



The Australian Ecolabel Program

Good Environmental Choice Australia Standard

Cleaning Services

Core SDGs:



SDGs: 1, 3, 5, 6, 10, 12, 14, 15, 16



Issued by: Good Environmental Choice Australia Ltd

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USE OF GECA STANDARD

This standard identifies environmental, quality, regulatory, social and ethical criteria that the top environmentally and socially performing services sold in the Australian marketplace can meet in order to be recognised by GECA as “environmentally and socially preferable”.

This standard seeks to set the benchmark for environmentally and socially preferable services. The Australian Ecolabel Program is based on the international standard ISO 14024: “Environmental Labels and Declarations - Guiding Principles”, <https://www.iso.org/standard/72458.html>, which requires environmental labelling specifications to include criteria that are objective, reasonable and verifiable.

This standard may be used by GECA-approved assurance providers to verify whether a service fully conforms to the criteria set by this standard. Where a service is certified under the Australian Ecolabel Program, it may display the GECA ecolabel (the “Good Environmental Choice Australia Mark”) to show that the service has been independently assessed and demonstrates conformance with the environmental and social criteria detailed in this standard.

The purpose of voluntary environmental labels and declarations is the communication of verifiable and accurate information for the numerous environmental and social aspects of goods and services. As required by the Trade Practices Act the information cannot be misleading. Such information encourages the demand for, and supply of, those services that cause less harm to the environment, thereby stimulating the potential for market-driven continuous environmental improvement. Where a company has a service certified as conforming to this standard, it may gain a marketing advantage in government and business procurement programs, as well as greater market recognition in general because of its independently verified environmental, quality, health and social attributes.

The principles of life cycle analysis have been used to set criteria to address relevant environmental loads typical in a service industry. As such, this standard may also offer guidance for Australian service providers to reduce the environmentally and socially harmful impacts of their service(s). Service providers may use the operational criteria in this standard to design and refine the delivery of their service(s). In addition, service providers may find other environmental issues and more measures associated with providing a service, which are beyond the content of this standard. Service providers are encouraged to include and adapt improvements in their environment programs and designs to aim for even better environmental results where technically possible. GECA welcomes feedback where this has been achieved.

While all GECA ecolabelling standards are voluntary, they contain criteria that address compliance with specific laws. In addition, a GECA standard may recognise specific Australian Standards. A prerequisite for certification under the GECA ecolabel is to satisfy the relevant Australian or International Standard, where it is required by law. However, Australian Standards typically define “fit-for-purpose” criteria and usually do not provide assurance of environmental preferability. GECA ecolabelling standards go beyond Australian Standards and define an environmental benchmark for the service category.

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Good Environmental Choice Australia Ltd

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Cleaning Services

DOCUMENT HISTORY

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Versions	Date Published	Summary of Changes
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1.0	4 February 2008	First published
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2.0	26 November 2020	Revision: Change of scope, change of various criteria e.g. 4, 7-9, 12, 13-17, 22-34, addition of new social criteria. Change of GECA address, change of text in "use of GECA standards", adding of text in "how to apply for geca certification", change of document history, change of exemption, audit, auditor and auditing body to exception, assessment, assessor and assurance provider, respectively according to new scheme rules, adding definitions of above terminologies, addition of SDGs.
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HOW TO APPLY FOR GECA CERTIFICATION

Manufacturers or service suppliers interested in GECA certification using the Environmental Choice Australia Ecolabel are encouraged to read carefully through the entire standard. A checklist at the back of the standard provides a helpful list of all criteria within the standard.

To launch an application, please contact GECA via the GECA website [contact us](http://www.geca.eco/contact-us/) page <http://www.geca.eco/contact-us/> or via email info@geca.org.au, GECA will then forward an Information Pack and a link to complete an obligation free application form. After receiving the completed application form, an approved GECA Assurance Provider will contact the applicant and give a clear overview of the steps needed to achieve certification and provide a quote for assessment.

Note: GECA reserves the right to refuse, suspend or postpone an application if (a) the organisation does not meet minimum compliance with Environmental Law, Labour Law, Fair Pay, Work, Health and Safety, Lawful behaviour (e.g. pending or ongoing lawsuits) (b) the organisation does not have transparent reporting that is available/accessible on request (c) the core mission of the organisation and/or product is in conflict with GECA's mission and/or is perceived by GECA to pose a risk to the GECA brand or reputation.

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DEFINITIONS

Appliance includes: all items from kitchen, bathroom, meeting and work areas that consume energy and perform a function.

Assessment: Process performed by the assessor to determine if the product conforms with the applicable GECA Standard.

Assessment report: Full document composed by the assurance provider that states how the nominated product conforms or fails to conform to GECA standards. This report shall include appropriate and substantial evidence to justify conformance decision.

Assessor: The individual performing the assessment as an employee or contractor of the Assurance Provider.

Assurance provider: Person or organisation accredited by the Independent Appointment Panel performing the conformance assessment.

Exception: An exception is granted when an applicant is given permission by the GECA CEO or Board to become certified despite not meeting a particular criterion in the standard as identified during the assessment process, usually with a mandatory transition period.

GECA Approved Assessor: An Assessor that has been accredited to assess against GECAs Scheme Rules.

Label means the Good Environmental Choice Australia (GECA) Label for ecolabelling of service providers.

Product is a broad term covering both **goods**, which are physical objects, and **services**.

Renewable Energy is an energy resource that is rapidly replaced by natural processes. Examples include: biomass, geothermal, hydro, solar, tidal and wind.

Hard Flooring in this standard refers to most hard or polishable flooring types, including wooden floorboards, vinyl flooring and concrete floors.



BACKGROUND

This Standard seeks to define good environmental performance benchmarks for service providers responsible for the provision of cleaning services. It is a voluntary environmental labelling standard administered by Good Environmental Choice Australia (GECA), which specifies minimum quality, environmental, health, ethical and social performance criteria for the sector. Members of the sector who adhere to the standard will demonstrate environmental preferability over their peers.

This Standard specifies quality, environmental, health and social performance requirements of environmentally managed cleaning services for the Australian Ecolabel Program. The program complies with ISO 14024: "Environmental labels and declarations - Guiding principles" which requires environmental labelling specifications to include criteria that are objective, reasonable and verifiable. It also specifies requirements for the use of chemicals and cleaning products by a cleaning service provider, as well as the systems that should be in place to support waste management and product procurement. Requirements for the arrangement of cleaning, maintenance and cultural programs exist as well as compliances with regulatory bodies concerning the environment and occupational health and safety.

Services dominate economic activity in Australia. They account for more than three-quarters of national economic activity and for four out of every five jobs. Services also provide essential inputs, such as energy, communications and transport, into nearly everything that Australia produces. Services are an important and growing part of the global economy, accounting for the dominant share of output and employment in most industrialised countries.

Over the past four decades, the share of GDP accounted for by services has continually and significantly increased. Growth in the sector's share of employment has been even stronger – increasing by almost 20 percent from the mid-1960s.

