



The New Zealand Ecolabelling Trust

Licence Criteria for

Cleaning Services

EC-45-09

The New Zealand Ecolabelling Trust
P.O. Box 56533
Dominion Road
Mt Eden
Auckland
New Zealand

Ph + 64-9-845 3330
Fax + 64-9 845 3331

Email: info@enviro-choice.org.nz
Website: <http://www.enviro-choice.org.nz>

1.	INTRODUCTION	3
2.	BACKGROUND	4
3.	INTERPRETATION	5
4.	CATEGORY DEFINITION	6
5.	ENVIRONMENTAL CRITERIA	7
5.1	Legal Requirements	7
5.2	Cleaning Service Agreements	7
5.3	Procurement	9
5.4	Cleaning operations	13
5.5	Management Systems and Procedures	15
5.6	Waste Management	18
5.7	Transport and Energy Management	19
6.	SERVICE CHARACTERISTICS	20
7.	REQUIREMENTS AND NOTES FOR LICENCE HOLDERS	21

1. INTRODUCTION

Environmental Choice New Zealand (ECNZ) is an environmental labelling programme which has been created to help businesses and consumers find products and services that ease the burden on the environment. The programme results from a New Zealand Government initiative and has been established to improve the quality of the environment by minimising the adverse and maximising the beneficial environmental impacts generated by the production, distribution, use and disposal of products, and the delivery of services. The programme is managed by the New Zealand Ecolabelling Trust (the Trust).

ECNZ operates to the ISO 14024 standard "Environmental labels and declarations - Guiding principles" and the Trust is a member of the Global Ecolabelling Network (GEN) an international network of national programmes also operating to the ISO 14024 standard.

ISO 14024 requires environmental labelling specifications to include criteria that are objective, attainable and verifiable. It requires that interested parties have an opportunity to participate and have their comments considered. It also requires that environmental criteria be set, based on an evaluation of the environmental impacts during the actual product or service life cycle, to differentiate product and services on the basis of preferable environmental performance.

The life cycle approach is used to identify and understand environmental issues (adverse or beneficial impacts) across the whole life of a product or service (within a defined product or service category). This information is evaluated to identify the most significant issues and from those to identify the issues on which it is possible to differentiate environmentally preferable products or services from others available in the New Zealand market. Criteria are then set on these significant and differentiating issues. These must be set in a form and at a level that does differentiate environmentally preferable products or services, is attainable by potential ECNZ licence applicants and is able to be measured and verified. As a result of this approach, criteria may not be included in an ECNZ specification on all aspects of the life cycle of a product or service. If stages of a product or service life cycle are found not to differentiate environmentally preferable products or services, or to have insufficient data available to allow objective benchmarking in New Zealand, those stages will not generally be included in criteria in the specification. For some issues, however, (such as energy and waste) criteria may be set to require monitoring and reporting. These criteria are designed to generate information for future reviews of specifications.

The New Zealand Ecolabelling Trust Board is pleased to publish this specification for Cleaning Services. The specification has been published to take account of substances and processes harmful to the environment, energy management and consumption of resources.

This specification sets out the requirements that cleaning services will be required to meet in order to be licensed to use the Environmental Choice New Zealand Label. The requirements include environmental criteria and service characteristics. The

specification also defines the testing and other means to be used to demonstrate and verify conformance with the environmental criteria and service characteristics.

This specification has been prepared based on an overview level life cycle assessment, information from specifications for similar services from other GEN-member labelling programmes, relevant information from other Environmental Choice New Zealand specifications, information made available from cleaning companies and users of cleaning services.

This specification will be valid for a period of five years. Twelve months before the expiry date (or at an earlier date if required), the Trust will initiate a further review process for the specification.

