



Version	Approved by	Approval date	Effective date	Next full review
1.0	Director, Facilities management	27 August 2024	01 September 2024	August 2027
Standard Statement				
Purpose	<p>UNSW's Green Cleaning Standards outline the requirements for implementing the university's policy on environmentally friendly cleaning practices for contracts held by Facilities Management General Services. The goal is to ensure a safe, clean environment while promoting sustainability through careful selection, usage, and disposal of cleaning products. This policy reflects UNSW's commitment to corporate and social environmental responsibility, emphasizing the use of lower-risk products and continuous improvement in cleaning practices.</p> <p>Cleaning services at UNSW are managed through a contract tender process for university spaces, with smaller contracts available as well. Leased spaces, including retail and research areas, may not be cleaned by UNSW's contracted providers, and tenants in these spaces might incur a service fee if cleaning is included.</p>			
Scope	<p>UNSW Green Cleaning Standards cover the sustainable procurement of cleaning products and equipment, development of procedures, staff training, and handling of occupant feedback, applying to all UNSW buildings and external areas. These standards aim to reduce exposure to harmful chemicals, lower energy and water use, and ensure contractors and subcontractors comply with the university's environmental requirements.</p>			
Are Local Documents on this subject permitted?	<input type="checkbox"/> Yes, however Local Documents must be consistent with this University-wide Document			<input checked="" type="checkbox"/> No
Standard				

## 1. Environmental Goals & Objectives

Cleaning activities will be planned and performed so that adverse effects on the environment are avoided or mitigated, while meeting all statutory requirements.

The goal of UNSW Green Cleaning Standard is to improve environmental health and wellbeing of building occupants and maintenance personnel by reducing their exposure to potentially hazardous chemicals, biological and particle contaminants, which are known to adversely impact air quality, health, building finishes, building systems and the environment.

Maintaining on-going compliance with environmental legislation and regulation is a priority. UNSW requires contractors to be committed to meet the highest environmental standards in the products and equipment they use to provide our services.

Purchasing guidelines (or minimum standards) are prescribed for:

- Cleaning products.
- Cleaning equipment.
- Other cleaning materials.

This extends to contractors working with their suppliers regarding packaging, cleaning products and seeking to minimise it, or increase recycling content where appropriate.

## 2. Purchasing Guidelines

### 2.1. Cleaning Products

- (a) The Contractor is required to use chemicals which offer satisfactory performance while minimising environmental and health impacts. These chemicals shall be GECA certified, recognised for commercial use, and meet industry standards. This should be documented and approved in writing by the UNSW Delegate, with subsequent changes to agreed chemicals, methods and practices requiring written approval.

Good Environmental Choice Australia (GECA) is an independent, not for profit organisation that runs a multi-sector ecolabelling program. GECA's standards are more rigorous than any other Australian ecolabelling program for commercial cleaning products and signify confidence that whole products are of the highest environmental and human health standards.

- (b) The Contractor or sub-contractor shall not use any ozone-depleting substances as those terms are defined in relevant NSW or Commonwealth legislation. Use of hazardous chemicals should only be undertaken where no viable alternatives exist and written justification and approval by the UNSW Delegate is provided prior to their use.
- (c) To protect vulnerable building occupants, such as pregnant women, children, asthmatics, elderly occupants, individuals with allergies and highly sensitive individuals, cleaning contractors must:
- A.** Not use chemicals for specific services as advised by UNSW representative.
  - B.** Perform routine cleaning and floor restoration activities after working hours when most occupants have left the building.
  - C.** Limit the number of cleaning chemicals used in the building; and maintain a high level of cleanliness thus minimising the presence of irritants.
- (d) Contractors are required to work towards minimising the amount of chemicals used on UNSW sites. Any changes to chemicals are to be communicated with UNSW delegate for approval prior to use.

### 2.2. Cleaning Equipment

All newly acquired cleaning equipment shall comply with the criteria listed below. All contractors will be required to track the percentage of all equipment that meets the criteria, based on cost or number of pieces of equipment. UNSW would like contractors to work to having 30 percent of equipment comply.