At the same time, the environmentally damaging effects of the commercial sector have become more apparent. The 2001 State of the Environment Report points out that the commercial sector contributes significantly to energy use and waste volumes.

The primary purpose of this Standard is to define environmental and social performance criteria for the provision of cleaning services, in particular the environmental impacts resulting from activities undertaken by service providers. In many cases, service provider themselves or lessees of premises have no control over the environmental impacts of the built environment itself, however, a significant environmental impact is attributable to the energy, waste and water consumption habits of contracted cleaners and their procurement and consumption of materials. This Standard is limited to activities that are directly controlled by the service provider without imposing requirements on the built environment.

An environmentally efficient and socially responsible commercial sector is preferable because it reduces the demand for virgin raw materials at the same time as limiting the emission of various wastes. While direct impacts such as these are most obvious, there are also indirect impacts such as those on human health and wellbeing.



FIT FOR PURPOSE CRITERIA

SDGs 12

1 STANDARD CATEGORY SCOPE

Criterion 1: This Standard is applicable to general cleaning services. This includes the following categories:

- Domestic (household) cleaning
- Commercial cleaning (e.g., offices, schools, shopping centres, public buildings, outdoor and event cleaning.)
- Healthcare facilities cleaning as long as there is no conflict between existing policies in healthcare facility and cleaning procedure based on GECA standard
- Window cleaning that can be reached without the use of any lifts (not requiring working at heights).
- Hard floor strip and sealing (e.g., Wooden floors, tiles, stone)
- Carpet cleaning (e.g., Hot water extraction, Encapsulation)

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This Standard is not applicable to:

- Industrial cleaning (e.g., environmental remediation, manufacturing process cleaning)
- Window cleaning that requires working at heights

This Standard applies only to the extent that the applicant has control over the service being certified. For example, a contractor with no control over existing infrastructure is not expected to be responsible for facilities that are subject to the cleaning work, but is expected to make whatever behavioural and procurement changes are possible to ensure the minimisation of environmental impact resulting from their activities.

Demonstration of conformance

DoC 1.1: A brief description of the cleaning service as it applies to the scope of this standard.

2 OPERATIONAL REQUIREMENTS

Criterion 2: If the company offers both GECA and non-GECA certified services, it must prove to have separate accounts or an adequate accounting code for the activities covered by the GECA- certified services. The company shall be very clear in its communication about which cleaning service offered by the company is GECA-certified. The GECA certification will have to clearly specify this info, too.

Demonstration of conformance

DoC 2.1: Documents describing the details of services; if both GECA and non-GECA certified cleaning service is provided clear description of areas and tasks performed by each service provides, and site-specific cleaning procedure if applicable; and

DoC 2.2: List of sub-contractors including names and contact details which provide each GECA and non-GECA certified if applicable.

Criterion 3: Where an operator that has been awarded GECA certification for cleaning services makes use of sub-contractors for the provision of such services, the operator shall ensure that he contractors who are responsible for direct employment of routine and specialist cleaning personnel are named in the cleaning contract. Any subcontracting organisations or individuals must also adhere to the requirements, policy or scope of works according to GECA cleaning services standard. This can be done via a detailed sub-contract and on-site check performed by the operator to ensure sub-contractor is following the requirements.

Demonstration of conformance

DoC 3.1: Copy of subcontract indicating requirement matching GECA cleaning services standard and regular on-site check; and

DoC 3.2: List of sub-contractor/s names and contact details

DoC 3.3: Copy of guideline and procedures on regular on-site checks

2.1 Operating procedure

Company-wide standard operating policies and procedures must be in line with minimum legal requirements, be included in the training of all new staff, and be readily available to all staff upon recruitment and later request.

Criterion 4: Cleaning service providers shall have in place written guidelines that define the standard operating procedures to all staff. These must, as a minimum, include suitable directions on:

- Storage and use of chemicals, e.g beach and ammonia-based cleaning products are kept in separate bins



and are provided with large, color-coded labels indicating they are not to be mixed.

- Procurement of environmentally preferable cleaning products,
- Equipment inspection and maintenance,
- Communication protocols,
- Training requirements (see criteria 26),
- Quality assurance procedures,
- Laundering re-usable cloths and /or mop heads,
- Record keeping (including chemicals/ disinfectants logbook)

and the following shall also be considered in the company's policies:

- Procurement guidelines that cover all cleaning products and equipment, policies and guidelines to ensure minimisation health risks and minimisation of cleaning products usage, and to ensure environmental best practice; and
- Cleaning in healthcare facilities or early childhood centres must also adhere to the Australian National Health and Medical Research Council's 'Guidelines for routine environmental cleaning' when cleaning buildings containing vulnerable populations such as the elderly, the infirm or infants
- Surface hygiene and cross-contamination prevention, including hand-hygiene education for occupants and cleaners,
- Protocol for disinfection is specified with respect to Criterion 22.

These guidelines must be available to all cleaning personnel and clients in both English and their first language.

Demonstration of conformance

DoC 4.1: Copy of all guidelines, policies and standard operating procedures covering each and all above areas.



HEALTH CRITERIA

SDGs 3, 15

2.1.1 Hazard Control

Criterion 5: The cleaning service provider shall have in place procedures for dealing with hazards as they may arise on a work site. These procedures must include, as a minimum, directions for operating in:

- Schools, around young children, or any other sensitive populations,
- Potentially hazardous environments, such as building sites,
- Environments containing hazardous substances (e.g., asbestos),
- High traffic areas, such as corridors and entrances,
- Special conditions that may affect the frequency of cleaning or negatively impact human health or the environment. (i.e., public areas, hospitals)

Demonstration of conformance

DoC 5.1: Signed declaration from an Executive Officer of the applicant company indicating the procedure are freely available to all cleaning staff and are incorporated in regular training.

DoC 5.2: Copy of risk assessments and procedures to manage risks in above locations.

2.1.2 Accident Control

Criterion 6: The cleaning service provider shall have an appropriate accident control policy governing the procedure to be followed in the case of an accident. Accident report forms must be kept on all work sites and be readily accessible to all staff.

Demonstration of conformance

DoC 6.1: Copy of policy and action plans in the case of accident

DoC 6.2: Copy of accident report forms available on all work sites and be readily accessible to all staff.

DoC 6.3: Evidence demonstrating a basic first aid kit (as a minimum) is provided for each work site.



ENVIRONMENTAL CRITERIA

SDGs: 6,14,15

2.1.3 Equipment Use

Criterion 7: The cleaning service provider shall ensure staff performing cleaning tasks have access to appropriate dosage and dilution apparatus for the cleaning products used (e.g. automatic dispensers, measuring beakers/caps, hand pumps, sprays), either at the cleaning site or at the applicant's premises. They shall also have access to the corresponding instructions for correct dosage and dilution.

