



# Product Sheet

## Sustainable Procurement Guidelines for Office Stationery

**Paper for writing, copying and printing purposes (general office use)**

### **Basic sustainability criteria and verification instructions**

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:

Paper for writing, copying and printing purposes (general office use)

[Section 2: Information sources](#)

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

[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

## Paper for writing, copying & printing purposes (general office use)

### Basic requirements

SUSTAINABILITY CRITERIA	VERIFICATION
<p><b>A – Procurement planning: subject matter (defining what will be purchased)</b></p> <p>Provision of paper for office used made in an environmentally and socially responsible way</p> <p><b>B – Requirement definition: specifications (compulsory requirements that product must fulfil)</b></p>	
<p><b>Recovered paper fibres</b> (see Implementation Note)</p> <p>Paper must be made from 100% recovered paper fibres.</p> <p>Recovered paper fibres include both post-consumer recycled fibres and pre-consumer recycled fibres from paper mills, also known as broke. Post-consumer recycled fibres may come from consumers, offices, printing houses, bookbinders or similar.</p>	<p>Products carrying the Blaue Engel (German ecolabel), Umweltzeichen (Austrian ecolabel) or the FSC Recycled label will be deemed to comply.</p> <p>The European Ecolabel, the Green Seal ecolabel and the PEFC label can also serve as means of proof if it is specified that the paper is made from 100% recovered paper fibres.</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
<p><b>Elementary chlorine free (ECF)</b></p> <p>The paper must be at least Elementary Chlorine Free (ECF). Totally chlorine free (TCF) will also be accepted.</p>	<p>All products carrying the European Ecolabel, Blaue Engel (German ecolabel), Nordic Swan, Eco Mark Japan, Chlorine-Free Products Association (CFPA) label or the Green Seal 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>
<p><b>Whiteness</b> (see Implementation Note)</p> <p>The whiteness level must be &lt;90 according to ISO 2470:1999 or equivalent.</p>	<p>Bidders must provide written proof that they meet this criterion.</p>
<p><b>Technical quality</b></p> <p>Paper must be fit for use with standard office machinery (e.g. printers, photocopiers) in accordance with relevant national or regional standards such as to DIN 190309, AFNOR Q11-013 or equivalent.</p>	<p>Products certified according to DIN 190309, AFNOR Q11-013, or equivalent, will be deemed to comply with the criterion.</p> <p>Otherwise a sample of the product must be provided to the purchasing authority to conduct quality tests.</p>

