New cleaning contract

Q: What are the changes that are a result of the new contract?
A: Cleaners will work from 6am until 10am instead of 4am until 8am which means you will be able to see them around your offices. Other significant changes are that your under-desk bin for general rubbish will not be serviced anymore. Further, there are some additional services that were previously not included in the cleaning contract – the carpets and windows will be cleaned annually.

Q: When will these new initiatives start?
A: The new cleaning contract has commenced, with the new initiatives already being implemented across the University, including day cleaning and no servicing of under-desk bins. In the following weeks, all the offices will transition to the new arrangements.

Q: If the cleaners will not service my bin, what should I do with my rubbish?
A: If you wish to continue using your under-desk bin, you will have to empty it yourself to the nearest communal bin. To support you in that, new centralised bins will be distributed within each building on campus within central locations – find them in either kitchen or similar communal areas, or in the corners, corridors, next to doors etc.

Q: What should I do if the cleaner is cleaning my office while I am discussing/working on something confidential over the phone or with my colleagues?
A: Our cleaners are very flexible. As you would do with anyone else, you can ask them to come back later when it is more suitable for you.

Q: Can I keep my paper recycling bin under my desk? Will they be serviced?
A: The cardboard ‘bins’ for recycling paper will remain in place (under your desk) and will continue to be emptied.

Q: What should I do if I am not happy with the cleaners or the cleaning service?
A: You can talk to your building custodian who will report back to Facilities and Services, or you can send an email to waste@anu.edu.au.

Centralised bins

Q: Will each floor have centralised bins? Will they be somewhere close to my office?
A: The centralised bins will be distributed to communal areas, corridors, corners, close to doorways. There will be at least one bin on each level, depending on the floor size and number of staff.

Q: Will under-desk bins be removed as part of the transition to centralised bins?
A: The under-desk bins for general rubbish will not be removed unless you put in a request to your building custodian.

It is F&S’s preference to remove all under desk bins when we move to this new arrangement so as to avoid confusion. However as the bins are the property of the buildings, F&S does not have the right to remove them. In the case where staff wish to retain under-desk bins, it will be their responsibility to empty the bins themselves, as ISS cleaners are under clear instructions not to empty them.
**New cleaning contract FAQs**

**Q: Who services the centralised bins?**

A: ISS cleaners will service the centralised bins on a daily basis. Centralised bins will be lined and maintained by ISS.

**Q: Are there indications that recycling has improved after implementation of centralised bins in other work places?**

A: Studies from other universities and similar sized organisations show improved rates of recycling following implementation of centralised bins. The University’s waste service provider SUEZ provides monthly reports to F&S and can allow for comparison of recycling levels before and after.

**Q: Is there any quality control to ensure good recycling behaviour by staff are continued by cleaners when servicing bins?**

A: ISS provides continuous development to their staff in the form of monthly toolbox talks and training sessions. F&S also conducts regular quality inspections to ensure service delivery is satisfactory.

**Q: Are there centralised bins for paper?**

A: There will only be new centralised bins for general waste and co-mingled recycling. Paper recycling boxes and blue wheelie bins will remain in use for paper recycling and will be serviced by ISS on a weekly basis.

**Annual scheduled window and carpet cleans**

**Q: What is the scope of the annual window cleans?**

A: All external and internal windows, to ceiling height, will be cleaned on a scheduled basis annually. This does not include external cobwebbing on the building façade. ISS will schedule a cleaning roster of all buildings, and F&S will make it available to building custodians.

**Q: What is the frequency of the scheduled window and carpet cleans?**

A: There will be one scheduled window and carpet clean each year. Additional cleans will be on request and paid for by the local areas.

**Off-peak periods and Weekends**

**Q: Will there be cleaning during weekends?**

A: Cleaning will be mostly during Monday to Fridays, and there will be no weekend cleaning apart from buildings that will require on-going cleaning due to the nature of activity within them, e.g. residential halls, some libraries.