



Provision of Cleaning Services

Cleaning Services and Waste Management Services Information

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1 General

ISS Facilities Services commenced as the University Cleaning Contractor on **Friday 2 February 2018**.

The new cleaning and waste contract will provide improved customer service and efficiency. Campus Management has provided the UWA Cleaning Specifications and UWA Waste Specifications documents on the Campus Management website. The specifications clearly outline the services the contractor will provide. Any service outside the detailed specifications can be provided by the contractor as an additional charge to the department or faculty. Information on requesting additional services is provided under Additional Services Procedure.

2 Cleaning Service - Scope

The Cleaning Scope includes all internal areas and external areas under the building eaves, access walk-ways, undercover building links and courtyards. Cleaning Services will be provided between the hours of 6:00 am and 6:00 pm.

3 Cleaning Service - Standards

The cleaning services provided by the contractor will be accessed using the following standards. Assessments will include daily cleaning audits by the Contractor with additional audits by Campus Management and a third party auditor.

1. All floors, walls, public counters, doors, benches and furniture are free of dust, dirt, ink, marks and general residue;
2. Windows and internal glass have been spot cleaned and are free of marks and general residue;
3. All ledges, sills and skirting boards are free of dust and cobwebs;
4. All telephones in common areas, which include Meeting rooms, Seminar rooms, Main Entrances and Reception areas, Library open areas and all corridors, are visibly free of marks, dust and dirt and are sanitised;
5. All carpeted areas are visibly clean and free of ingrained dirt and stains;
6. All vinyl / wood floors have an even shine, are free of marks and are slip resistant;
7. All fittings are free from visible dirt and residue cleaner, including sinks, water drinking units and, where specified, kitchen equipment (i.e. external surfaces of Microwave ovens, Refrigerators, Freezers, Cafe bars, etc.);
8. All under roof external walls, eaves and vents within 4 metres of all entrances are free of dirt and cobwebs;
9. All door recesses and mats are free of dirt;
10. All entry walk off mats are to be free of dirt and gum and are dry when put in place;
11. All ceramic floors have been mopped or scrubbed and are free of all marks and visible dirt;
12. All concrete floors have been mopped or scrubbed and are free of all marks and visible dirt;
13. All seating is free of marks, dust, dirt and general residue;
14. Any hosed areas are to be free of leaves, dirt and debris and reasonably free of pooling water after hosing down;
15. All toilet fittings, including hand basins, chrome fittings, urinals, toilet seats, pans and all mirror are clean and sanitized;
16. All toilet / shower wall tiles and dividing walls are clean, toilet floors are clean and disinfected;
17. All toilet paper and hand towel dispensers have been refilled, hand soap has been replenished;
18. All urinal drains have been treated for scale build-up and are maintained so as to be free of odours at all times;

19. All floor drains have been flushed with a sanitizing solution as specified and are odour free at all times;
20. All general waste is disposed of in 15 litre Office bins, 20 to 25 litre Kitchen bins or 60 litre Office bin stations labelled General Waste;
21. All general waste bins are to have black plastic liners;
22. All recycling waste is disposed of in 15 litre Office bins, 20 to 25 litre Kitchen bins or 60 litre Office bin stations labelled Recycling;
23. All recycling waste bins are to have clear plastic liners and should be free of contamination before emptying into waste stations and external building bins;
24. General waste and recycling bins are located together in kitchens or designated areas within the building;
25. All internal and external rubbish bins have been emptied, washed if soiled, cleaned externally and left free of marks and smears and bin liners have been replaced;
26. All general waste and recycling waste has been removed and correctly assigned general waste and recycling containers in refuse storage area;
27. All refuse storage areas are clean and free of spilled litter;
28. If refuse storage areas are full, that is a collection has not taken place, it is the responsibility of the cleaner to contact the cleaning supervisor for additional bins such that no refuse is left outside bins and bins are not overfilled allowing refuse to spill out;
29. All entries including entry statements and awnings and eaves are clean and free of dirt, soiling, gum, graffiti and cobwebs, all glass is clean, all bright metal is free of visible dirt and residual cleaning solution and polished to a high sheen;
30. All paving / courtyards / decking areas are to be free of leaves, dirt and debris and free of pooling water after hosing down;
31. All stairs and landings are free of leaves, dirt and debris and reasonably free of pooling water after hosing down;
32. All kitchen facilities have been cleaned to the required health standards; and
33. End of Trip Facility – Bike Store Areas are free of leaves and cob webs.

4 Cleaning Service - Exclusions

The Contractor will not be required to clean the following items unless defined in the Cleaning Specifications.

1. Store rooms and plant rooms.
2. All gutters.
3. Obstructed tables, benches, etc.
4. Internal of Sanitary disposal units.
5. Equipment, such as: Photocopiers cash registers and fax machines.
6. Work benches, machines and hand tools in Labs.
7. Sinks in kitchenettes left full of dishes, cups glasses, etc.
8. Inside stoves, microwaves, dishwashers and urns.
9. Stove tops (elements and spill trays).
10. Inside cupboards, and under sinks.
11. The Contractor is not responsible for cleaning computer screens, keyboards or telephones on desks.
12. Laundry services

Note: Cleaners must not read, move or otherwise interfere with any items or papers left on desks. If the cleaner is unsure as to whether paper on the floor is rubbish or otherwise, they shall seek the advice of their supervisor or the University Cleaning Manager or authorised Representative.