2. BACKGROUND

Cleaning of commercial, institutional and residential properties in New Zealand is an essential service provided by cleaning companies ranging from sole operators to those with over 100 staff. Effective cleaning services provide health protection and a pleasant working environment for the building users but achieving this has environmental impacts including:

- the energy used in related transport, embodied in the cleaning products, consumables, powered equipment energy consumption and the cleaning process itself;
- cleaning chemicals, particularly disinfectants, can have a detrimental effect on water quality in the environment;
- cleaning chemicals can emit volatile organic compounds (VOCs) which can have a negative effect on indoor air quality and cause respiratory problems; in the USA, cleaning products are reported as responsible for approximately 8% of non-vehicle emissions of VOCs¹ and the Environmental Protection Agency reports common organic pollutants to be 2-5 times higher indoors in both rural and industrial areas²; and
- waste going to landfill.

Cleaning companies have an opportunity to contribute positively by careful selection of the cleaning products, consumables and equipment they use, by training staff to use environmentally preferable techniques, by actively participating in recycling schemes and by effective waste management. Safer cleaning products have been linked to improved productivity by the building occupants³.

¹ Clean Air Counts, 2006

² USA Environmental Protection Agency- indoor air quality: <http://www.epa.gov/iaq/voc.html>

³ Culver, Alicia et al. "Cleaning for Health: Products and Practices for a Safer Indoor Environment." INFORM, Inc.: 2002

Cleaning service providers can contribute to a building's Green Star rating from the New Zealand Green Building Council⁴. The Interiors pilot rating tool has points available for the use of low environmental impact cleaning products, waste reduction/recycling monitoring and landfill disposal reduction targets.

The cleaning industry is a significant employer in New Zealand; with seasonal variation, the industry employs approximately 35,000⁵ people. Over 80% of service providers are companies with 5 or fewer staff. The cleaning industry provides an opportunity for many new migrants to gain their first job in New Zealand and also for short term earning to meet a particular financial need. These factors mean that staff turnover in this industry is traditionally high (65% per annum or higher in some larger companies), 41% of staff have no formal educational qualifications and 25% of employees were born overseas. Proficiency in English, literacy and numeracy are issues that cleaning service providers have to face in their training programmes and operating procedures.

Life cycle assessment of cleaning services by Nordic Swan and Green Seal has identified that the cleaning products used, cleaning techniques, business related transport and waste management can all have significant environmental impacts. The main environmental impacts occur during the service provision and disposal phases but these can be significantly influenced by the service providers' procurement and staff training policies.

Based on a review of currently available information, the environmental criteria in this specification will produce benefits by:

- reducing the environmental impacts associated with the use of hazardous substances;
- conserving non-renewable resources and reducing green house gases(GHG) and other emissions to air by improving vehicle fleet management; and
- conserving resources and reducing energy consumption by use of environmentally preferable consumables and recycling.

H&S benefits may also accrue, both to the cleaning staff and the occupiers of the building, as fewer and less hazardous chemicals are used.

As information and technology change, service provision requirements will be reviewed, updated and possibly amended.

3. INTERPRETATION

Building management means the owner, occupier or tenant of the building who contracts the service provider for cleaning services, ie the client.

⁴ New Zealand Green building Council <http://www.nzgbc.org.nz>

⁵ Figures are from the 2006 census and the Department of Labour.

Disinfecting means the process of killing the majority of microorganisms (bacteria, viruses) on an article. Disinfecting significantly reduces the level of microorganisms but does not sterilise.

ECNZ means Environmental Choice New Zealand

HSNO means the Hazardous Substances and New Organisms Act 1996.

ISO means International Organisation for Standardisation.

Label means the Environmental Choice New Zealand Label.

PPE means personal protective equipment, eg gloves, goggles etc

Restorative floor maintenance means the stripping of worn finishes and recoating with a new floor finish.

Safety Data Sheet (SDS) means a document that describes the properties and uses of a substance, that is, identity, chemical and physical properties, health hazard information, precautions for use and safe handling information in accordance with the New Zealand Chemical Industry Council – Preparation of Safety Data Sheets Code of Practice. SDS were previously called Material Safety Data Sheets or MSDS.

Surfactant means any substance that is intended to reduce surface tension thereby helping water to surround and remove soils from surfaces.

