

Green Cleaning Policy	
Policy no.: POL042	Date of Issue: 13/12/2020
Policy Owner: EHS Advisor	Authorised by: CEO
Date reviewed: 18/9/2021	Reviewed by: Executive Manager People and Corporate Services

Introduction
<p>Policy Overview</p> <p>ARA is committed to improving and positively contributing to sustainable cleaning practices on our client premises.</p> <p>This plan formalises our commitment to deliver green cleaning practices throughout the building. This includes the efforts undertaken by stakeholders in delivering the goals and objectives of a green cleaning framework and provides ongoing guidance to maintain high levels of compliance to the policy.</p>
<p>Environmental Goals and Objectives</p> <p>The following goals and objectives have been established for the above facilities:</p> <ul style="list-style-type: none"> • Reduce or eliminate exposure of regular occupants and visitors to hazardous chemicals and biological and particle contaminants (as these have been known to affect air quality, health, building finishes and systems and the environment). • Produce a register of sustainable chemicals that is updated on an ongoing basis with best practice measures to address specific green cleaning opportunities for the commercial office and common areas both internal and external. • Use the documentation and reporting to support attaining and maintaining a best practice Green Star Performance rating for sustainable building operations. • Maintain strategies to ensure high standards of surface hygiene and cross-contamination prevention. • Deliver regular training to cleaning contractors to apply sustainable and green cleaning principles and safety (cross contamination / chemical handling) in the ongoing maintenance of the facility.

Measurable Goals

Aspect	Goal	Metric / performance
Products	Purchase products that are equivalent or equal to those specified in the green cleaning schedule	<p>2024 – at least 50% products (by category)</p> <p>2025 – at least 75% products (by category)</p> <p>2027 – 100% of all products</p>
Procedure	Maintain appropriate cleaning procedures, strategies and guidelines applicable to the facilities and needs of occupants.	<p>2024 – at least 85% cleaning audit pass</p> <p>2025 – at least 90% cleaning audit pass</p> <p>2027 – at least 95% cleaning audit pass</p>
Staff Training	Staff receive training on sustainable cleaning practices on a regular basis	<p>2022 – at least 1 person on site trained in sustainable cleaning practices</p> <p>2025 – at least 50% of the workforce trained in sustainable cleaning practices</p> <p>2030 – 100% of the workforce trained in sustainable cleaning practices</p>
Feedback	Seek feedback on effective application of sustainable cleaning policy from regular occupants	<p>2025 – at least 85% satisfaction pass</p> <p>2027 – at least 90% satisfaction pass</p> <p>2030 – at least 95% satisfaction pass</p>

Approved Product & Equipment List

The following aspects have been identified to deliver a sustainable and environmentally friendly cleaning program for the buildings. Implementing a program that reduces and/or eliminates harmful chemicals and encourages safe cleaning practices will be beneficial to regular occupants, visitors and contractors as well as the environment.

The following list outlines areas of the building and approved products and equipment that has been shown to be environmentally friendly and supports the goals and objectives of the green cleaning plan. At least 75% of consumables purchased should have some environmental certification, be made of recycled materials or be biodegradable.

Area / Surface	Cleaning Method	Associated Product
External Floor	Chemical free floor scrubber <ul style="list-style-type: none"> - No chemicals - Low energy consumption 	T12 Compact Battery-Powered Ride-on Scrubber chemical-free ec-H2O™ Technology  https://goo.gl/gEYXP8
Office Floor	Hepa filter vaccum pack <ul style="list-style-type: none"> - Hepa filter for clean air - Low energy consumption 	Nilfisk VP300 Commercial Vacuum Cleaner with HEPA Filter  https://goo.gl/2AWtcj
Office Floor (carpet)	GECA certified cleaning products (or equal) <ul style="list-style-type: none"> - No / low chemical carpet cleaner - Biodegradable 	Enzyme Wizard Carpet Spot 5L  https://www.cleaningshop.com.au/contents/en-us/d2880_Enzyme_Wizard.html
Internal Windows	GECA certified cleaning products (or equal) <ul style="list-style-type: none"> - Low / no chemicals - Supply chain reviewed 	Healthclean – Derivan E13 Glass and Mirror Cleaner

		 http://www.healthclean.com.au/
General Cleaning	GECA certified cleaning products (or equal) <ul style="list-style-type: none"> - Low / no chemicals - Supply chain reviewed 	Healthclean – Derivan E14 All Purpose Cleaner  http://www.healthclean.com.au/
General Bathroom	GECA certified cleaning products (or equal) <ul style="list-style-type: none"> - Low / no chemicals - Supply chain reviewed 	Healthclean – Derivan E38 Bathroom Cleaner  http://www.healthclean.com.au/
Toilets	GECA certified cleaning products (or equal) <ul style="list-style-type: none"> - Low / no chemicals - Supply chain reviewed 	Healthclean – Derivan E08 Toilet Bowl Cleaner  http://www.healthclean.com.au/
External Façade	Osmosis systems (cleaning using distilled water) <ul style="list-style-type: none"> - no chemicals 	To be negotiated with individual cleaning contractor
Applying products	Microfibre coloured cloths: Different surfaces use different coloured cloth to	Premium Home Cleaning Bundle – Microfibre bundle

