



Product Sheet

Sustainable Procurement Guidelines for Office Stationery

Toner cartridges and ink

Basic sustainability criteria and verification instructions for all regions

Basic sustainability criteria: these address the most significant environmental and social impacts and require minimum effort in verification and minimal increases (if any) in price.

Regions covered: **All Regions**

This Product Sheet is divided into four sections:

[Section 1: Sustainability and verification criteria](#) for the following:

Toner cartridges and ink

[Section 2: Information sources](#)

[Annex 1: Evaluation/award criteria matrix](#)

[Annex 2: Check-list](#)

For further information on any of the issues addressed in this Product Sheet, please consult the **Sustainable Procurement Guidelines for Office Stationery - Background Report**.

Section 1: Sustainability and verification criteria for Office Stationery Toner cartridges and ink

Basic requirements

SUSTAINABILITY CRITERIA	VERIFICATION
A – Procurement planning: subject matter (defining what will be purchased)	
Provision of toner (or printer) cartridges made in an environmentally and socially responsible way	
B – Requirement definition: specifications (compulsory requirements that product must fulfil)	
<p>Heavy metals and azo-colorants in toner (ink)</p> <p>Toners must not be manufactured with a combined total (i.e. maximum) of more than 100 ppm (milligrams per kilogramme) of heavy metals (lead, mercury, cadmium, chromium or nickel).</p>	<p>All products carrying the Blaue Engel (German ecolabel), the Umweltzeichen (Austrian ecolabel), the Eco Mark Japan, Ecologo, Thai Green Label or the Nordic Swan ecolabel will be deemed to comply.</p> <p>Any other appropriate means of proof demonstrating that the criteria are met will also be accepted, such as a technical dossier from the manufacturer, a test report from a recognised body showing compliance, or a declaration from the manufacturer. 'Recognised bodies' are test and calibration laboratories and certification and inspection bodies which comply with applicable regional, national and/or international standards.</p>

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SUSTAINABILITY CRITERIA	VERIFICATION
C - Sourcing Suppliers (use in pre-qualification)	
<p>Compliance with environmental legislation (see Implementation Note)</p> <p>Bidders shall not be permitted to take part in a contract if they:</p> <p>Have been found guilty of grave professional misconduct, including non-compliance with environmental legislation, proven by any means which the contracting authorities can demonstrate; or have not fulfilled obligations relating to the payment of social security contributions in accordance with the legal provisions of the country in which he/she is established or with those of the country of the contracting authority.</p>	<p>Bidders must provide a declaration that they meet this criterion. Upon request, they may be asked to provide documentary proof to support this declaration.</p>
<p>Production of the product according to international labour standards (self-declaration)</p> <p>The bidder shall provide proof that they and the manufacturers of the cleaning products comply with the international working standards (ILO Core Conventions) listed below throughout the whole supply chain. The supply chain includes producers and manufacturers of all cleaning products that are the subject of this contract. Furthermore it includes contracted labour (contract manufacturers) that may market, manufacture and/or provide goods and services that are used to manufacture and supply the final product.</p> <ul style="list-style-type: none"> • Freedom of Association and Protection of the Right to Organise (No. 87) • Right to Organise and Collective Bargaining (No. 98) • Forced Labour (No. 29) • Abolition of Forced Labour (No. 105) • Discrimination (Employment and Occupation) (No. 111) • Equal Remuneration (No. 100) • Minimum Age (No. 138) • Worst Forms of Child Labour (No. 182) 	<p>The bidder is required to submit appropriate proof that these requirements have been met, such as a written self-commitment/declaration (such as a current industry code of conduct declaration) that the requirements are met, together with documented support of the implementation and monitoring of measures</p>
<p>Written corporate environmental policy</p> <p>The bidder and the manufacturer of the final product(s) are required to demonstrate the existence and public availability of a written corporate environmental policy, consistent with ISO 14001 (International Organisation for Standardisation), or equivalent.</p>	<p>Proof of compliance is the written corporate environmental policy, consistent with ISO 14001 (International Organisation for Standardisation), or equivalent. Any other appropriate means of proof will also be accepted.</p>

