtures (twice a year)
- Vacuum clean carpets as necessary
- Dispose garbage/waste.

b. All Areas Floored in Marble or other tiling:

- Dust floors (daily) • Damp-mop floors (daily)
- Scrub/rinse floors (Weekly-Saturday)
- Squeegee floors (twice a week Tues day and Thursday)
- Spray/buff and polish floors to non-slippery finish (daily)
- Dust /clean desks, telephones, tables, files, windows, sills, etc (daily)
- Dust counter tops, partitions, ledges, mouldings, picture frames etc (daily)
- Dust lighting fixtures, ceiling vents (weekly- Saturday)
- Spot clean walls, partitions, columns and woodwork to remove marks and stains (daily)
- Clean drinking water fountains/coolers (daily)
- Clean /polish bright/golden/black entrance door handles/bars/plates (daily)
- Clean upholstered furniture (weekly-Saturday)
- De-Wax tile or marble floors (quarterly)
- Clean/vacuum upholstered furniture (quarterly)
- Clean waste receptacles (daily)
- Clean glass windows and doors inside and outside (monthly)
- Seal floor (monthly)
- Apply floor finish/buff/polish to non-slippery (monthly)
- Dispose garbage/wastes (daily)

c. Toilet /Rest rooms

- Clean sweep restroom floors (daily)
- Clean and disinfect toilets, urinals, basins, portions, wall and floor tiling and toilet fixtures (daily)
- Empty waste receptacles (daily)
- Damp mop rest room floor (daily)
- Refill soap, towel, and tissue dispensers (daily)
- Clean mirrors, dispensers, and fixtures (daily)

- Spray air freshener in toilet rooms (twice a day)
- Report malfunctioning to the Facilities Manager for maintenance as and when occurred.

d. Office Items

The general cleaning of office items including all movable items within the UN HOUSE's office space.

- (a) Furniture: Dusting, cleaning and arranging office furniture, desks, chairs, shelves, cabinets, mats and upholstery.
- (b) Equipment: Dusting and cleaning exterior of computers and other office equipment.
- (c) Fixtures: Dusting, cleaning and setting office fixtures, picture frames, mirrors, stands, and displays, washing of all the UN Office Flags, whenever required.

Handing over:

Following each cleaning and janitorial activity, the contractor shall:

- Relieve the areas from all materials and products.
- Repair, at its own costs, all damages which may have arisen during the performance of its services.

EXPECTED OUTPUTS

The package of services should be provided on regular basis to ensure the working environment of UN premises are in healthy, greening and cleaning conditions. The below highlights show the summary of outputs and detailed requirements are attached as Annex I.

- Cleaning Services: Routing cleaning service is provided including wide types of services on the basis of daily, weekly, monthly and annually.

TECHNICAL SPECIFICATIONS OF THE MATERIALS

1. The materials, products, accessories and appliances proposed by the contractor for the present contract shall conform to the norms in force, be approved by the concerned authorities, and be able to satisfy the demands of UNDP.
2. The contractor shall furnish the technical specifications of the hygienic equipment of the rest rooms. The products and equipment mentioned above shall conform to the norms of international hygiene. The contractor shall be able to furnish justifications and information on the materials' origins (cleaning products) furniture, in the form of invoices, certificates or any other documents.
3. Quality control tests for the materials and products furnished may be undertaken by UNDP or any other specialist appointed by UNDP to confirm whether these materials are in conformity with the norms. The approvals granted to these materials and products shall not prejudice the quality of the services rendered. If the materials and products do not conform to the norms, the contractor shall remedy within a specific deadline. In such a case, the expenses incurred for these tests shall be transmitted to the contractor without prejudice to any other actions of UNDP.
4. Before the beginning of the services, the contractor may be requested to supply samples of products or materials it will use for the execution of its services, for UNDP's approval. Once accepted, these models and samples shall be listed out and kept by UNDP for future reference during technical supervision of cleaning and janitorial services.
5. In any event, the replacement of accessories, material or product shall be agreed upon in writing before any order takes place.

UNDP shall be the only judge of the equivalence of two products or materials. Where there are disagreements, the contractor shall be responsible to provide the materials corresponding to the references on the list, prices being quoted based upon the specifications.

CONTROL & FOLLOW-UP OF SERVICES

Quality and control of furniture, accessories and services: Quality control shall be affected daily by the authorized personnel of the contractor. He/she shall present a detailed report to the Bank, of any event which has occurred or may occur in the execution of the contract.