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SUSTAINABILITY CRITERIA	VERIFICATION
<b>C - Sourcing Suppliers (use in pre-qualification)</b>	
<p><b>Compliance with environmental legislation</b> (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><b>Production of the product according to international labour standards (self-declaration)</b></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"> <li>• Freedom of Association and Protection of the Right to Organise (No. 87)</li> <li>• Right to Organise and Collective Bargaining (No. 98)</li> <li>• Forced Labour (No. 29)</li> <li>• Abolition of Forced Labour (No. 105)</li> <li>• Discrimination (Employment and Occupation) (No. 111)</li> <li>• Equal Remuneration (No. 100)</li> <li>• Minimum Age (No. 138)</li> <li>• Worst Forms of Child Labour (No. 182)</li> </ul>	<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><b>Written corporate environmental policy</b></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
<p><b>D – Evaluation: award/evaluation criteria (awarding the contract and allocating bonus points)</b></p>	
<p><b>Ecological criteria regarding paper production</b> (see Implementation Note)</p> <p>Points shall be awarded for products which meet the ecological criteria of the Blaue Engel (German ecolabel), the European Ecolabel, the Nordic Swan, the Austrian Ecolabel, the Eco Mark Japan, or Ecologo (<i>or the Thai Green Label – see Implementation Note</i>) or equivalent, directly related to the product or production process (and not the management practices of the factory). Full criteria documents are available at:</p> <p>European Ecolabel – copying and graphic paper:  <a href="http://ec.europa.eu/environment/ecolabel/product/pg_copyingpaper_en.htm">http://ec.europa.eu/environment/ecolabel/product/pg_copyingpaper_en.htm</a></p> <p>Nordic Swan – copying and printing paper:  <a href="http://www.svanen.nu/Default.aspx?tabName=CriteriaDetailEng&amp;menuItemID=7056&amp;pgr=44">http://www.svanen.nu/Default.aspx?tabName=CriteriaDetailEng&amp;menuItemID=7056&amp;pgr=44</a></p> <p>Blaue Engel (German ecolabel): <a href="http://www.blauer-engel.de/downloads/vergabegrundlagen_en/e-UZ-014.pdf">http://www.blauer-engel.de/downloads/vergabegrundlagen_en/e-UZ-014.pdf</a></p> <p>Austrian Ecolabel – UZ18 Recycled paper products:  <a href="http://www.umweltzeichen.at/filemanager/list/15672/">http://www.umweltzeichen.at/filemanager/list/15672/</a></p> <p>Eco Mark Japan – printing paper: <a href="http://www.ecomark.jp/english/pdf/107eC24.pdf">http://www.ecomark.jp/english/pdf/107eC24.pdf</a></p> <p>Ecologo – printing and writing paper: <a href="http://www.ecologo.org/en/seeourcriteria/details.asp?ccd_id=302">http://www.ecologo.org/en/seeourcriteria/details.asp?ccd_id=302</a></p> <p>(<i>Thai Green Label Scheme – paper TGL-8-97 (printing and writing paper requirements)</i>):  <a href="http://www.tei.or.th/greenlabel/">http://www.tei.or.th/greenlabel/</a></p>	<p>Products carrying the Blaue Engel (German ecolabel), the European Ecolabel, Nordic Swan, Austrian Ecolabel, Ecologo (<i>or the Thai Green Label – see Implementation Note</i>) will be deemed to comply. 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>
<p><b>Environmentally friendly packaging</b></p> <p>Points shall be awarded for products for which:</p> <ul style="list-style-type: none"> <li>• The packaging for the paper/paper consumables does not contain PVC or other chlorinated plastics.</li> <li>• The packaging materials is 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.</li> <li>• The cardboard packaging consists of 80% recycled material.</li> </ul>	<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>

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SUSTAINABILITY CRITERIA	VERIFICATION
<p><b>Operational, third-party certified, environmental management system</b></p> <p>Points shall be awarded if the bidder provides certificates 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><b>E - Contract Clauses – for Systems Contracts only - (include in contract conditions)</b></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>
<p><b>Production of the product according to international labour standards (self-declaration)</b></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"> <li>• Freedom of Association and Protection of the Right to Organise (No. 87)</li> <li>• Right to Organise and Collective Bargaining (No. 98)</li> <li>• Forced Labour (No. 29)</li> <li>• Abolition of Forced Labour (No. 105)</li> <li>• Discrimination (Employment and Occupation) (No. 111)</li> <li>• Equal Remuneration (No. 100)</li> <li>• Minimum Age (No. 138)</li> <li>• Worst Forms of Child Labour (No. 182)</li> </ul>	<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><b>Emissions from transport of the product</b></p> <p>The contractor shall provide information in terms of figures regarding the amount of CO<sub>2</sub> 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 CO<sub>2</sub> through transportation of products.</p>	<p>A report shall be provided by the contractor calculating the CO<sub>2</sub> emissions from transportation of products for the contract.</p>

## Implementation notes

### **B – Requirement definition: specifications - Recovered paper fibres**

**1) Virgin wood fibres.** For some regions, such as Africa, Latin America or the Middle East, it may not be possible to purchase paper made from 100% recovered fibres due to higher cost and/or insufficient market supply. In these cases it is recommended that the paper purchased is from either recovered or sustainably harvested virgin fibres. The specifications for purchasing paper made of virgin paper fibres should be as follows:

All virgin wood fibres for pulp production shall come from forests that are managed so as to implement the principles and measures aimed at ensuring sustainable forest management.

In Europe, these principles and measures shall at least correspond to those of the Pan-European Operational Level Guidelines for Sustainable Forest Management, as endorsed by the Lisbon Ministerial Conference on the Protection of Forests in Europe (2 to 4 June 1998). Outside Europe they shall at least correspond to the UNCED Forest Principles (Rio de Janeiro, June 1992) and, where applicable, to the criteria or guidelines for sustainable forest management as adopted under the respective international and regional initiatives (ITTO, Montreal Process, Tarapoto Process, UNEP/FAO Dry-Zone Africa Initiative).

