

Core Sustainable Development Goals

3 GOOD HEALTH AND WELL-BEING



6 CLEAN WATER AND SANITATION



8 DECENT WORK AND ECONOMIC GROWTH



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Cleaning Services

Standard No: CSv2.0-2021

Type 1 ecolabel standard in accordance with ISO 14024

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(Good Environmental Choice Australia Ltd)



CONTENTS

DOCUMENT HISTORY	4
HOW TO APPLY FOR GECA CERTIFICATION	5
DEFINITIONS & ACRONYMS.....	6
ABOUT GECA	7
AN OVERVIEW OF GECA’S STANDARDS	8
STRUCTURE OF THE STANDARD	10
REQUESTING ADDITIONAL EVIDENCE.....	10
RELEVANCE WITH SUSTAINABLE DEVELOPMENT GOALS	11
BACKGROUND	13
FIT FOR PURPOSE CRITERIA.....	14
1. STANDARD CATEGORY SCOPE	14
2. OPERATIONAL REQUIREMENTS.....	15
2.1 Operating Procedures.....	15
HEALTH CRITERIA	17
3. HAZARD AND ACCIDENT CONTROL.....	17
3.1 Hazard Control	17
3.2 Accident Control	17
ENVIRONMENTAL CRITERIA	18
4. EQUIPMENT USE.....	18
4.1 Vacuum Cleaner Use and Maintenance	19
4.2 Hard Flooring Maintenance	19
4.3 Transport	20
5. REQUIREMENTS FOR CLEANING PRODUCTS AND SUPPLIES	21
5.1 Use of Cleaning Products with Low Environmental Impact	21
5.2 Chemical Record Keeping.....	22

5.3	Disinfectant Use.....	23
6.	WATER AND WASTE REQUIREMENTS.....	25
6.1	Waste Requirements	25
6.2	Specific Waste Collection	25
6.3	Water Use.....	25
7.	STAFF TRAINING	27
8.	CLEANING OPERATIONS ASSESSMENT	28
	SOCIAL CRITERIA	29
9.	SOCIAL AND LEGAL COMPLIANCE	29
9.1	Environmental Legislation.....	29
9.2	Minimum entitlement including wages	30
9.3	Workplace Health and Safety	30
9.4	Equal Opportunity	31
9.5	Lawful Conduct	31
9.6	Modern Slavery.....	32
9.7	Human Rights including Labour Rights.....	33
	EVIDENCE OF CONFORMANCE.....	35
	Demonstration of Conformance (DoC)	35
APPENDIX A	APPLICATION CHECKLIST	36

Cleaning Services

DOCUMENT HISTORY

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Versions	Date Published	Summary of Changes
1.0	4 February 2008	First published
2.0	13 December 2021	<p>Revision:</p> <ul style="list-style-type: none"> - 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 - Restructuring of all criteria into the categories fit for purpose, health, environment, social - New layout and addition of UN Sustainable Development Goals - Addition of Documents of Conformance to each criterion - Change of various criteria: 1 – scope extension; 4 – operating procedures defined more precisely; 8 – Carpet and Rug Institute (CRI) Green Label Program removed; 9 – high-efficiency particulate air (HEPA) or equivalent and appropriate bags added; 12 – route planning added; 20 – specification of disinfection protocol; 24 – specification of details of staff training; 26-32 – complete update of social criteria - Addition of new criteria: criteria 2, 3, 7, 13, 14, 15, 25

HOW TO APPLY FOR GECA CERTIFICATION

Organisations interested in GECA certification using the Good 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.

Please contact us via email enquiries@geca.org.au or complete the [brief form located here](#) on the GECA website to begin the application process. We 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 or (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.

DEFINITIONS & ACRONYMS

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.

CAS number: Unique number given to every chemical substance by the Chemical Abstracts Service (CAS) as a clear identifier.

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 GECA's scheme rules.

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

HEPA filter is a high-efficiency particulate air filter that meets requirements set out in a standard, e.g. the corresponding Australian Standard, and has to remove at least 99.97% of particles of the size of 0.3 µm.

ILO conventions: Conventions set out by the International Labour Organization (ILO) covering fundamental principles and rights at work.

ISO 14024: The International Standard for "Environmental labels and declarations – Type I environmental labelling – Principles and procedures" defining requirements for ecolabels.

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.

SDS: Safety Data Sheet.

VOC: Volatile Organic Compounds are any organic compound (a compound which contains carbon) with a boiling point below 250°C measured at 101.3kPa. VOC content of products will be calculated according to the content of ingredients that fit this definition.

WELS: Water Efficiency Labelling and Standards scheme; a water rating label by the Australian government.

ABOUT GECA

At GECA, we help organisations and individuals to *make, buy and do* better for people and planet. We are a purpose-driven not-for-profit that stands for **integrity, independence and impact**.

We offer a suite of services designed for anyone committed to continuous improvement in their sustainability, including Australia's only not-for-profit multi-sector ecolabelling program.