Repair of degradations and damage: In cases of degradations or damages to UNDP property due to wrong execution of services or inappropriate use of materials, products, accessories and appliances, the contractor shall, at its own expenses, re-perform the services, repair and restore the damaged property. It is the contractor's responsibility to acquire the necessary expertise for the satisfactory performance of its services.

Meetings: A weekly meeting shall take place between the contractor and Facilities Manager to discuss about contract administration. The contractor shall be represented by The Task Manager appointed by the contractor who shall make the necessary decisions in a timely manner, during its weekly as well as any other meetings as requested by the Bank.

Service follow-up: The contractor shall have on site:

- Daily and weekly service sheets
- Monthly service sheets
- Quarterly service sheets
- Service sheets twice a year

These sheets shall contain executed services and problems encountered at the technical and administrative levels as well as on the delivery of services within the specified deadlines. Particular attention shall be made to toilets.

These sheets will state the services performed and the problems encountered at the technical and administrative levels and in meeting deadlines. Special monitoring will be conducted in respect of the washrooms on all floors open to all staff and visitors. To that end, the Contractor's on-site representative shall provide each cleaner assigned to continuous cleaning of washrooms with monitoring sheets to be signed after each round of cleaning of all the washrooms assigned to him /her.

INSTITUTIONAL ARRANGEMENT

As agreed by the UN Operations Management Team, UNDP is leading the competitive procurement process with participation of the agencies concerned for selecting a qualified service provider to provide the package services.

The working hours are as follows:

– Daily services

- Monday to Friday: from 06:30 to 12:30 (Mornings).
- Monday to Friday: from 14:00 to 18:00 (Afternoons).
- Saturday from 07:00 to 12:00

– Weekly services

- Saturday and Sunday
- Permanently for the cleaning of offices with confidential nature as may be determined by the end user and endorsed by UN House Manager.
- Other services (monthly, quarterly, twice a year).
- As per program submitted by the contractor and approved by UNDP.

SECURITY AND INSURANCE

It is the responsibility of the contractor to provide background check information to UNDP NIGERIA of any employees recruited that will be affected to this contract. Any person(s) with child related offenses, sexually related offenses, violent crime, grand theft or burglary offenses will be disqualified to work on any UNDP NIGERIA properties. The cost of the background checks is solely the responsibility of the contractor.

The Contractor must have insurance coverage. The insurance must protect UNDP Nigeria from claims which may arise out of or result from the Contractor's performance of services under the terms of the Contract, whether the services are performed by the Contractor, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts they may be liable. These covers:

- a. Professional Liability, Errors & Omissions
- b. Commercial General Liability
- c. Worker's Compensation, minimum Statutory requirement

LINE OF REPORTING

The UN House Manager and Administrative Officer are the focal point for daily performance management of this service

UN House Manager will be the focal points for UN Agencies internal coordination and contractual related issues.

DURATION OF THE WORK

- The selected contractor will be granted for one-year contract renewable twice subject to satisfactory performance during the first six-month. The total duration of this contract will not exceed three (3) years.
- Date of Commencement of the Work: 15 November 2022

WORK SCHEDULE AND SECURITY REGULATIONS

Work Schedule

- All personnel assigned by the Contractor should follow the government rules on working time as 40 hours per week.
- Working hours for providing the Cleaning Service within UN House Premises shall be as follow:
- Mondays to Thursdays 6.30 am – 4.30 pm
- Fridays:6.30 am – 3.30 pm
- Saturdays: Once a Month for Intensified & Comprehensive Cleaning: 8.0 am – 12 Noon.
- Morning cleaning of offices should cease before or not later than 8:30 am when most staff begin to work.
- The contractor in consultation with UN House Manager, can discuss with respective agency on flexible working hours arrangement.
- The contractor shall follow the UN holiday calendar with total 10 official UN holidays yearly.

Security Regulations

- The UN security rules shall be observed.
- An ID Access – card issued by UN shall be provided to the service team members who should visibly carry the ID card.
- Neither smoking nor consumption of any kind of alcohol is allowed when working in the UN premises.
- Information/documentation encountered in the UN premises remain the properties of the UN and should not be shared with any third person or party.
- All Cleaners must wear approved uniforms at all times while on duty.

