1. Introduction and Scope

The purpose of 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 Facilities Management (FM) 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.

2. Definitions

Domestic waste: Refer to HS 321 Laboratory Hazardous Waste Disposal Guideline.

FM General Services Unit: FM Unit responsible for the management of cleaning contractors engaged to clean UNSW facilities.

Hazardous waste: Refer to HS 321 Laboratory Hazardous Waste Disposal Guideline.

High Risk Facilities: Includes UNSW facilities where high risk activities are undertaken, such as: Physical Containment (PC) level 3 lab, medium or high level radiation lab, class 4 laser lab, and workshops conducting high risk activities.
Moderate Risk Facilities: Includes UNSW facilities where moderate risk activities are undertaken, such as: Physical Containment (PC) level 2 lab, low level radiation lab, some workshops (see section 3.6), construction sites, class 3 laser lab, chemistry lab, anatomy lab.

PPCE: Personal Protective Clothing or Equipment.

UNSW Laboratory/Workshop Manager: UNSW employee responsible for managing operations in UNSW laboratories or workshops (including Health and Safety (HS) inductions).

3. Roles and Responsibilities

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

- the Facilities Management contractor induction, an online course which must be completed before an ID (access) pass is issued by Facilities Management
- the overarching UNSW Health and Safety Training for Cleaning Contractors Working in Laboratories/Workshops which is run by The UNSW Health and Safety.
- individual, site-specific laboratory inductions provided by the laboratory manager.

UNSW RESPONSIBILITIES

<table>
<thead>
<tr>
<th>FM General Services Officer</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Facilitate regular laboratory 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).</td>
</tr>
<tr>
<td></td>
<td>Obtain the cleaning contractor’s Safe Work Method Statements (SWMS) prior to a specific activity commencing at UNSW and complete HS811 Contractor SWMS Review.</td>
</tr>
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<td></td>
<td>For PC2 labs, liaise with laboratory managers to ensure a safe area has been allocated for storage of cleaning equipment.</td>
</tr>
<tr>
<td>UNSW Health and Safety</td>
<td>Deliver Health and Safety Training for Cleaning Contractors Working in Laboratories/Workshops in a timely manner at the request of relevant FM General Services staff, particularly when new contractors commence and at the start of each year for refresher training.</td>
</tr>
<tr>
<td></td>
<td>Assist FM General Services Unit in the review of cleaning contractors SWMS.</td>
</tr>
<tr>
<td>Laboratory Managers</td>
<td>Ensure that any cleaning equipment or materials to be removed from PC2 laboratories has been appropriately decontaminated.</td>
</tr>
<tr>
<td></td>
<td>Responsibilities as per Laboratory/workshop workers (below).</td>
</tr>
<tr>
<td>Laboratory/Workshop workers</td>
<td>Ensure that the laboratory/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,</td>
</tr>
</tbody>
</table>
hazardous plant left on).

Placing appropriate stickers on restricted area doors (refer to section 4.4 and Appendix B).

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

Complete the 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 Laboratory Manager.

Immediately, or as soon as practicable, report any identified hazards to the relevant Laboratory Manager and complete a report in the UNSW online hazard and incident reporting system, ACCESSED VIA myunsw.

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

4. Cleaning Arrangements

4.1 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 Laboratory/Workshop Manager.

- If a laboratory/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 laboratory/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.

4.2 General (non-Laboratory/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 or noticeable spills, or unknown odours.
  In such situations, the contractor must report this immediately to their
  supervisor, who will notify the Lab Manager and Facilities Management.

4.3 Laboratories or Workshops

- Cleaning contractors must follow the relevant SWMS.

- Cleaning contractors must not enter a laboratory or workshop with a “Do Not
  Enter” or “Clean on Request Only” sticker on the door (Refer to Appendix B).

- Cleaning contractors are only to sweep and mop floors, clean hand-wash sinks
  and empty appropriately labelled domestic waste bins

- Any other cleaning requests (for example polishing, window sill cleaning) must
  be made to the FM 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 laboratory/workshop workers must ensure that the laboratory 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 clean the spill or immediate surrounds.

• Cleaning contractors must not move or touch anything except for 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 local area manager.

• If domestic waste bins contain any visible laboratory waste, such as 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 HS 321 Laboratory Hazardous Waste Disposal Guideline. An incident report should be raised in the UNSW online incident and hazard reporting system via myunsw.

• Domestic waste must only be placed in bins labelled with the “Domestic Waste” sticker (see Appendix B). 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 laboratory or workshop.

• All cleaning equipment in PC2 laboratories must remain in the lab. If it is necessary to remove cleaning equipment this must be decontaminated by the Laboratory Manager before removal from the lab.

• Cleaning equipment must be stored safely when not in use in a dedicated store or space.

• Water from floor mopping should be disposed of down a cleaner’s sink if possible.

4.4 Restricted Areas

• UNSW Laboratory or Workshop Managers must clearly label restricted areas for cleaning by placing appropriate stickers on the lab/workshop door (refer to Appendix B). Stickers should be placed near the door handle. They are available free of charge from the Upper Campus Stores through SciQuest ERM.

• Out-of-scope requests for cleaning must be made through the FM General Services Unit by logging a service request in Archibus. Laboratory Managers must place a HS699 Lab 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 Laboratory 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, Laboratory/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.

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

<table>
<thead>
<tr>
<th>Escalation process for reporting hazards and incidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning contractor</td>
</tr>
<tr>
<td>---------------------</td>
</tr>
<tr>
<td>Hazard identified/ Incident occurs</td>
</tr>
<tr>
<td>Log incident/hazard report in Security reporting system</td>
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<td></td>
</tr>
</tbody>
</table>

5. Acknowledgements
## Appendix A: History

<table>
<thead>
<tr>
<th>Version</th>
<th>Authorised by</th>
<th>Approval Date</th>
<th>Effective Date</th>
<th>Sections modified</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Director, UNSW Health and Safety</td>
<td>3 June 2015</td>
<td>3 June 2015</td>
<td>New Procedure</td>
</tr>
</tbody>
</table>
**Appendix B: Signage and stickers**

Laboratory and Workshop Managers must place relevant stickers on restricted area doors. They can be ordered free of charge from the Upper Campus Store through [SciQuest ERM](#).
DOMESTIC WASTE