Demonstration of conformance

DoC 7.1: Signed declaration from an Executive Officer of the applicant company indicating compliance with the above criterion; and

DoC 7.2 Copy of documents showing the list of the apparatus provided with description of their applications; and

DoC 7.3: Copy of manuals or instructions of equipment/ apparatus operation; and

DoC 7.4: Copy of instructions on the correct dosage and dilution instruction that is provided to the cleaning staff.

Criterion 8: Cleaning service providers shall not use equipment that does not meet the following requirements:

- Operate at an average sound power level less than 70 dB when measured at a distance of 10 m; and
- Powered floor maintenance equipment (i.e., polishers) must be equipped with controls or other devices for capturing and collecting particles and operate at an average sound power level less than 70 dB when measured at a distance of 10 m; and
- Propane powered or other combustible fuel burning floor equipment must not be used; and
- Powered scrubbing machines must be equipped with a control mechanism for varying the dispensing rate of cleaning fluids in order to optimise their use.

All powered equipment must be used in a way that is energy efficient, and be switched off when not in use.

Demonstration of conformance

DoC 8.1: Copy of evaluation or test report for noise level of vacuum cleaner and powered floor maintenance equipment (i.e., polishers) measured at 10 m; and

DoC 8.2: Signed declaration from an Executive Officer of the applicant company/ supplier indicating propane powered or other combustible fuel burning floor equipment are not used; and

DoC 8.3: Signed declaration from an Executive Officer of the applicant company / supplier indicating powered floor maintenance equipment and powered scrubbing machines are equipped with a control mechanism for dispensing of cleaning fluid; and

DoC 8.4: Copy of plan incorporating a minimum quarterly logged maintenance plan for powered cleaning equipment, or as recommended by the equipment manufacturer.

2.1.4 Vacuum Cleaner Use and Maintenance

Criterion 9: The cleaning service provider shall ensure the following safety measures to minimise workers exposure to dusts, particles and noise:

- Vacuum cleaners shall be equipped with high-efficiency particulate air (HEPA) or equivalent, and appropriate bags; these shall be changed or cleaned as per the manufacturer's recommendations.
- Precautions shall be taken to minimise worker exposure to dust and other particles when cleaning or replacing bags and filters. This may include providing workers with dust masks.



- Workers using vacuum cleaners must be provided with hearing protection.

Demonstration of conformance

DoC 9.1: Evidence from manufacturer/ supplier of vacuum cleaner indicating it is equipped with high-efficiency particulate air (HEPA) or equivalent; and

DoC 9.2 Evidence demonstrating instructions provided by manufacturer/ supplier for regular cleaning and replacing the filters/ bags in vacuum cleaners; and

DoC 9.3: Copy of procedures and instructions about provision of dust masks and hearing aids to all cleaning personnel and how to use them while working on cleaning site.

2.1.5 Hard Flooring Maintenance

Criterion 10: When cleaning, polishing or restoring hard floors, the cleaning service contractor shall make all appropriate arrangements to ensure adequate ventilation both during and after the procedure. Reasonable notice must be given to the building manager prior to the commencement of non-routine floor maintenance operations.

Note: Spray application must be avoided when restoring floors using chemicals. Exceptions may be granted via submitting an application to GECA in circumstances where no other means are available.

Demonstration of conformance

DoC 10.1: Signed declaration from an Executive Officer of the applicant company indicating compliance with the above criterion; and

DoC 10.2: Onsite inspection to ensure adequate ventilation during and after cleaning procedure

Criterion 11: The cleaning service contractor shall ensure adequate signage are in placed around the work area to alert building occupants to the hazards associated with the work being carried out. Slippery when wet signs must be used where water or cleaning materials may pose a risk to the public.

Demonstration of conformance

DoC 11.1: Signed declaration from an Executive Officer of the applicant company indicating compliance with the above criterion

DoC 10.2: Onsite inspection to ensure adequate signage are in placed around the work area to alert building occupants to the hazards

2.2 Transport

The cleaning service provider shall ensure minimising fuel consumption through route planning, driving style and regular vehicle maintenance;

Criterion 12: Company or fleet vehicles shall be regularly maintained, according to the manufacturer's instructions, to ensure efficient fuel use. The applicant shall also provide planning for routes to minimise fuel consumption and secondary transport requirements.

Demonstration of conformance

DoC 12.1: Log book of vehicle maintenance records; and

DoC 12.2: Manufacturer's maintenance manual; and

DoC 12.3: Document outlining the planned routes and GPS data confirming that vehicle followed these routes.



3. REQUIREMENTS FOR CLEANING PRODUCTS AND SUPPLIES

3.1 Use of cleaning products with low environmental impact

Criterion 13: The cleaning service provider shall ensure at least 50% by volume at purchase of all cleaning products used per year, excluding wipes, mops and items used during the laundry process, shall have been GECA-certified or certified with other ISO14024 ecolabels.

The complete list of GECA cleaning products can be found on GECA website: <http://www.geca.eco/>

Note: Only products directly used during GECA indoor cleaning service tasks are covered by this criterion.

Note: Where cleaning products are not certified by a ISO14024 ecolabel, the applicant can demonstrate that the products satisfies the requirements of the hazardous materials section of the current GECA cleaning products standard by providing a report completed by a GECA approved assessor that demonstrates conformance against the standard

Demonstration of conformance

DoC 13.1 annual data including commercial name with volume of products (or weight, number. of bottles etc.) and documentation (including relevant invoices or site inventories) indicating the cleaning products used in the applicant indoor cleaning service contracts; and

DoC13.2: A copy of the ISO 14024 ecolabel licence from the supplier for each cleaning products used; or

DoC13.3: A report completed by a GECA approved assessor that demonstrates products satisfies the requirements of the hazardous materials section of the current GECA cleaning products standard; or

DoC 13.4: A schedule of all materials and substances used and where applicable the SDS, chemical names or CAS numbers and/or signed declaration of non-use to establish compliance with the hazardous materials section of GECA cleaning products standard.

Note: If the annual data (commercial name and volume of products) and documentation (including relevant invoices or site inventories) are not available at the time of application, the applicant should sign the declaration of the commitment complemented with relevant historical data from the previous year, the relevant data should be provided during the course of the license not late than 12 months from the award of the GECA certification.

Criterion 14: The cleaning service provider shall ensure all cleaning products that have not been GECA-certified or certified under a ISO14024 ecolabel do not contain substances listed in hazardous materials section (criteria 17 – 20) of current GECA cleaning products standard (http://www.geca.eco/product_type/cleaning-products-commercial).

Demonstration of conformance

Doc 14.1: Signed declaration from an Executive Officer of the applicant company/ supplier which confirms that the listed chemicals are not used as ingredients and are not contained in the ingredients used; and

DoC 14.2: Full ingredients list, stating chemical names and CAS numbers; and

DoC 14.3: SDS for each ingredient, and test reports based on relevant OECD test methods where applicable.