SCOPE OF BID PRICE AND SCHEDULE OF PAYMENTS

Bid Price

- The contract price is a fixed monthly rate during the whole contract period.
- The cost quoted should consist of professional service fee, social security coverage of personnel, cleaning materials used by contractor's team, consumption of materials by users and taxes if any.
- The cost of cleaning materials and tools used by cleaning team.

- The minimum cost for consumption supplies provided to customers based on current site.
- Unit price for consumption supplies will also be requested in case the area changes.

Schedule of Payment

- The payment shall be settled on monthly basis in local currency only.

The contractor shall prepare and send invoice to UN Common Service Manager for service rendered on a monthly basis.

QUALIFICATIONS OF THE SUCCESSFUL CONTRACTOR

Qualifications of the Contractor

- A least 5 (five) years of relevant experiences in providing package services of cleaning and janitorial Services.
- Must be registered business license from local authority. (**Evidence:** include a copy of CAC 2 & CAC 7, registration certificate, Evidence of compliance with valid PENCOM (pension compliance certificate) for year 2022 - Evidence of compliance with Social Insurance (Trust fund Certificate) for year 2022, TCC for year 2022)
- Proven track record in rendering satisfactory services to high-end premises, buildings, condominiums, apartments and offices in various business/financial districts. (**Evidence:** include 3 contracts, at least three certificates of satisfactory performance from your top three (3) clients)
- Financially sound and stable, as may be evidenced by authentic financial statements for the past 3 years of operation. (**Evidence:** full audited financial statements for years 2019 – 2020 and 2021, audited statement for years 2022 are accepted)
- Experience in servicing international and diplomatic organizations definitely an advantage, but not mandatorily required. (**Evidence FORM E:** Technical Proposal addressing all the requirement including ANNEX III)
- Compliance with the relevant Government regulations. (**Evidence:** certificates of health; proof of training provided etc.)
- Key personnel as per the requirement (Evidence FORM E: include the CV as per the format in the RFP of all proposed personnel, their respective academic backgrounds, copy of any relevant training related to this RFP and copy of their certificates of Good Conduct)

Qualifications of the Personnel Assigned by the Contractor

The contract personnel will be competent and fully trained to perform their work. The contractor shall ensure that all personnel assigned to this contract meet the following minimum standards:

General qualification for all personnel

All persons assigned by Contractor to the performance of Services under the Contract must be employees of Contractor and must be fully qualified to perform the work assigned to them. For the purpose of this contract, subcontracting is ***not allowed***.

Replacement of personnel is subject to a security background check prior to employment at the expense of the contractor and UNDP NIGERIA explicit approval.

- Be able to effectively understand and carry out rules, orders and instructions.
- Be discreet as far as possible, and respectful of the work that is being carried out.
- Physically and mentally fit to efficiently and effectively perform the daily services required.
- Be healthy and free from all communicable diseases, as proven by periodical medical exams, performed by a licensed local hospital.
- Possess sound physical, stamina and health to perform duties assigned by the contractor.

- Sufficient trustworthiness to be allowed access to offices of the highest UN officials and even the most sensitive areas of the UN premises.
- No criminal background.
- Be trained on use of different cleaning tools and materials.
- Be able to complete regular and assigned task independently .
- Be able to have good hygiene practice.

Task/ Project Manager (on – site service is required): one (1)

- Bachelor’s degree in public administration or business management.
- At least 3 years of relevant supervising and managerial experience.
- Good communication skills.
- Sound English languages skills.

Site Superintendent (on – site is required): one (1)

- Minimum senior secondary school certificate.
- Minimum 3 years of relevant supervising experience.
- Good communication skills.
- Sound English languages skills.

Supervisors (On – site service is mandatory) two (2) 1 male and 1 female

- Minimum senior secondary school certificate
- At least 3 years of relevant supervising experience
- Good communication skills
- Sound English languages skills

Cleaners (number of posts: 36 – thirty-six) 18 Females 18 males

- Evidence of gender parity (submission of 18 CV of females and 18 of males required)
- Proof of no criminal records
- Primary certificate or vocational training
- Kind and courteous
- Able to answer basic queries in English

Annexes to the TOR

Annex I: Scope of Service and Name of Agencies Using the Services

Annex II: Requirement of Cleaning Materials and Environment Consideration

ANNEX III: Detailed Evaluation for Sustainable Criteria (100 Points) (Weight = 30% Of Technical Evaluation)