Equipment type	Sustainability specification requirement
Vacuum cleaners	<ul style="list-style-type: none"><li>• Must meet requirements for class, filtration &amp; suitability of industrial vacuums (AS/NZS60335.2.69).</li><li>• Can capture 96% of particulates 0.3 microns in size.</li><li>• Must operate with a sound level less than 70dBA.</li><li>• HEPA filtration (or equivalent) must be used in vacuum cleaning products and equipment, to remove particulates and maintain indoor air quality.</li></ul>
Carpet extraction equipment for restorative, deep cleaning	<ul style="list-style-type: none"><li>• Certified by the Carpet and Rug Institute's "Seal of Approval" Testing Program for deep-cleaning extractors.</li></ul>
Powered floor equipment—e.g., electric and battery-powered floor buffers and burnishers	<ul style="list-style-type: none"><li>• To be equipped with vacuums, guards and/or other devices for capturing fine particulates.</li><li>• Operates with a sound level less than 70dBA.</li></ul>
Automated scrubbing machines	<ul style="list-style-type: none"><li>• To be equipped with variable-speed feed pumps and onboard chemical metering to optimise the use of cleaning fluids, OR</li><li>• Scrubbing machines use only tap water with no added cleaning products.</li></ul>
Battery-powered equipment	<ul style="list-style-type: none"><li>• To be equipped with environmentally preferable gel batteries.</li></ul>
Powered equipment	<ul style="list-style-type: none"><li>• To be ergonomically designed to minimise vibration, noise and user fatigue.</li></ul>

All equipment to be designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.

### 2.3. Cross Contamination

To minimise the risk of cross contamination on UNSW sites, the contractor must implement colour coding of equipment. The colour coding guidelines are below:

Blue – General Cleaning

Red – Bathroom Areas

Green – Kitchen Areas

Yellow – Infectious Areas

UNSW will inspect and audit contracts to ensure the contractor has a colour coding system in place and being adhered to.

UNSW and contractors will also assist with minimising cross contamination by ensuring hand hygiene can be utilised on site by:

- (a) Ensuring all soap dispensers are filled and in working order.
- (b) Ensure all hand sanitiser units are filled and in working order.
- (c) Signage around campus with a focus on the importance of hand hygiene.

## 3. Implementation Procedures & Strategies

### 3.1. Handling Cleaning chemicals

Safe handling protocols and storage of cleaning chemicals must be followed at all times and without exception. Quality checks will be used to ensure 100% compliance.

Cleaning personnel must maintain a high level of cleanliness to minimise the presence of irritants and follow the below protocols to mitigate spills, leaks, and mismanagement.

### 3.2. Storage and Handling

- UNSW will provide, where available, locked and adequately sized and ventilated storing rooms for cleaning chemicals, and cleaning personnel must store cleaning chemicals in the designated rooms whenever they are not being used. Chemicals are to be safely returned to storerooms immediately after services have been completed.
- All chemicals must be clearly labelled and bundled.
- All chemicals require Safety Data Sheets and to always be accessible for cleaning personnel. Contractors are to provide access for cleaning personnel to Safety Data Sheets via QR Codes, Hard copies, and/or Labels on chemicals bottles.

### 3.3. Dilution control system

The following protocols must be followed to protect cleaning personnel from high and sustained exposure during mixing:

- Appropriate personal protective equipment must be provided to cleaning personnel and used when mixing concentrated cleaning products.
- Cleaning personnel must follow manufacturer's dilution directions on cleaning products' Safety Data Sheets, and not under or over-dilute concentrates.
- Secondary containers such as spray bottles must be appropriately labelled.
- Different cleaning products must never be mixed.
- Dilution control equipment is recommended to minimise risk from human error. Personnel using this equipment must be adequately trained in advance.

## 4. Implementation Procedures & Strategies

Estate Management Help desk is available to all staff, students, stakeholders, and visitors to provide feedback on a variety of topics, which includes cleaning practices. All relevant feedback will be provided to UNSW General Services Cleaning and recorded.

If an issues raised with Estate management Help Desk are not answered or resolved in a timely manner, UNSW's Conduct & Integrity Platform can be contacted to escalate unresolved issues.

UNSW conducts staff, student, and stakeholder surveys on an annual basis to gain user feedback on general cleanness and maintenance of UNSW spaces. At the end of the survey period all relevant feedback will be reviewed by UNSW General Services Cleaning and provided to contractors for review and discussion.

