SCOPE

Glad Group takes its responsibility to manage and mitigate environmental risks associated with cleaning processes very seriously. We adopt a continuous improvement approach and are committed to integrating lower risk products and practices and those that are better for the environment.

This Green Cleaning Policy is applicable to all Glad Group business operations, employees and contracts with clients and includes requirements regarding minimum cleaning product standards, equipment specifications and other relevant cleaning-related purchases. It also references cleaning procedures and standards that are part of Glad Group's Integrated Business Management System (IBMS).

This policy should be read in conjunction with Glad Group's:

- Environmental Policy
- ENV-001 Environmental Activities which describes Glad Group's Environmental Management System which is certified to ISO14001:2015
- Other processes and procedures documented as part of Glad Group's IBMS.

PURPOSE

The purpose of this policy is to articulate the requirements of the implementation of Glad Group's policy for Green Cleaning. Glad Group is committed to providing a safe, clean environment for all clients. We are also committed to implementing practices that are environmentally friendly and promote health and sustainability. This green cleaning policy is part of that commitment and describes guidelines around what is purchased, how it is used, and how it is disposed of.

Buildings are like mini-cities in and of themselves, they take in materials, they expel them, they use a lot of energy, they have their own climate and atmosphere. There is a significant flow of materials in and out of the building, with water, paper products, lighting, carpet, paint, cleaning products, and many others materials involved. Some of these, such as cleaning products have the potential to have impacts on the people using the products, as well as the building occupants. Others are expelled to streams through sewage where they can harm aquatic life or escape to the atmosphere to exacerbate local air pollution.

OBJECTIVES

Green cleaning has many potential benefits, including reducing exposure to toxic and highly irritating chemicals, reducing exposure to carcinogens and volatile organic compounds (VOCs), reducing dust and chemical allergens, and reducing the number of chemicals needed to maintain facilities. Other goals of green cleaning include reducing use of energy and water, promoting safety and training.

Glad Group aims to minimize health and environmental risks, while maximizing cleaning outcomes and productivity by:

1. Reducing occupant exposure to pathogens, allergens and harmful cleaning chemicals.

Regular cleaning is an important practice as it helps to remove potentially harmful debris and maintain a healthy indoor environment. However, numerous chemicals and improper cleaning techniques can undermine indoor air quality. Harmful ingredients in cleaning products can lead to eye, nose, throat and skin irritation, and emit VOCs into the indoor environment, which may lead to other environmental and health effects. An adequate cleaning regimen using non-toxic, hypoallergenic cleaners is key to reducing pests, environmental allergens and unpleasant odors.

2. Reducing occupant exposure to both harmful pathogens and hazardous chemicals through the use of high quality cleaning equipment and the proper storage of cleaning agents.

High performance cleaning equipment increases the effectiveness of cleaning practices. Cleaning equipment that effectively removes debris and fomite material not only prevents the spread of contaminants, but also reduces repetitive work and contact with potentially harmful chemicals.

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3. Implementing a program for the use of sustainably powered cleaning equipment, that is also water efficient.

Adopting purchasing policies that specify products and equipment with reduced environmental impact.

4. Implementing best practice cleaning schedules that that specify the extent and frequency of cleaning and meet loop compliance, which is auditable and traceable.

Glad Group's long term goal is to ensure that all cleaning equipment and products meet the highest equipment and product standards. We recognize that this will take time to implement across the entire cleaning portfolio.

IMPLEMENTATION AND REVIEW

Purchasing of sustainable cleaning products, materials and equipment

Maintaining on-going compliance with environmental legislation and regulation is a priority. Glad Group is also committed to meeting the highest environmental standards in the products and equipment we use to provide our services. Purchasing guidelines (or minimum standards) are prescribed for:

- Cleaning products.
- Cleaning equipment.
- Other cleaning materials.

This extends to working with our suppliers regarding the packaging in which cleaning products are received and seeking to minimize this / increase recycling content where appropriate.

Refer to Glad Group's Minimum Standards in Appendix A for the specific standards currently in place. Glad Group adopts a continuous improvement approach as good practices evolves so these standards may change.

Procedures for use of cleaning equipment and products

Glad Group's cleaning procedures are documented in the IBMS and supporting documentation. Training is provided to all cleaners on induction and quarterly to ensure their understanding of, and compliance with, these procedures.

Amongst other procedures, this covers:

1. Safe storage, labelling and handling requirements.
2. Spill / accident management.
3. Chemical measuring and dilution.
4. Sequencing of cleaning steps and use of personal protective equipment.
5. General health and safety procedures including on how to reduce and prevent ergonomic injuries and exposure to hazardous materials.
6. Protection of vulnerable community members.

Procedures for disposal of equipment and cleaning products.

All equipment and cleaning waste is to be disposed of in environmentally safe ways following specific building policies, manufacturer's instructions, and state and local guidelines.

Roles and responsibilities

Responsibility for the overall implementation and oversight of this policy and its requirements sits with the General Manager – Operations. Site Managers are responsible for oversight of the implementation of this policy and cleaning procedures at a site level on a daily basis.

Purchasing personnel are also trained in the selection of green cleaning materials.

Through training, position descriptions and job guides all Glad Group employees understand their responsibilities with regard to the adherence to cleaning policies and procedures.

Quality assurance

Glad Group's minimum standards are evolving and are reviewed at least annually. We acknowledge that this is an on-going process and manage this through cleaning equipment registers, engagement with our suppliers and other stakeholders regarding best practice environmental products, management review and regular site audits.

REVIEW OF THE POLICY

This Policy will be reviewed every two years (at a minimum) to reflect any legislative or organizational changes, and developments in sustainability best practice.

Nick Iloski
Managing Director
Glad Group, comprising of:

Glad Group Pty Ltd | ABN 62 092 928 115
Glad Cleaning Service Pty Ltd | ABN 43 054 617 891
Mutual Cleaning and Maintenance Pty Ltd | ABN 53 006 516 810
Glad Maintenance Pty Ltd | ABN 85 127 522 481 | Contractor's Licence: 215410C
Glad Security Pty Ltd | ABN 122 097 590 | Security Licences: NSW 409557154, ACT 17502081, QLD 3199590, VIC Licence 763-211-20S, WA SA40606

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INTEGRATED PROPERTY SERVICES

APPENDIX A: Minimum Standards

Category	Requirement
Equipment / machinery	Implement a program for the use of sustainably powered cleaning equipment that reduce impact on the environment, as well as the user and anyone in the area when the equipment is being used. - Appliance and heater combustion ban. - Low-emission combustion sources only. - High efficiency rating – both energy and water (Greenhouse and Energy Minimum Standards (GEMS). - Filters with a HEPA rating. - Sound emitted within tolerable boundaries. - Safeguards, such as rollers or rubber bumpers, to avoid damage to building surfaces. - Ergonomic staff preference is taken into account to minimize user fatigue and increase productivity of use. - Scrubbing machines use water and neutral detergents only where necessary.
Cleaning chemicals	Reduce occupant exposure to pathogens, allergens, and harmful cleaning chemicals, including VOC reduction and the adoption of non-toxic hypoallergenic cleaners. - Good Environmental Choice of Australia (GECA) Cleaning Products.
Other cleaning products	High performance cleaning equipment increases the effectiveness of cleaning practices. - Mops, rags and dusters used to clean all non-porous surfaces consist of microfiber. - Mops do not have to be wrung by hand.