ANNEX I: SCOPE OF SERVICE AND NAME OF AGENCIES USING THE SERVICES

Service area	Description of Service	Name of Agencies using the services
Task Manager (on-site service is not required)	<ul style="list-style-type: none"> • Task Manager needs to be physically present every day in any of UN Premises. The Task Manager must be reachable at any time for work related communication and coordination. • Coordinate with respective agencies for performance management. • Ensure quality services are provided to the clients. • Conduct regular check, identify issues and provide solutions. • Provide to respective agency the relevant information of personnel who is assigned to the service. • Notify UNDP Nigeria focal point of any personnel change during the contractual period. • Ensure all tools and relevant materials are supplied timely. • Arrange replacement personnel if anyone person is on leave due to any types of reasons including leaves or sickness. • Assist solve problems related to those package services. 	Serve as Project Manager and coordinate with all agencies on routine basis
Cleaning Service	<p><u>Routine Cleaning Service</u></p> <ul style="list-style-type: none"> ▪ On daily basis, clean building entry area, public areas, meeting rooms, reception area and halls. ▪ At least four times a day to clean toilets including toilet bowls, washing basins, mirror, walls and floor; keep available toilet paper, lotion and soap and so on. ▪ Clean kitchen including washing basin, microwaves, refrigerators, fixtures, and furniture. ▪ Clean, wipe, vacuum or dust-remove office furniture, carpets, wood floors, garbage bins, walls etc. ▪ Wash, mop or wipe stairs, corridors, and stone floors. ▪ Clean all glasses, mirrors, and baseboards inside rooms, clean all balconies. ▪ Dispose al wastes in refuse bins within the offices. ▪ Support the green office initiative, i.e., economize the use of water and electricity and help the practice of green office actions whenever applicable. ▪ Provide support services as required such as seating rearrangement, event/office functions preparation, copying, binding etc. ▪ Provide tea service to visitors if required. <p><u>Weekly cleaning tasks</u></p> <ul style="list-style-type: none"> ▪ Clean rubber mats at entrance areas. ▪ Vacuum cleaning all carpets twice a week. ▪ Clean all glass windows, doors and handles. ▪ Refrigerators in the kitchens and water room. 	UN House Premises

	<ul style="list-style-type: none">▪ Clean and wipe building entrance glass doors and frames. <p><u>Monthly cleaning tasks</u></p> <ul style="list-style-type: none">▪ Clean all sofas and chairs.▪ Clean and wipe all lights and lamps in the offices.▪ Clean all external parts of the widows from the ground floor to the last floor.▪ Clean and remove all cobwebs around the buildings and dusts films around external window. <p><u>Annual cleaning tasks</u></p> <ul style="list-style-type: none">▪ Clean all window glasses twice a year.▪ Conduct exercise of eliminating cockroaches twice a year.▪ Clean and maintain air conditioners once a year.	
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ANNEX II: CLEANING MATERIALS AND CONSUMPTION SUPPLIES

The contractor shall provide equipment and cleaning materials as well as consumption supplies for performing the services listed in the Terms of Reference.

All related cost associated with equipment, cleaning materials and supplies shall be included in the price for the package of serviced.

All products used inside the UN premises must be environmentally friendly and comply with the national environmental regulations and this Terms of Reference.

The bidders are requested to submit the list of products that will be utilized in the UN premises, see below details.

Cleaning materials and tools used by Contractor's Personnel

- Uniform for all contractors' personnel assigned to the work
- Cleaning devices and tools should be provided to cleaning team, such as vacuum cleaner, water barrels, watering pots, brooms, dustpan, rubber gloves, duster cloth, garbage bags and so on.
- Detergents including glass lotion, toilet lotion, wax-removing detergent, dust-collecting detergent, disinfect lotion, cleanser etc.
- Necessary insecticides for killing insects and fertilizers for breeding and nurturing flowers and maintaining works.

Consumption supplies provided to customers

- Toilet paper in roll to provide to all rest rooms
- Paper towel in package to be provided to all rest rooms
- Hand wash in bottle to be provided to all rest rooms
- Dish wash in bottle to be provided to all kitchens

Supplies and Storage

- Supplies of above goods are to be ordered, received, stored and managed by UNCS and issued to the cleaning service supervisor on request.
- An issue request form is to be completed by the cleaning supervisor and signed by UNCS designated staff before toiletries are issued.
- Materials received are to be stored in the Common Service's storeroom.

