



Version	Approved by	Approval date	Effective date	Next full review
2.0	Director, UNSW Safety and Wellbeing	10 April 2018	10 April 2018	April 2021
<b>Procedure Statement</b>				
<b>Purpose</b>	This Procedure clarifies the roles and responsibilities for the cleaning of facilities and workshops that are considered to be of moderate to high risk due to the nature of the work and/or equipment that they contain.			
<b>Scope</b>	Areas include laboratories, workshops and other facilities as specified by UNSW Faculties and UNSW Estate Management (EM) General Services Unit, and applies to cleaning contractors, UNSW EM & HSE staff as well as UNSW facility managers and workers.			
<b>Are Local Documents on this subject permitted?</b>	<input checked="" type="checkbox"/> Yes, however Local Documents must be consistent with this University-wide Document			<input type="checkbox"/> No
<b>Procedure Processes and Actions</b>				

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## 1. Introduction

This Procedure is to clarify the roles and responsibilities of cleaning contractors and persons working within facilities of the University where the work undertaken is considered to be of moderate to high risk. These areas include laboratories, workshops and other areas as specified by UNSW faculties and UNSW Estate Management (EM) General Services Unit. This Procedure does not cover cleaning contractors working in areas considered to be of low risk. It is the intention of UNSW to ensure that all persons are protected while working in its facilities.

Additionally, this Procedure describes cleaning in facilities on the UNSW Kensington Campus, and may be used as a guide for off-site facilities.

## 2. Training and Responsibilities

There are three types of training which must be undertaken by cleaning contractors prior to working in an individual medium or high-risk facility at UNSW. These are:

1. the Estate Management contractor induction: an online course which must be completed before an ID (access) pass is issued by Estate Management
2. the overarching UNSW Health and Safety Training for Cleaning Contractors Working in Laboratories/Workshops which is run by UNSW Health and Safety.

3. individual, site-specific facility inductions provided at the end of the Working in Laboratories/Workshops training by a person nominated by each school (via e.g. the School manager)

Responsibilities lie with two main areas:

- UNSW responsibilities, which covers EM General Services, UNSW Health and Safety, facility managers and facility/workshop workers, and
- Contractor responsibilities, which covers site managers, cleaning supervisors and cleaners.

## **UNSW RESPONSIBILITIES**

### **EM General Services**

*Maintain relevant related records*

*The relevant EM Cleaning Supervisor(s) must have attended the HS for Supervisors training within the previous 5 years.*

*Ensure that all cleaning contractors have completed the [UNSW FM Contractor induction](#) prior to signing off that an ID pass may be generated by FM Assist.*

*Conduct random checks/audits that cleaning contractors who are cleaning laboratories and workshops have completed the necessary training and take corrective action if any gaps are identified.*

*Facilitate regular facility training, to be delivered by UNSW Health and Safety, for cleaning contractors who require it (for example, for new contractors or for contractors entering new areas).*

*Obtain the cleaning contractor's Safe Work Method Statements (SWMS) prior to a specific activity commencing at UNSW and complete HS811 Contractor SWMS Review.*

*For PC2 facilities, liaise with facility/area/floor managers to ensure that there is allocated a sink for emptying the bucket after cleaning, as well as a safe area for the storage of cleaning equipment.*

### **UNSW Health and Safety**

*Deliver Health and Safety Training for Cleaning Contractors Working in Laboratories/Workshops in a timely manner at the request of relevant EM General Services staff, particularly when new contractors commence and at the start of each year for refresher training.*

*Assist EM General Services Unit in the review of cleaning contractors SWMS.*

### **Facility Managers**

*Ensure that any cleaning equipment or materials to be removed from PC2 laboratories have been appropriately decontaminated.*

*Responsibilities as per Facility/workshop workers (below).  
Conduct Facility/workshop inductions if requested.*

### **Facility/Workshop workers**

*Ensure that the facility/workshop/work area is left in a safe condition to ensure the health and safety of cleaning contractors and others (for example, not leaving unaddressed spills, hazardous plant left in an active state).*

*Placing appropriate stickers on restricted area doors (refer to section 4.4 and [Appendix A](#)).*

## **CONTRACTOR RESPONSIBILITIES**

### **Site Manager**

*Regularly audit and inspect processes to ensure that the requirements of this procedure are complied with.*

## Supervisors

Ensure that all staff under their supervision have completed [UNSW FM Contractor Induction](#) prior to commencing work on campus.