5 Waste Management Service - Scope

The University of Western Australia is committed to “Zero Waste to landfill by 2020” in line with global best practice, the Western Australian Government and the Federal Government Waste Management objectives.

For information go to <http://www.environment.gov.au/wastepolicy/index.html>.

The Waste Management Contractor is required to work with the University to achieve University Waste Management objectives including:

- a) Reducing waste volumes to landfill;
- b) Identifying re-use opportunities;
- c) Identifying recycling opportunities;
- d) Identifying opportunities to reduce waste management costs; and
- e) Waste education and awareness opportunities and training.

Waste Management Services will be provided between the hours of 6:00 am and 6:00 pm.

Waste services – internal to buildings

- ISS Facility Services is responsible for the collection and disposal of waste located within and outside buildings.
- Waste collection will occur on a daily basis as part of the general cleaning services provided within buildings.
- All waste collected within building spaces will be placed into external bins by cleaning staff for daily collection.

Waste services – external to buildings

- ISS Facility Services has partnered with waste service provider SUEZ to facilitate the collection and disposal of external general and recycling waste bins.
- The contract includes the provision of waste services to all buildings, except those where waste services are contracted independently.
- ISS Facility Services will work with the University to implement sustainable initiatives and strategies to reach its objective of zero landfill by 2020.

6 Waste Management Service - Standards

The following governing standards apply to Waste Management Services. Compliance will be based on frequencies specified and schedules provided by the contractor to Campus Management.

1. Waste Containers must be provided and maintained in a safe state, fit for their intended purpose, clean, tidy and free of graffiti. The standard of presentation is to reflect the overall condition and/or profile of the environment in which the waste containers are located.
2. Cleaning of Waste Containers must be undertaken according to a program that enables the requirements of the Specification to be met.
3. The Contractor must carry out a regular inspection and monitoring program to identify any hazards or unacceptable conditions.
4. The Contractor shall replace damaged and worn-out Waste Containers.
5. Cleaning of waste containers must be carried out at a time, in a manner and at a location that prevents any waste water, washing water, cleaning chemicals or waste entering the stormwater systems or the environment.
6. Supply Buildings: The University will provide general refuse and commingled recycling bins throughout the buildings on each site.

7. Supply External: The Contractor will provide all 120 litre and 240 litre bins for general waste and commingled recycling throughout the Grounds on each site.
8. Supply External: The Contractor will provide all 120 litre and 240 litre bins for general waste and commingled recycling for all Building Bins on each site.
9. Where the contents of a bin, at any Collection Point, have been spilt, whether by the Contractor or another person, the Contractor must ensure that the material is picked up and that the surrounding area is left in a clean and tidy condition.
10. The Contractor must ensure that all rubbish within a 5 (five) metre radius at any Collection Point is picked up and the area is left in a clean and tidy condition.
11. The Contractor will provide additional external Butt bins.
12. Damaged bins: If a bin at a Collection Point is so damaged as to render it inappropriate for waste disposal, it is to be replaced immediately by the Contractor.
13. The Contractor will conduct a monthly inspection of University general waste and commingled recycling bins for damage or faults (including missing lids and cleanliness) with bins treated or replaced as required.

7 Waste Management Service - Exclusions

The Waste Management Contractor will not be required to include the following items.

1. Furniture: Excess furniture will be disposed of through Campus Management
2. Hazardous, Chemical, Biological and Clinical Waste: This waste stream is managed separately by the University Safety and Health; and
3. Industrial Waste.

8 Monitoring Contractor Service

The Contractor must meet Key Performance Indicators (KPIs) for Cleaning Services and Waste Management Services.

Campus Management will formally review the performance of the Contract by the Contractor at contract review meetings.

The performance of the Contractor's obligations under the Contract will be monitored by:

1. Regular inspections of the services provided by the Contractor against the Contract Standards and Specifications;
2. Assessment of KPIs by Campus Management or the appointed third party Auditor; and
3. On-going reviews of the Services.

9 Additional Services Procedure

Campus Management has negotiated fixed rates with ISS Facility Services for the provision of cleaning and waste services outside the contract specifications. Departments who independently procure cleaning and waste services are encouraged to take advantage of these competitive rates. Faculties and schools may request additional services at their own cost to support special events or other activities not covered within the contract.

Cleaning and Waste Management Service Rates are available on the Campus Management Website

- Cleaning and Waste Management Service Rates

Authorised personnel can procure additional service requests via:

- Email: Jobs - CM jobs-cm@uwa.edu.au & Cleaning - CM cleaning-cm@uwa.edu.au

or

- Campus Management website On-Line Service Request:
<http://www.cm.uwa.edu.au/staff-services/forms/maintenance>

10 Campus Management Contact

If you have any queries regarding cleaning and waste services, please contact Garry Jones, Manager Campus Operations, Campus Management, UWA via email at garry.jones@uwa.edu.au