Criterion 15: The cleaning service provider shall ensure that all products that have not been GECA- certified or certified under a ISO14024 ecolabel do not contain more than 1% by weight of any substance that carries risk phrases listed in criterion 21 of current GECA cleaning products (http://www.geca.eco/product_type/cleaning-products-commercial)

Demonstration of conformance

DoC 15.1: Signed declaration from an Executive Officer of the applicant company/ supplier of cleaning products which confirms that product do not contain ingredients in amounts higher than those authorised in the criterion 21; and



DoC 15.2: Full ingredients list, stating chemical names and CAS numbers from supplier/manufacturer; and
DoC 15.3: SDS of all non-GECA certified cleaning products from supplier/manufacturer

Criterion 16: The cleaning service provider shall ensure that total amount of volatile organic compounds (VOCs) in all products that have not been GECA- certified or certified under a ISO14024 ecolabel do not exceed 3.0% by weight once diluted as per instructions.

Demonstration of conformance

DoC 16.1: Calculation of VOC content based on ingredients list. The applicant or supplier must provide evidence to the GECA approved assessor to enable this calculation, including full formulation details showing the weight of each ingredient in g/L and the physical properties and chemical formula of each ingredient (or SDS for each ingredient).

Criterion 17: The applicant company shall ensure at least 50% of the textile cleaning items (e.g. cloths, mop heads) used per year shall be made of microfiber.

*Note: This criterion does not apply to disposable textile cleaning items tasks and only non-disposable textile cleaning accessories directly used during cleaning service tasks are covered by this criterion.
The use of disposable cleaning accessories is allowed, however the staff shall be trained to use reusable textile cleaning products and minimise the use of single use items.*

Demonstration of conformance

DoC 17.1: Annual data (type and quantities of products) and documentation (including relevant invoices or site inventories) indicating the textile cleaning accessories used and specifying which textile cleaning accessories are made of microfiber

Criterion 18: The applicant company shall ensure that plastic garbage bin liners do not contain phthalates or halogenated plastics and must contain a minimum of 10% recycled content.

Demonstration of conformance

DoC 18.1: Signed declaration from an Executive Officer of the applicant company / supplier of plastic items confirming that plastic bin liners do not contain phthalates or halogens.

DoC 18.2: Copy of evidence demonstrating recycled content of plastic bag used provided by supplier

Criterion 19: The applicant company shall ensure that packaging of cleaning products must not contain chlorinated plastics.

Demonstration of conformance

DoC 19.1: Signed declaration from an Executive Officer of the applicant company / supplier of packaging confirming that packaging of cleaning products do not contain chlorinated plastics.

3.2 Chemical Record Keeping

Criterion 20: The applicant company shall ensure that a register of all chemicals and cleaning products are maintained for each work site. This register must include material safety data sheets (MSDS) for all listed chemicals and disinfectants and be freely accessible to workers at all times during cleaning operations.

Cleaning service providers must:

- Maintain records of the quantities of chemicals used on a minimum quarterly basis, e.g. extent and frequency of cleaning, including dated cleaning logs.
- Undertake to reduce, minimise, or eliminate the need for chemical use wherever possible.



- Train staff about cleaning schedule including maintenance of detailed logs of all chemicals and disinfectants

Demonstration of conformance

DoC 20.1: Copy of records of the quantities of chemicals used on a minimum quarterly basis

DoC 20.2: Copy of training and protocols available to staff to maintain detailed logs of chemicals including disinfectants

Criterion 21: The applicant company shall ensure that:

- Train all staff in the proper handling of chemicals including disinfectants, and special considerations for any hazardous chemicals used, including the use of Personal Protective Equipment (PPE) e.g. how and what PPE is provided if required (if possible a representative of the manufacturer of chemical shall train at least one key member of the applicant company on the safe use, dilution and disposal of all their products and assign a certificate to ensure that one person has been trained and is capable of training all the end users in the company).
- Follow the SDS requirements of each chemical being used
- Provide easily understandable instructions on the dilution of cleaning chemicals,
- Provide a system for diluting chemicals that minimises worker exposure.
- Provide appropriate applicators for all cleaning chemicals that do not result in over-application of cleaning products.
- Provide instruction on cleaning, rinsing, re-use and recycling of used applicators.
- Provide instruction on rinsing, recycling or disposal of used chemical containers
- Provide regular testing and maintenance of powered equipment
- The expected exposure of staff to chemicals must be lower than the requirements set for OH&S by the National Industrial Chemicals Notification and Assessment Scheme (NICNAS) or another relevant regulatory body.

Demonstration of conformance

DoC 21.1: Copy of training, procedures and policies demonstrating compliance to each of above matters; and

DoC 21.2: Evidence that the legal requirements for testing and maintenance of powered equipment have been identified and that the required testing and maintenance has been completed; and

DoC 21.3: Signed declaration from Executive Officer of the applicant company / service provider indicating the compliance with manufacturer's instructions for the use of chemical; and

DoC 21.4: Copy of incident report as applicable, and evidence of staff training in safe use of chemicals and limited exposure to hazardous materials.

3.3 Disinfectant Use

Criterion 22: Disinfectants used must be EPA-registered, certified by GECA or comply with the requirements of Criteria 14 and 15. Protocol for disinfection is specified, including: 1. Identification and maintenance of a list of high-touch surfaces 2. Limitation of disinfection to high-touch surfaces..

Product label directions must be followed for preparation of disinfecting solutions (e.g., dilution rate) and cleaning method (e.g., prior preparation or dwell time), cleaning personnel shall also receive training on how to use and manage disinfectants including how to keep detailed logs.

Demonstration of conformance

DoC 22.1: Evidence of EPA-registration, GECA-certification or compliance with criterion 14 and 15 of this standard

DoC 22.2: Copy of protocols and training provided to personnel on how to use and keep records of use of disinfectants.



4. WATER AND WASTE REQUIREMENTS

4.1 Waste Requirements

Criterion 23: Cleaning service providers shall demonstrate that there are procedures in place to:

- Purchase chemical products and supplies in quantities that minimise the amount of packaging waste generated.
- Make use of re-usable cleaning cloths in lieu of paper and other disposable items, wherever possible.
- Clean or launder re-usable cleaning cloths before re-use.
- Separate recyclable items from waste, including paper, cardboard, glass, plastics and chemical containers that are acceptable for recycling.
- quantity of waste recycled and how that waste is recycled (e.g. taken to local transfer station);
- quantity of waste disposed to landfill; and

Demonstration of conformance

DoC 23.1: Copy of waste management policies and procedures covering above matters; and

DoC23.2: Copy of training provided to cleaning personnel to waste management as outlined above; and

DoC23.3: Annual reports on waste generation by the service provider or if applicable by subcontracted waste collection provider (including recycling, disposal to landfill, minimisation and management), including from the cleaning service provider's offices.

4.2 Specific Waste Collection

Criterion 24: IT equipment, office equipment, printing ink, toner refills, fluorescent tubes or any other materials with hazardous content must be collected for reuse, recycling or collection for appropriate disposal by the manufacturer.