Ensure that cleaning contractors working in laboratories and workshops have:

1. attended UNSW Health and Safety Training for Cleaning Contractors Working in Laboratories/Workshops
2. Complete/received a site-specific induction before working in specific laboratories

Complete HS911 Cleaner's Building Familiarisation Checklist for all cleaners working in laboratories/workshops.

Ensure that contractors under their supervision demonstrate understanding of the relevant risks.

Ensure that all relevant cleaning contractors participate in the building familiarisation conducted by UNSW Health & Safety.

Ensure that there are adequate additional inducted contractors on hand at any times to assist with cleaning laboratories/ workshops if the usual contractors are unavailable.

Ensure that cleaning contractors are working in accordance with Safe Work Method Statements for the activities they are carrying out.

Ensure that no cleaning equipment or materials stored in laboratories are removed until the appropriate decontamination has been undertaken by the Facility Manager.

Immediately, or as soon as practicable, report any identified hazards to the relevant Facility Manager and Estate Management General Services Unit. Hazardous situations must be reported to immediately to Security who will notify the Facility Manager.

Any immediate emergency must be reported to UNSW Security on 93856666.

## Cleaners

Complete and adhere to the [UNSW FM Contractor Induction](#) prior to commencing work on campus.

Attend and follow the instructions from the UNSW Health and Safety Training for Cleaning Contractors Working in Laboratories/Workshops (if work will be carried out in laboratories/workshops).

Comply with all PPE requirements prescribed for individual labs.

Raise any concerns about lack of familiarity with the building they are working in with their supervisor or manager.

Work in accordance with Safe Work Method Statements completed by the contractor for the work that they are carrying out.

Must not empty domestic waste bins that appear to contain laboratory-type waste.

Must not accept direct requests by UNSW workers.

Must not enter an area where an alarm is activated.

Must leave the area immediately if an alarm is activated.

Any immediate emergency must be reported to UNSW Security on 9385 6666.

Report any hazards or unusual circumstances in the work area to their supervisor and, if there are any concerns about their health or safety, to stop working near the hazard (refer to Section 4.4).

### 3. Cleaning Arrangements

#### 3.1. General principles

- Cleaning contractors receive information about how to safely clean laboratories or workshops under normal conditions as part of their training, encompassing both the training run by UNSW Health & Safety, as well as a site-specific induction provided by the Facility/Workshop Manager or the person nominated by the School/Unit.
- If a facility/workshop is not under normal conditions reflected in the contractor training (for example, a power outage), it will not be cleaned.
- If uncontrolled hazardous situations are apparent, the facility/workshop/work area will not be cleaned.
- While any lab-specific induction instructions will be followed, UNSW employees may not direct the contractors to undertake any work. All requests for work must be made via Facilities Management by raising a Service Request in Archibus.

#### 3.2. General (non-Facility/Workshop) Areas

- Cleaning contractors must follow the relevant SWMS.
- Cleaning contractors must not clean an area if they see any indication of a hazardous situation that could cause them harm. Such indicators may include flashing warning lights, audible alarms, noticeable spills, or unknown odours. In such situations, the contractor must report this immediately to their supervisor, who will act as described in Section 2 Roles and Responsibilities: Supervisors.

#### 3.3. Laboratories or Workshops

- Cleaning contractors must follow the relevant SWMS.
- Cleaning contractors **must not** enter a facility or workshop with a “Do Not Enter” or “Clean on Request Only” sticker on the door (Refer to [Appendix A](#)).
- Cleaning contractors are only to clean the floors, clean hand-wash sinks and empty appropriately labelled domestic waste bins. Cleaners are only to clean window ledges that are clear of equipment and substances. Cleaners must not clean benches.
- Any other cleaning requests (for example, scrubbing floors, cleaning windows, removing mould) must be made to the EM General Services Unit, by logging a service request on Archibus.
- UNSW employees must not make direct requests to cleaners for out-of-scope cleaning.
- All UNSW facility/workshop workers must ensure that the facility or workshop is left in a safe condition before leaving at the end of the day. All hazards that could put cleaners at risk must be adequately controlled (eg signage, guarding etc), particularly from the area around domestic waste bins and floors.
- Any laboratory items/waste left on the floor (such as a pipette tip) must not be touched by cleaning contractors. Cleaning is to be done around the item instead.
- If there is evidence of a spill on the floor, cleaning contractors will not to clean the spill or immediate surrounds and should inform their supervisor.
- During deep scrubbing of floors, cleaning contractors must not move or touch anything except for items cleared by the Facility Manager (for example, mobile furniture).
- If cleaning contractors accidentally move or disturb equipment or a substance, this must be reported immediately to the Cleaning Supervisor who will inform the Security and the EM General Services Unit. The person from Security or from the EM General Services Officer will inform the Facility Manager.