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SUSTAINABILITY CRITERIA	VERIFICATION
D – Evaluation: award/evaluation criteria (awarding the contract and allocating bonus points)	
<p>Harmful and hazardous substances in toner (ink)</p> <p>Points shall be awarded if the toners do not contain harmful and hazardous substances or chemicals that are classified as toxic, carcinogenic, harmful to reproduction or harmful to the environment according to national or international classification standards.</p>	<p>A list of all ingredients constituting greater than 0.1% of the product for each of the cleaning products supplied along with a declaration prepared by the manufacturer showing compliance with this criterion shall be provided.</p> <p>All products carrying the Blaue Engel (German ecolabel), Nordic Swan, Umweltzeichen (Austrian ecolabel), the Eco Mark Japan or the Thai Green Label will be deemed to comply.</p> <p>Alternatively a technical dossier from the manufacturer or a test report from a recognised body showing compliance may be provided. 'Recognised bodies' are test and calibration laboratories and certification and inspection bodies which comply with applicable regional, national and/or international standards.</p>
<p>Re-used/Remanufactured cartridges</p> <p>Points shall be awarded if cartridges are re-used or remanufactured</p> <p>Quality and guarantee: In order to guarantee the suitability of the toner cartridge for office machines (e.g. printers, photocopiers), a sample of the product must be provided to the purchasing authority to conduct quality tests.</p>	<p>Bidders must provide a declaration that they meet this criterion. Upon request, they may be asked to provide documentary proof to support this declaration.</p>
<p>Recycled content</p> <p>Points shall be awarded if a minimum of 75% by weight of the toner cartridge (excluding toner/ink) consists of recycled parts material.</p>	<p>All products carrying the Blaue Engel (German ecolabel), Nordic Swan, Umweltzeichen (Austrian ecolabel), Ecologo or the Eco Mark Japan will be deemed to comply.</p> <p>Any other appropriate means of proof demonstrating that the criteria are met will also be accepted, such as a technical dossier from the manufacturer, a test report from a recognised body showing compliance, or a declaration from the manufacturer.</p> <p>Bidders shall demonstrate compliance with the criterion of "quality and guarantee" in writing. 'Recognised bodies' are test and calibration laboratories and certification and inspection bodies which comply with applicable regional, national and/or international standards.</p>

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SUSTAINABILITY CRITERIA	VERIFICATION
<p>Take-back scheme</p> <p>Points shall be awarded if bidders ensure that empty and used printing cartridges are taken back for the purpose of reusing and recycling the toner cartridge. Within the scope of such a scheme empty and used printing modules (including their components) supplied by the applicant must be taken back for the purpose of reprocessing and recycling.</p> <p>Information on the terms of the take-back scheme as well as the return station shall be included on the product packaging. Information/instructions on appropriate handling of the toner cartridges, e.g. for opening and closing, shall also be provided on the product itself.</p>	<p>Bidders must provide appropriate documentation of the existence of a toner/printer cartridge take-back scheme.</p> <p>Bidders must demonstrate the existence of appropriate information/instructions on handling cartridges.</p>
<p>Environmentally friendly packaging</p> <p>Points shall be awarded for products for which:</p> <ul style="list-style-type: none"> • The packaging for the paper/paper consumables does not contain PVC or other chlorinated plastics. • The packaging materials are able to be separated into mono-material parts, and at least 80 percent of the packaging by weight consists of materials that are readily recyclable (with locally available recycling systems) or can be composted. • The cardboard packaging consists of 80% recycled material. 	<p>Bidders must provide a list of the different packaging materials used for the product, their weight and a declaration by the packaging producer/s where the percentage of recycled content for cardboard in their packaging is specified.</p>
<p>Operational, third-party certified, environmental management system</p> <p>Points shall be awarded if the bidding company can provide certificate(s) from the manufacturer(s) that they and all companies throughout the whole product supply chain engaged in the design or manufacture of the product have an operational, third-party certified, environmental management system that meets one of three recognised systems: ISO 14001, European EMAS, U.S. EPA Performance Track, or equivalent.</p>	<p>The bidder is required to provide certificates for all the companies in the supply chain of the third-party certified environmental management system, such as ISO 14001, European EMAS, U.S. EPA Performance Track or equivalent.</p>