Volatile organic compound (VOC) means any organic compound which has a vapour pressure more than 0.1mm Hg at 25 °C. Organic compounds with a boiling point higher than 250 °C, measured at a standard pressure of 101.3 kPa, are not considered to be VOCs.

4. CATEGORY DEFINITION

This category applies to general indoor cleaning service contracts, including cleaning for commercial premises (eg offices, retail premises), institutional premises (eg schools, hospitals, prisons) and residential premises. Window cleaning is included.

This includes standard cleaning procedures (up to monthly frequency) and periodic cleaning (eg cleaning ceilings and walls, polishing floors and restorative strip and re-finish of hard floor surfaces). Building maintenance (eg painting) and specialist services (eg carpet shampooing and stain removal) are not included.

The licensed cleaning service may be provided by a contracted service provider or by in-house cleaning staff.

To be licensed to use the Label, a cleaning service must meet all of the environmental criteria set out in clause 5 and service characteristics in clause 6.

Note: An Environmental Choice licence is not an endorsement for the Cleaning Company or provider itself, but applies specifically to individual cleaning contracts that the cleaning provider enters into that meet the requirements of this specification.

5. ENVIRONMENTAL CRITERIA

5.1 Legal Requirements

Criteria

The service must comply with the provisions of all relevant environmental laws and regulations that are applicable during the service's life cycle.

Verification Required

Conformance with this requirement shall be demonstrated by providing a written statement on regulatory compliance, signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by documentation identifying the applicable regulatory requirements and demonstrating how compliance is monitored and maintained.**

Explanatory Notes

Relevant laws and regulations could, for example, include those that relate to:

- i. sourcing, transporting, handling and storing cleaning products or other materials;
- ii. service provision; and
- iii. handling, transporting and disposing of waste products arising from service provision.

The documentation required may include, as appropriate:

- procedures for approving and monitoring suppliers and supplies; and
- information provided to customers, contractors and staff regarding regulatory requirements.

It is not intended to require licence holders to accept increased legal responsibility or liability for actions that are outside their control.

5.2 Cleaning Service Agreements

Criteria

- a) A formal written service agreement or contract must be in place between the cleaning service provider and the building management for the services to be covered by an Environmental Choice New Zealand licence.
- b) Where measurable quality standards can be identified or desired outcomes can be clearly defined, these shall form part of the service agreement and shall specify work to be carried out "as necessary to achieve defined outcome" or

similar wording. This must apply to restorative floor maintenance but be consistent with manufacturer's recommendations to extend the life of flooring.

- c) Where cleaning is carried out to a predetermined schedule, this shall aim to minimise unnecessary cleaning.
- d) Disinfecting requirements must be identified in the service agreement and kept to the minimum necessary.
- e) The cleaning service provider shall discuss any client/building specific environmental requirements, assess potential hazards and identify these in the cleaning service agreement. Drains connected to sewers suitable for cleaning staff use shall be identified, as shall any stormwater drains to avoid.
- f) The cleaning service provider shall propose and discuss with their client providing a service that includes:
 - i. daytime cleaning if the service provider is able to offer this;
 - ii. abiding by the "*Principles for a Sustainable Property Services Industry*"¹¹ agreed by the Service & Food Workers Union (SFwu), the Building Service Contractors Association of New Zealand (BSCNZ), the Property Council of New Zealand and the New Zealand Government in March 2008 where appropriate; and
 - iii. assisting establishing a recycling scheme for waste generated by the building occupants where none is already in operation or reviewing an existing recycling programme with the aim of further reducing waste to landfill.

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by:**

- Extracts of the relevant contract/service agreement
- Description of how scheduled cleaning minimises unnecessary cleaning.
- Documentary evidence of assessment of environmental hazards with the building management
- Records of contract negotiations, showing discussion on items in f)
- Annual reporting on the number of licensed service agreements and whether they include any items from list f).

¹¹ *Principles for a Sustainable Property Services Industry*
<http://www.sfwu.org.nz/files/PRINCIPLES%20FOR%20THE%20PROPERTY%20SERVICES%20INDUSTRY%20FINAL%20COPY.pdf> This document recognises that "the interests of tenants, owners, cleaning contractors and workers in the Property Services industry are served by low turnover in cleaning staff, high levels of training and low levels of occupational illness and injury."