- If *domestic waste* bins contain any visible laboratory waste, such as laboratory disposable gloves or pipette tips, cleaning contractors must not empty the bin. If laboratory waste is put into a domestic waste bin the entire contents must be treated as hazardous waste and disposed of in accordance with HS321 *Laboratory Hazardous Waste Disposal Guideline*. The cleaner must report this to their Supervisor who will raise an incident report in the UNSW online incident and hazard reporting system via myUNSW.
- On upper campus, cleaning contractors will wear green-coloured gloves while cleaning in laboratory/workshop areas. This will distinguish between cleaner's gloves and potentially contaminated facility/workshop gloves.
- On lower campus, unless the area communicates otherwise, cleaning contractors will also wear green-coloured gloves while cleaning in laboratory/workshop areas to distinguish between cleaner's gloves and potentially contaminated laboratory/workshop gloves.
- Domestic waste must only be placed in bins labelled with the "Domestic Waste" sticker (see [Appendix A](#)). Any other waste must not be removed by cleaning contractors, including cardboard boxes.
- Where possible, domestic waste bins should be stored as close as possible to the main entrance of the facility or workshop.
- **Specifically for PC2 facilities:**
  - Vacuum cleaners and regular brooms are not to be used as these can produce airborne dust that can increase contamination of work in the facility. Floors can be dry and wet mopped as well as scrubbed.
  - all facility mops, buckets, cleaning solutions, cleaning cloths and also the pads from the scrubbers for PC2 laboratories must be retrieved from and returned to a dedicated location within the PC2 facility or space allocated by the Facility Manager. If it is necessary to remove cleaning equipment from the facility, for example, if it needs replacing, this must be decontaminated by the Facility Manager before removal. Decontaminated items for disposal are chemical waste.
- Where there is no low cleaners sink installed, water from floor mopping should be disposed of down a facility sink that has been allocated by the Facility manager.

### 3.4. Cleaning Schedule

- The cleaning schedule will be maintained and periodically revised by EM General Services.
- Cleaner will be required to sign a register to indicate that they have cleaned the facility on that date, and which type of cleaning was carried out. This register will be placed on or near to the facility entrance door.
- On Mondays, Wednesdays and Fridays of each week, floors will be dry mopped (brooms are not to be used) and then wet mopped using Pine-O-Clean diluted 1:20.
- Every month, larger facility areas will be dry mopped and then mopped with Pine-O-Clean before scrubbing with a neutral cleaner. The cleaning of smaller laboratories can be requested through ACHIBUS.
- Every 6 months the floors will be dry mopped, then mopped with Pine-O-Clean before deep scrubbing with a neutral cleaner. Floor managers will be notified of the timing of this scrub in order that all items can be removed from the floor.
- All requests for specific cleaning must be placed through ARCHIBUS. Where the room is a "Cleaners do not enter" area, a [Laboratory Clearance Certificate](#) is to be placed on door. Cleaners are never to enter these rooms unless the Clearance Certificate is in place.

