

## Worksheet 5.2B

# Environmental criteria for building management, waste and cleaning services

This material is adapted from 'Environmental purchasing checklist – Building management and tenant property services' by the Australian Government Department of the Environment, Water, Heritage and the Arts, [www.environment.gov.au/settlements/publications/government/purchasing/building-mgt.html](http://www.environment.gov.au/settlements/publications/government/purchasing/building-mgt.html). These specifications apply to all Australian Government tenders for building management services, tenant property services, and waste and cleaning services and can be adapted for your own organisation.

These recommendations are primarily directed at government departments and agencies, but they may also be appropriate for tenders for privately owned buildings. This is an example only – adapt this worksheet to suit your organisation's requirements.

Suggested wording to define sustainability requirements is accompanied by evaluation weightings. **These weightings are indicative only.** Your organisation will need to determine its own weightings based on the relative importance of each category to your organisation. The guidelines do not include advice about how the environmental weightings compare to other tender evaluation criteria such as price, capacity to deliver, experience etc.

Consideration will be given to service providers	Information required from companies	Weighting (total = 100%)
<b>Building management and tenant property services</b>		
... that can demonstrate capacity to improve the environmental performance of buildings.	<p>Document your capacity and previous experience in energy and water efficiency, waste management and green cleaning programs.</p> <p>Details should identify your company's role in each program, i.e. developed innovative programs, initiated tried-and-true programs, implemented program designed by others, participated without major responsibility, etc.</p> <p>Describe challenges your company faced in previous programs and how they were overcome.</p> <p>Identify similarities and differences between buildings previously managed and building covered by this specification, with respect to energy use or other environmental factors.</p>	20–30%

Consideration will be given to service providers	Information required from companies	Weighting (total = 100%)
... that are committed to improving the energy and water efficiency of the building.	Identify how you will meet the Australian Government requirement for conduct of an energy audit within one year of occupation and at least every five years after that. However, to maintain your NABERS ratings, the property needs to be rated every year.  Specify how the recommendations of the audits will be evaluated and implemented.  Describe your approach to the conduct of water audits.	20–30%
... that are committed to delivering high-level support to waste minimisation and recycling systems.	Describe the types of services that will be provided to promote waste minimisation and recycling for both base building and tenants.	5–15%
.... that are committed to eliminating use of hazardous cleaning products wherever possible.	Document previous activities that focused on use of non-hazardous products.  Describe any previous involvement in testing use of non-hazardous cleaning products.  Provide a proposed plan of action for a cleaning program based on using low-hazard products wherever possible.	5–15%
.... that use systems that ensure that cleaning methods are efficient.	Document your methods for ensuring that cleaning is carried out to a high quality.  For example, show the systems you use to ensure that separated tenancy waste is kept separate from building waste.  Describe how your cleaning system and cleaning equipment, including vacuum cleaners, remove dust and debris from the premises. Include your procedures for filter management and efficiency of cleaning machines.	5–15%
.... that are committed to minimising use of toxic pesticides wherever possible.	Document previous activities that focused on use of non-toxic pesticides.  Describe any previous involvement in testing use of non-toxic pesticides.  Provide a proposed plan of action for a pest prevention program based on using non-toxic pesticides wherever possible.	5–15%
... that agree to comply with and enhance [the organisations]'s energy efficiency program.	Outline your understanding of current [organisation] energy efficiency activities for the facility or building.  Describe your understanding of requirements for agencies and departments under the Australian Government Energy Policy.  Describe what you would do to build on the existing program.	15–25%