5.3 Procurement

The criteria in 5.3 apply to cleaning chemicals, powered equipment, consumables and cleaning tools used in ECNZ licensed services, not necessarily to the whole cleaning company's procurement.

The structure of a cleaning company (franchise, self employed contractors, employees etc) will affect what is under the control of the service provider. It is not intended to require licence holders to accept responsibility for actions that are outside their control. However, it is expected that influence will be exerted to encourage compliance with these criteria and evidence of this will be sought.

5.3.1 Procurement policy and record keeping

Criteria

- a) The service provider must have and effectively implement a procurement policy of preferring chemical cleaning products, sanitary paper products, plastic bags, soaps, toiletries and other consumables licensed by ECNZ.

Note: Future revisions of this specification are expected to set minimum proportions of ECNZ licensed products to be purchased as more products become licensed.

- b) The procurement policy shall also address the product specific requirements set out in clauses 5.3.2 – 5.3.4.
- c) The service provider shall maintain registers of:
- i. all chemicals and cleaning products used for each service contract or agreement including:
 - safety data sheets (SDS) for all cleaning chemicals classed as hazardous under HSNO regulations or a declaration from the chemical supplier that the product is non-hazardous under the HSNO regulations;
 - records of quantities of each chemical used or purchased on a minimum quarterly basis;
 - ii. new and existing powered equipment used by the cleaning service provider and information on its energy use where available. This may be combined with the maintenance log in criterion 5.5.4; and
- d) The licensed service provider shall provide annual reports to ECNZ on the implementation of their procurement policy and on the registers in c).

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by:**

- The cleaning company procurement policy
- Annual reports on its implementation
- Any environmental credentials for non-ECNZ licensed products

- Documentary evidence of chemical consumption - quantities may be recorded by volume, weight, no of bottles etc as long as the measure is consistent and will allow changes in consumption to be observed.

Where it can be demonstrated that any of the procurement criteria in 5.3.1 are outside the control of the service provider, evidence should instead be provided of efforts to influence the purchaser.

Explanatory Notes An annual report on the implementation of the procurement policy and the registers of chemical consumption and powered equipment used would be expected to include:

- brief descriptions of why particular products were purchased;
- any environmental credentials they may have; and
- explain any trends in quantities purchased such as increased purchasing due to company expansion.

5.3.2 Purchase of cleaning chemicals

Criteria

- a) The service provider's procurement policy shall include requirements for:
- i. plastic packaging of cleaning products to be returnable to the manufacturer for refilling where feasible;
 - ii. plastic packaging of cleaning products to be recyclable in New Zealand and identified with a plastic resin code; and
 - iii. chemical products to be purchased in quantities that minimise packaging waste where feasible.

Note: Use of concentrated products or bulk containers should not incur an increased Health and Safety risk to staff or greater risk of spills. Accordingly there are relevant requirements on chemical handling to minimise this risk in clauses 5.4 and 5.5.

- b) Where cleaning products are purchased that are not ECNZ licensed, they must **not**:
- i. when *undiluted* be classified under the New Zealand Hazardous Substances and New Organisms(HSNO) regulations as:
 - Class 3 (flammable)
 - Class 5 (oxidising)
 - Subclasses 6.1A or 6.1B (acutely toxic)
 - Subclass 6.5 (sensitisers)
 - Subclass 6.6 (mutagenic)
 - Subclass 6.7 (carcinogenic)
 - Subclass 6.8 (reproductive/developmental toxicants)
 - Subclass 6.9A (target organ systemic toxicants)
 - Subclass 8.2 (skin corrosive)

Products intended for use solely for cleaning toilets are exempt from the requirement on corrosivity, if the classification is set because of pH.

- ii. contain surfactants that are not readily biodegradable;
- iii. contain halogenated organic solvents;
- iv. when *undiluted*, contain volatile organic compounds in excess of 10% by weight;
- v. when *correctly diluted* be classified under the HSNO regulations as subclasses 9.1A or 9.1B (ecotoxic).