GECA has proudly been a [Certified B Corp](#) since November 2015. We are part of a global movement of organisations in over 50 countries across 130 industries trying to make the world a better place.

AN OVERVIEW OF GECA'S STANDARDS

Following ISO 14024: *Environmental labels and declarations - Type I environmental labelling - Principles and procedures* and [ISEAL frameworks](#) for global best practice in ecolabelling, we've developed our rigorous standards, which are independently assessed by GECA Approved Assurance Providers.

ISO 14024 is internationally recognised and has been adopted as a benchmark for life cycle-based ecolabels by GEN, the international federation of ecolabelling bodies. Our standards are relevant to critical Australian industries, and GECA is the only Australian [GEN member](#).

ISO 14024 requires environmental labelling specifications to include criteria that are objective, reasonable and verifiable. The purpose of voluntary environmental labels and declarations is to communicate **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 transparent information encourages the demand for, and supply of, those products or services that cause less harm to people and planet, thereby stimulating the potential for market-driven continuous environmental and social improvement.

While following ISO 14024 for environmental, health and fit for purpose criteria, **GECA's standards go above and beyond**, including social impact criteria. At GECA, we know that nothing can be truly sustainable if it only looks at environmental impacts and ignores the treatment of people. GECA standards identify the **environmental, human health, fit for purpose** and **social impact** criteria that the top environmentally and socially performing products or services sold in the Australian marketplace can meet to be recognised by GECA as "environmentally and socially preferable".

All GECA standards are based on life cycle thinking, allowing organisations to understand their sustainability impacts and where they occur within their operation's life cycle, **from raw materials to end-of-life**. We have used these principles to set criteria to address relevant sustainability loads typical in a product category. As such, this standard may also offer guidance for organisations to reduce the harmful impacts of their products or services. Organisations may use the criteria in this standard as an optimisation tool to design and refine the processing, manufacturing, packaging and delivery of their products or services. Also, organisations may uncover other sustainability issues and potential measures within the product's or service's life cycle.

At GECA, we encourage both manufacturers and retailers to include and adapt improvements in their processes and product designs that will enable them to achieve even better sustainability results where technically possible. GECA welcomes feedback where this has occurred.

While all GECA ecolabelling standards are voluntary, nevertheless they contain criteria that address compliance with specific laws. Also, a GECA standard may recognise specific Australian standards. A prerequisite for certification under the GECA ecolabel is to satisfy the relevant Australian and international standards, where required by law. However, Australia's compulsory standards typically focus on fit for purpose criteria instead of assuring environmental and social preferability. **GECA's ecolabelling standards go beyond mandatory Australian standards** and define an environmental and social benchmark for specific product categories.

Where a product or service is certified under our standard, it may display the GECA ecolabel (the "Good Environmental Choice Australia Mark") to show that it has been independently assessed and demonstrates conformance with the environmental and social criteria detailed in this standard.

Products or services certified as conforming to our standards may gain a marketing advantage in government and business procurement programs, as well as greater market recognition in general because of their independently verified sustainability attributes. GECA certification demonstrates leadership and may help to future-proof supply chains and improve economic performance. By generating genuine benefits for people and planet, it is possible to gain increased customer loyalty.

For further information please contact GECA

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STRUCTURE OF THE STANDARD

Within each section of this standard, you will find criteria and Demonstrations of Conformance (DoCs). The criteria outline the requirements for the product and applicant company regarding its sustainability performance. The DoCs list the information required to verify compliance with the criteria. Selected sections also contain introductory text which outlines the purpose behind the criteria or the reason for its inclusion in the standard.

REQUESTING ADDITIONAL EVIDENCE

DoCs are listed for each criterion within this standard; however, a GECA Approved Assessor may request additional information to ensure conformance on a case-by-case basis. Therefore, the DoCs listed below should be considered a guide to the applicant organisation's minimum DoCs.

RELEVANCE WITH SUSTAINABLE DEVELOPMENT GOALS

Each of GECA's standards is linked to specific [Sustainable Development Goals](#) (SDGs) set by the United Nations. The 17 SDGs are an internationally agreed framework for urgent action to achieve the [2030 Agenda for Sustainable Development](#) adopted by all UN member states in 2015, including Australia. The goals address global challenges, including global inequality, climate change, environmental degradation, peace and justice. Each standard criterion answers specific SDG targets.

Each criterion within this standard answers to a specific SDG target. These specific SDGs are shown below and are highlighted throughout each section of the standard, including the core SDGs related to this standard as further illustrated.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



If the global population reaches 9.6 billion by 2050, the equivalent of almost **three planets** will be required to sustain current lifestyles

SUSTAINABLE DEVELOPMENT GOALS

All SDGs relevant to GECA's Cleaning Services standard

3 GOOD HEALTH AND WELL-BEING 	5 GENDER EQUALITY 	6 CLEAN WATER AND SANITATION 
7 AFFORDABLE AND CLEAN ENERGY 	8 DECENT WORK AND ECONOMIC GROWTH 	10 REDUCED INEQUALITIES 
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	14 LIFE BELOW WATER 	15 LIFE ON LAND 

Core SDGs relevant to GECA's Cleaning Services standard

3 GOOD HEALTH AND WELL-BEING



CORE SDG: 3 GOOD HEALTH AND WELL-BEING

GECA Standard Criterion

- Hazard and accident control: criteria 5, 6, 18, 19, 24
- Hazardous substances: criteria 9, 13, 14
- Workplace health and safety: criterion 28

SDG 3 Specific target 3.9

By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination.