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SUSTAINABILITY CRITERIA	VERIFICATION
E - Contract Clauses – for Systems Contracts only - (include in contract conditions)	
<p>Production of the product according to international labour standards (self declaration)</p> <p>The contractor shall ensure that the producers and manufacturers of the cleaning products comply with the international working standards (ILO Core Conventions) listed below throughout the whole supply chain during the term of the contract. The supply chain includes producers and manufacturers of all the cleaning products that are the subject of this contract. Furthermore it includes contracted (contract manufacturers) that may design, market, manufacture and/or provide goods and services that are used to manufacture and supply the final product.</p> <ul style="list-style-type: none"> • Freedom of Association and Protection of the Right to Organise (No. 87) • Right to Organise and Collective Bargaining (No. 98) • Forced Labour (No. 29) • Abolition of Forced Labour (No. 105) • Discrimination (Employment and Occupation) (No. 111) • Equal Remuneration (No. 100) • Minimum Age (No. 138) • Worst Forms of Child Labour (No. 182) 	<p>Upon demand the contractor is required to submit appropriate proof that these requirements have been met, such as a written self-commitment/declaration (such as a current industry code of conduct declaration) that the requirements are met, together with documented support of the implementation and monitoring of measures</p>
<p>Emissions from transport of the product</p> <p>The contractor shall provide information in terms of figures regarding the amount of CO₂ emissions from the transportation of products supplied for the contract.</p> <p>By the end of the contract, the contractor shall demonstrate the efforts made of trying to reduce the emissions of CO₂ through transportation of products.</p>	<p>A report shall be provided by the contractor calculating the CO₂ emissions from transportation of products for the contract.</p>
<p>Take-back scheme (if successful bidder has one – see D-Evaluation criteria)</p> <p>Empty and used printing cartridges shall be taken back by the contractor for the purpose of reusing/reprocessing and recycling.</p> <p>Information on the terms of the take-back scheme as well as the return station shall be included on the product packaging. Information/instructions on appropriate handling of the toner cartridges, e.g. for</p>	<p>The contractor must provide appropriate documentation where the take-back scheme is stated.</p> <p>The contractor must demonstrate the existence of appropriate information/instructions on handling cartridges.</p>

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SUSTAINABILITY CRITERIA	VERIFICATION
opening and closing, shall also be provided on the product itself.	
Disposal The contractor shall ensure that remaining toner in used cartridges is recycled or disposed of in a manner that complies with all environmental and human health and safety laws.	The bidder is required to submit appropriate proof that this requirement will be met, such as through a written self-commitment/declaration.

Implementation notes

B – Requirement definition: Specifications - Reference to ecolabels in verification

Other relevant ecolabels may also exist in your region which may also be used to verify compliance. Please check if they are a Type I ecolabel, according to ISO 14024, and ensure they demonstrate compliance with the criteria presented here. For more information on ecolabels and environmental labels and their use in the UN procurement process, please consult: “A Guide to Environmental Labels for United Nations Procurers” published by UNOPS and UNEP (as part of the SUN initiative) (May 2009). For more information regarding ecolabels available globally, please consult the website of the Global Ecolabelling Network (GEN): <http://www.globalecolabelling.net>

C – Sourcing suppliers – Compliance with environmental legislation

Where appropriate, the contracting authorities should ask bidders to supply relevant documents and, where they have doubts concerning the personal situation of a bidder, they may seek the co-operation of the competent authorities in the particular country.

The exclusion of such economic operators should take place as soon as the contracting authority has knowledge of a judgement concerning such offences. If national law contains provisions to this effect, non-compliance with environmental legislation or legislation on unlawful agreements in public contracts which has been the subject of a final judgement or a decision having equivalent effect may be considered an offence concerning the professional conduct of the economic operator concerned or grave misconduct.

Exclusion of suppliers on the basis of non-compliance with environmental legislation may prove impractical in situations where a strong legal framework and enforcement is not in place. The procurer will need to assess their own situation.