Disinfectants are exempt from this criterion.

Note: information on HSNO classifications should be available on the product's Safety Data Sheet (SDS) or from the supplier.

- c) The service provider must consider whether purchase of a broad spectrum disinfectant is necessary. Selection of a chemical disinfectant which kills a narrower range of microorganisms may be environmentally preferable and fit for purpose.

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by:**

- The cleaning company procurement policy and annual reports on its implementation
- Confirmation of formulation or a manufacturers declaration of compliance with b) for non-ECNZ licensed cleaning products
- SDSs for all non-ECNZ licensed cleaning products used
- Documentary evidence that environmental impacts are considered in the choice of any disinfectants purchased.

Where it can be demonstrated that any of the procurement criteria in 5.3.2 are outside the control of the service provider, evidence should instead be provided of efforts to influence the purchaser.

Readily biodegradable and VOC content can be demonstrated by SDS or supplier declaration. Test and calculation methods for 'readily biodegradable' and VOC content shall be as defined in EC-37-08 Commercial and Institutional Cleaners and will be supplied by the New Zealand Ecolabelling Trust on request.

5.3.3 Purchase of powered equipment

Criteria

- a) The service provider's procurement policy must prefer energy efficient equipment where feasible.

- b) The service provider's procurement policy shall require that:
- i. new vacuum cleaners must have a sensor to indicate when the bag should be changed or emptied;
 - ii. new powered scrubbing machines must be equipped with a control mechanism for varying the dispensing rate of cleaning fluids in order to optimize their use;
 - iii. powered floor maintenance equipment (ie polishers) must be equipped with controls or other devices for capturing and collecting particles; and
 - iv. the purchase of LPG powered or other combustible fuel burning floor equipment is prohibited.

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by:**

- The cleaning company procurement policy and annual reports on its implementation.
- Records of powered equipment purchased, including energy efficiency data, sensors and control mechanisms.

Where it can be demonstrated that any of the procurement criteria in 5.3.3 are outside the control of the service provider, evidence should instead be provided of efforts to influence the purchaser.

5.3.4 Purchase of Consumables and Cleaning Tools

Criteria

- a) The procurement policy shall require that non-licensed plastic bags for collection of waste for landfill will have:
- i. at least 30% recycled content; or
 - ii. be biodegradable
- b) Where they can be identified and are suitable, the cleaning service provider shall purchase cleaning tools, cloths, mops etc which are reusable, recyclable, have recycled content or have other environmental credentials.
- c) The procurement policy shall prefer microfibre cleaning equipment where appropriate.
- d) The procurement policy shall require that cleaning supplies shall be purchased in quantities that minimise packaging waste.

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by:**

- The cleaning company procurement policy and annual reports on its implementation
- For non-ECNZ licensed plastic bags, documentary evidence of recycled content or biodegradability, acceptable test methods are given below
- For non-ECNZ licensed consumables, documentary evidence of their environmental credentials
- Environmental credentials for cleaning tools purchased

Where it can be demonstrated that any of the procurement criteria in 5.3.4 are outside the control of the service provider, evidence should instead be provided of efforts to influence the purchaser.

Test methods - biodegradability is to be demonstrated by meeting the requirements of EU standard EN13432 *Requirements for packaging recoverable through composting and biodegradation - Testing scheme and evaluation criteria for the final acceptance of packaging* or equivalent. Test methods are ISO 14851, ISO 14852, ISO 14855 and OECD Guideline 208.