Verification: All products carrying the FSC label, European Ecolabel, Nordic Swan will be deemed to comply.

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.

**2) Verification.** For more detailed information on how the European Ecolabel, the Green Seal and the PEFC label can be used as a means of proof for the specification, please refer to the marketing instructions of each label. The Ecologo is working towards offering this possibility in future. Please check with the Ecologo directly for the latest information.

### **B – Requirement definition: specifications - Whiteness level**

The purchasing/contracting authority may choose to use a whiteness level of less than 90. A whiteness level of above 90 would require that the paper is treated with optical brightening agents. Levels as low as 60 are of a good enough quality for everyday office use, but this is a matter of taste.

### **B – Requirement definition: specifications - Specifications or evaluation/award criteria**

Where the purchasing/contracting authority is unsure about the price and availability of ecolabelled products on the local market, the above Specifications can be used instead as Award/Evaluation criteria. Where a points based evaluation system is used, these criteria could, for example, be given a 15% weighting in the final evaluation. Alternatively, carrying out some initial market research may help to indicate whether products are available on the market.

### **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 procurement Practitioners of the United Nations system" published by UNOPS and UNEP (as part of the HLCS/SUN sustainable procurement initiative) (July 2009).

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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.

### **D – Evaluation: award/evaluation - Paper production**

It is recommended that this criterion be used in regions where a Type-I ecolabel exists which includes criteria on the paper production process (not on the management practices at the factory). It is likely that this criterion can only be used in Europe, North America, Japan and Thailand.

In Europe, North America & Japan reference to the Thai Green Label should not be made. This reference should only be included in South-east Asia. This is because the criteria are slightly less strict than those for the other ecolabels.

Other relevant ecolabels may also exist in your region and may also be included here. Please check if they are a Type I ecolabel, according to ISO 14024. 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).

## 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<sup>+</sup> 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](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.

<b>PAPER - Sustainability evaluation criteria</b>	<b>Bonus points (max. 100)</b>	<b>Score</b>
<p><b>1. Paper production</b></p> <p>Products which meet the ecological criteria of the Blaue Engel (German ecolabel), the European Ecolabel, the Nordic Swan, the Austrian Ecolabel, the Eco Mark Japan, or Ecologo directly related to the product or production processes (and not the management practices of the factory).</p>	<p>Fulfilment of criterion = 70 points</p> <p>Non-fulfilment of criterion = 0 points</p>	
<p><b>2. Packaging</b></p> <p>The packaging for the paper/paper consumables shall not contain PVC.</p> <p>The packaging materials shall be able to be separated into mono-material parts. At least 80% 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>Fulfilment of criterion = 10 points</p> <p>Non-fulfilment of criterion = 0 points</p>	
<p><b>3. Operational, third-party certified, environmental management system</b></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</p> <p>Non-fulfilment of criterion = 0 points</p>	
<b>SUM</b>		



## **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.

<b>Check-list: Paper for writing, copying and printing purposes (general office use)</b>	
<b>B - Requirement definition: specifications (compulsory requirements that the product must fulfil)</b>	<b>Yes/No</b>
<a href="#">Recovered paper fibres</a>	
<a href="#">Elementary chlorine free (ECF)</a>	
<a href="#">Whiteness</a>	
<a href="#">Technical quality</a>	
<b>C - Sourcing suppliers (use in pre-qualification)</b>	<b>Yes/No</b>
<a href="#">Compliance with environmental legislation</a>	
<a href="#">Production of the product according to international labour standards (self-declaration)</a>	
<a href="#">Written corporate environmental policy</a>	
<b>D - Evaluation: award/evaluation criteria (awarding the contract and allocating bonus points)</b>	<b>Points</b>
<a href="#">Ecological criteria regarding paper production</a>	
<a href="#">Environmentally friendly packaging</a>	
<a href="#">Operational, third-party certified, environmental management system</a>	
<b>E – Contract clauses – for Systems Contracts only – (include in contract conditions)</b>	<b>Yes/No</b>
<a href="#">Production of the product according to international labour standards (self-declaration)</a>	
<a href="#">Emissions from transport of the product</a>	