Demonstration of conformance

DoC 24.1: Copy of chain of custody evidence for all hazardous waste streams.

4.3 Water Use

Criterion 25: All water output fittings used by the cleaning service provider must have a minimum 3 star water conservation rating as set by the Water Services Association of Australia (WSAA) this is only applicable if the fittings are supplied by the cleaning company otherwise the criterion is not applicable.

Demonstration of conformance

Doc 25.1: Copy of policy governing efficient use of water in cleaning operations including the non-use of hoses for cleaning pathways.

DoC 25.2: Regular on site check on water equipment for flow rate and toilet water rating

5. STAFF TRAINING

Criterion 26: All staff (including permanent and temporary staff) must be trained annually in cleaning procedures, correct operation of equipment and chemical handling, the training shall:

- be delivered by qualified supervisors (cleaning supervisors or managers must have certificates of attainment in accredited units of competency that relate to safe work and environmentally sustainable work practices); and
- be based on an assessment of the employee's current skills; and abilities; and
- include regular retraining where required, particularly on safe work, for instance continuing training and/or education on a minimum annual basis to maintain knowledge on safe work practices and their employment rights; and
- covers the areas specified in the legal text; and
- be relevant to the specific requirements of the cleaning contract e.g. if cleaners are engaged for the collation of waste and relevant data, training shall be provided so as for recycling; and include:
- A sequencing of cleaning steps and use of personal protective equipment.



- Use of cleaning products and materials and related equipment (e.g. cleaning chemical dispensing equipment).
- Instruction for purchasing personnel in selection of low hazard cleaning materials

Note: A functioning policy must be in place indicating safe work and environmentally sustainable work practices and appropriate training required by staff before they may commence each aspect of operation, the cleaning services contractor must provide a duty schedule to employees at each site which specifies the particular tasks.

Note: Trainings shall include culturally and literacy level appropriate education. Trainings may be provided on-site, off-site or online; in group or individual settings; and through vendors, on-site staff, health insurance plans or programs, community groups or other qualified practitioners.

Demonstration of conformance

DoC 26.1: Signed declaration from an Executive Officer of the applicant company / service provider indicating that all the above training and guidance are provided to employees

DoC 26.2: copy of the training and instructions signed by executive officer of applicant company and each cleaning staff member.

DoC 26.3: Copy of training report, records and list of cleaning supervisors and managers with qualifications related to safe work and environmentally sustainable work practices and other training provider and participants

DoC 26.4: Copy of duty schedule provided to employees by service provider

6. CLEANING OPERATIONS ASSESSMENT

Criterion 27: All parties to the cleaning services will meet annually to discuss and review the service and check the company's performance against the targets set in the action programme. Results from the assessment shall be used by the company's management team to continuously improve performance by updating the environmental policy and the action programme.

Demonstration of conformance

DoC 27.1: Signed declaration from an Executive Officer of the applicant company / service provider of compliance with above criterion

DoC 27.2: Copy of policy, action programme; and

DoC 27.3: Copy of evaluation report (e.g. meeting details and minutes) taking into account client comments and feedback



SOCIAL CRITERIA

SDGs: 1, 5, 10, 16

7. SOCIAL AND LEGAL REQUIREMENT

This section addresses compliance with law and the social performance of the producer and the applicant company. Criteria for social aspects of the product are required under the international standard on ecolabelling (ISO 14024), and this section is common to all GECA standards. Equivalent sections are included in standards of all other GEN member ecolabelling bodies around the world. The social aspect partially addresses the third dimension of sustainability - Society. This was first understood by producers under the name "Corporate Social Responsibility" (CSR). In this standard, social criteria include laws relating to wages, equal opportunity, safety and protection of workers. GECA certification cannot be given to any company that operates in breach of workplace laws or otherwise illegally exploits workers or their families.

Note: In cases where there is a conflict between GECA requirements in this section and relevant legislation or regulations introduced by governments and agencies, national legislation overrides state legislation and state legislation overrides regulations and standards issued by GECA. Where the GECA requirements go further than applicable legislation, the producer and/or applicant company shall comply with applicable law while trying as far as possible to act in accordance with the spirit of the GECA requirements.

7.1 Environmental Legislation

Criterion 28: The producer of the product and applicant company shall as per law comply with applicable environmental legislation and government orders at the Local, State, and Commonwealth levels, (if these have been issued). Where a producer is from an overseas jurisdiction, it is that jurisdiction's environmental regulations that apply. Where the producer has been found guilty of a breach of any environmental legislation or permit(s) within the last two years, there must be evidence of corrective action.

Demonstration of Conformance

DoC 28.1: Signed declaration from an Executive Officer of the organisation stating compliance with applicable environmental legislation and government orders;

DoC 28.2: Signed declaration disclosing of any breaches of environmental legislation or permits and the date of the breach.

DoC 28.3: Legal Register listing applicable environmental legislation (including applicable Regulations under that legislation) in, or as an attachment to, the above two declarations (28.1 and 28.2). The Legal Register shall:

- For each applicable Act and Regulation listed, state whether the service provider and applicant company comply; or have a certified ISO 14001, Eco-Management and Audit Scheme (EMAS) or equivalent environmental management system in place; and
- List any relevant permits granted by the EPA or an equivalent national, state or local body;

DoC 28.4: Evidence of corrective action following identification of a breach of environmental legislation, if applicable.

Note: In this criterion, 'Regulation' means an entire regulatory instrument (for example, the Environmentally Hazardous Chemicals Regulation 2008) and not the individual sections, provisions or clauses of a regulatory instrument.

7.2 Minimum entitlements including wages

Criterion 29: All employees and contractors must receive at least the applicable minimum wage including penalty rates, allowances and superannuation and be provided all other minimum entitlements including in relation to hours, leave and termination. All employees shall be covered by a Federal or State award, a certified industrial agreement or registered agreement as determined by the Australian Government Workplace Authority or a State or Territory Workplace Relations Agency, or an agreement that complies with Fair Work Act 2009 section 61 – National



Employment Standards. A service provider / applicant company shall demonstrate compliance to the following requirements as taken from the ILO Convention: Convention 100 – Equal Remuneration Convention. Where a producer is from an overseas jurisdiction, it is that jurisdiction's equivalent regulations that apply. Where a producer/applicant company or a third party has identified a breach of applicable legislation including underpayment of wages within the last two years, there shall be evidence of corrective action.

Demonstration of Conformance

- DoC 29.1: Signed declaration from an Executive Officer of the organisation confirming compliance with all minimum entitlements including wages;
- DoC 29.2: List of applicable awards, certified industrial agreements or registered agreements and the number of workers to which they apply, and number of workers not covered by such.
- DoC 29.3: Text or template of a typical workplace agreement offered to employees of the company; and sample payslips.
- DoC 29.4: Evidence of corrective action following identification of a breach of legislation, if applicable.