### 3.5. Restricted Areas

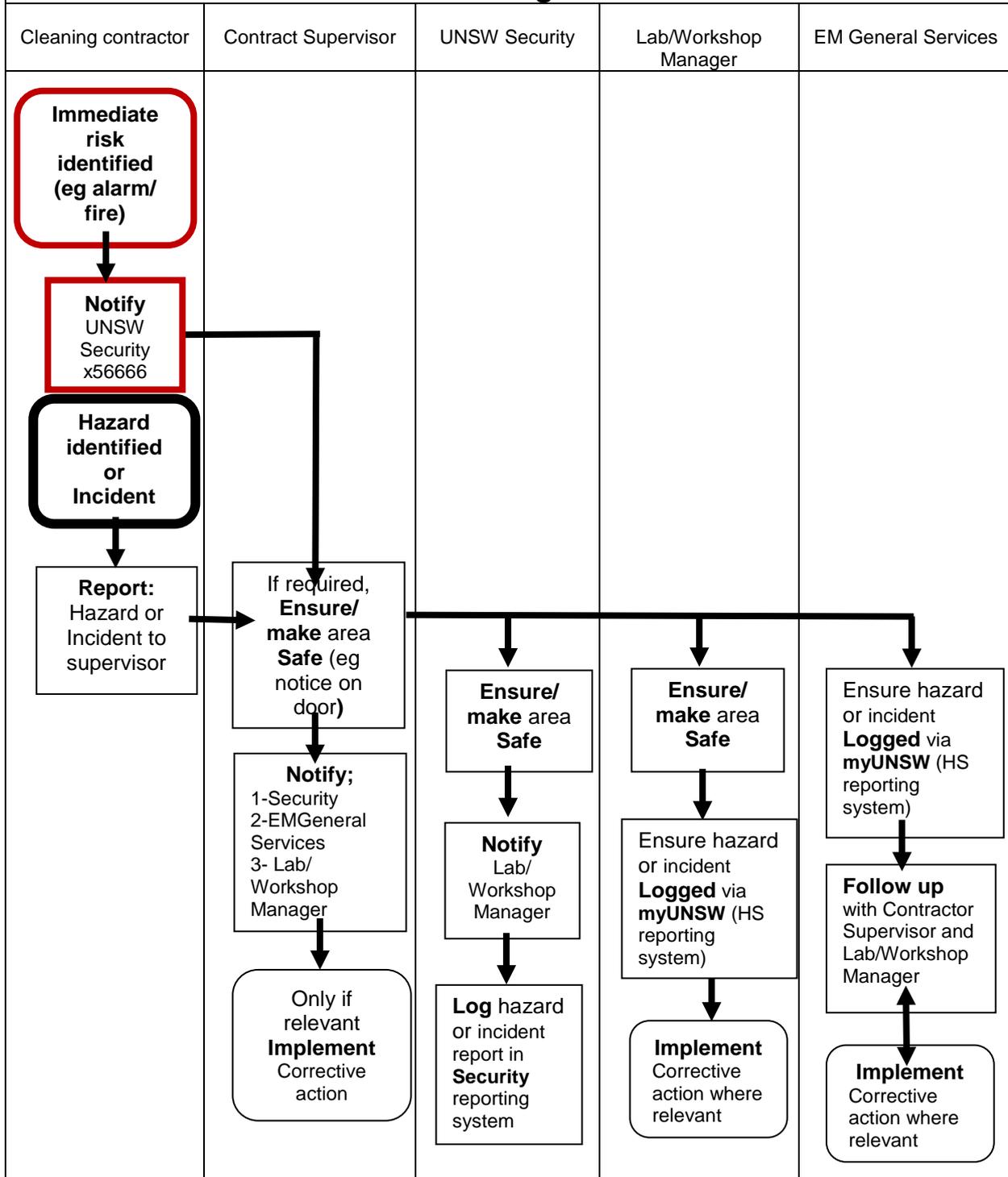
- Restricted areas are those areas where cleaners are not to enter unless/until specifically requested.
- UNSW Facility or Workshop Managers must clearly label all restricted areas by placing appropriate stickers on the lab/workshop door (refer to [Appendix A](#)). Stickers should be placed near the door handle. They are available free of charge from the Upper Campus Stores through [Jaggaer ERM](#).