5.4 Cleaning operations

5.4.1 Cleaning chemical dilution, use and disposal

Criteria

The service provider must ensure the following are available for cleaning staff:

- a) appropriate information on health, safety and environmental hazards associated with individual cleaning chemicals and instruction on safe handling;
- b) suitable PPE if required;
- c) easily understandable written instructions on dilution, use and disposal of cleaning chemicals – including where necessary, diagrams or illustrations to help staff with limited English proficiency;
- d) a system for correctly diluting chemicals that minimises worker exposure (eg dosage devices, dispensing units, measuring cups etc.);
- e) appropriate applicators for all cleaning chemicals that do not result in over use (eg coarse spray bottles, auto dispensers on powered equipment etc);
- f) written instructions on rinsing, returning for refill, recycling or disposal of used chemical containers and applicators;
- g) instruction and/or training on cleaning methods that minimise or eliminate the need for chemical use wherever possible, in particular restrict the use of disinfectants by using them only as required by the service agreement;

- h) instruction and/or training on appropriate use of disinfectants including the need to follow product label directions for preparation and cleaning method, particularly requirements for pre-cleaning dirty surfaces and contact times.
- i) Written instruction that disinfectants shall not be used for routine cleaning of office areas.
- j) If the service provider uses disinfectants, they must actively pursue alternative forms of disinfecting such as steam cleaning and report annually to Environmental Choice New Zealand on any such initiatives or investigations.

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by:**

- Copies of instructions for:
 - o dilution, use and disposal of cleaning chemicals,
 - o rinsing etc of used chemical containers and applicators
- Copies of information provided on chemical hazards
- Description of:
 - o how and what PPE is provided,
 - o systems provided for dilution
 - o applicators used to prevent overuse
 - o how instruction is provided on methods that minimise or eliminate chemical use
 - o how instruction is provided on disinfectant use.
- References to relevant parts of the service agreement
- Annual report on investigations of alternative forms of disinfecting, if applicable

5.4.2 Floor Care

Criteria

- a) The service provider shall use dry cleaning techniques for hard flooring where appropriate, eg vacuuming or microfibre mop heads.
- b) Vacuum cleaners used by the service provider must be equipped with the appropriate filter or bag and these shall be changed or cleaned according to the manufacturers' recommendations. Unless the manufacturer suggests otherwise, vacuum bags should be changed when half full or when indicated by a sensor if the machine is so equipped.
- c) If disposable paper vacuum cleaner dust bags are used, these and their contents shall be directed to a compost waste stream if this is available in the building being cleaned.
- d) For non-routine hard floor maintenance, the service provider shall apply floor restoration chemicals with a mop or autoscrubber rather than spray application.

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by:**

- Evidence that this information is covered in staff training and where appropriate, work instructions.

5.4.3 Re-Usable Cloths and Microfibre Products

Criteria

- a) The service provider shall:
 - i. use re-usable cloths, mop heads etc in preference to disposable products; and
 - ii. use microfibre cloths, mops and dusters where appropriate to reduce chemical consumption.
- b) The service provider must provide suitable containers (eg sealable plastic bag) for used cloths soiled with cleaning chemicals to prevent residual chemical evaporating within the indoor environment.
- c) The service provider must have a procedure for laundering re-usable cloths and /or mop heads.

Explanatory notes: This procedure should give consideration to the environmental impact of laundry detergents, good laundry practices (e.g. times at temperatures recommended in AS/NZ 4146:2000 for thermally treating soiled articles) and assessment of the risks if domestic laundering is used. The Department of Labour has issued an Alert on this subject.¹⁴

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by:**

- Evidence that this information is covered in staff training and, where appropriate, work instructions
- A description of how criteria a) and b) are implemented
- References to relevant parts of the procurement policy
- A copy of the laundry procedure

5.5 Management Systems and Procedures

5.5.1 Environmental Hazard and Spill Control

Criteria

Note: any special environmental hazards or requirements associated with the service contract or location will be identified in the service contract.

¹⁴Department of Labour Alert, Oct 2008: <http://www.osh.dol.govt.nz/order/catalogue/pdfs/ia35-cloth-cleaning.pdf>

- a) The service provider must have in place procedures for dealing with environmental hazards and accidental spills as they may arise on a work site.
- b) Procedures for environmental hazards and spills must:
 - i. be freely available to all cleaning staff in a format that will be easily understandable;
 - ii. include provision of suitable spill kits and equipment;
 - iii. require reporting of chemical spills of 5L or more on a readily accessible report form or logbook; and
- c) The service provider must ensure procedures for environmental hazards and spills are covered in training and that this is recorded.