6 CLEAN WATER AND SANITATION



CORE SDG: 6 CLEAN WATER AND SANITATION

GECA Standard Criterion

- Low environmental impact: criteria 13, 14
- Efficiency: criteria 7, 23

SDG 6 Specific target 6.3

By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.

SDG 6 Specific target 6.4

By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity.

8 DECENT WORK AND ECONOMIC GROWTH



CORE SDG: 8 DECENT WORK AND ECONOMIC GROWTH

GECA Standard Criterion

- Minimum entitlement including wages: criterion 27
- Equal opportunity: criterion 29
- Prevention of modern slavery: criterion 31
- Human rights including labour rights: criterion 32

SDG 8 Specific target 8.5

By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

SDG 8 Specific target 8.7

Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.

SDG 8 Specific target 8.8

Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



CORE SDG: 12 RESPONSIBLE CONSUMPTION AND PRODUCTION

GECA Standard Criterion

- Hazardous substances: criteria 13, 14
- Waste minimisation: criteria 21, 22

SDG 12 Specific target 12.2

By 2030, achieve the sustainable management and efficient use of natural resources.

SDG 12 Specific target 12.4

By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment

SDG 12 Specific target 12.5

By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

BACKGROUND

Procuring sustainable cleaning products is a significant step for the health of both people and planet, but it's not the whole story. It is vital for a truly green clean to consider how cleaning products are being used where we live, work, and play.

Cleaning services that use conventional cleaning products can potentially expose their staff to high levels of various chemicals that range from being mild irritants to known carcinogens. Less exposure to harmful substances helps lower the risks for cleaning staff and building occupants, and fewer chemicals to store and dispose of safely makes regulation and compliance easier for management professionals.

To reap the benefits of sustainable cleaning products, cleaning services must select the right products in the correct quantity for each space. In addition, products need to be used correctly, with cleaning staff following proper procedures and understanding the reasons behind choosing green products over conventional cleaning solutions.

Under the GECA Cleaning Services standard, cleaning service providers must have procedures in place and provide regular training for appropriate and effective cleaning and dealing with hazards as they may arise on a worksite. They also should minimise disposable items such as cloths used during cleaning and maximise the reuse and recycling of items during their operation. Certified providers must also adhere to guidelines for reducing the amount of waste produced and water used.

When using a GECA certified cleaning service provider, staff will not only be using sustainable products, but they have also been trained in the correct operation of equipment and chemical handling.

The standard sets requirements that aim to provide a benefit by:

- requiring the procurement of environmentally preferable cleaning products
- ensuring staff are appropriately trained on essential procedures such as the safe handling and storage of chemicals, and equipment maintenance
- preventing the use of harmful ingredients such as carcinogens, mutagens or reproductive toxins
- requiring that water use is responsibly managed
- encouraging recovery, reuse, recycling and responsible disposal of materials and packaging
- ensuring workers and suppliers through the supply chain can expect fair pay, equal opportunity, and a safe working environment

FIT FOR PURPOSE CRITERIA

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 the healthcare facility and the requirements for cleaning procedures defined in this 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)

A cleaning service may either be certified as the applicant's complete service range or specified for certain sites, regions or sectors.

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: 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 shall 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.

Demonstration of Conformance

DoC 2.1: Documents describing the details of services; if both GECA and non-GECA certified cleaning services are provided, clear description of areas and tasks performed by each service provided, 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 a service operator makes use of sub-contractors, the operator shall ensure that the contractors who are responsible for direct employment of routine and specialist cleaning personnel are named in the cleaning contract. Any subcontracting organisations or individuals shall also adhere to the requirements, policies and scope of works defined in this GECA standard. This can be done via a detailed sub-contract and on-site check performed by the operator to ensure the sub-contractor is following the requirements.

Demonstration of conformance

DoC 3.1: Copy of subcontract indicating requirements matching this GECA standard and regular on-site check; and

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

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

2.1 Operating Procedures

Company-wide standard operating policies and procedures shall 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 shall, as a minimum, include suitable directions on:

- Storage and use of chemicals, e.g bleach and ammonia-based cleaning products are kept in separate bins and are provided with large, colour-coded labels indicating they are not to be mixed
- Procurement of environmentally preferable cleaning products
- Equipment inspection and maintenance
- Communication protocols
- Training requirements (see Criterion 24)
- 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 of health risks and of cleaning products usage, and to ensure environmental best practice; and
- Cleaning in healthcare facilities or early childhood centres shall 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 20.

These guidelines shall 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 all above areas.