7.3 Workplace Health and Safety

Criterion 30: A service provider/applicant company shall demonstrate compliance to the following requirements as taken from the ILO Conventions:

- a) Convention 155 – Occupational Safety and Health and its accompanying Recommendation No. 164;
- b) Convention 161 – Occupational Health Services and its accompanying Recommendation No. 171

And

general compliance with applicable State or Territory Legislation concerning Occupational, Health and Safety (OHS) / Work Health and Safety (WHS) and/or the Commonwealth Safety, Rehabilitation and Compensation Act 1988, where applicable. Where a service provider is from an overseas jurisdiction, it is that jurisdiction's equivalent regulations that apply. Where a producer/applicant company has been found guilty of a breach of relevant legislation within the last two years, there shall be evidence of corrective action.

Demonstration of Conformance

DoC 30.1: Signed declaration from an Executive Officer of the organisation stating compliance to workplace legislation and government orders, as well as declaration of any breaches of legislation and the date of the breach. Applicants shall list all applicable legislation in, or as an attachment to this declaration; and

- DoC 30.2: Copy of the company Occupational / Workplace Health and Safety policy and procedures; and
- DoC 30.3: Copy of employee induction records, training records, meeting records and risk assessments; or current ISO 45001 (former OHSAS 18001), AS/NZS 4801, ISO 45001 or equivalent certification; or third party certification stating compliance to Work Health and Safety Act 2011 and the Work Health and Safety Regulation 2011 or equivalent jurisdiction specific legislation; and
- DoC 30.4: Evidence of corrective action following serious incidents and following a breach of relevant legislation, if applicable; and
- DoC 30.5: WHS incidents register.

7.4 Equal Opportunity

Criterion 31: The service provider /applicant company shall demonstrate general compliance with the requirements of the Racial Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992, Equal Opportunity for Women in the Workplace Act 1999, and complementary State Legislation. The service provider cannot be in the list of 'named' or non-compliant employers under the Workplace Gender Equality Act 2012. Where a service provider /applicant company is from an overseas jurisdiction, it is that jurisdiction's equivalent regulations that apply. Where a service provider has been found guilty of a breach of relevant legislation within the last two years, there shall be evidence of corrective action.

Demonstration of Conformance

DoC 31.1: Signed declaration from an Executive Officer of the organisation confirming compliance with above

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legislation; and

DoC 31.2: Copy of relevant company policies and procedures; and

DoC 31.3: Evidence of corrective action following a breach of legislation, if applicable; and

The assessor will verify that the company does not appear on the following list:

<https://www.wgea.gov.au/sites/default/files/Non-compliant-lists.pdf>

7.5 Lawful Conduct

Criterion 32: The service provider /applicant company shall not have been convicted of any breach of criminal law, any breach of the Competition and Consumer Act 2010 or the Corporations Act 2001, including prosecution or de-listing by the Australian Stock Exchange (ASX, or international equivalent). Where a manufacturer is from an overseas jurisdiction, it is that jurisdiction's equivalent regulations that apply. Where a producer has been found guilty of a breach of relevant legislation within the last two years, there must be evidence of corrective action.

Demonstration of Conformance

DoC 32.1: Signed declaration from an Executive Officer of the organisation confirming compliance with above legislation; and

DoC 32.2: Evidence of corrective action following a guilty verdict, if applicable.

7.7 Modern Slavery

Criterion 33: The applicant company shall promote the elimination of Modern Slavery through collaboration with their supply chain, in accordance with the Australian Commonwealth Modern Slavery Act 2018 or NSW Modern Slavery Act 2018 and the following requirements as taken from the ILO Conventions:

- a) Conventions 29 and 105 – Elimination of Forced and Compulsory Labour; and
- b) Convention 182 – Worst Forms of Child Labour

Where an applicant has found instances of modern slavery in their business operations and or supply chains in the past two years, there shall be evidence of a corrective action. The applicant company should help its supply chains improve awareness and engagement about modern slavery. This means request and collect any information that associates with their risk management process, health and safety, fair work or environmental practices and policies

This criterion shall be valid for applicant companies of any size and it not restricted to any annual revenue threshold.

Demonstration of Conformance

Doc 33.1: Copy of the published Modern Slavery Statement from within the previous 12 months. The Modern Slavery Statement shall comply with the seven mandatory criteria of the Act as below:

- a) Identify the reporting entity
- b) Describe reporting entity's structure, operations and supply chains
- c) Describe the risks of modern slavery practices in the operations and supply chains of the reporting entity and any entities it owns or controls
- d) Describe the actions taken by the reporting entity and any entities it owns or controls to assess and address these risks, including due diligence and remediation processes
- e) Describe how the reporting entity assesses the effectiveness of these actions
- f) Describe the process of consultation with any entities the reporting entity owns or controls
- g) Any other relevant information

Where an organisation has not previously reported on the Australian Commonwealth Modern Slavery Act 2018 or NSW Modern Slavery Act 2018 and does not meet the reporting threshold of the NSW or Commonwealth legislation, the organisation shall publish a Modern Slavery Statement within 12 months of Certification. A grace period of a few months may be granted depending on the company's reporting period.

7.6 Human Rights including Labour Rights

Criterion 34: The service provider /applicant company shall respect internationally recognised human rights including labour rights, including the rights set out in:

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- Universal Declaration of Human Rights
- International Covenant on Civil and Political Rights
- International Covenant on Economic, Social and Cultural Rights
- ILO Declaration on Fundamental Principles and Rights at Work:
- (No child / forced / bonded labour (ILO 29 and 105), Minimum age convention (ILO 138), Worst forms of child labour (ILO182), Health and safety procedures and training (155, 161 and 171), Right of freedom of association (ILO 87 and 98), Non-discrimination (ILO 100 and 111), Discipline / harassment and grievance procedures, Fair working hours and compensation, Anti-corruption and bribery)

The service provider / applicant company shall also take steps to ensure human rights are respected in its supply chain.

Where a service provider has been found to breach this criterion in the past two years, there must be evidence of corrective action.

Demonstration of Conformance

DoC 34.1: The service provider / applicant shall provide evidence of its commitments to human rights including labour rights (e.g. policies, published reports containing disclosure in relation to human rights (e.g. sustainability report) commitments to international initiatives such as the UN Global Compact); and

DoC 34.2: The service provider /applicant shall provide a map of at least one tier of its supply chain; and

DoC 34.3: Evidence of implementation of a Supplier 'Code of Conduct' which includes human rights including labour rights, health and safety of workers and environmental compliance; and

DoC 34.4: Evidence of assessment of suppliers in relation to human rights and recommendations for improvements in their supply chain;and

DoC 34.5: Evidence of ISO 20400 implementation; or

- Evidence of valid SA8000 certification, or other equivalent certification; or
- Evidence of being a signatory to the UN Global Compact; or
- SEDEX membership (<https://www.sedexglobal.com/>); or
- GRI 400 Report (Global Report Initiative) <https://www.globalreporting.org/standards/gri-standards-download-center/?q=36c8c7e6-f3ac-4f25-b744-e5474b9ef279>; and

If any of DoCs 34.5 cannot be provided, service provider / applicant shall provide:

DoC 34.6 Evidence of commitment to achieve SA8000 certification within one year; or

DoC 34.7: Evidence of becoming a signatory to the UN Global Compact within six months;

and

DoC 34.8: Evidence of corrective action, if applicable.