Environmental consideration and requirement

- Cleaning materials must be environmental and human friendly
- The Contractor should support the green office initiative, i.e. economize the use of water and electricity and help the practice of green office actions whenever applicable
- Pursuing continuous improvement in environmental performance, reducing energy and water consumption, increasing re-use and recycling wherever necessary
- The company should keep the recycled/hazardous waste in the designated storage place and discharge them in proper manner according to the national environmental regulations
- Provide reminding message on reducing the waste or recycling wherever necessary

No plastic bags or plastic containers are allowed within UN HOUSE

ANNEX III: DETAILED EVALUATION FOR SUSTAINABLE CRITERIA (120 POINTS)

UNDP Nigeria is seeking to recruit a service provider that will assist in reducing cost and ensuring that value for money. The service provider is also expected to recognize the need to protect the environment and that social aspects concerning its employees are respected. bidders are required to indicate the level of engagement and compliance with the terms of reference in relation to sustainability and demonstrate their current status.

1. Economy (30 points)

Criterion	Description	Points
Sourcing of raw materials from local suppliers.	Explain the proposed sourcing modalities.	05
Less Energy consuming products with energy saving potential.	Explain the sourcing approaches.	05
Durable Equipment that will be used many years.	Provide example.	05
Assist UNDP Nigeria reduce cost and increase productivity from more efficient use of resources and reduction of waste and in existing products and processes in relation to cleaning.	Explain in detail the approach.	05
Support UNDP Nigeria in finding more sustainable means as regards to cleaning and janitor services.	Explain in detail the approach.	05
Cleaning methods that use less water.	Explain in detail the methods.	05
MAXIMUM TOTAL OBTAINABLE POINTS		30
ENDED		

2. Environment (40 points)

When possible, the Service Provider is expected to the use green cleaning products and green cleaning techniques, appropriate work instructions and cleaning plans for the buildings, provide training for staff on cleaning techniques and the handling of chemicals and waste, and have in place monitoring and reporting plans on performance, training and chemical use. The provider is requested to indicate to what extent they compliant with are environmental as regards to the following:

Criterion	Description	Points
Use of plastic for packaging and collection and transport of rubbish	Explain in detail the approach.	05
Packaging of consumables does not contain PVC or other chlorinated plastics.	Explain in detail the approach.	05
Packaging materials are separable and at least 80 percent of the packaging by weight consists of material that are readily available.	Explain in detail the approach.	05
Cardboard packaging consisting of at least 80 percent recyclable material.	Explain in detail the approach.	05
Material, moving and handling equipment used in the building have the minimum carbon footprint possible.	Explain in detail the approach.	05
Products ARE be delivered with clear dosing instructions to avoid over-application by the use.	Explain in detail the approach.	05
Sprays containing propellants must not be used.	Explain in detail the approach.	05
Products are supplied as concentrates requiring dilution	Explain in detail the approach.	05

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.		
MAXIMUM TOTAL OBTAINABLE POINTS		40
ENDED		

3. Social (40 points)

The social aspect relates to the staff employed by the service provider. The Bank would like to see how the staff are treated in terms of the following criteria.

Criterion	Description	Points
Equal remuneration to all staff regardless of their ethnicity, background, migrant status, sex etc.	Explain in detail the approach.	05
Payment of statutory benefits on behalf of staff to relevant authorities.	Explain in detail the approach.	05
Compliance with all wage and hour laws. Workers' compensations must be guaranteed in accordance with national applicable laws and regulations.	Explain in detail the approach.	05
Employing Staff coming from the local communities.	Explain in detail the approach.	05
Comply to elimination of all forms of forced or compulsory labour.	Explain in detail the approach.	05
No employment vulnerable populations such as young children, pregnant women, elderly or people sensitive to chemical exposure.	Explain in detail the approach.	05
Compliance with and respect of local laws and customs when establishing standardized ethical and moral conducts.	Explain in detail the approach.	05
An occupational health and safety policy: <ul style="list-style-type: none"> • First aid and accident arrangements, • Occupational health and safety training for staff, • Regular equipment maintenance, and • Use of protective gears- clothing, boots, gloves for staff depending on the nature of the nature of the job they do. 	Explain in detail the approach.	05
MAXIMUM OBTAINABLE POINTS		40
ENDED		