HEALTH CRITERIA



3. HAZARD AND ACCIDENT CONTROL

3.1 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 shall 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 (e.g. public areas, hospitals)

These procedures must be made freely available to all cleaning staff and incorporated in regular training.

Demonstration of Conformance

DoC 5.1: Signed declaration from an Executive Officer of the applicant company indicating the procedures 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.

3.2 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 shall 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 case of an accident;

DoC 6.2: Copy of accident report forms available on all work sites and 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



4. 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 (e.g. polishers) shall 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 shall not be used; and
- Powered scrubbing machines shall be equipped with a control mechanism for varying the dispensing rate of cleaning fluids in order to optimise their use. If automatic dispensing is not in use, the service provider shall ensure that an optimum amount of cleaning agent is used by operators of scrubbing machines who manually dispense the cleaning product.

All powered equipment shall 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 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 is not used; and

DoC 8.3: Signed declaration from an Executive Officer of the applicant company/supplier detailing powered floor maintenance equipment;

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

DoC 8.5: Copy of instructions for cleaning operators about the optimum amount and dosage of cleaning products (for all surfaces) when manual dispensing or hand-held spray is used with scrubbing machines.

4.1 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) filters 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 shall 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) filter 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 the cleaning site.

4.2 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 shall be given to the building manager prior to the commencement of non-routine floor maintenance operations.

Note: Spray application shall 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 is in place around the work area to alert building occupants to the hazards associated with the work being carried out. 'Slippery when wet' signs shall 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 11.2: Onsite inspection to ensure adequate signage is in place around the work area to alert building occupants to the hazards.

4.3 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: Logbook of vehicle maintenance records; and

DoC 12.2: Manufacturer's maintenance manual; and

DoC 12.3: Copy of documents outlining the company's transport plan, the target for fuel consumption reduction and the annual fuel consumption based on number of cleaning sites (example documents may be: copy of maintenance plan for the vehicle fleet or copy of GPS data confirming that vehicle followed the routes).

5. REQUIREMENTS FOR CLEANING PRODUCTS AND SUPPLIES

5.1 Use of Cleaning Products with Low Environmental Impact

Criterion 13: The cleaning service provider shall ensure that all cleaning products used per year, excluding wipes, mops and items used during the laundry process, shall be GECA certified or certified with another ISO 14024 compliant ecolabel.

Where cleaning products are not certified by an ISO 14024 compliant ecolabel, the applicant can demonstrate that the products satisfy the requirements of the hazardous materials section of the current GECA Cleaning Products 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's cleaning service contracts; and

DoC 13.2: Copy of the ISO 14024 compliant ecolabel licence from the supplier for each cleaning products used; or

DoC 13.3: Report completed by a GECA approved assessor that demonstrates products satisfy 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 the current 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 shall sign the declaration of the commitment complemented with relevant historical data from the previous year. The relevant data shall be provided during the course of the license and not later than 12 months from the award of the GECA certification.

Criterion 14: The cleaning service provider shall ensure that the total amount of volatile organic compounds (VOCs) in all products that have not been GECA certified or certified under an ISO 14024 compliant ecolabel do not exceed 3.0% by weight once diluted as per instructions.

Demonstration of Conformance

DoC 14.1: Calculation of VOC content based on ingredients list. The applicant or supplier shall 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 15: 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 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 15.1: 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 16: The applicant company shall ensure that plastic garbage bin liners do not contain phthalates or halogenated plastics and shall contain a minimum of 10% recycled content.

Demonstration of Conformance

DoC 16.1: 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 16.2: Copy of evidence demonstrating recycled content of plastic bags used provided by supplier.

Criterion 17: The applicant company shall ensure that packaging of cleaning products shall not contain chlorinated plastics.

Demonstration of Conformance

DoC 17.1: Signed declaration from an Executive Officer of the applicant company / supplier of packaging confirming that packaging of cleaning products does not contain chlorinated plastics.

5.2 Chemical Record Keeping

Criterion 18: The applicant company shall ensure that a register of all chemicals and cleaning products are maintained for each work site. This register shall include safety data sheets (SDS) for all listed chemicals and disinfectants and be freely accessible to workers at all times during cleaning operations.

Cleaning service providers shall:

- 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 the cleaning schedule including maintenance of detailed logs of all chemicals and disinfectants.

Note: The service provider shall ensure that instructions and communications are clear and understandable for non-English speaking personnel.

Demonstration of Conformance

DoC 18.1: Copy of records of the quantities of chemicals used on a minimum quarterly basis;

DoC 18.2: Copy of training and protocols available to staff to maintain detailed logs of chemicals including disinfectants.

Criterion 19: The applicant company shall:

- 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)
- Follow the SDS requirements of each chemical 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 instructions on cleaning, rinsing, re-use and recycling of used applicators
- Provide instructions on rinsing, recycling or disposal of used chemical containers
- Provide regular testing and maintenance of powered equipment
- The expected exposure of staff to chemicals shall be lower than the requirements set for work health and safety by the National Industrial Chemicals Notification and Assessment Scheme (NICNAS) or another relevant regulatory body.