- Out-of-scope requests for cleaning must be made through the EM General Services Unit by logging a service request in Archibus. Facility Managers must place HS700 [Laboratory Clearance Certificate](#) on the door, ensuring all other signage restricting cleaning is temporarily covered or removed
- For a temporary arrangement to cancel cleaning in a particular area, the Facility or Workshop Manager should attach a notice to the door, as close as possible to the handle. The notice should be large, clear and printed, not handwritten and should specify why cleaning is not required. For example it should say something like “Experiment in progress, CLEANERS DO NOT ENTER”. It should also include contact details of the responsible manager. In addition, the door should be locked if possible, or the notice should cover the handle or door and frame to make it more difficult for cleaning contractors to open the door.
- If cleaning is not required in an area, Facility/Workshop Managers must ensure that domestic waste bins are placed immediately outside the restricted area (for example in a corridor) for the cleaning contractors to remove.

### **3.6. Escalation process for reporting hazards and incidents**

The flow diagram below describes the process for cleaning contractors to report hazards identified while working in a UNSW facility or workshop. This includes spills, contamination, or any other situations they have been trained to identify as hazardous to their health and safety.

## Escalation process for reporting hazards and incidents Flow Diagram



<b>Accountabilities</b>	
<b>Responsible Officer</b>	Director, UNSW Safety and Wellbeing
<b>Contact Officer</b>	UNSW Health and Safety, Senior Manager.
<b>Supporting Information</b>	
<b>Legislative Compliance</b>	This Procedure supports the University's compliance with the following legislation: <a href="#">Work Health and Safety Act 2011 (NSW)</a> <a href="#">Work Health and Safety Regulation 2017</a>
<b>Parent Document (Policy)</b>	<a href="#">HS105 Health and Safety Policy</a>
<b>Supporting Documents</b>	<a href="#">AS/NZS 2243 3</a> Safety in laboratories, Part 3: Microbiological safety and containment.
<b>Related Documents</b>	<a href="#">HS700 Laboratory Clearance Certificate</a> <a href="#">HS321 UNSW Laboratory Hazardous Waste Disposal Guideline</a> <a href="#">HS911 Cleaner's Building Familiarisation Checklist</a> Health and Safety Training for Cleaning Contractors Working in Laboratories/Workshops.
<b>Superseded Documents</b>	<i>HS715 Protocol for Cleaning in PC2 Laboratories</i> HS908 Cleaning in Moderate to High Risk UNSW Facilities Procedure, Version 1.0.
<b>File Number</b>	
<b>Definitions and Acronyms</b>	
<b>Domestic waste</b>	Refer to HS321 <i>Laboratory Hazardous Waste Disposal Guideline</i> .
<b>EM General Services Unit</b>	Estate Management Unit responsible for the management of cleaning contractors engaged to clean UNSW facilities
<b>Hazardous waste</b>	Refer to HS321 <i>Laboratory Hazardous Waste Disposal Guideline</i>
<b>High Risk Facilities</b>	Includes UNSW facilities where high risk activities are undertaken, such as: Physical Containment (PC) level 3 lab for work with risk group 3 (high risk) microorganisms , medium or high-level radiation labs, class 4 laser labs, and workshops conducting high risk activities.
<b>Moderate Risk Facilities</b>	Includes UNSW facilities where moderate risk activities are undertaken, such as: Physical Containment (PC) level 2 labs, low level radiation labs, some workshops (see section 3.6), construction sites, class 3 laser labs, chemistry labs, anatomy labs, engineering laboratories.
<b>Low/No risk facilities</b>	these are areas where there are no biological, chemical or physical hazards, such as most teaching laboratories outside of class times
<b>PPE</b>	Personal Protective Equipment (includes clothing).
<b>UNSW Laboratory/facility /Area/floor manager, Workshop Manager</b>	UNSW employee responsible for managing operations in UNSW facilities or workshops (including Health, Safety and Environment (HSE) inductions).

<b>Revision History</b>				
<b>Version</b>	<b>Approved by</b>	<b>Approval date</b>	<b>Effective date</b>	<b>Sections modified</b>
1.0	Director, UNSW Safety and Sustainability	3 June 2015	3 June 2015	New Procedure
2.0	Director, Safety and Wellbeing	10 April 2018	10 April 2018	Reviewed cleaning schedule and liquid floor cleaners. Updated UNSW template and UNSW terminology

## Appendix A – signage and stickers

Facility and Workshop Managers must place relevant stickers on restricted area doors.

They can be ordered free of charge from the Upper Campus Store through [Jaggaer ERM](#) however you will need to enter \$0.01 into the 'Cost' field in Jaggaer as the field cannot be left blank.