GECA acknowledges that this is an emerging area of compliance and conformance. Therefore, alternative certifications, standards, ethical membership organisations or compliance reporting may be recognised as demonstration of conformance where an exception is granted by the GECA Board.



8. EVIDENCE OF CONFORMANCE

This section lists the sources of evidence to be considered during an assessment to establish conformance against GECA's standards. This list is provided in order to guide the applicant service provider through the requirements of the standard and to facilitate the preparation of an application.

The DoC requirements as specified along with each criterion in the standard define specific sources of evidence acceptable to GECA. In cases where criteria offer several DoC requirements, it is the sole decision of the appointed assurance provider to choose the appropriate option in course of the preliminary stage of the assessment. If none of the recommended DoC requirements stipulated for a particular criterion in the standard is applicable for a product under assessment, then the appointed assurance provider may choose an alternative but equivalent source of evidence. In cases where alternative sources of evidence have been accepted for the verification of the product, the assurance provider will inform GECA by providing a report on the details as far as appropriate. GECA will use this information to continuously improve the DoC requirements stipulated by that standard.

All laboratory testing and analysis shall be carried out by a NATA (National Association of Testing Authorities, <https://www.nata.com.au/>) accredited laboratory. For tests carried out overseas, all analysis shall be carried out by a reputable lab accredited by an ILAC (International Laboratory Accreditation Cooperation, <https://ilac.org/>) member.

The applicant/ service provider shall have processes in place to ensure on-going compliance with the criteria in this standard; for example in relation to hazardous substances, having a process in place for completing a checklist (signed and dated by the authorised person) that lists all the substances and requirements in that section prior to using in/with the GECA product/s. The process may be carried out by relevant supplier/s of relevant material/s if there is no in-house capacity within the organisation being assessed to carry out this process. Documented information about any communication in regards to this process (i.e. between applicant and suppliers) shall be maintained.

The DoC requirements are summarised in Appendix A to assist applicants in preparing documentation for the verification process with a GECA Designated Assessor.



APPENDIX APPLICATION CHECKLIST

Criterion No	Criterion Content	Demonstration of Conformance See standard body for details	Evidence Attached	Complies Y/ N or NA
FITNESS FOR PURPOSE CRITERIA				
Criterion 1	Standard category scope	Description of the service	<input type="checkbox"/>	
Criterion 2	Operational requirements	Documents describing the details of services for both GECA and non-GECA certified cleaning services with clear description of areas and tasks performed by each service provides; and List of sub-contractors	<input type="checkbox"/>	
Criterion 3		Copy of subcontract indicating requirement matching GECA; and List of sub-contractor/s names and contact details; and Copy of guideline and procedures on regular on-site checks	<input type="checkbox"/>	
Criterion 4		Copy of all guidelines and standard operating procedures covering each and all above areas		
HEALTH CRITERIA				
Criterion 5	Hazard Control	Signed declaration from an Executive Officer indicating the procedure are freely available to all cleaning staff Copy of risk assessments and procedures to manage risks	<input type="checkbox"/>	
Criterion 6	Accident Control	Copy of policy and action plans in the case of accident and Copy of accident report forms available on all work sites and be readily accessible to all staff; and Evidence demonstrating a basic first aid kit (as a minimum) is provided for each work site.	<input type="checkbox"/>	
ENVIRONMENTAL CRITERIA				
Criterion 7	Equipment Use	Signed declaration from an Executive Officer of the applicant company indicating compliance with the above criterion; and Copy of documents showing the list of the apparatus provided with description of their applications; and Copy of manuals or instructions of equipment/ apparatus operation; and Copy of instructions on the correct dosage and dilution instruction that is provided to the cleaning staff.	<input type="checkbox"/>	
Criterion 8	powered cleaning equipment	Copy of evaluation or test report for noise level of vacuum cleaner and powered floor maintenance equipment (i.e. polishers) measured at 10 m; and Signed declaration from an Executive Officer of the applicant company/ supplier indicating propane powered or other combustible fuel burning floor equipment are used; and Signed declaration from an Executive Officer of the applicant company / supplier indicating powered floor maintenance equipment and powered scrubbing machines are equipped with a control mechanism for dispensing cleaning fluid; and	<input type="checkbox"/>	



		Copy of plan incorporating a minimum quarterly maintenance plan for powered cleaning equipment, recommended by the equipment manufacturer.		
Criterion 9	Vacuum Cleaner Use and Maintenance	Evidence from manufacturer/ supplier of vacuum cleaner indicating it is equipped with high-efficiency particulate air (HEPA) or equivalent; and Evidence demonstrating instructions provided by manufacturer/ supplier for regular cleaning and replacement of the filters/ bags in vacuum cleaners; and Copy of procedures and instructions about provision of dust masks and hearing aids to all cleaning personnel and how to use them while working on cleaning site.	<input type="checkbox"/>	
Criterion 10	Hard Flooring Maintenance	Signed declaration from an Executive Officer of the applicant company indicating compliance with the above criterion; and Onsite inspection to ensure adequate ventilation during and after cleaning procedure	<input type="checkbox"/>	
Criterion 11	Adequate signage	Signed declaration from an Executive Officer of the applicant company indicating compliance with the above criterion; and Onsite inspection to ensure adequate signage are in place around the work area to alert building occupants of the hazards	<input type="checkbox"/>	
Criterion 12	Transport	Log book of vehicle maintenance records; and Manufacturer's maintenance manual; and Document outlining the planned routes and GPS data confirming that vehicle followed these routes.	<input type="checkbox"/>	
Criterion 13	Use of cleaning products with environmental impact	Annual data including commercial name with volume of products (or weight, number of bottles etc.) and documentation (including relevant invoices or site inventories) indicating the cleaning products used in the applicant indoor cleaning service contracts. A copy of the ISO 14024 ecolabel licence from the supplier for each cleaning products used; or Document to demonstrate that the products satisfies requirements of the hazardous materials section of the current GECA cleaning products standard by providing a report completed by a GECA approved assessor that demonstrates conformance against the standard; or A schedule of all materials and substances used and where applicable the SDS, chemical names or CAS numbers and/or signed declaration of non-use to establish compliance with the hazardous materials section of GECA cleaning products standard.	<input type="checkbox"/>	
Criterion 14	Cleaning Products	Signed declaration from an Executive Officer of the applicant company/ supplier which confirms that the listed chemicals are not used as ingredients and are not contained in the ingredients used; and Full ingredients list, stating chemical names and CAS numbers; and SDS for each ingredient, and test reports based on relevant OECD test methods where applicable	<input type="checkbox"/>	
Criterion 15	Cleaning Products	Signed declaration from an Executive Officer of the applicant company/ supplier of cleaning products which confirms that product do not contain ingredients in	<input type="checkbox"/>	