	<p>ensure no cross contamination of surfaces</p> <p>Microfibre mops: Different areas use different coloured mops to ensure no cross contamination</p>	 <p>https://www.microfibre cloths.com.au/</p> <p>Oates Microfibre Round Mop</p>  <p>https://goo.gl/J9uxwo</p>
Toilet Paper	FSC Certified/100% Recycled	Marino Earthwise paper products
Hand Towel	FSC Certified/100 % Recycled	 <p>https://www.encoretissue.com.au/</p>
Hand Soap	Biodegradable	<p>Bio-Green Liquid Soap tiny.cc/16axfz</p> 

Contractor Education

Managers and supervisors are to undertake green cleaning training to upskill in areas of sustainable and green cleaning practices. Through completing this training, the property is also eligible to receive a Green Star Innovation point.

The suggested course for this property is:

Rapid Clean Green Cleaning course approx. 6 hrs and costs \$29. The training contributes to the competency CPPCMN3001B – Participate in Environmentally Sustainable Work Practices.

<https://rapidclean.com.au/green-cleaning-course/>

By signing off on this plan, **CLEANING CONTRACTOR OR COMPANY** commits to:

- Placing at least one supervisor assigned to **BUILDING NAME** through this training; and
- To supply a current certificate on an annual basis to both **TENANT/S** and **COMPANY** stakeholders.

Ongoing review for Improvements

As part of annual audits for compliance to the plan, the cleaning contractor will be required to review the aspects above and report on compliance in each area to both **TENANT/S** and **COMPANY** stakeholders.

Annual Checklist for Green Cleaning Policy Compliance

The below checklist is completed at the end of each calendar year by the cleaning contractor and confirms the level of compliance to the Green Cleaning Plan to track improvements over time.

Products / Equipment

Area / Surface	Cleaning Method	Current Product in Use	Compliant to the Plan? (Y/N)
External Floor	Chemical free floor scrubber <ul style="list-style-type: none"> - No chemicals - Low energy consumption 		
Office Floor	Hepa filter vaccum pack <ul style="list-style-type: none"> - Hepa filter for clean air - Low energy consumption 		
Office Floor (carpet)	GECA certified cleaning products (or equal) <ul style="list-style-type: none"> - No / low chemical carpet cleaner - Biodegradable 		
Internal Windows	GECA certified cleaning products (or equal) <ul style="list-style-type: none"> - Low / no chemicals - Supply chain reviewed 		
General Cleaning	GECA certified cleaning products (or equal)		

Area / Surface	Cleaning Method	Current Product in Use	Compliant to the Plan? (Y/N)
	<ul style="list-style-type: none"> - Low / no chemicals - Supply chain reviewed 		
General Bathroom	GECA certified cleaning products (or equal) <ul style="list-style-type: none"> - Low / no chemicals - Supply chain reviewed 		
Toilets	GECA certified cleaning products (or equal) <ul style="list-style-type: none"> - Low / no chemicals - Supply chain reviewed 		
External Façade	Osmosis systems (cleaning using distilled water) <ul style="list-style-type: none"> - no chemicals 		
Applying products	Microfibre coloured cloths: Different surfaces use different coloured cloth to ensure no cross contamination of surfaces Microfibre mops: Different areas use different coloured mops to ensure no cross contamination		
Toilet Paper	FSC Certified/100% Recycled		
Hand Towel	FSC Certified/100 % Recycled		
Hand Soap	Biodegradable		
Total	End goal – 100% by 2021	/12	%

Training and Procedure

Procedure	Definition of Compliance	Metric Achieved	Compliant to the Plan? (Y/N)
Cleaning Audit	12 months average audit results (as a percentage per site inspection report)		
Staff Training	No. of staff trained in sustainable cleaning practices (as a percentage of workforce) Training to include (but not limited to): <ul style="list-style-type: none"> - Cross contamination prevention 		

Procedure	Definition of Compliance	Metric Achieved	Compliant to the Plan? (Y/N)
	<ul style="list-style-type: none"> - Responsible use of cleaning products (minimise usage) - Appropriate handling of chemicals and disposal 		
Supervisor Training	https://rapidclean.com.au/green-cleaning-course/		
Feedback	Occupancy satisfaction rates (if collected)		

Change Register		
Revision Number	Date	Change
1	13/12/2020	New Policy
2	18/09/2021	Version Control