Note: The service provider shall ensure that instructions and communications are clear and understandable for non-English speaking personnel.

Demonstration of Conformance

DoC 19.1: Copy of training, procedures and policies demonstrating compliance to each of above matters; and

DoC 19.2: 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 19.3: 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 19.4: Copy of incident report as applicable, and evidence of staff training in safe use of chemicals and limited exposure to hazardous materials.

5.3 Disinfectant Use

Criterion 20: Disinfectants used shall be EPA-registered, certified by GECA or comply with the hazardous materials section of the current GECA Cleaning Products standard. Protocol for disinfection is specified, including:

- Identification and maintenance of a list of high-touch surfaces
- Limitation of disinfection to high-touch surfaces.

Product label directions shall 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.

Note: The service provider shall ensure that instructions and communications are clear and understandable for non-English speaking personnel.

Demonstration of Conformance

DoC 20.1: Evidence of EPA-registration, GECA certification or compliance with the hazardous materials section of the current GECA Cleaning Products standard;

DoC 20.2: Copy of protocols and training provided to personnel on how to use and keep records of use of disinfectants.

6. WATER AND WASTE REQUIREMENTS

6.1 Waste Requirements

Criterion 21 and Criterion 22 are only applicable to the waste generated during the cleaning service.

Criterion 21: 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 reusable cleaning cloths in lieu of paper and other disposable items, wherever possible
- Clean or launder reusable cleaning cloths before reuse
- Separate recyclable items from waste, including paper, cardboard, glass, plastics and chemical containers that are acceptable for recycling
- Quantify waste recycled and how that waste is recycled (e.g. taken to local transfer station); and
- Quantify waste disposed to landfill.

Note: The service provider shall ensure that instructions and communications are clear and understandable for non-English speaking personnel.

Demonstration of Conformance

DoC 21.1: Copy of waste management policies and procedures covering above matters; and

DoC 21.2: Copy of training provided to cleaning personnel to waste management as outlined above; and

DoC 21.3: 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.

6.2 Specific Waste Collection

Criterion 22: IT equipment, office equipment, printing ink, toner refills, fluorescent tubes or any other materials with hazardous content shall be collected for reuse, recycling or collection for appropriate disposal by the manufacturer.

Demonstration of Conformance

DoC 22.1: Copy of chain of custody evidence for all hazardous waste streams.

6.3 Water Use

Criterion 23: All water output fittings used by the cleaning service provider shall have a minimum 3-star water conservation rating as set by the [Water Efficiency Labelling and Standards \(WELS\) scheme](#). This is only applicable if the fittings are supplied by the cleaning company.

Demonstration of Conformance

DoC 23.1: Copy of policy governing efficient use of water in cleaning operations including the non-use of

hoses for cleaning pathways;

DoC 23.2: Proof of regular on-site check on water equipment for flow rate and toilet water rating.

7. STAFF TRAINING

Criterion 24: All staff (including permanent and temporary staff) shall 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 shall 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
- Cover 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 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 procurement personnel in selection of low hazard cleaning materials

Note: A functioning policy shall 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 shall 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. The service provider shall ensure that instructions and communications are clear and understandable for non-English speaking personnel.

Demonstration of Conformance

DoC 24.1: 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 24.2: Copy of the training and instructions signed by an Executive Officer of applicant company and each cleaning staff member;

DoC 24.3: 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 providers and participants;

DoC 24.4: Copy of duty schedule provided to employees by service provider.

8. CLEANING OPERATIONS ASSESSMENT

Criterion 25: 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.

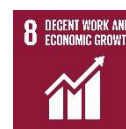
Demonstration of Conformance

DoC 25.1: Signed declaration from an Executive Officer of the applicant company / service provider of compliance with above criterion;

DoC 25.2: Copy of policy, action programme; and

DoC 25.3: Copy of evaluation report (e.g. meeting details and minutes) taking into account client comments and feedback.

SOCIAL CRITERIA



9. SOCIAL AND LEGAL COMPLIANCE

This section addresses compliance with the legal and social attributes of the producer and the applicant company; it also engages with the supply chain to ensure human and labour rights are upheld. These criteria are common to all GECA standards. The social aspect partially addresses the third dimension of sustainability - society. This concept was first understood by producers under the name "Corporate Social Responsibility" (CSR). In this standard, social criteria include laws for equal opportunity, safety and protection of workers, and compliance with human and labour rights. GECA certification cannot be given to any company that 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 the 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.

9.1 Environmental Legislation

Criterion 26: The producer of the product and applicant company shall as per law comply with relevant 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 26.1: Signed declaration from an Executive Officer of the organisation stating compliance with applicable environmental legislation and government orders;

DoC 26.2: Signed declaration disclosing any breaches of environmental legislation or permits and the date of the breach. Applicant shall:

DoC 26.3: Provide a Legal Register listing applicable environmental legislation (including applicable Regulations under that legislation) in, or as an attachment to the above two declarations (DoC 26.1 and DoC 26.2). The Legal Register shall:

- For each applicable Act and Regulation listed, state whether the manufacturer 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 relevant permits granted by the EPA or an equivalent national, state or local body;

DoC 26.4: 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.

