

Practice to be assessed and included in the Guidelines

**Number/code:** OM/PR5

**Title:** CLEANING AND WASTE SERVICE PROVIDER SELECTION

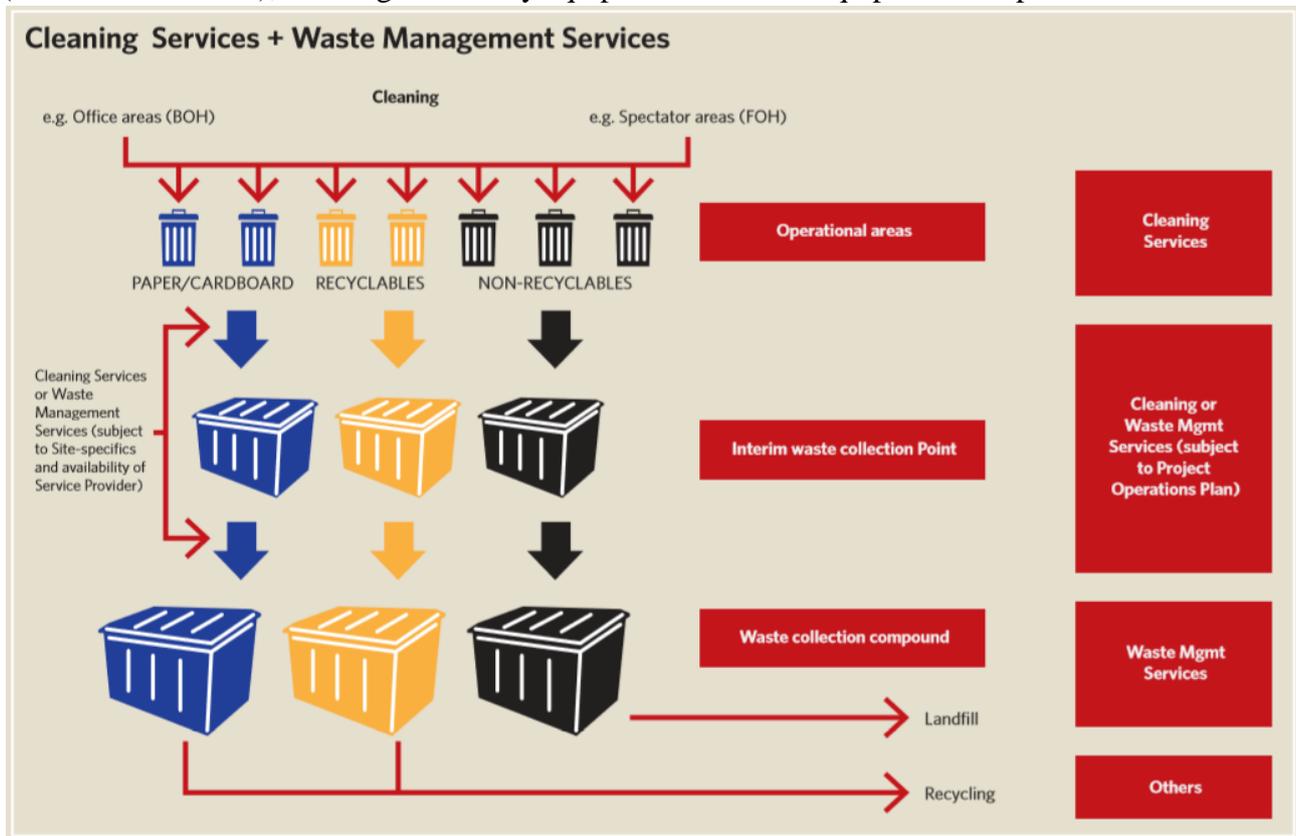
**Guidelines section:**

<input type="checkbox"/>	Governance	<input checked="" type="checkbox"/>	Operational management
<input type="checkbox"/>	Context of the event	<input checked="" type="checkbox"/>	Procurement
<input type="checkbox"/>	Event	<input type="checkbox"/>	Mobility and logistics
<input type="checkbox"/>	Stadium management	<input type="checkbox"/>	

**Description:**

Cleaning is the first stage and precedes all the other stages of waste management. The efficiency of cleaning services and segregated waste collection depends on harmonious and precise cooperation between the cleaning services provider (a cleaning company), transport and waste processing operator.

Cleaning services include dry and wet cleaning of different surfaces, the collection of discarded waste (waste left on tables), washing of sanitary equipment and other equipment and places.



The selection of the right waste and cleaning service provider can make a big difference in terms of waste management.

Timing selection and engagement of this subject is also of utmost importance. The environmental function should be consulted for the selection of this key service provider.

Furthermore, the cleaning service can also cause great environmental damage if it uses the wrong type of detergents and cleaning procedures. Ad hoc criteria on these issues should be inserted in the selection requirements and in the final contract.

Examples:

1) For Russia 2018 World Cup:

- Select a cleaning and waste management service providers

Responsible parties: a) The LOC Cleaning and Waste management project team develops requirements for the levels of cleaning and waste management services for FIFA-LOC Offices, Stadiums, Draw Halls Sites and fully participates in the procurement process by providing expert opinion in the selection process. Service Level Agreements (SLAs) for other Sites are to be reviewed and approval by LOC Cleaning and Waste management project

b) Site Owners carries out procurement processes and contracts Cleaning and Waste management service providers according to the SLA;

- Draft and coordinate operational plans for cleaning and waste management at Stadiums. The operational plans will, among other things, indicate the routes for moving waste from the places where it is generated to interim storage points and the waste accumulation site, the distribution of flows of separately collected waste, the schedule for using lifts and the staff schedule.

Responsible parties: The operational plans are prepared by specialists from the LOC Cleaning and Waste Management project team jointly with selected cleaning service providers and waste management operators and, if necessary, are coordinated with the stadium administrations and other functional subdivisions of the LOC.

- Develop instructions and hold training seminars for the staff of cleaning companies and waste management operators, as well as for volunteers.

2) EXPO Milano 2015: According to the EMS, the sustainability function was always consulted before the publication of relevant goods and services tenders. The tender for the cleaning service was not different: environmental criteria were inserted on detergents and cleaning procedures. The waste operations function also worked on the tender for ensuring proper alignment with the waste management procedures.

### **Environmental benefits**

A more effective and efficient waste management helps preventing waste in landfills and optimizes waste destined to reuse and recycling.

The selection of environmentally friendly detergents and cleaning procedures reduces water pollution.

### **Economic benefits:**

It helps prevent waste disposal costs.

### **Applicability and replicability potential**

The selection of cleaning service providers should always take into consideration their role in the efficacy of the overall waste management and their potential environmental impact (e.g. through the selection of the detergents and of the cleaning procedures).

1) **Source**

[South Africa 2010](#) (pp. 24 – 25)

[EXPO Milano 2015](#) (p. 38)