Section 2: Information sources

- Austrian ecolabel (“Österreichische Umweltzeichen” - the Austrian ecolabel): <http://www.umweltzeichen.at/>. Specific criteria used:
 - UZ 57: Office and School Articles
 - UZ 11: Toners
 - UZ 18: Products made from Recycled Paper
 - UZ 02: Graphic Paper
- Blue Angel (“Blaue Engel” - the German ecolabel): Specific criteria sets used:
 - RAL-UZ 14: Recycled Paper (covering copy paper, envelopes, labels, paper, recycled paper, self-stick notes and writing paper)
 - RAL-UZ 55: Recycled Printing Modules Refilled with Toner
- Chlorine-Free Products Association (CFPA) (a certification standard to address the bleaching process of paper, primarily): <http://www.chlorinefreeproducts.org/>
- Clement, S (2006): The Procura⁺ Manual. A Guide to Cost-Effective Sustainable Public Procurement (2nd Edition). ICLEI – Local Governments for Sustainability (2007): <http://www.procuraplus.org/index.php?id=4611>
- Ecologo (North American ecolabel): <http://www.ecologo.org/>. Specific criteria used:
 - CCD-077: Printing and writing paper
 - CCD-080: Envelopes
 - CD-075: Pulp
 - CCD-040: Printing inks
- Eco Mark Japan (Japanese ecolabel): <http://www.ecomark.jp/english/>. Specific criteria sets used:
 - Product Category 113, “Packaging Paper Version 2.3”
 - Product Category 102, “Printing Ink Version 2.2”
 - Product Category 135, “Toner Cartridge Version 1.4”
 - Product Category 142, “Ink Cartridges Version 1.0”
- European Commission GPP Training Toolkit: http://ec.europa.eu/environment/gpp/toolkit_en.htm
- Forest Stewardship Council (FSC) (environmental and social third-party certification scheme that promotes responsible management of the world’s forests): <http://www.fsc.org>
- Green Seal (National ecolabel for America, USA): <http://www.green seal.org>. Specific criteria sets used:
 - GS-7: Green Seal Environmental Standard for Printing and Writing Paper
 - GS-10: Green Seal Environmental Standard for Coated printing paper
- NF Environnement (French ecolabel): <http://www.marque-nf.com/>. Specific criteria:
 - REGNF 316: Envelopes
 - REGNF 335: Toners
- Nordic Swan (Scandinavian ecolabel): Specific criteria sets used:
 - Copying and Printing Paper: Basic Module, Supplementary Module
 - Paper Envelopes: Supplementary Module
 - Writing Instruments
 - Toner Cartridges (remanufactured)
- Office Depot. Greener Office Guide: <http://www.officedepot.eu/GreenerOffice/>
- Programme for the Endorsement of Forest Certification (PEFC) (promotes sustainable forest management - environmentally, socially beneficial and economically viable management of forests for present and future generations - through independent third party forest certification): <http://www.pefc.org>
- Responsible Purchasing Guide: Copy Paper. Responsible Purchasing Network, 2008

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- Thai Green Label Scheme (Thailand national ecolabel): <http://www.tei.or.th/greenlabel/>.
Specific criteria sets used:
TGL-8-97: Paper (covering printing and writing paper requirements)
TGL-30-R1-03: Toner Cartridge
TGL-29-00: Writing Instruments
- UNDP Environmental Procurement Practice Guide. Volumes 1 and 2. UNDP Bureau of Management, Procurement Support Office (2008): <http://www.undp.org/procurement>
- UNON Supplier Sustainable Procurement Guidelines (Annex G)

Annex 1: Evaluation/Award criteria matrix

This matrix provides a model which procurers may wish to use in the evaluation/award phase of the procurement process. The matrix (provided below) should serve as an example of how procurers can allocate bonus points for sustainability criteria when evaluating competing bids.

The evaluation criteria, for instance, in the form of the evaluation matrix, should be included as an annex in the tender documents published by the procurement/contracting authority.

The sustainability criteria included in the evaluation phase should be considered alongside other standard evaluation criteria, such as cost (ideally full costs over the lifetime of the product, i.e. life-cycle costing) and quality. As a rule of thumb, the total weighting given to sustainability criteria is recommended to be about 20% of the total points given to all evaluation criteria.