9.2 Minimum entitlement including wages

Criterion 27: All employees and contractors must receive at least the applicable minimum wage including penalty rates, allowances and superannuation and be provided with 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 manufacturer/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 27.1: Signed declaration from an Executive Officer of the organisation confirming compliance with all minimum entitlements including wages; and

DoC 27.2: 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; and

DoC 27.3: Text or template of a typical workplace agreement offered to employees of the company; and sample payslips; and

DoC 27.4: Evidence of corrective action following identification of a breach of legislation, if applicable.

9.3 Workplace Health and Safety

Criterion 28: A manufacturer/ 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 manufacturer 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 2 years, there shall be evidence of corrective action.

Demonstration of Conformance

DoC 28.1: 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;

DoC 28.2: Copy of the company Occupational / Workplace H&S policy and procedures;

DoC 28.3: Copy of employee induction records, training records, meeting records and risk assessments; or current ISO 45001:2018 (or former OHSAS 18001), AS/NZS 4801 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 28.4: Evidence of corrective action following a breach of legislation, if applicable; and

DoC 28.5: WHS incidents register

9.4 Equal Opportunity

Criterion 29: The manufacturer/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 manufacturer cannot be in the list of 'named' or non-compliant employers under the Workplace Gender Equality Act 2012. Where a manufacturer /applicant company is from an overseas jurisdiction, it is that jurisdiction's equivalent regulations that apply. Where a manufacturer 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 29.1: Signed declaration from an Executive Officer of the organisation stating compliance with above legislation;

DoC 29.2: Copy of relevant company policies and procedures;

DoC 29.3: Evidence of corrective action following a breach of legislation, if applicable; and

DoC 29.4: The assessor will verify that the company does not appear on the following list: <https://www.wgea.gov.au/non-compliant-list>Non-compliant list | WGEA<https://www.wgea.gov.au/non-compliant-list>

9.5 Lawful Conduct

Criterion 30: The manufacturer/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 30.1: Signed declaration from an Executive Officer of the organisation stating compliance with above legislation; and

DoC 30.2: Evidence of corrective action following a guilty verdict, if applicable.

9.6 Modern Slavery

Criterion 31: 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 corrective action.

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

Demonstration of Conformance

DoC 31.1: A 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) In addition to the modern slavery report, some supporting documents may be asked to be cited at the main site of manufacturing during the on-site assessment:

If a copy of the Modern Slavery Statement is unable to be presented, a rationale will be required. Also in cases where supportive documentation is unavailable at the time of certification, a grace period of three years or one certification period may be granted (no more than one certification period will be given).

The documents may include but not limited to the following documentation to support the modern slavery report:

- h) Employment records
- i) List of contractors
- j) Leave entitlements policy
- k) Any relevant Human Resources policy

- l) Payslips/ wage scales/ remuneration policy
- m) Minimum age of employment policy
- n) 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 three years of certification on a voluntary basis. A grace period of up to one cycle of certification may be granted depending on the company's reporting period.

For more information about modern slavery and the *Modern Slavery Act 2018*, please see [News and Resources \(modernslaveryregister.gov.au\)](https://modernslaveryregister.gov.au).

9.7 Human Rights including Labour Rights

Criterion 32: The manufacturer/applicant company shall respect internationally recognised human rights, including labour rights, including the rights set out in:

- 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

In particular, this includes the following aspects and ILO conventions: No child/forced/bonded labour (ILO 29 and 105), Minimum age convention (ILO 138), Worst forms of child labour (ILO 182), 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 applicant company shall also take steps to ensure human rights are respected in its supply chain. Where an applicant has been found to breach this criterion in the past two years, there must be evidence of corrective action.

Demonstration of Conformance

DoC 32.1: The manufacturer/applicant company 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 32.2: The manufacturer/applicant shall provide a map of at least one tier of its supply chain; and

DoC 32.3: Evidence of implementation of a Supplier 'Code of Conduct'; Code of conduct to include Human and Labour Rights, Health and Safety of workers; and

DoC 32.4: Evidence of assessment of suppliers in relation to human rights and recommendations for improvements in their supply chain; and

DoC 32.5: Evidence of [ISO20400](https://www.iso.org/standard/68554.html) implementation; or

- Evidence of valid [SA8000® Standard](https://www.sa8000.com/), or other equivalent certification; or
- Evidence of being a signatory to the [UN Global Compact](https://www.unglobalcompact.org/); or

- [SEDEX](#) membership ; or
- [GRI 400](#) Report (Global Report Initiative); and

If any of DoC 32.5 cannot be provided, manufacturer/ applicant shall provide:

DoC 32.6: Evidence of commitment to achieve SA 8000 certification within one year; or

DoC 32.7: Evidence of becoming a signatory to the UN Global Compact within six months;

and

DoC 32.8: 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.