		<p>amounts higher than those authorised in the criterion and</p> <p>Full ingredients list, stating chemical names and CAS numbers from supplier/manufacture; and</p> <p>SDS of all non-GECA certified cleaning products from supplier/manufacture</p>		
Criterion 16	VOCs	Calculation of VOC content based on ingredients list	<input type="checkbox"/>	
Criterion 17	Cleaning items	Annual data (type and quantities of products) and documentation (including relevant invoices or site inventories) indicating the textile cleaning accessories used and specifying which textile cleaning accessories are made of microfiber	<input type="checkbox"/>	
Criterion 18	Bin liners	<p>Signed declaration from an Executive Officer of the applicant company / supplier of plastic items confirming that plastic bin liners do not contain phthalates or halogens; and</p> <p>Copy of evidence demonstrating recycled content of plastic bag used provided by supplier</p>	<input type="checkbox"/>	
Criterion 19	Packaging	Signed declaration from an Executive Officer of the applicant company / supplier of packaging confirming packaging of cleaning products do not contain chlorine plastics.	<input type="checkbox"/>	
Criterion 20	Chemical Record Keeping	<p>Copy of records of the quantities of chemicals used on minimum quarterly basis</p> <p>Copy of training and protocols available to staff to maintain detailed logs of chemicals including disinfectants</p>	<input type="checkbox"/>	
Criterion 21	General training	<p>Copy of training, procedures and policies demonstrating compliance to each of above matters; and</p> <p>Evidence that the legal requirements for testing and maintenance of powered equipment have been identified and that the required testing and maintenance has been completed; and</p> <p>Signed declaration from Executive Officer of the applicant company / service provider indicating the compliance with manufacturer's instructions for the use of chemical; and</p> <p>Copy of incident report, interview with staff indicating use of chemicals and limited exposure to hazardous materials</p>	<input type="checkbox"/>	
Criterion 22	Disinfectant Use	<p>Evidence of EPA-registration, GECA-certification or compliance with criterion 14 and 15 of this standard;</p> <p>Copy of protocols and training provided to personnel on how to use and keep records of use of disinfectants.</p>	<input type="checkbox"/>	
Criterion 23	Waste Requirements	<p>Copy of waste management policies and procedures covering above matters; and</p> <p>Copy of training provided to cleaning personnel to waste management as outlined above; and</p> <p>Annual reports on waste generation by the service provider (including recycling, disposal to landfill, minimisation and management), including from the cleaning service provider's offices</p>	<input type="checkbox"/>	
Criterion 24	Waste collection	Copy of chain of custody evidence for all hazardous waste streams.	<input type="checkbox"/>	
Criterion 25	Water use	Copy of policy governing efficient use of water in cleaning operations including the non-use of hoses for cleaning pathways; and	<input type="checkbox"/>	



		Regular on site check on water equipment for flow rate and toilet water rating		
Criterion 26	Staff training	<p>Signed declaration from an Executive Officer of the applicant company / service provider indicating that the above training and guidance are provided to employees and</p> <p>Copy of the training and instructions signed by executive officer of applicant company and each cleaning staff member; and</p> <p>Copy of training report, records and list of participants and</p> <p>Copy of duty schedule provided to employees by service provider</p>	<input type="checkbox"/>	
Criterion 27	operation assessment	<p>Signed declaration from an Executive Officer of the applicant company / service provider of compliance with above criterion; and</p> <p>Copy of policy, action programme; and</p> <p>Copy of evaluation report (e.g. meeting details and minutes) taking into account client comments and feedback</p>	<input type="checkbox"/>	
SOCIAL CRITERIA				
Criterion 28	Environmental legislation	<p>Signed declaration from an Executive Officer of the organisation stating compliance to environmental legislation and government orders;</p> <p>Signed declaration of any breaches of environmental legislation or permits and the date of the breach.</p> <p>Legal Register listing applicable environmental legislation and</p> <p>Evidence of corrective action following a breach of legislation</p>	<input type="checkbox"/>	
Criterion 29	Minimum entitlements including wages	<p>Signed declaration from an Executive Officer of the organization; and</p> <p>List of applicable awards, certified industrial agreements or registered agreements and the number of workers which they apply, and number of workers not covered by such.</p> <p>Text or template of a typical workplace agreement offered to employees of the company; and sample payslips.</p> <p>Evidence of corrective action following identification of breach of legislation</p>	<input type="checkbox"/>	



<p>Criterion 30</p>	<p>Work place health and safety</p>	<p>Signed declaration from an Executive Officer of the organisation stating compliance to workplace legislation and government orders, as well as declaration of any breaches of legislation and the date of the breach. Applicants shall list all applicable legislation in, or as attachment to, this declaration; and</p> <p>Copy of the company Occupational / Workplace Health and Safety policy and procedures; and</p> <p>Copy of employee induction records, training records, meeting records and risk assessments; or current ISO 45001 (former OHSAS 18001), AS/NZS 4801, ISO 45001 or equivalent certification; or third party certification stating compliance to Work Health and Safety Act 2011 and the Work Health and Safety Regulation 2011 or equivalent jurisdiction specific legislation; and</p> <p>WHS incidents register; and Evidence of corrective action following a breach of legislation</p>	<p><input type="checkbox"/></p>	
<p>Criterion 31</p>	<p>Equal opportunities</p>	<p>Signed declaration from an Executive Officer of the organisation; and</p> <p>Copy of relevant company policies and procedures;</p> <p>Evidence of corrective action following a breach of legislation, if applicable</p>	<p><input type="checkbox"/></p>	
<p>Criterion 32</p>	<p>Lawful conduct</p>	<p>Signed declaration from an Executive Officer of the organisation; and</p> <p>Evidence of corrective action following a guilty verdict, if applicable.</p>	<p><input type="checkbox"/></p>	
<p>Criterion 33</p>	<p>Modern Slavery</p>	<p>Copy of the published Modern Slavery Statement from within the previous 12 months</p>	<p><input type="checkbox"/></p>	
<p>Criterion 34</p>	<p>Human and Labour rights</p>	<p>Map of at least one tier of their supply chain; and</p> <p>Evidence of implementation of a Supplier 'Code of Conduct', and</p> <p>Evidence of ISO 20400 implementation; or</p> <p>Evidence of valid SA8000 certification, or other equivalent certification; or</p> <p>Evidence of becoming a signatory to the UN Global Compact within six months of certification; or</p> <p>SEDEX Membership, or</p> <p>GRI400 Report ; and</p> <p>Evidence of commitment to achieve SA8000 certification within one year; or</p> <p>Evidence of becoming a signatory to the UN Global Compact within six months; and</p> <p>Evidence of corrective action (if applicable).</p>	<p><input type="checkbox"/></p>	