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by:**

- The cleaning company environmental hazard and spill control procedure
- An example spill report form/ logbook and records of any spills
- Evidence that staff training covers these areas
- A description and information on spill kits

5.5.2 Work Instructions/Standard Operating Procedures (SOPs)

Criteria

- a) Cleaning service providers must have written procedures and/or work instructions to cover situations where their absence could lead to failure to comply with the service agreement or these ECNZ Licence Criteria.
- b) Work instructions and/or procedures must be easily understood and may where necessary, be written in languages other than English. They should include diagrams or illustrations where appropriate. Relevant work instructions/procedures must be readily available to cleaning staff.
- c) The service provider must have a process for reviewing these work instructions/procedures to ensure that they are up-to-date.

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by:**

- the index or contents listing of work instructions
- examples of work instructions
- evidence of the review process

5.5.3 Staff training

Criteria

- a) The cleaning service provider shall provide initial training, on-site or site specific training and annual in-service training for all staff. Some or all of this may be provided by the Building Services Contractors Industry Training Organisation (BSCITO).
- b) Training must cover:
 - i. relevant work instructions and/or procedures;
 - ii. relevant criteria in this specification which are not covered by written work instructions;
 - iii. information on Health, Safety and Environmental hazards associated with cleaning chemicals, include SDS information where appropriate;
 - iv. any site specific requirements for each job the staff work on;
 - v. the importance of minimising environmental impacts and the ways that cleaning staff can help; and
 - vi. communication channels within the cleaning company and to the building management.
- c) The cleaning service provider will maintain a staff training plan identifying appropriate training and maintain a record of training for each employee.
- d) The cleaning service provider must ensure that appropriate training occurs before cleaning staff begin independent work.
- e) The cleaning service provider must ensure that training respects any unique needs such as limited English proficiency.
- f) The cleaning service provider must ensure that procurement officers have the skills and knowledge to select environmentally preferable cleaning materials and effectively implement the service provider's procurement policy.

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by:**

- Copies of relevant staff training material and programmes
- Documentary evidence that all staff are trained in a planned manner
- Documentary evidence that initial training takes place before staff begin independent work
- Documentary evidence that consideration is given to any unique needs of the trainees

- Documentary evidence on the procurement officers' skills and knowledge relevant to implementing the procurement policy

5.5.4. Maintenance of powered equipment

Criteria

The service provider must have a maintenance programme that inspects and maintains the performance of powered cleaning equipment at least half yearly or as recommended by the manufacturer. This scheduling of maintenance may involve estimating hours of use if equipment is not in regular use. This maintenance must be recorded.

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by:**

- Documentary evidence of a maintenance programme – this may be combined with the register of powered equipment required by 5.3.1.
- Example maintenance logs

5.6 Waste Management

5.6.1 Waste Generated by the Cleaning Service Provider

Criteria

- a) The service provider must implement effective waste management policies and procedures and/or a waste management programme covering service delivery operations. Waste produced by the cleaning service provider's offices would be included, this would include the Head Office and any regional offices associated with the ECNZ licensed service contracts.
- b) All items that are acceptable for local recycling must be separated from general waste and taken to the designated areas for collection.
- c) Licence holders must report annually to Environmental Choice New Zealand on waste management, including:
 - waste generated in relation to service delivery including the number or weight of bags used for the collection of waste and lining bins (this may be taken from purchase records);
 - arrangements made for recycling of waste generated by the service provider; and
 - initiatives taken to reduce waste generation and improve recovery/recycling of waste.

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by:**

- The waste management policies, procedures and programmes or relevant extracts
- Annual reports to Environmental Choice New Zealand on waste generation, minimisation and management
- Waste generated in relation to service delivery may be reported as kg waste/time cleaning or equivalent measure that will allow trends to be observed.