EVIDENCE OF CONFORMANCE

Demonstration of Conformance (DoC)

This section lists the sources of evidence to be considered during an assessment to establish conformance against GECA's standards. This list is provided to guide the applicant through the standard's requirements and facilitate the preparation of an application. The DoC requirements are 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 throughout 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](#) accredited laboratory. For tests carried out overseas, all analysis shall be carried out by a reputable lab accredited by an [ILAC](#).

The applicant/manufacture 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 A

APPLICATION CHECKLIST

The application checklist guides the applicant through the application and verification process. An applicant may collect all information required for the verification of the product and attach the relevant documents to their application. The table below summarises the DoC requirements for each criterion in the standard.

Criterion No.	Criterion Content	Demonstration of Conformance See standard body for details	Evidence Attached	Complies Y/N or NA
FIT FOR PURPOSE CRITERIA				
1. Standard Category Scope				
Criterion 1	Standard category scope	Description of the service	<input type="checkbox"/>	
2. Operational Requirements				
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	<input type="checkbox"/>	
		List of sub-contractors	<input type="checkbox"/>	
Criterion 3	Operational requirements	Copy of subcontract indicating requirement matching GECA; and	<input type="checkbox"/>	
		List of sub-contractor/s names and contact details; and	<input type="checkbox"/>	
		Copy of guideline and procedures on regular on-site checks	<input type="checkbox"/>	
Criterion 4	Operational requirements	Copy of all guidelines and standard operating procedures covering each and all above areas	<input type="checkbox"/>	
HEALTH CRITERIA				
Criterion 5	Hazard control	Signed declaration from an Executive Officer indicating the procedure are freely available to all cleaning staff; and	<input type="checkbox"/>	
		Copy of risk assessments and procedures to manage risks	<input type="checkbox"/>	
		SDS for each ingredient	<input type="checkbox"/>	
Criterion 6	Accident control	Copy of policy and action plans in the case of accident ; and	<input type="checkbox"/>	
		Copy of accident report forms available on all work sites and be readily accessible to all staff; and	<input type="checkbox"/>	

		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	<input type="checkbox"/>	
		Copy of documents showing the list of the apparatus provided with description of their applications; and	<input type="checkbox"/>	
		Copy of manuals or instructions of equipment/ apparatus operation; and	<input type="checkbox"/>	
		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	<input type="checkbox"/>	
		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	<input type="checkbox"/>	
		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	<input type="checkbox"/>	
		Copy of plan incorporating a minimum quarterly logged maintenance plan for powered cleaning equipment, or as recommended by the equipment manufacturer	<input type="checkbox"/>	
		Copy of instructions for cleaning operators about the optimum amount and dosage of cleaning products (for all kind of surface) when manual dispensing or hand-held spray is used with scrubbing machines	<input type="checkbox"/>	

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	<input type="checkbox"/>	
		Evidence demonstrating instructions provided by manufacturer/ supplier for regular cleaning and replacing the filters/ bags in vacuum cleaners; and	<input type="checkbox"/>	
		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	<input type="checkbox"/>	
		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	<input type="checkbox"/>	
		Onsite inspection to ensure adequate signage are in placed around the work area to alert building occupants to the hazards	<input type="checkbox"/>	
Criterion 12	Transport	Logbook of vehicle maintenance records; and	<input type="checkbox"/>	
		Manufacturer's maintenance manual; and	<input type="checkbox"/>	
		Copy of documents outlining company's transport plan, the target for fuel consumption reduction and the annual fuel consumption based on number of cleaning sites (example documents can be: copy of the maintenance plan for the vehicle fleet or copy of GPS data confirming that vehicle followed the routes)	<input type="checkbox"/>	
3. Requirements for Cleaning Products and Supplies				
Criterion 13	Use of cleaning products with low 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	<input type="checkbox"/>	

		A copy of the ISO 14024 ecolabel licence from the supplier for each cleaning products used; or	<input type="checkbox"/>	
		Document to 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; or	<input type="checkbox"/>	
		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	VOCs	Calculation of VOC content based on ingredients list	<input type="checkbox"/>	
Criterion 15	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 16	Bin liners	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	<input type="checkbox"/>	
		Copy of evidence demonstrating recycled content of plastic bag used provided by supplier	<input type="checkbox"/>	
Criterion 17	Packaging	Signed declaration from an Executive Officer of the applicant company / supplier of packaging confirming that packaging of cleaning products does not contain chlorinated plastics	<input type="checkbox"/>	
Criterion 18	Chemical record keeping	Copy of records of the quantities of chemicals used on a minimum quarterly basis	<input type="checkbox"/>	
		Copy of training and protocols available to staff to maintain detailed logs of chemicals including disinfectants	<input type="checkbox"/>	
Criterion 19	General training	Copy of training, procedures and policies demonstrating compliance to each of above matters; and	<input type="checkbox"/>	