TONER CARTRIDGES & INK - Sustainability evaluation criteria	Bonus points (max. 100 points)	Score
<p>1. Harmful and hazardous substances in toner (ink)</p> <p>Points shall be awarded if the toners do not contain harmful and hazardous substances or chemicals that are classified as toxic, carcinogenic, harmful to reproduction or harmful to the environment according to national or international classification standards.</p>	<p>Fulfilment of criterion = 20 points</p> <p>Non-fulfilment of criterion = 0 points</p>	
<p>2. Re-used/Remanufactured cartridges</p> <p>Points shall be awarded if cartridges are re-used or remanufactured</p> <p>Quality and guarantee: In order to guarantee the suitability of the toner cartridge for office machines (e.g. printers, photocopiers), a sample of the product must be provided to the purchasing authority to conduct quality tests.</p>	<p>Fulfilment of criterion = 20 points</p> <p>Non-fulfilment of criterion = 0 points</p>	
<p>3. Recycled content</p> <p>Points shall be awarded if a minimum of 75% by weight of the toner cartridge (excluding toner/ink) consists of recycled material.</p>	<p>Fulfilment of criterion = 15 points</p> <p>Non-fulfilment of criterion = 0 points</p>	
<p>4. Take-back scheme</p> <p>Points shall be awarded if bidders ensure that empty and used printing cartridges are taken back for the purpose of reusing and recycling the toner cartridge. Within the scope of such a scheme empty and used printing modules (including their components) supplied by the applicant must be taken back for the purpose of reprocessing and recycling.</p> <p>Information on the terms of the take-back scheme as well as the return station shall be included on the product packaging.</p> <p>Information/instructions on appropriate handling of the toner cartridges, e.g. for opening and closing, shall also be provided on the product itself.</p>	<p>Fulfilment of criterion = 15 points</p> <p>Non-fulfilment of criterion = 0 points</p>	
<p>5. Packaging</p> <p>Points shall be awarded if the packaging for the printer/toner cartridges do not contain PVC or other chlorinated plastics.</p>	<p>Fulfilment of criterion = 10 points</p> <p>Non-fulfilment of criterion = 0 points</p>	

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<p>The packaging materials shall be able to be separated into mono-material parts. At least 80 percent of the packaging by weight shall consist of materials that are readily recyclable (with locally available recycling systems) or can be composted.</p> <p>The cardboard packaging shall consist of 80% recycled material.</p>		
<p>6. Operational, third-party certified, environmental management system</p> <p>Points shall be awarded if the bidding company can provide certificate(s) from the manufacturer(s) that they and all companies throughout the whole product supply chain engaged in the design or manufacture of the product have an operational, third-party certified, environmental management system that meets one of three recognised systems: ISO 14001, European EMAS, U.S. EPA Performance Track, or equivalent.</p>	<p>Fulfilment of criterion = 20 points Non-fulfilment of criterion = 0 points</p>	
<p>SUM</p>		

Annex 2:

Check-list for selection of Sustainable Office Stationery products (basic requirements for all regions)

The following check-list is designed to:

- Provide an quick overview of the criteria presented above
- Be used by UN procurers/requisitioners in assessing different offers

The Check-list only includes general headings does not include the criteria themselves. The criteria are presented in the document above.

For specifications and sourcing criteria, the procurer should insert “yes” or “no” in the final column depending on whether the product or service meets the criteria presented above.

For each award/evaluation criteria, the procurer should assess the performance of the product or service being evaluated and decide how many points should be awarded.

Check-list: Toner cartridges and ink	
B - Requirement definition: specifications (compulsory requirements that the product must fulfil)	Yes/No
Heavy metals and azo-colorants in toner (ink)	
C - Sourcing suppliers (use in pre-qualification)	Yes/No
Compliance with environmental legislation	
Production of the product according to international labour standards (self-declaration)	
Written corporate environmental policy	
D - Evaluation: award/evaluation criteria (awarding the contract and allocating bonus points)	Points
Harmful and hazardous substances in toner (ink)	
Re-used/Remanufactured cartridges	
Recycled content	
Take-back scheme	
Environmentally-friendly packaging	
Operational, third-party certified, environmental management system	
E – Contract clauses – for Systems Contracts only – (include in contract conditions)	Yes/No
Production of the product according to international labour standards (self-declaration)	
Emissions from transport of the product	
Take-back scheme	
Disposal	