5.6.2 Waste Generated by the Building Occupants

Criteria

- a) Where the building management has a recycling programme, the cleaning service provider must take all practicable steps to support this. This must include reporting problem areas and working with the building management to maximise the efficiency and effectiveness of waste diversion systems.
- b) All recyclable wastes sorted by the building occupants must be kept separate and taken to the designated areas for collection.

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be accompanied by documentation that:**

- Describes the requirements of the waste management policies, procedures and programmes particular to service contracts or agreements
- Extracts of the service agreement and/or work instructions that describe how the requirements are to be met
- Evidence that staff training and work instructions cover this issue

5.7 Transport and Energy Management

5.7.1 Transport

Criteria

- a) If the service provider operates a vehicle or vehicles in relation to the licensed cleaning service, the service provider shall develop and implement a fleet management plan to minimise fuel consumption.

Explanatory Note: In the case of vehicles used for both business and private use, they shall be included in this criteria if they are owned by a cleaning service company and carry company branding or logos. Employees private vehicles used to reach their place of work are not included in this criterion.

- b) A fleet management plan must include:
 - i. consideration of fuel efficiency when purchasing vehicles;
 - ii. vehicles being suitable for their business purpose, eg not larger than necessary, not 4WD for urban use etc;

- iii. servicing vehicles regularly in accordance with the manufacturer's recommendations and maintaining log books;
- iv. keeping records of fuel consumption;
- v. route planning to minimise fuel consumption; and
- vi. encouraging economical driving styles and considering driver training to reduce fuel consumption.

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by:**

- the fleet management plan
- results of the plan's implementation including a copy of fuel consumption and vehicle servicing records.

5.7.2 Energy Management

Criteria

The cleaning service provider must ensure work instructions include:

- a) any specific requirements in the service agreement necessary to assist the building management achieve its own energy management objectives; and
- b) general requirements to minimize the use of energy.

Verification Required

Conformance with this requirement shall be stated in writing and signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by:**

- Extracts from the service agreement and relevant procedures

6. SERVICE CHARACTERISTICS

Criteria

- a) The cleaning service provided shall comply with the service agreement/contract.
- b) The service provider must have a system for monitoring the quality of cleaning service delivery against the service agreement/contract and for taking corrective action if required to meet the requirements of the agreement.

Verification Required

Conformance with this requirement shall be demonstrated by providing a written statement of compliance, signed by the Chief Executive Officer or other authorised representative of the applicant company. **This statement shall be supported by documentation:**

- identifying the applicable standards and or consumer/customer requirements;
- demonstrating how compliance is monitored and maintained.
- records of client feedback, complaints and corrective actions

7. REQUIREMENTS AND NOTES FOR LICENCE HOLDERS

Monitoring Compliance

Prior to granting a licence, Environmental Choice will prepare a plan for monitoring ongoing compliance with these requirements. This plan will reflect the number and type of services covered by the licence and the level of sampling appropriate to provide confidence in ongoing compliance with criteria. This plan will be discussed with the licence applicant and when agreed will be a condition of the licence.

As part of the plan, Environmental Choice will require access to relevant quality control and service delivery records and the right of access to service facilities. Relevant records may include formal quality management or environmental management system documentation (for example, ISO 9001 or ISO 14001 or similar).

The monitoring plan will require the licence holder to advise Environmental Choice immediately of any noncompliance with any requirements of this specification which may occur during the term of the licence. If a non-compliance occurs, the licence may be suspended or terminated as stipulated in the Licence Conditions. The licensee may appeal any such suspension.

Environmental Choice New Zealand will maintain the confidentiality of identified confidential information provided and accessed during verification and monitoring of licences.

Using the Environmental Choice Label

Wherever it appears, the Label must be accompanied by the words 'Cleaning Services' and by the Licence Number eg 'licence No1234'.

The Label must be reproduced in accordance with the Environmental Choice programmes keyline art for reproduction of the Label and the Licence Conditions.

Any advertising must conform to the relevant requirements in this specification, in the Licence Conditions and in the keyline art.

Failure to meet these requirements for using the Environmental Choice Label and advertising could result in the Licence being withdrawn.