		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	<input type="checkbox"/>	
		Signed declaration from Executive Officer of the applicant company / service provider indicating the compliance with manufacturer’s instructions for the use of chemical; and	<input type="checkbox"/>	
		Copy of incident report, interview with staff indicating safe use of chemicals and limited exposure to hazardous materials	<input type="checkbox"/>	
Criterion 20	Disinfectant use	Evidence of EPA-registration, GECA certification or compliance with the hazardous materials section of the current GECA Cleaning Products standard; and	<input type="checkbox"/>	
		Copy of protocols and training provided to personnel on how to use and keep records of use of disinfectants	<input type="checkbox"/>	
4. Water and Waste Requirements				
Criterion 21	Waste requirements	Copy of waste management policies and procedures covering above matters; and	<input type="checkbox"/>	
		Copy of training provided to cleaning personnel to waste management as outlined above; and	<input type="checkbox"/>	
		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	<input type="checkbox"/>	
Criterion 22	Waste collection	Copy of documented system. Authority requirements and test results	<input type="checkbox"/>	
Criterion 23	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	<input type="checkbox"/>	

5. Staff Training				
Criterion 24	Staff training	Signed declaration from an Executive Officer of the applicant company / service provider indicating that all the above training and guidance are provided to employees; and	<input type="checkbox"/>	
		Copy of the training and instructions signed by executive officer of applicant company and each cleaning staff member; and	<input type="checkbox"/>	
		Copy of training report, records and list of participants; and	<input type="checkbox"/>	
		Copy of duty schedule provided to employees by service provider	<input type="checkbox"/>	
6. Cleaning Operations Assessment				
Criterion 25	Operation assessment	Signed declaration from an Executive Officer of the applicant company / service provider of compliance with above criterion; and	<input type="checkbox"/>	
		Copy of policy, action programme;	<input type="checkbox"/>	
		Copy of evaluation report (e.g. meeting details and minutes) taking into account client comments and feedback	<input type="checkbox"/>	
SOCIAL CRITERIA				
7. Social and Legal Compliance				
Criterion 26	Environmental legislation	Signed declaration confirming conformance to the criterion; and	<input type="checkbox"/>	
		Signed declaration disclosing any breaches of environmental legislation	<input type="checkbox"/>	
		Legal register listing applicable environmental legislation (including applicable Regulations under that legislation)	<input type="checkbox"/>	
		Evidence of corrective action (if applicable)	<input type="checkbox"/>	
Criterion 27	Minimum entitlement including wages	Signed declaration confirming conformance to the criterion; and	<input type="checkbox"/>	

		List of applicable awards, industrial and registered agreements and number of workers who are covered and not covered	<input type="checkbox"/>	
		Text or template of the typical workplace agreement offered to employees, and sample payslips	<input type="checkbox"/>	
		Evidence of corrective action	<input type="checkbox"/>	
Criterion 28	Workplace health and safety	Signed declaration stating compliance to workplace legislation and government orders, as well as declaration of any breaches of legislation	<input type="checkbox"/>	
		OHS/WHS policies and procedures; and	<input type="checkbox"/>	
		Copy of employee induction records, training records, meeting records and risk assessments; or current ISO 45001:2018 (or former OHSAS 18001), AS/NZS 4801 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	<input type="checkbox"/>	
		Evidence of corrective action (if applicable)	<input type="checkbox"/>	
		WHS Incidents register	<input type="checkbox"/>	
Criterion 29	Equal opportunity	Signed declaration confirming conformance to the criterion; and	<input type="checkbox"/>	
		Copy of relevant policies and procedures; and	<input type="checkbox"/>	
		Evidence of corrective action (if applicable)	<input type="checkbox"/>	
		The assessor will verify that the company does not appear on the WGEA non-compliant list	<input type="checkbox"/>	
Criterion 30	Lawful conduct	Signed declaration confirming conformance to the criterion; and	<input type="checkbox"/>	
		Evidence of corrective action (if applicable)	<input type="checkbox"/>	

Criterion 31	Modern slavery	Copy of the published Modern Slavery Statement from within the previous 12 months	<input type="checkbox"/>	
Criterion 32	Human and labour rights	Evidence of commitments to human rights including labour rights	<input type="checkbox"/>	
		Map of at least one tier of their supply chain; and	<input type="checkbox"/>	
		Evidence of implementation of a Supplier Code of Conduct; and	<input type="checkbox"/>	
		Evidence of assessment of suppliers in relation to human rights and recommendations for improvements in their supply chain	<input type="checkbox"/>	
		Evidence of ISO20400 implementation; or	<input type="checkbox"/>	
		Evidence of valid SA8000® Standard certification or other equivalent certification; or	<input type="checkbox"/>	
		Evidence of being a signatory to the UN Global Compact	<input type="checkbox"/>	
		SEDEX Membership; or	<input type="checkbox"/>	
		GRI 400 Report; and	<input type="checkbox"/>	
		Evidence of commitment to achieve SA8000® Standard certification within one year	<input type="checkbox"/>	
		Evidence of becoming a signatory to the UN Global Compact within six months; and	<input type="checkbox"/>	
		Evidence of corrective action (if applicable).	<input type="checkbox"/>	

Our vision is for a sustainable
future for people and planet