Consideration will be given to service providers	Information required from companies	Weighting (total = 100%)
... that document additional environmental benefits of their services or superior environmental performance.	Provide appropriate documentation.	5–15%
... that can demonstrate a clear understanding of what constitutes good indoor environment quality.	Outline the process your organisation uses for the testing, management and improvement, if required, of indoor environment quality.	20-25%
<b>Waste services</b>		
... that are committed to delivering high-level support to waste minimisation and recycling systems for both base building and tenants.	Describe the types of services that will be provided to promote waste minimisation and recycling. This could include specification of bin types, educational material and monitoring and reporting systems. Document experience in implementing similar commitments elsewhere.	20–25%
... that are committed to recycling the most waste materials.	Specify which materials you will recycle.	20 - 25%
... that are committed to responsible disposal of non-recyclable waste streams.	<p>Provide commitments to responsible disposal of non-recyclable waste streams. For example, you might commit to one or more of the following:</p> <ul style="list-style-type: none"> <li>• Industry codes of best practice will be adhered to.</li> <li>• Waste will only be disposed of in a landfill fitted with a landfill gas collection system to reduce greenhouse gas emissions.</li> <li>• Any hazardous waste will be separately managed using appropriate vehicles and a waste tracking system.</li> <li>• An audited system will be established for reporting disposal arrangements, including landfill receipts.</li> </ul> <p>Document experience in implementing similar commitments elsewhere.</p>	20-25%

Consideration will be given to service providers	Information required from companies	Weighting (total = 100%)
... that document additional environmental benefits of their services or superior environmental performance.	<p>Provide appropriate documentation to support any environmental claims made. This should include, where possible:</p> <ul style="list-style-type: none"> <li>• a certified Quality Management System or Environmental Management System (if no companies tendering are certified, specify a date by which certification would need to be obtained).</li> <li>• a demonstrated track record, and</li> <li>• membership of industry associations.</li> </ul>	5–15%
<b>Cleaning services</b>		
... that are committed to eliminating use of hazardous cleaning products wherever possible.	<p>Provide details on other previous or current service contracts that focus on using non-hazardous products. Document procedures used to test non-hazardous cleaning products. Testing may be conducted by third party assessors, including on behalf of manufacturers. Document your procedures for logging and reporting on supplies and use of all cleaning products.</p>	20–25%
...that present a systematic plan for phasing out or minimising use of hazardous cleaning products.	<p>Provide detailed information describing procedures used to comply with relevant State regulations for control of hazardous substances in the workplace, with particular detail on risk assessment, use of the hierarchy of control, training and documentation.</p> <p>Provide details on any penalties or warnings received for violation of regulations related to hazardous substances in the workplace during the past five years.</p> <p>Describe the program you will institute to identify opportunities for eliminating hazardous cleaning chemicals.</p> <p>Describe the program and procedures you will adopt to identify, test and introduce alternative lower risk products.</p> <p>Document the procedures and materials used in training that emphasise minimum use of hazardous substances.</p> <p>Provide details of the documentation and reporting process that will be followed to keep [organisation] informed about progress in implementation of the program.</p>	20-25%
... that are committed to use of products and packaging made from recycled materials.	<p>Provide details on your current and proposed efforts to use products or packaging made from recycled materials.</p>	5–15%

Consideration will be given to service providers	Information required from companies	Weighting (total = 100%)
... that are committed to recycling of waste materials.	Document your existing program for recycling of packaging and other materials. Describe the procedures you will use for recycling of cardboard and other recyclables from this property. Specify how you will ensure that cleaners handle recyclable materials separated by the property's occupants, and will keep recycled materials segregated from general wastes.	10–20%
... that agree to comply with the buildings energy and water efficiency programs.	Document procedures that will be used to ensure that cleaners minimise energy use by switching off lights in unused areas. Document procedures that will be used to ensure that cleaners minimise water use and report leaks	5–15%
... that document additional environmental benefits of their services or superior environmental performance.	Provide appropriate documentation to support any environmental claims made. This should include, where possible: <ul style="list-style-type: none"> <li>• a certified Quality Management System or Environmental Management System (if no companies tendering are certified, specify a date by which certification would need to be obtained).</li> <li>• a demonstrated track record, and</li> <li>• membership of industry associations.</li> </ul>	5–15%
<b>Pest treatment services</b>		
... that are committed to minimising the use of toxic pest treatments wherever possible.	Provide details on other previous or current service contracts that focus on using non- toxic pest treatments. Document procedures used to test non- toxic pest treatments. Testing may be conducted by third party assessors, including on behalf of manufacturers. Document your procedures for logging and reporting on supplies and use of all pest treatment products.	15-20%

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