## 5. Implementation Procedures & Strategies

The following quality assurance process will be put in place to evaluate and verify the successful implementation of these standards.

Routine inspections, that follow documented monitoring procedures, must be applied to verify that the guidelines specified in the standards and contracted scope of works have been implemented, and to identify any policy areas that need improvement.

Contractors are expected to periodically evaluate the implementation of these standards and/or their own Green Cleaning Policies, including annual reporting to UNSW. Reports must include evaluation of the performance, safety, cost, and environmental/public health benefits achieved as a result of its implementation.

## 6. Roles & Responsibilities

The parties responsible for the implementation of these standards are:

Responsible party	Key responsibility
UNSW Cleaning services, General Services	Green Cleaning Standards review and enforcement through operations, including performance review of cleaning contractors.
UNSW Facilities Management, Estate Management	Green Cleaning Standards review and enforcement through asset development.
UNSW Property Retail and Lease, Estate Management	Green Cleaning Standards enforcement though leasing agreements.
Cleaning contractors, sub-contractors, cleaning managers and cleaning personnel	Green Cleaning Standards implementation, tracking and reporting. Personnel training.
Building occupants and visitors	Incident reporting and provision of feedback.

### 6.1. Staffing

Staffing requirements must consider factors such as occupancy rates, seasonal variations and other factors to ensure staffing is sized for optimal efficiency and productivity.

### 6.2. Personnel Training

All cleaning personnel and managers must receive regular and on-going environmental safety and health training.

At a minimum, training must address hazards associated with the use, disposal and recycling of cleaning chemicals, dispensing equipment, concentrate dilution controls including the use of dilution equipment, etc.

Cleaning contractors are required to keep abreast of emerging developments in industry best practice regarding sustainability and propose innovations which will further improve sustainability performance. These may include but are not limited to innovative products, cleaning technologies, techniques, and resource allocation, which may reduce environmental impact while maintaining the quality of services.

### 6.3. Documented monitoring and procedures

Cleaning contractors, subcontractors, and personnel must keep the following protocols for documentation of cleaning services and practices at a minimum:

- Cleaning logs for frequent and maintenance services of each serviced space/building.
- Annual tracking reports.
- Training logs and attendance.

## 7. Review Process

These standards are meant to evolve with regulation, industry best practice, UNSW requirements, and practical lessons learned. To assess their success and make ongoing improvements, a review must be completed upon:

- Any fundamental change to the structure or roles outlined in the responsibilities section.
- Any legislative compliance upgrade or major policy release.
- Any major industry innovation in terms of products, equipment, technology, or procedures.
- Any relevant updates to requirements for sustainability certification ratings such as Green Star, NABERS, WELL, LEED, Living Building Challenge, etc.
- Every 2 years.

This review will involve key UNSW stakeholders including but not limited to General Services Management, Cleaning Management, Estate Management.

At the time of review UNSW will take into consideration retrospective feedback from contractors and building users, as well as envisioned policy or industry changes; and examine tracking systems and performance indicators.

Accountabilities	
Responsible Officer	Director, Facilities Management
Contact Officer	Cleaning Manager
Supporting Information	
Legislative Compliance	ozone-depleting substances as outlined by the Environmental Protection Authority. Australian Commercial Vacuum Cleaners Standards AS/NZS60335.2.69
Parent Document (Policy)	UNSW Green Cleaning Standards
Supporting Documents	Delegations of Authority
Related Documents	NIL
Superseded Documents	NIL
File Number	[For Governance Use]
Definitions and Acronyms	
GECA	Good Environmental Choice Australia (GECA). An independent, not for profit organisation.
Contractor/Subcontractor	Company or person engaged to undertake cleaning tasks.

UNSW Delegate		UNSW Cleaning Manager		
Revision History				
Version	Approved by	Approval date	Effective date	Sections modified
##	[to be completed]	[to be completed]	[to be completed]	[to be completed]

<b>Further Information</b>	
This section is not published on the final PDF document. It is for website purposes only	
<b>Keywords for search engine</b>	University-wide Standards will be housed within the Governance Repository. Include keywords to assist location using the 'search' function.
<b>FAQs and answers</b>	Include any Frequently Asked Questions and answers to be included with the Procedure (in a separate tab or section) in the Governance Policy Repository