



Department
for Environment
Food & Rural Affairs

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www.defra.gov.uk

Our ref: RFI 5773
Date: 13/09/2013

Dear

REQUEST FOR INFORMATION: *Does Defra and the Defra family use ECO friendly cleaning materials (environmentally friendly) products. If not please explain why.*

Thank you for your request for information about **the use of ECO friendly cleaning materials** which we received on **23/08/2013**. As you know, we have handled your request under the Environmental Information Regulations 2004 (EIRs)

The EIRs apply to requests for environmental information, which is a broad category of information defined in regulation 2 of the EIRs. Public authorities are required to handle requests for environmental information under the EIRs. They give similar access rights to the Freedom of Information Act 2000 (FOIA).

I enclose a copy of the information you requested:

RFI 5773- 359/13 - Cleaning materials

The cleaning products provided by Interserve to DEFRA Buildings (and associated DEFRA agencies) meet the requirement of *Government Buying Standards (GBS)*, which aims to ensure that products comply with a detailed sustainability criteria.

Our cleaning products meet GBS but also we

- Reduced waste from cleaning products through use of super concentrates (1x1.5ltr product = 100 spray bottles of diluted product)
- All cleaning consumables plastics packaging can be recycled (biodegradable in 3 years with no hazardous residue versus 15 years)
- Reduced CO₂ emissions - fewer deliveries made, transport routes configured and managed to reduce environmental impact, and reduced waste to landfill
- Elimination of pollution risk from cleaning products (sealed packs ensures there is no risk of chemicals entering the drainage system)
- Compliance with biodegradability legislation for cleaning chemicals
- Increased cleaning efficiency (training on correct dosage avoids needs for re-cleans)
- Utilised microfibre cleaning cloths throughout the Defra estate and enable areas to be cleaned with water only and therefore removed the need to use cleaning products/polishes



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In keeping with the spirit and effect of the EIRs, and in keeping with the government's Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on www.gov.uk together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

I attach Annex A, which explains the copyright that applies to the information being released to you.

I also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact us

Yours

Defra Estates

M: estates.correspondence@defra.gsi.gov.uk

Annex A

Copyright

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Annex B

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Mike Kaye, Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: requestforinfo@defra.gsi.gov.uk) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF