



### Class 3 Government Contract

<b>1. Document Numbers</b>	
D20/37235	
<b>2. Name and Address of the contractor</b>	
Solo Services Group Australia Pty Ltd	
Level 2, 133 Alexander Street, Crows Nest NSW 2065	
<b>3. Particulars of any related body corporate (within the meaning of the Corporations Act 2001 of the Commonwealth) in respect of the contractor, or any other private sector entity in which the contractor has an interest, that will be involved in carrying out any of the contractor's obligations under the contract or will receive a benefit under the contract</b>	
NA	
<b>4. The date on which the contract became effective and the duration of the contract</b>	
30th March 2020	5 years
<b>5. Particulars of the project to be undertaken, the goods or services to be provided or the real property to be leased or transferred under the contract</b>	
Cleaning of Council properties under the contract.	
<b>6. The estimated amount payable to the contractor under the contract</b>	
\$1,221,439.24 exl GST plus schedule of rates	
<b>7. A description of any provisions under which the amount payable to the contractor may be varied</b>	
Contractor not to vary the Services except as directed in writing by Council.	
<b>8. A description of any provisions with respect to the renegotiation of the contract</b>	
NA	
<b>9. In the case of a contract arising from a tendering process, the method of tendering and a summary of the criteria against which the various tenders were assessed</b>	
<p>Open Tender through Tenderlink.</p> <p>Evaluation Criteria:</p> <ul style="list-style-type: none"> <li>• Complaint with labour regulations</li> <li>• Work, Health and Safety</li> <li>• Financial and commercial trading integrity including insurances</li> <li>• Demonstrated experience and ability to deliver contract</li> <li>• Management and supervisory personnel/operations/transition plan</li> <li>• Environmental and social sustainability</li> <li>• Lump sum</li> <li>• Schedule of rates</li> </ul>	

<b>10. A description of any provisions under which it is agreed that the contractor is to receive payment for providing operational or maintenance services</b>
Not applicable
<b>11. Particulars of future transfers of significant assets to the State at zero, or nominal, cost to the State, including the date of their proposed transfer.</b>
Not applicable.
<b>12. Particulars of future transfers of significant assets to the contractor, including the date of their proposed transfer</b>
Not applicable.
<b>13. The results of any cost-benefit analysis of the contract conducted by the agency.</b>
Not applicable.
<b>14. The components and quantum of the public sector comparator if used.</b>
Not applicable.
<b>15. If relevant, a summary of information used in the contractor's full base case financial model (for example, the pricing formula for tolls or usage charges.</b>
Not applicable.
<b>16. If relevant, particulars of how risk, during the construction and operational phases of a contract to undertake a specific project (such as construction, infrastructure or property development), is to be apportioned between the parties, quantified (where practicable) in net present-value terms and specifying the major assumptions involved.</b>
Not applicable.
<b>17. Particulars as to any significant guarantees or undertakings between the parties, including any guarantees or undertakings with respect to loan agreements entered into or proposed to be entered into.</b>
Not applicable.
<b>18. Particulars of any other key elements of the contract.</b>
Not applicable.

Lawyers  
Level 27, Angel Place  
123 Pitt Street  
Sydney New South Wales 2000 Australia  
GPO Box 1692  
Sydney New South Wales 2001  
Telephone 61 2 9291 6100  
Facsimile 61 2 9221 0872  
Info@maddocks.com.au  
www.maddocks.com.au  
DX 10284 Sydney Stock Exchange

**Contract No: A20/0055**

**Solo Services Group Australia Pty Ltd**  
ACN 624 141 199

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Dated 27 MARCH 2020

## Parties

Name	Waverley Council (ABN 12 502 583 608)
Address	55 Spring Street, Bondi Junction NSW 2022
Short name	Council

Name	Solo Services Group Australia Pty Ltd ACN 624 141 199
Address	Level 2, 133 Alexander Street, Crows Nest NSW 2065
Short name	Contractor

## BACKGROUND

The Contractor promises to perform the Services and its other obligations under the Contract.

## CONDITIONS OF CONTRACT

### 1. DEFINITIONS

#### 1.1 Definitions

In the Contract unless expressed or implied to the contrary:

**Approval** means any certificate, licence, consent, permit, approval or requirement of any organisation having jurisdiction in connection with the carrying out of the Services.

**Base Services** means the work, activities and services which the Contractor is obliged to provide and carry out under the Contract (as more particularly described in the Specification), including any Variations and any work, activities and services necessary for, or incidental to, the provision of such work, activities and services.

**Business Day** means any day other than a Saturday, Sunday or public holiday, or 27, 28, 29, 30 or 31 December.

**Claim** includes any claim (including for an increase in the Contract Price or for payment of money (including damages)):

- (a) under, arising out of, or in any way in connection with the Contract, including any direction of Council;
- (b) arising out of, or in any way in connection with, the Services or either party's conduct before the Contract Date; or
- (c) otherwise at law or in equity, including:
  - (i) by statute;
  - (ii) in tort for negligence or otherwise, including negligent misrepresentation;
  - (iii) for restitution;

- (iv) on a quantum meruit;
- (v) under quasi contract; or
- (vi) for unjust enrichment.

**Commencement Date** means 30 March 2020.

**Contract** means the contract between Council and the Contractor as constituted by:

- (a) these Conditions of Contract;
- (b) the Specification;
- (c) Schedules 1 to 5 (inclusive) to these Conditions of Contract; and
- (d) the other documents (if any) described in Item 5.

**Contract Date** means the date the Contract was executed by the last party to execute the Contract.

**Contract Price** means the sum stated in Item 6 (a detailed breakdown of which is included in Schedule 6), as may be adjusted in accordance with the Contract.

**Defect** means any part of the Services that is not performed in accordance with the Contract.

**Good Industry Practice** means the degree of skill, diligence, care, prudence, foresight and operating practice to be expected of a competent contractor who regularly acts in the capacity in which the Contractor is engaged, and who is experienced in the provision of services the same as, or substantially similar to, the Services.

**Initial Term** means the period commencing on the Contract Date and expiring on the date, or at the end of the period, specified in Item 7A.

**Insolvency Event** means any of the following events:

- (a) a party, being an individual, commits an act of bankruptcy;
- (b) a party becomes insolvent;
- (c) a receiver, receiver and manager, administrator, controller, provisional liquidator or liquidator is appointed to a party or a party enters into a scheme of arrangement with its creditors or is wound up;
- (d) a party assigns any of its property for the benefit of creditors or any class of them;
- (e) an encumbrancee takes any step towards taking possession or takes possession of any assets of a party or exercises any power of sale;
- (f) a party has a judgment or order given against it in an amount exceeding \$10,000.00 (or the equivalent in another currency) and that judgment or order is not satisfied or quashed or stayed within 20 Business Days after being given; or
- (g) any event that is analogous to, or has a substantially similar effect to, any of the events specified in this definition.

**Intended Purpose** means the purpose:

- (a) stated in the Contract; or
- (b) as can be reasonably inferred from the Contract.

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**Item** means an item in Schedule 1.

**Key Personnel** means those persons stated in Item 15.

**Legislative Requirements** means:

- (a) Acts, Ordinances, regulations, by-laws, orders, awards and proclamations of the Commonwealth and the State or Territory in which the Services or any part thereof is being carried out;
- (b) Approvals (including all conditions of Approvals); and
- (c) fees and charges payable in connection with the foregoing.

**Ordered Services** means services which the Contractor is required to carry out under the Contract in addition to the Base Services and which may be of a character and extent which is materially different to the Base Services.

**Premises** means each of the premises set out in Schedule 4, together with any Premises referred to in the final paragraph of clause 13.1.

**Progressive Payment Claim Date** means, in respect of each month, until the earlier of:

- (a) termination of the Contract;
- (b) the date that Council exercises its rights under clause 17.1(b) or 17.3(d) to take the whole of Services out of the hands of the Contractor; and
- (c) the date of the expiry of the Term,

the date of that month specified in Item 8.

**PPS Act** means the *Personal Property Securities Act 2009* (Cth).

**PPS Law** means:

- (a) the PPS Act and any regulations made at any time under the PPS Act, as amended from time to time; and
- (b) any relevant amendments made at any time to any other legislation as a consequence of paragraph (a).

**Proportionate Liability Legislation** means Part 4 of the *Civil Liability Act 2002* (NSW), as well as any other Legislative Requirement providing for proportionate liability.

**Required Notice** means a notice of Claim, clearly specifying full particulars of the Claim (including any amount claimed), the basis of the Claim and how the Claim has been calculated.

**Schedule of Rates** means Schedule 3.

**Security Interest** has the meaning given to that term in clause 22.1.

**Services** means:

- (a) the Base Services; and
- (b) the Ordered Services.

**Site Conditions** means any physical conditions encountered in the execution of the Services above, upon, under, or over the surface of, or in the vicinity of, the relevant Premises and includes:

- (a) physical and structural conditions, above, upon, under, or over the surface, or in the vicinity, of, the relevant Premises, including buildings, improvements, partially completed structures, in-ground works (including foundations), retaining walls, services (including the location of services), utilities (including the location of utilities) and other structures whether or not installed by or on behalf of Council;
- (b) all existing systems and services, above or below ground level and the location of all facilities with which such systems and services are concerned;
- (c) any contamination or hazardous substance; and
- (d) the means of accessing the relevant Premises.

**Specification** means the document set out in Schedule 5.

**Supporting Documentation** means:

- (a) documentary evidence (to the satisfaction of Council) of the payment of moneys due and payable to:
  - (i) workers of the Contractor and of Subcontractors; and
  - (ii) Subcontractors,
 in respect of the Services performed up to the date of submission; and
- (b) a statutory declaration in the form of Schedule 2 by the Contractor, or where the Contractor is a corporation, by a representative of the Contractor who is in a position to know the facts attested to, completed to a date not earlier than the date of submission.

**Term** means the Initial Term, as extended in accordance with clause 3 (if applicable).

**Variation** means any change to the Services, including any addition, increase, decrease, omission, deletion or removal to or from the Services, but excluding Ordered Services.

**Work Health and Safety Legislation** means the *Work Health and Safety Act 2011 (NSW)* and the *Work Health and Safety Regulation 2017 (NSW)* as well as any other Legislative Requirement relating to work health and safety.

## 2. CONTRACTOR'S PRIMARY OBLIGATIONS AND COMMITMENTS

### 2.1 The Contractor must:

- (a) commence and carry out the Services from the Commencement Date;
- (b) carry out the Services in accordance with the Contract; and
- (c) comply with all directions of Council.

### 2.2 The Contractor:

- (a) must carry out and complete the Services:
  - (i) in a proper and workmanlike manner;
  - (ii) in accordance with Good Industry Practice, all Legislative Requirements and the Contract; and
  - (iii) in a manner which provides adequate protection to the Premises and which maintains (including by way of preventative maintenance) the Premises in good and substantial repair, order and condition;

(b) must ensure that the Services comply with all standards prescribed in the Contract (Including the Specification) and if none is prescribed then at least in with Good Industry Practice and all relevant standards of Standards Australia; and

(c) must at all times be suitably qualified, experienced and licensed to carry out the Services.

2.3 The Contractor warrants to Council that the Contractor has the qualifications, skills and experience to carry out the Services in accordance with the Contract.

2.4 The Contractor is responsible for, and assumes the risk of, all increased costs and any damage, expense, loss or liability suffered or incurred in connection with the performance of the Services, except to the extent otherwise expressly provided for in the Contract.

### 3. TERM

3.1 Council may, in its absolute discretion, extend the Initial Term for the period set out in Item 7B by notice in writing to the Contractor, provided it does so no later than 3 months before the expiry of the Initial Term.

3.2 Where Council extends the Initial Term under clause 3.1, the Contract Price will be adjusted under clause 13.2 as if the Services performed during the extended period of the Term were carried out as a Variation.

3.3 The parties acknowledge and agree that:

(a) the Contractor's obligations in respect of any Services which have not been completed prior to the expiry of the Term survive the expiry of the Term; and

(b) the expiry of the Term does not limit or otherwise affect the rights, entitlements, obligations and liabilities of a party that accrued prior to the expiry of the Term.

### 4. TIME

4.1 The Contractor must:

(a) proceed with the Services with due expedition and without delay;

(b) perform the Services during the Term (except to the extent the Contract is terminated prior to the expiry of the Term or the whole or part of the Services remaining to be completed are taken out of the Contractor's hands in accordance with clauses 17.1(b) or 17.3(d)); and

(c) complete the Services at the times, within the times, or by the dates required by the Contract.

4.2 Council may direct the Contractor as to the timing and sequencing of all or any part of the Services, including by directing the Contractor to change the timing or sequencing of any part of the Services.

4.3 Council may direct the Contractor to suspend the performance of all or any part of the Services for such time as Council, in its absolute discretion, thinks fit. If the suspension:

(a) is due to an act or omission of Council; and

(b) causes the Contractor to incur more cost than it otherwise would have incurred, but for the suspension,

(subject to compliance by the Contractor with clause 20) Council will determine and pay the Contractor the additional costs directly and reasonably incurred by the Contractor as a result of the suspension.

4.4 The Contractor will not be entitled to make any Claim, and Council will not be liable in respect of any Claim, arising out of or in connection with any delay or disruption experienced or suffered in connection with the Contract or the Services including Claims for delay, disruption or prolongation costs or damages.

### 5. LEGISLATIVE REQUIREMENTS

5.1 The Contractor must obtain all Approvals required for the carrying out of the Services, except for those

Approvals that:

- (a) have already been obtained by or on behalf of Council; or
- (b) Council directs will be obtained by Council.

5.2 The Contractor must observe, comply with and otherwise satisfy, all Legislative Requirements. The Contractor indemnifies Council from and against any Claims against, or costs, losses, expenses, liability or damages suffered or incurred by Council arising out of, or in any way in connection with, any breach by the Contractor of this clause 5.

## **6. DOCUMENTS AND INFORMATION**

6.1 Council will supply to the Contractor the documents and number of copies thereof, both stated in Item 9. Such documents:

- (a) will remain Council's property and must be returned to Council on written demand; and
- (b) must not be used, copied nor reproduced for any purpose other than the performance of the Services.

6.2 The Contractor must supply to Council the documents and number of copies at the times or stages stated in Item 10.

6.3 The Contractor must keep (and must ensure that its subcontractors keep) accurate records of the performance of work performed as part of the Services, including:

- (a) diary records of the work; and
- (b) time sheets accurately recording time spent in the performance of the Services by each of the Contractor's personnel and the personnel of the Contractor's subcontractors.

The records must clearly identify the work which was carried out.

The Contractor must produce (and must ensure that its subcontractors produce) the records and time sheets specified above to Council for inspection and copying at Council's request.

The records specified above must not be destroyed without Council's prior written permission.

## **7. PREMISES**

7.1 Subject to the Contractor first having complied with clauses 11.1 and 11.2, Council will, during the Term, grant the Contractor sufficient access to the relevant Premises (or part of the relevant Premises) for the performance of the Services. If Council does not grant the Contractor access to the whole of the relevant Premises at any relevant time, Council will grant the Contractor access to such further parts of the relevant Premises as may, from time to time, be necessary for carrying out the Services. Such access will not be exclusive, may be intermittent and will only entitle the Contractor to such use and control as is necessary to enable the Contractor to carry out the Services.

7.2 The Contractor acknowledges and agrees that delay by Council in granting, or failure by Council to grant, the Contractor access to all or any part of the relevant Premises will not constitute a breach of the Contract by Council.

7.3 The Contractor must at all reasonable times give Council and its nominees access to the relevant Premises. The Contractor acknowledges and agrees that it shall have no entitlement and hereby releases Council from any Claim whatsoever with respect to or in connection with Site Conditions, regardless of

whether or not those Site Conditions could have been known or anticipated at the Contract Date.

## **8. RISK**

8.1 The Contractor must indemnify Council against:

- (a) any loss of, or damage to, the property of Council (including any part of any Premises); and
- (b) any liability to, or Claim by, any person in respect of personal injury or death or loss of, or damage to, any other property,

caused by or arising out of, or in any way in connection with, the execution of the Services or any other act or omission of the Contractor (or its employees, agents or subcontractors) arising out of, or in any way in connection with, the Services.

8.2 The Contractor must at its cost, if required by Council, promptly replace or otherwise make good any loss of, or repair any damage to, any property (including property of Council (including any part of any Premises) or any third party) arising out of or in connection with the performance of the Services or any other act or omission of the Contractor (or its employees, agents or subcontractors) arising out of, or in any way in connection with, the Services.

## **9. PROTECTION OF PEOPLE AND PROPERTY**

9.1 Without limiting any other provision of the Contract, the Contractor must:

- (a) provide all things and take all measures necessary to protect people and property;
- (b) avoid undue or unnecessary interference with the passage of people and vehicles; and
- (c) prevent nuisance and unreasonable noise, interference and disturbance, including to:
  - (i) Council and users or occupiers of the relevant Premises;
  - (ii) others having a right of access to the relevant Premises; and
  - (iii) occupiers of any adjoining or adjacent land.

## **10. SECURITY**

10.1 The Contractor must provide security in the form and amount set out in Item 11.

10.2 Where security is to be provided in the form of unconditional undertakings, the Contractor must provide such unconditional undertakings to Council on the Contract Date.

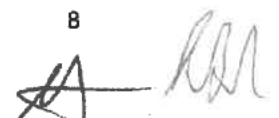
10.3 Notwithstanding anything else in the Contract to the contrary, where Item 11(a) provides that security is to be in the form of retention monies, Council will be entitled to deduct and retain from each payment under clause 15 retention monies equal to the amount in Item 12 until the sum of all retention monies so deducted and retained equals the amount set out in Item 11(b).

10.4 Council will within 20 Business Days of expiry of the Term, release and return to the Contractor the security then held by Council, and to which Council has not had recourse.

10.5 Council is not obliged to pay interest to the Contractor on any security or the proceeds of any security. Any security held under this clause 10 or the proceeds of any security are not held on trust for the Contractor.

10.6 Council may call on, and otherwise have recourse to, the security at any time, including in respect of:

- (a) any debt or other moneys due from the Contractor to Council; or
- (b) any claim to money which Council has, or may have, against the Contractor whether for damages (liquidated or unliquidated) or otherwise,



whether under the Contract or otherwise in connection with the Services.

## **11. INSURANCE**

11.1 Before accessing any Premises or commencing the Services, the Contractor must:

- (a) effect and maintain the insurances referred to in Item 13:
  - (i) for the events, in the amounts and for the periods each referred to in Item 13; and
  - (ii) from insurers and on terms satisfactory to Council; and
- (b) ensure that each of its subcontractors has similar insurance in place to those which the Contractor is required to have in place under the Contract.

11.2 Before the Contractor commences the Services and whenever requested in writing by Council, the Contractor must provide satisfactory evidence of such insurance effected and maintained.

11.3 The Contractor must ensure that any insurance required to be effected in joint names includes:

- (a) a cross liability provision pursuant to which the insurer agrees to waive all rights of subrogation or action against any 'insured'; and
- (b) provisions pursuant to which the insurer accepts the term 'insured' as applying to each of the persons constituting the insured as if a separate insurance policy applied to each of them (subject to the overall sum insured not being increased as a result).

11.4 The Contractor must ensure that, in the carrying out and completion of the Services it:

- (a) does not do anything which prejudices any insurance in relation to the Services, or which the Contractor is otherwise required by the Contract to effect and maintain;
- (b) if necessary, rectifies anything which might prejudice any insurance;
- (c) reinstates an insurance policy if it lapses;
- (d) does not cancel or vary any insurance policy, or allow an insurance policy to lapse, without the prior written consent of Council;
- (e) immediately notifies Council of any event which may result in an insurance policy lapsing or being cancelled; and
- (f) gives full, true and particular information to the insurer of all matters and things the non-disclosure of which might in any way prejudice or affect any such policy or the payment of all or any benefits under the insurance.

## **12. ASSIGNMENT, SUBCONTRACTING, PERSONNEL AND PLANT**

12.1 Council may at any time freely assign or novate all or any part of its rights and/or obligations under the Contract to any other person without the need to obtain the consent of the Contractor. The Contractor agrees, on the request of Council, to do everything necessary to give effect to any such assignment or novation, including the execution of a deed of novation in a form required by Council.

12.2 The Contractor must not, without Council's prior written approval (which may be conditional):

- (a) assign the Contract or any payment or any other right, benefit or interest under or in respect of the Contract; or
- (b) subcontract the whole or any part of the Services.

12.3 Approval to subcontract (and any subcontracting) will not limit or otherwise affect any of the Contractor's

liabilities or obligations arising under, out of or in any way in connection with, the Contract or the Services. The Contractor will be liable to Council for the acts and omissions of its subcontractors as if they were acts and omissions of the Contractor.

- 12.4 The Contractor must provide all necessary personnel to perform the Services in accordance with its obligations under the Contract and must ensure that the personnel are appropriately experienced, qualified and licensed for the work being carried out under the Contract.
- 12.5 Council may direct the Contractor to remove any person from the performance of the Services, including where Council believes that person is:
- (a) not suitably qualified or experienced;
  - (b) incompetent or negligent, or is guilty of or has persisted in, misconduct or inappropriate behaviour; or
  - (c) otherwise unsuitable.
- 12.6 Except as otherwise provided in the Contract, the Contractor must provide all necessary plant, tools and equipment to perform the Services.
- 12.7 The Contractor acknowledges and agrees that it has no authority to bind Council. When performing the Services the Contractor is deemed to be an independent contractor and not an employee or agent of Council.
- 12.8 The Contractor must:
- (a) employ the Key Personnel to perform those roles and duties specified in Item 15;
  - (b) subject to clause 12.8(c), not replace the Key Personnel without Council's prior written approval; and
  - (c) if any of the Key Personnel die, become seriously ill or resign, replace them with persons, approved by Council in writing, who are of at least equivalent experience, ability and expertise.

### **13. VARIATIONS AND ORDERED SERVICES**

- 13.1 The Contractor must not vary the Services except as directed in writing by Council under this clause 13.1. From time to time prior to the expiry of the Term, Council may direct the Contractor to carry out or perform:
- (a) a Variation; or
  - (b) Ordered Services.

No direction by Council will constitute a direction under this clause 13.1 unless:

- (c) it is in writing and expressly states that it is a direction under this clause 13.1; or
- (d) the direction is a notification to rectify under clause 14.1 in respect of a Defect to the extent such Defect has not occurred as a result of, or arisen out of, or in connection with, a failure to perform or complete any part of the Services in accordance with the Contract.

The power to omit any part of the Services includes:

- (e) the power to have such omitted part of the Services carried out by Council or by others, including at the same time as the Contractor is carrying out the Services; and
- (f) the power to omit the entire Services in relation to one or more Premises from the Services and have such omitted part of the Services carried out by Council or by others, including at the same time as the Contractor is carrying out the Services.

The parties acknowledge and agree that Council may, in its absolute discretion, direct the Contractor to carry out or perform a Variation by directing Services in relation to any number of premises in addition to those set out in Schedule 4.

13.2 Council will, as soon as reasonably practicable, price each Variation or Ordered Services which the Contractor is required to carry out in accordance with a direction under clause 13.1 or any other event or circumstance which another provision of the Contract provides will be valued under this clause 13.2, in accordance with the following decreasing order of precedence:

- (a) prior agreement between the parties (if any);
- (b) relevant rates or prices in the Contract (if any), including the Schedule of Rates; and
- (c) reasonable rates or prices, which will be increased:
  - (i) in the case of deductions, by a reasonable amount for profit but not overheads; and
  - (ii) in all other cases, by a reasonable amount for profit and overheads.

13.3 The price determined by Council under clause 13.2 will be added to or deducted from the Contract Price.

13.4 Council may give the Contractor notice of a proposed Variation or proposed Ordered Services.

13.5 The Contractor must, after receiving:

- (a) notice from Council of a proposed Variation or proposed Ordered Services;
- (b) a direction under clause 13.1; or
- (c) a direction by Council that the Contractor considers to be a direction requiring the Contractor to carry out a Variation or Ordered Services, but which Council has not expressly identified in writing as a direction under clause 13.1,

notify Council:

- (d) in respect of a direction referred to in clause 13.5(c), that the Contractor considers the direction requires the Contractor to carry out a Variation or Ordered Services, including detailed reasons; and
- (e) whether the Variation, Ordered Services, the proposed Variation, the proposed Ordered Services or the alleged Variation or alleged Ordered Services can be effected, together with, if it can be effected, the Contractor's:
  - (i) estimate of the effect of the Variation, Ordered Services, proposed Variation, proposed Ordered Services, alleged Variation or alleged Ordered Services on the timing for the performance of the Services; and
  - (ii) quote for the cost (including all time-related costs, if any, and margin for profit and overheads) of the Variation, Ordered Services, proposed Variation, proposed Ordered Services, alleged Variation or alleged Ordered Services.

13.6 Subject to clause 13.9(b), it is a condition precedent to the Contractor's entitlement to make any Claim against Council arising out of, or in any way in connection with, a Variation or Ordered Services that the Contractor has notified Council under clause 13.5 within 8 Business Days of the date of the relevant notice or direction referred to in clauses 13.5(a), 13.5(b) or 13.5(c) (as applicable) and in any event prior to the Contractor commencing to carry out the relevant Variation or Ordered Services.

13.7 Following receipt of the Contractor's notice under clause 13.5, Council may:

- (a) accept the Contractor's quote set out in its notice and direct the Contractor to proceed with the performance of the Variation or Ordered Services;

- (b) reject the Contractor's quote set out in its notice but nevertheless direct the Contractor to proceed with the performance of the Variation or Ordered Services (In which case clause 13.2 will apply and Council will, as soon as reasonably practicable, price the Variation or Ordered Services in accordance with clause 13.2);
- (c) reject the Contractor's quote set out in its notice and direct the Contractor that it is not to proceed with the performance of the Variation or Ordered Services; or
- (d) if the notice is provided in respect of clause 13.5(c), notify the Contractor that Council does not consider the direction is one requiring the Contractor to carry out a Variation or Ordered Services, but that the Contractor must (without limiting the Contractor's rights under clause 21) proceed to comply with the direction nonetheless.

13.8 Notices required under this clause 13 are in addition to any notices required under clause 21 or clause 20.

13.9 The Contractor must not commence the performance of any part of a Variation or Ordered Services unless and until Council has:

- (a) issued a notice under clause 13.7(a), 13.7(b) or 13.7(d) (as applicable); or
- (b) issued a notice to the Contractor (expressly stating that it is a notice under this clause 13.9(b)) directing the Contractor to proceed with carrying out the Variation or Ordered Services, notwithstanding that the requirements of clauses 13.5 to 13.7 have not been complied with.

13.10 Without limiting the remainder of this clause 13, the parties acknowledge and agree that, where the "Pay Guide – Cleaning Services Award 2010 (MA 000022), as published by the Fair Work Ombudsman (and as at the Contract Date, last published on 27 June 2019)" (Award) is updated and amends the pay award rate for persons employed by the Contractor in respect of the Services under the Contract, then:

- (a) the Contractor must provide a notice to Council that the Award has been amended (and attach a copy of the amended Award) and provide details of the effect of the amendment to the Award on the cost to the Contractor of providing the Services under the Contract; and
- (b) Council will, as soon as reasonably practicable after receipt of the notice under clause 13.10(a), price the effect of the amendment to the Award on the cost to the Contractor of providing the Services under the Contract as a Variation in accordance with clause 13.2.

#### 14. FAILURE TO PERFORM AND DEFECTS

14.1 If, during the Term, Council is of the opinion that there is a Defect, Council may direct the Contractor to rectify the Defect within the time period specified by Council.

14.2 If Council is of the opinion that the Contractor has failed to comply with a direction under clause 14.1 (including within the time specified in a direction under clause 14.1), Council may take that action itself and the costs, expenses and damages suffered or incurred by Council in doing so will be a debt due and payable from the Contractor to Council.

14.3 Nothing in this clause 14, or elsewhere in the Contract, will limit or otherwise affect Council's common law rights in respect of any act, omission or breach by the Contractor.

#### 15. PAYMENT

15.1 Subject to the terms of the Contract, Council must pay the Contractor the Contract Price.

15.2 The Contractor may submit to Council written claims for payment on account of the Contract Price (whether in part or in full, depending upon the circumstances):

- (a) on each relevant Progressive Payment Claim Date for the Services completed to the date specified in Item 8; and
- (b) on the date of expiry of the Term,

accompanied by the Supporting Documentation referred to in clause 15.8.

- 15.3 Council must determine the amount payable by Council to the Contractor or by the Contractor to Council (as the case may be) in respect of a payment claim and issue a payment schedule within 10 Business Days of receiving a payment claim. The payment schedule must set out:
- (a) the payment claim to which it relates;
  - (b) the value of the Services completed in accordance with the Contract;
  - (c) the amount, if any, already paid to the Contractor;
  - (d) the amount of security, if any, Council has retained under clause 10.3;
  - (e) Council's determination of:
    - (i) the moneys due from Council to the Contractor which Council proposes to pay; and
    - (ii) if Council determines that no moneys are due from Council to the Contractor, the moneys due from the Contractor to Council; and
  - (f) if the amount referred to in subparagraph (e)(i) is less than the amount claimed in the relevant payment claim, the reasons for the difference and, if it is less because of the withholding, retention, deduction or setting-off of payment for any reason, the reasons for withholding, retaining, deducting or setting-off payment.
- 15.4 If Council, in a payment schedule:
- (a) determines that moneys are due from Council to the Contractor, Council must (subject to clause 10.3 and except as otherwise provided in this clause 15), pay to the Contractor the amount set out as payable by Council to the Contractor in the payment schedule within 15 Business Days of the payment claim (or where the Contractor does not make a payment claim and Council nevertheless issues a payment schedule, within 20 business days of the payment schedule); or
  - (b) determines that moneys are due from the Contractor to Council, the Contractor must, within 15 Business Days after receiving the payment claim (or if the Contractor does not make a payment claim and Council nevertheless issues a payment schedule, within 20 Business Days of the payment schedule), pay to Council the amount set out in the payment schedule as due from the Contractor to Council.
- 15.5 Payment by Council is payment on account only and neither a payment schedule nor a payment of moneys will be evidence of the value of the Services or an admission of liability or evidence that the Services have been carried out or completed in accordance with the Contract or negate or prejudice any of the rights, powers and remedies of Council.
- 15.6 Council may at any time retain, deduct, withhold or set-off from any moneys otherwise due to the Contractor:
- (a) any:
    - (i) debt or other moneys due from the Contractor to Council; or
    - (ii) claim which Council may have against the Contractor, whether for damages (liquidated or unliquidated) or otherwise,whether under the Contract or on any other legal or equitable basis;
  - (b) in circumstances where the Contractor has not complied with clause 15.8, the full amount that would otherwise have been payable by Council to the Contractor in respect of a payment claim; and

- (c) any amount Council is entitled to withhold in accordance with any Legislative Requirement, including section 175B of the *Workers Compensation Act 1987* (NSW), Schedule 2 Part 5 of the *Payroll Tax Act 2007* (NSW) and section 127 of the *Industrial Relations Act 1996* (NSW).

Any failure by Council to set-off against the amount that would otherwise be payable under a payment schedule any amount under this clause 15.6 will not limit or otherwise affect Council's right to subsequently set-off the amount under this clause 15.6. This clause 15.6 will survive any termination of the Contract.

- 15.7 Council and the Contractor acknowledge and agree that failure by Council to set out in a payment schedule an amount which Council is entitled to retain, deduct, withhold or set-off (whether under the Contract or otherwise) from the amount which would otherwise be payable to the Contractor by Council will not prejudice Council's right to subsequently exercise that right to retain, deduct, withhold or set-off any amount.

- 15.8 The Contractor must submit the Supporting Documentation to Council:

- (a) on the date specified in Item 8 until the earlier of the expiry of the Term and the termination of the Contract;
- (b) on the date of expiry of the Term; and
- (c) when otherwise requested by Council.

Supporting Documentation must be dated, and completed to, the date of submission of the relevant Supporting Documentation (which must not be earlier than the relevant time prescribed by this clause 15.8). The Contractor must not submit Supporting Documentation earlier than the relevant time prescribed by this clause 15.8. The Contractor's compliance with this clause 15.8 is a condition precedent to payment by Council to the Contractor for the Services.

- 15.9 If the Contractor does not make, or is not entitled to make, a payment claim in accordance with paragraph (a) or (b) of clause 15.2, Council may nevertheless issue a payment schedule.

## **16. WORK HEALTH AND SAFETY OBLIGATIONS**

- 16.1 Without limiting clause 5, the Contractor must comply with the Work Health and Safety Legislation.

- 16.2 The Contractor must conduct risk assessments as necessary and put in place measures to eliminate or reduce risks to health and safety arising from the performance of the Services. In respect of any risks arising from the performance of the Services, the Contractor must provide information to Council about any joint duties owed under the Work Health and Safety Legislation and must consult and cooperate with Council about these risks.

- 16.3 The Contractor (to the extent permitted by law) indemnifies Council against any Claim arising out of, or in any way in connection with, a breach by the Contractor of this clause 16. Except as otherwise provided in clause 1.1, all terms used in clause 16 have the meanings given to them in the Work Health and Safety Legislation.

## **17. DEFAULT AND TERMINATION**

- 17.1 If an Insolvency Event occurs in respect of the Contractor, Council may by notice in writing to the Contractor:

- (a) immediately terminate the Contract; or
- (b) take out of the Contractor's hands the whole or any part of the Services remaining to be completed and suspend payment until it becomes due and payable under or in accordance with clause 17.5.

- 17.2 If the Contractor does not perform or observe any of its obligations in accordance with the Contract, Council may issue a written notice to the Contractor identifying the relevant breach and directing the Contractor to remedy the breach by a particular date and time (which must not be less than 10 days after the notice is received by the Contractor).

17.3 If the Contractor fails to remedy a breach as directed by Council under clause 17.2 (including by failing to remedy the breach by the stated date and time), Council may by written notice to the Contractor:

- (a) terminate the Contract; or
- (b) take out of the Contractor's hands the whole of the Services remaining to be completed and suspend payment until it becomes due and payable under or in accordance with clause 17.5.

17.4 Council may complete the Services taken out of the Contractor's hands under clauses 17.1(b) or 17.3(b) and may:

- (a) use materials, equipment and other things intended for the Services; and
- (b) without payment of compensation to the Contractor:
  - (i) take possession of, and use, such of the plant, equipment and other things on or in the vicinity of the relevant Premises as were used by the Contractor (including documents, information, materials and the like produced or provided by the Contractor); and
  - (ii) contract with such of the subcontractors or require the Contractor to novate to Council or its nominee any or all subcontracts between the Contractor and its subcontractors, as are reasonably required by Council to facilitate completion of the Services taken out or the Services remaining; and
- (c) direct the Contractor to take any other action which Council requires concerning the Services taken out or the Services remaining.

If Council takes possession of plant, equipment or other things under clause 17.4(b), Council must maintain them and, subject to clause 17.5, on completion of the Services taken out or the Services remaining, must return such of them as are surplus. Council must keep records of the cost of completing the Services taken out or the Services remaining.

17.5 When the whole or any part of the Services are taken out of the Contractor's hands under clauses 17.1(b) or 17.3(b), Council must assess the cost thereby incurred, or which may be incurred, by Council in completing the relevant Services and must certify:

- (a) the amount of the cost, setting out the calculations employed to arrive at that cost;
- (b) the amount which would otherwise have been paid to the Contractor if the work had been completed by the Contractor; and
- (c) the difference.

If the cost incurred, or which may be incurred, by Council (as certified by Council above) is greater than the amount which would have been paid under the Contract to the Contractor if the relevant Services had been completed by the Contractor (without limiting clause 17.6), the difference will be a debt due from the Contractor to Council. If the Contractor is indebted to Council, Council may retain plant, equipment or other things taken under clause 17.4 until the debt is satisfied. If the Contractor fails to pay the debt, Council may (in addition to any other rights and entitlements it may have) sell the plant, equipment or other things and apply the proceeds to the satisfaction of the debt and the costs of sale. Any excess will (subject to compliance by the Contractor with clause 20) be paid to the Contractor.

17.6 If Council terminates the Contract or the whole of the Services is taken out of the Contractor's hands under clauses 17.1(b) or 17.3(b):

- (a) Council will:
  - (i) be entitled to take possession of and use, or require the Contractor to remove from the relevant Premises, the plant, equipment and work and all materials, equipment and other things intended for the Services;

- (ii) be entitled to require the Contractor to novate to Council or Council's nominee, any or all contracts between the Contractor and its subcontractors or consultants as required by Council;
  - (iii) not be obliged to make any further payments to the Contractor, including any money the subject of a payment claim under clause 15.2 or a payment schedule under clause 15.3; and
  - (iv) be entitled to recover from the Contractor any costs, losses or damages incurred or suffered by it as a result of, or arising out of, or in any way in connection with, such termination or take out; and
- (b) the Contractor must immediately hand over to Council all copies of documents provided by Council to the Contractor.

17.7 This clause 17 will survive termination of the Contract.

## **18. TERMINATION FOR CONVENIENCE**

18.1 Without prejudice to any of Council's other rights under the Contract, Council may:

- (a) at any time for its sole convenience, and for any or no reason, by written notice to the Contractor terminate the Contract effective from the time stated in Council's notice, or if no such time is stated, at the time the notice is given to the Contractor; and
- (b) thereafter, at its absolute discretion, complete the uncompleted part of the Services either itself or engage other contractors to carry out any uncompleted part of the Services.

18.2 If Council terminates the Contract under clause 18.1, the Contractor:

- (a) will, subject to clause 18.2(b) and subject to compliance by the Contractor with clause 20, be entitled to payment of the following amounts as determined by Council:
  - (i) for Services carried out prior to the date of termination in accordance with the Contract, the amount which would have been payable to the Contractor under the Contract if the Contract had not been terminated and the Contractor submitted a payment claim for Services carried out to the date of termination;
  - (ii) the cost of goods and materials reasonably ordered by the Contractor for the Services for which the Contractor is legally bound to pay provided that:
    - (A) the value of the goods and materials is not included in the amount payable under clause 18.2(a)(i); and
    - (B) title in the goods and materials will vest in Council upon payment; and
  - (iii) the reasonable cost of removing from the relevant Premises all labour, plant, equipment and work and other things used in carrying out the Services; and
- (b) must:
  - (i) take all steps possible to mitigate the costs referred to in clauses 18.2(a)(ii) and 18.2(a)(iii); and
  - (ii) as a condition precedent to any entitlement to payment under clause 18.2(a), immediately hand over to Council, the originals and all copies of any documents provided by Council.

18.3 The amount that the Contractor is entitled to receive under clause 18.2 will be a limitation upon Council's liability to the Contractor arising out of, or in any way in connection with, the termination of the Contract by Council under this clause 18, and the Contractor will not be entitled to make any claim against Council arising out of, or in any way in connection with, such termination of the Contract, other than for the amount

payable under clause 18.2.

18.4 This clause 18:

- (a) will survive termination of the Contract; and
- (b) does not limit or otherwise affect any of Council's rights, including the right to recover damages, terminate the Contract or otherwise, whether under the Contract or otherwise at law or in equity.

19. GST

In this clause 19, words that are defined in *A New Tax System (Goods and Services Tax) Act 1999* (Cth) have the same meaning as their definition in that Act. Except as otherwise provided in the Contract, all consideration payable under the Contract in relation to any supply is exclusive of GST. If GST is payable in respect of any supply made by a supplier under the Contract, subject to the next sentence, the recipient will pay to the supplier an amount equal to the GST payable on the supply at the same time and in the same manner as the consideration for the supply is to be provided under the Contract. The supplier must provide a tax invoice to the recipient before the supplier will be entitled to payment of the GST payable under this clause 19.

20. CLAIMS GENERALLY

20.1 If the Contractor wishes to make any Claim against Council arising out of, or in any way in connection with, any act, default or omission of Council, or its consultants, other contractors or agents (not being employed by the Contractor), any direction of Council or any other fact, matter or thing arising out of, or in any way in connection with, the subject matter of the Contract, the communication of which is not required by another provision of the Contract, the Contractor must give Council a Required Notice within 20 Business Days of the earlier of:

- (a) the first date on which the Contractor could reasonably have been aware of the act, default, omission, direction, fact, matter or thing upon which the Claim is or will be based; and
- (b) the first date on which the Contractor could reasonably have been aware of the entitlement to make the Claim.

20.2 For the avoidance of doubt, this clause 20 applies to, and a Required Notice must be provided, in respect of any Claim under, arising out of, or in any way in connection with, clauses 13.5 or 13.6.

20.3 If the Contractor fails to comply with the provisions of clause 20.1:

- (a) Council will not be liable in respect of any Claim by the Contractor; and
- (b) the Contractor will be absolutely barred from making any Claim against Council,

arising out of, or in any way in connection with, the relevant act, default, omission, direction, fact, matter or thing (as the case may be) to which clause 20.1 applies.

20.4 Nothing in this clause 20 will limit or otherwise affect the operation or effect of any other provision of the Contract which requires the Contractor to give notice to Council in order to preserve an entitlement to make a Claim against Council.

20.5 Within 40 Business Days of receipt of the Required Notice, Council will assess the Claim and notify the Contractor of its decision. Unless the Contractor, within 20 Business Days of such notification, gives a dispute notice under clause 21.1 in respect of such decision, Council's decision will be final and binding on the Contractor.

20.6 Except to the extent expressly provided under the Contract, the Contractor will not be entitled to make, and Council will not be liable in respect of, any Claim arising out of, or in any way in connection with, the performance of the Contractor's obligations under the Contract.

## **21. DISPUTE RESOLUTION**

- 21.1 If a dispute arises concerning the Contract or the Services (including a dispute concerning a Claim), either party may serve, by hand or by registered post, a dispute notice on the other party. The dispute notice must state that a dispute has arisen and briefly identify the matter in dispute.
- 21.2 Within 10 Business Days after receiving a dispute notice under clause 21.1, the representatives of the parties specified in Item 14 (or such other representatives of the parties who have authority to agree to a resolution or to agree upon a procedure to resolve the dispute) must meet and undertake genuine and good faith negotiations with a view to resolving the dispute.
- 21.3 All aspects of every such meeting, except the fact of occurrence, will be privileged.
- 21.4 If within 20 Business Days after receiving a dispute notice under clause 21.1, the relevant dispute has not been resolved (including where the parties fail to meet under clause 21.2) then either party may commence proceedings in relation to the dispute.
- 21.5 Notwithstanding any dispute, the parties must continue performing their obligations under the Contract.
- 21.6 Nothing in this clause 21 will operate to limit or otherwise affect the right of a party to institute proceedings to enforce payment due under the Contract or to seek injunctive or urgent declaratory relief.

## **22. PERSONAL PROPERTY SECURITIES ACT**

- 22.1 By signing the Contract, the Contractor acknowledges and agrees that if the Contract and the transactions contemplated by it, operate as, or give rise to, a security interest for the purposes of the PPS Law (**Security Interest**), the Contractor must do anything (including amending the Contract or any other document, executing any new terms and conditions or any other document, obtaining consents, getting documents completed and signed and supplying information) that Council considers necessary under or as a result of the PPS Law for the purposes of:
- (a) ensuring that the Security Interest is enforceable, perfected or otherwise effective and has the highest priority possible under PPS Law;
  - (b) enabling Council to apply for any registration, or give any notification, in connection with the Security Interest, including the registration of a financing statement or financing change statement; or
  - (c) enabling Council to exercise rights in connection with the Security Interest and the Contract.
- 22.2 If Chapter 4 of the PPS Act applies to the enforcement of the Security Interest, the Contractor agrees that sections 95, 120, 121(4), 125, 130, 132(3)(d), 132(4), 135, 142 and 143 of the PPS Act will not apply to the enforcement of the Security Interest.
- 22.3 The Contractor:
- (a) acknowledges that the Security Interests created under or pursuant to the Contract relate to collateral and all proceeds in respect of that collateral (until Council is paid in full for the collateral);
  - (b) acknowledges that to the maximum extent permitted by law, it waives any right to receive a verification statement under the PPS Law in respect of the Security Interest; and
  - (c) undertakes it will not register a financing change statement without the prior written consent of Council.
- 22.4 The parties agree that neither of them will disclose information of the kind referred to in section 275(1) of the PPS Act and that this clause constitutes a confidentiality agreement within the meaning of the PPS Law. The Contractor agrees to waive any right it may have, or but for this clause may have had, under section 275(7)(c) of the PPS Act to authorise the disclosure of the above information.

## 23. GENERAL

- 23.1 The Contract may only be varied by a document executed by the parties.
- 23.2 The Contract:
- (a) constitutes the entire agreement between the parties; and
  - (b) supersedes and cancels any contract, deed, arrangement, related condition, collateral arrangement, condition, warranty, indemnity or representation imposed, given or made by a party (or an agent of a party) prior to entering into the Contract.
- 23.3 The Contractor acknowledges that in entering into the Contract the Contractor has not relied on any representations made by Council (or its agents or employees) other than as expressly set out in the Contract.
- 23.4 The law governing the Contract, its interpretation and construction, and any agreement to arbitrate, is the law of New South Wales and the parties irrevocably submit to the non-exclusive jurisdiction of the courts of New South Wales (and courts entitled to hear appeals from those courts).
- 23.5 Any provision of the Contract that is held to be illegal, invalid, void, voidable or unenforceable must be read down to the extent necessary to ensure that it is not illegal, invalid, void, voidable or unenforceable.
- 23.6 If it is not possible to read down a provision as required by clause 23.5, part or all of the clause of the Contract that is illegal, invalid, void, voidable or unenforceable will be severed from the Contract and the remaining provisions continue in force.
- 23.7 No rule of construction applies to the disadvantage of a party on the basis that the party prepared or put forward the Contract or any part.
- 23.8 The failure of a party at any time to insist on performance of any provision of the Contract is not a waiver of the party's right at any later time to insist on performance of that or any other provision of the Contract.
- 23.9 Without limiting any other provision of the Contract, Council may, either itself or by a third party, carry out an obligation under the Contract which the Contractor was obliged to carry out but which it failed to carry out within the time required in accordance with the Contract (or, where no time for performance is prescribed in the Contract, within a reasonable time). The costs, expenses and damages suffered or incurred by Council in so carrying out such a Contract obligation will be a debt due from the Contractor to Council.
- 23.10 Each indemnity in the Contract is a continuing obligation, separate and independent from the other obligations of the parties and survives termination of the Contract.
- 23.11 It is not necessary for a party to incur expense or make payment before enforcing a right of indemnity conferred by the Contract.
- 23.12 The Contract and any documents or other information relating to the Contract or the Services are confidential and the Contractor must not disclose any of these without the prior written consent of Council except to the extent that such disclosure is required for the Contractor to carry out its obligations under the Contract.
- 23.13 If required in writing by Council, the Contractor must enter into a separate agreement not to disclose to anyone else any confidential matter even after the expiry of the Term.
- 23.14 The parties acknowledge and agree that Council may disclose the Contract (and information concerning the terms of the Contract) to the public under or in accordance with any Legislative Requirements including the *Local Government Act 1993 (NSW)* or the *Government Information (Public Access) Act 2009 (NSW)*.
- 23.15 The Contract shall not in any way unlawfully restrict or otherwise unlawfully affect the unfettered discretion of Council to exercise any of its functions and powers under any Legislative Requirements and no exercise of any such functions or powers shall entitle the Contractor to make any Claim against Council.

## **24. INTERPRETATION**

### **24.1 In the Contract (unless the context otherwise requires):**

- (a) words denoting the singular include the plural and vice versa;
- (b) the word 'includes' in any form is not a word of limitation;
- (c) where a word or phrase is defined, another part of speech or grammatical form of that word or phrase has a corresponding meaning;
- (d) headings and sub-headings are for ease of reference only and do not affect the interpretation of the Contract; and
- (e) a reference to:
  - (i) 'day' means a calendar day;
  - (ii) a gender includes all other genders;
  - (iii) any legislation (including subordinate legislation) is to that legislation as amended, re-enacted or replaced and includes any subordinate legislation issued under it;
  - (iv) any document (such as a deed, agreement or other document) is to that document (or, if required by the context, to a part of it) as amended, novated, substituted or supplemented at any time;
  - (v) writing includes writing in digital form;
  - (vi) the Contract is to the Contract as amended from time to time;
  - (vii) 'A\$', '\$', 'AUD' or 'dollars' is a reference to Australian dollars;
  - (viii) a clause, schedule or attachment is a reference to a clause, schedule or attachment in or to the Contract;
  - (ix) any property or assets of a person includes the legal and beneficial interest of that person of those assets or property, whether as owner, lessee or lessor, licensee or licensor, trustee or beneficiary or otherwise;
  - (x) a person includes a firm, partnership, joint venture, association, corporation or other body corporate;
  - (xi) a person includes the legal personal representatives, successors and permitted assigns of that person, and in the case of a trustee, includes any substituted or additional trustee; and
  - (xii) any body or agency (Original Body) which no longer exists or has been reconstituted, renamed or replaced or whose powers or functions have been removed or transferred to another body or agency, is a reference to the body or agency which most closely serves the purposes or objects of the Original Body.

## **25. PROPORTIONATE LIABILITY LEGISLATION**

- 25.1** To the maximum extent permitted by law, the operation of the Proportionate Liability Legislation is excluded in relation to rights, obligations and liabilities arising under, out of, or in connection with, the Contract or the Services, whether such rights, obligations or liabilities are sought to be enforced in contract, in tort (including negligence), in equity, under statute, or otherwise at law. The Contractor must ensure that a provision equivalent to this clause 25 is included in all agreements with subcontractors.

## Signing Page

### EXECUTED AS AN AGREEMENT

Executed by Waverley Council ABN 12 502 583 608  
by its authorised signatory in the presence of:

)  
)  
)



Authorised signatory

Full name

ROSS BARRY McLEOD

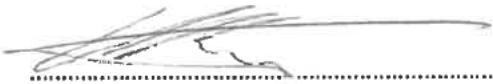
Usual address

49A BONDI ROAD  
BONDI JUNCTION 2022

Witness

Full name

Usual address



LUCAS HEATH ATKINSON  
49A BONDI ROAD  
BONDI JUNCTION 2022

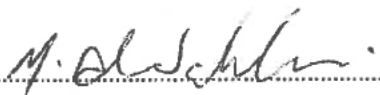
Executed by Solo Services Group Australia Pty Ltd  
ACN 624 141 199 in accordance with section 127(1) of  
the Corporations Act 2001 (Cth):

)  
)  
)

Signature of sole director and secretary

Full name

Usual address



Matthew Salibi  
2/33 Waterloo Rd.  
Macquarie Park NSW  
2113

## Schedule 1

## Details

Item	Description	Detail
1	Council (clause 1)	Waverley Council ABN 12 502 583 608
2	Council's address	55 Spring Street, Bondi Junction NSW 2022 Phone: (02) 9083 8679 Email: terry.kallis@waverley.nsw.gov.au
3	Contractor (clause 1)	Solo Services Group Australia Pty Ltd ABN 83 624 141 199 ACN 624 141 199
4	Contractor's address	Level 2, 133 Alexander Street, Crows Nest NSW 2065 Phone: 1300 865 562 Email: theo@soloservicesgroup.com.au
5	Contract (clause 1.1)	Nil
6	Contract Price (clause 1.1)	\$1,221,439.24 (One million, two hundred and twenty-one thousand, four hundred and thirty-nine dollars and twenty-four cents) (plus GST)
7	A. Expiry of Initial Term: (clause 1.1)	36 months
	B. Term extension period (clause 3.1)	24 months
8	Progressive Payment Claim Date: (clause 1.1)	The last day of each month
9	Documents supplied by Council: (clause 6.1)	Document: Nil. Number of Copies:
10	Documents supplied by the Contractor: (clause 6.2)	Document: Number of Copies: Date / time for supply:  In accordance with the requirements set out in the Specification
11	Security: (clauses 10.1 and 10.3)	Nil.
	(a) Form: (b) Amount:	Nil.

12	Retention Monies: (clause 10.3)	Nil.		
13	Insurance (clause 11)	<b>Amount of Cover and those Insured</b>	<b>Period of Time of Insurance Cover</b>	<b>Required?</b>
	Public and Products Liability	Minimum of \$20 million and must be in the joint names of Council and the Contractor, with a cross liability clause in which the insurer agrees to waive all rights of subrogation or action against any of the persons comprising the insured.	From the Contract Date until the expiration of the Term.	Yes
	Workers' Compensation	The maximum amount required by law.	From the Contract Date until the expiration of the Term.	Yes
14	Representatives for negotiation of disputes (clause 22.2)	Council: Emily Scott (Director of Community Assets and Operations) Contractor: Matthew Salihi (Managing Director)		
15	Key Personnel (clause 12.8)	Matthew Salihi (Managing Director) Doug Bennie (National Operations Manager) Greg Palmer (Senior Operations Manager) Theo Mavropoulos (Contract Manager)		



I \_\_\_\_\_

(authorised officer)

OF \_\_\_\_\_

do solemnly and sincerely declare that, in relation to the contract between Waverley Council ABN 12 502 583 608 and ~~insert contractor name~~ ACN ~~insert Contractor ACN~~ (Contractor) for the \_\_\_\_\_ (Contract):

1. I hold the position of \_\_\_\_\_ of the Contractor.
2. I am in a position to know the facts contained herein and I am duly authorised to bind the Contractor by the terms of this declaration.
3. All subcontractors, consultants and suppliers who have at any time been engaged by the Contractor in connection with the work under the Contract have been paid all amounts which as at the date of this declaration are due and payable to them in respect of the work under the Contract.
4. All workers (including employees and contractors) who have at any time been engaged by the Contractor in connection with the work under the Contract:
  - (a) have been paid all remuneration and benefits which as at the date of this declaration are due and payable to them in respect of their employment or under, or in connection with, the Contract; and
  - (b) have otherwise received or had accrued to their account all benefits to which they are entitled as at the date of this declaration in respect of their employment or work in respect of, or in connection with, the Contract pursuant to any award, enterprise agreement, Act or Regulation.
5. The Contractor has paid all relevant fees and maintains all insurance policies the Contractor is required to maintain under the Contract.
6. The Contractor is solvent and able to meet its debts as and when they fall due.
7. The Contractor has been informed (by statutory declaration in equivalent terms to this declaration) by each of its subcontractors, consultants and suppliers engaged by the Contractor in connection with the work under the Contract that all their respective employees, secondary subcontractors, suppliers and consultants have been paid all remuneration and other amounts or benefits due and payable to them in connection with the work under the Contract.
8. Attached to and forming part of this declaration is a "Subcontractor's Statement" given by the Contractor in its capacity as 'subcontractor' (as that term is defined in the *Workers Compensation Act 1987* (NSW), *Payroll Tax Act 2007* (NSW) and *Industrial Relations Act 1996* (NSW)) which is a written statement:
  - (a) under section 175B of the *Workers Compensation Act 1987* in the form and providing the detail required by that legislation;
  - (b) under Part 5 of Schedule 2 of the *Payroll Tax Act 2007* in the form and providing the detail required by that legislation; and
  - (c) under section 127 of the *Industrial Relations Act 1996* in the form and providing the detail required by that legislation.
9. I personally know the truth of the matters which are contained in this declaration and the attached Subcontractor's Statement.
10. All statutory declarations and Subcontractor's Statements received by the Contractor from subcontractors, consultants and suppliers in connection with the Contract were:
  - (a) given to the Contractor in its capacity as 'principal contractor' as defined in the *Workers Compensation Act 1987* (NSW), the *Payroll Tax Act 2007* (NSW) and the *Industrial Relations Act 1996* (NSW) ("Acts"); and
  - (b) given by the subcontractors, consultants and suppliers in their capacity as 'subcontractors' as defined in the Acts.
11. I am not aware of anything which would contradict the statements made in the statutory declarations or written statements provided to the Contractor by its subcontractors, consultants and suppliers, as referred to in this declaration.

And I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the *Oaths Act 1900* (NSW).

SUBSCRIBED AND DECLARED AT \_\_\_\_\_

THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ 20\_\_\_\_  
BEFORE ME

(Signature) \_\_\_\_\_

(Justice of the Peace/Solicitor)  
\_\_\_\_\_

SIGNED FOR AND ON BEHALF OF THE CONTRACTOR

Certificate under section 34(1)(c) of Oaths Act 1900 (NSW)

I \_\_\_\_\_  
[Name of the person before whom the declaration is made]

a \_\_\_\_\_  
[Qualification of the person before whom the declaration is made]

certify the following matters concerning the making of this statutory declaration by the person who made it:

\*Cross out any text that does not apply

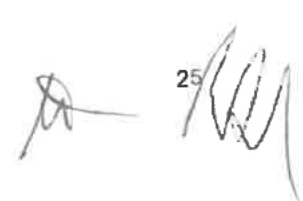
1. \*I saw the face of the person or \*I did not see the face of the person because the person was wearing a face covering, but I am satisfied that the person had a special justification for not removing the covering.

2. \*I have known the person for at least 12 months or \*I have confirmed the person's identity using an identification document and the document I relied on was

\_\_\_\_\_  
[describe identification document relied on]

\_\_\_\_\_  
[Signature of person before whom the declaration is made]

Date: \_\_\_\_\_

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**SUBCONTRACTOR'S STATEMENT  
REGARDING WORKER'S COMPENSATION, PAYROLL TAX AND  
REMUNERATION (Note 1 – see back of form)**

For the purposes of this Statement a "subcontractor" is a person (or other legal entity) that has entered into a contract with a "principal contractor" to carry out work.

This Statement must be signed by a "subcontractor" (or by a person who is authorised, or held out as being authorised, to sign the statement by the subcontractor) referred to in any of s175B *Workers Compensation Act 1987*, Schedule 2 Part 5 *Payroll Tax Act 2007*, and s127 *Industrial Relations Act 1996* where the "subcontractor" has employed or engaged workers or subcontractors during the period of the contract to which the form applies under the relevant Act(s). The signed Statement is to be submitted to the relevant principal contractor.

**SUBCONTRACTOR'S STATEMENT (Refer to the back of this form for Notes, period of Statement retention, and Offences under various Acts.**

Subcontractor: ..... ABN: .....

of .....

(Address of subcontractor)

has entered into a contract with ..... ABN: .....

(Note 2)

Contract number/identifier .....

(Note 3)

This Statement applies for work between: ...../...../..... and ...../...../..... inclusive,

(Note 4)

subject of the payment claim dated: ...../...../.....

(Note 5)

I, ..... a Director or a person authorised by the Subcontractor on whose behalf this declaration is made, hereby declare that I am in a position to know the truth of the matters which are contained in this Subcontractor's Statement and declare the following to the best of my knowledge and belief:

- (a) The abovementioned Subcontractor has either employed or engaged workers or subcontractors during the above period of this contract. Tick [ ] if true and comply with (b) to (g) below, as applicable. If it is not the case that workers or subcontractors are involved or you are an exempt employer for workers compensation purposes tick [ ] and only complete (f) and (g) below. You must tick one box. (Note 6)
- (b) All workers compensation insurance premiums payable by the Subcontractor in respect of the work done under the contract have been paid. The Certificate of Currency for that insurance is attached and is dated ...../...../..... (Note 7)
- (c) All remuneration payable to relevant employees for work under the contract for the above period has been paid. (Note 8)
- (d) Where the Subcontractor is required to be registered as an employer under the *Payroll Tax Act 2007*, the Subcontractor has paid all payroll tax due in respect of employees who performed work under the contract, as required at the date of this Subcontractor's Statement. (Note 9)
- (e) Where the Subcontractor is also a principal contractor in connection with the work, the Subcontractor has in its capacity of principal contractor been given a written Subcontractor's Statement by its subcontractor(s) in connection with that work for the period stated above. (Note 10)
- (f) Signature ..... Full name .....
- (g) Position/Title ..... Date ...../...../.....

**NOTE:** Where required above, this Statement must be accompanied by the relevant Certificate of Currency to comply with section 175B of the *Workers Compensation Act 1987*.

**Notes**

1. This form is prepared for the purpose of section 175B of the *Workers Compensation Act 1987*, Schedule 2 Part 5 *Payroll Tax Act 2007* and section 127 of the *Industrial Relation Act 1996*. If this form is completed in accordance with these provisions, a principal contractor is relieved of liability for workers compensation premiums, payroll tax and remuneration payable by the subcontractor.



A principal contractor can be generally defined to include any person who has entered into a contract for the carrying out of work by another person (or other legal entity called **the subcontractor**) and where employees of the subcontractor are engaged in carrying out the work which is in connection with the principal contractor's business.

2. For the purpose of this Subcontractor's Statement, a principal contractor is a person (or other legal entity), who has entered into a contract with another person (or other legal entity) referred to as the subcontractor, and employees/workers of that subcontractor will perform the work under contract. The work must be connected to the business undertaking of the principal contractor.
3. Provide the unique contract number, title, or other information that identifies the contract.
4. In order to meet the requirements of s127 *Industrial Relations Act 1996*, a statement in relation to remuneration must state the period to which the statement relates. For sequential Statements ensure that the dates provide continuous coverage.

Section 127(6) of the *Industrial Relations Act 1996* defines remuneration 'as remuneration or other amounts payable to relevant employees by legislation, or under an industrial instrument, in connection with work done by the employees.'

Section 127(11) of the *Industrial Relations Act 1996* states 'to avoid doubt, this section extends to a principal contractor who is the owner or occupier of a building for the carrying out of work in connection with the building so long as the building is owned or occupied by the principal contractor in connection with a business undertaking of the principal contractor.'

5. Provide the date of the most recent payment claim.
6. For Workers Compensation purposes an exempt employer is an employer who pays less than \$7500 annually, who does not employ an apprentice or trainee and is not a member of a group.
7. In completing the Subcontractor's Statement, a subcontractor declares that workers compensation insurance premiums payable up to and including the date(s) on the Statement have been paid, and all premiums owing during the term of the contract will be paid.
8. In completing the Subcontractor's Statement, a subcontractor declares that all remuneration payable to relevant employees for work under the contract has been paid.
9. In completing the Subcontractor's Statement, a subcontractor declares that all payroll tax payable relating to the work undertaken has been paid.
10. It is important to note that a business could be both a subcontractor and a principal contractor, if a business 'in turn' engages subcontractors to carry out the work. If your business engages a subcontractor you are to also obtain Subcontractor's Statements from your subcontractors.

#### Statement Retention

The principal contractor receiving a Subcontractor's Statement must keep a copy of the Statement for the periods stated in the respective legislation. This is currently up to seven years.

#### Offences in respect of a false Statement

In terms of s127(8) of the *Industrial Relations Act 1996*, a person who gives the principal contractor a written statement knowing it to be false is guilty of an offence if:

- (a) the person is the subcontractor;
- (b) the person is authorised by the subcontractor to give the statement on behalf of the subcontractor; or
- (c) the person holds out or represents that the person is authorised by the subcontractor to give the statement on behalf of the subcontractor.

In terms of s175B of the *Workers Compensation Act* and clause 18 of Schedule 2 of the *Payroll Tax Act 2007* a person who gives the principal contractor a written statement knowing it to be false is guilty of an offence.

#### Further Information

For more information, visit the WorkCover website [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au), Office of State Revenue website [www.osr.nsw.gov.au](http://www.osr.nsw.gov.au), or Office of Industrial Relations, Department of Commerce website [www.commerce.nsw.gov.au](http://www.commerce.nsw.gov.au). Copies of the *Worker Compensation Act 1987*, the *Payroll Tax Act 2007* and the *Industrial Relations Act 1996* can be found at [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au).

**Schedule 3****Schedule of Rates**

For the avoidance of doubt, Schedule 3 only forms part of the Contract for the purposes of valuing Variations or Ordered Services (which the Contractor is required to carry out in accordance with a direction under clause 13.1) under clause 13.2(b).

<b>Cleaning Schedule of Rates (Adhoc Cleaning inc. Post Party Cleans)</b>			
Hourly Rates	Hourly Rate (excl. GST)	Minimum Call Out Time (Hrs)	Notes - Please clarify conditions of call out eg. Fee includes first hour, travel allowance etc.
Monday - Friday (6.00am - 6.00pm)		2	Minimum 2 hrs ( No call out fees )
Monday - Friday (6.00pm - 6.00am)		2	Minimum 2 hrs ( No call out fees )
Saturday (24 hrs)		3	Minimum 3 hrs ( No call out fees )
Sunday (24 hrs)		3	Minimum 3 hrs ( No call out fees )
Public Holidays (24 hrs)		3	Minimum 3 hrs ( No call out fees )

<b>Hygiene Service Unit Pricing</b>			
Service	Asset Type	Price Per Unit	Price Per Service
SANITARY SERVICE	Premium hygiene unit		
SANITARY SERVICE	Nappy Unit 40L		
WASHROOM SERVICE	Air Freshner		
WASHROOM SERVICE	Toilet Seat Sanitiser Spray		



Consumables Pricing Schedule	
PRODUCT DESCRIPTION	PRICE
PUREGIENE® SELECT VIRGIN 2 PLY 400 SHEET TOILET TISSUE	████████
PUREGIENE VIRGIN 2 PLY 300 JUMBO (CTN 8)	████████
PUREGIENE SOVEREIGN LUXURY ULTRASLIM I/L TOWEL (CTN 2400)	████████
CLASSIC® 120L BIN LINERS BLACK (CTN 250)	████████
CLASSIC® 80L BIN LINERS BLACK (CTN 250)	████████
1.2L DEB AZURE FOAM WASH TOUCH FREE (CARTON OF 3)	████████ (For a Carton of 3 x 1.2L)
1L DEB AZURE FOAM SOAP (CTN 6) (HYGENIFOAM)	████████ (For a carton of 6 x 1L)
5L CLEANMAX WHITE PEARL HAND SOAP	████████
MARK -UP ON PARTS / MATERIALS / EQUIPMENT	5%




AA



**Schedule 4 Premises****Facilities Portfolio Site Descriptions**

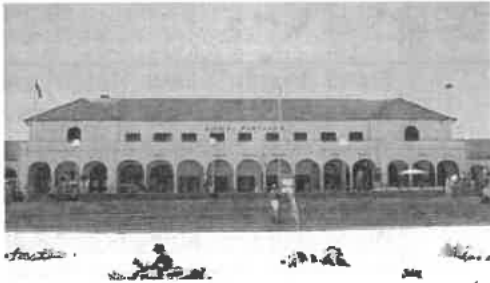


<b>No.</b>	<b>FACILITY NAME</b>	<b>ADDRESS</b>
1	The Terraces	28 – 30 Ebley St, Bondi Junction
2	55 Grafton St	Level 6, 55 Grafton St, Bondi Junction
3	83A Beach Rd	83A Beach Rd Cnr Blair St, North Bondi
4	Alexandria Integrated Facility (Depot)	67A Bourke Rd, Alexandria
5	Bondi Beach Amenities (North)	Cnr Campbell Pde & Ramsgate Ave, Nth Bondi
6	Bondi Beach Amenities (South)	Notts Ave Bondi Beach
7	Bondi Park Sub Depot	Compound at rear of Bondi Surf Club
8	Bondi Pavilion	Queen Elizabeth Dr, Bondi Beach
9	Bronte Community Centre and Amenities South	Bronte Beach
10	Bronte Early Education Centre	42, St Thomas St, Bronte
11	Bronte Park Amenities and Staff Facilities North	Near Bronte SLSC
12	Council Chambers	Cnr Paul St & Bondi Rd, Bondi Junction
13	Customer Service Centre	55 Spring St, Bondi Junction
14	Eastgate Carpark & Office	71-73 Spring St, Bondi Junction
15	Eastgate Level 4 Office	Level 4, 71-73 Spring St, Bondi Junction
16	Gardiner Early Education Centre	6 Gardeners St, Bondi Junction
17	Hollywood Ave Car Park	36 Waverley St, Bondi Junction
18	Hugh Bamford Reserve Hall	Hugh Bamford Reserve, Bondi
19	Kimberley Reserve Hall	1a Isabel Ave, Vaucluse
20	Margaret Whitlam Recreation Centre	Bondi Rd, Bondi Junction
21	Marks Park Amenities & Lunchroom	Cnr Marks Ln & Kenneth St,
22	Mill Hill Community Centre	31-33 Spring St
23	Mill Hill Early Education Centre	25 Ebley St
24	Wellington Car Park	Wellington Place, Bondi Junction
25	School of Arts Building	138 Bondi Rd, Bondi Junction
26	SES Depot	Cnr Grosvenor & Grafton St, Bondi Junction
27	PPC Depot	Cnr Vernon and Grafton St, Bondi Junction
28	Tamarama Amenities and Staff Facilities	Tamarama Beach
29	Thomas Hogan Reserve Hall	Francis St, Bondi
30	Wairoa Community Centre	Cnr Wairoa Ave & Brighton Blvd, Bondi



31	Waverley Cemetery Office, Residence & Toolroom	St Thomas St & Trafalgar St, Bronte
32	Waverley Council Library	32-48 Denison St, Bondi Junction
33	Waverley Council Library - Car Park	32-48 Denison St, Bondi Junction
34	Waverley Early Education Centre	Clemenston Park, Newland St, Bondi Junction
35	Waverley Park Amenities Building	Waverley Park via St Mary's Ln, Bondi Junction



<p>1</p>	<p>The Terraces, 28-30 Ebley St, Bondi Junction</p> <p><b>Service Category 1</b></p> 	<p>The Terraces building is located at 28-30 Ebley Street, Bondi Junction. The building is a two level federation style terrace building. The building is primarily used as an office accommodation for 2 community groups.</p> <p>Childcare facilities, kitchen and an office are located on the ground floor and level 1 is primarily used by administrative staff.</p> <p>The building was originally constructed for residential use and has been adapted for use as a childcare facility. The building is constructed on brick pier foundations with brick walls, timber window and door frames and a metal roof cover.</p> <p>The gross floor area is approximately 200m<sup>2</sup>.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9b building.</p>
<p>2</p>	<p>Level 6, 55 Grafton St, Bondi Junction</p> <p><b>Service Category 1</b></p> 	<p>55 Grafton St is an 8 storey office building with basement car parking, three lifts and has access thru Grafton St and Hegarty Lane.</p> <p>Level 6 (part Suite 603) is leased by Waverley Council as offices space for its staff and consists of open floor plan workstations, 4 meeting rooms, kitchenette and balcony.</p> <p>The gross floor area is approximately 447.2 m<sup>2</sup>.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 5 &amp; class 7a building.</p>
<p>3</p>	<p>83A Beach Rd Cnr Blair St, North Bondi</p> <p><b>Service Category 1</b></p>	<p>Located at 83A Blair Street, Bondi at the corner of Blair Street and Beach Road. The Rangers Depot is a single storey building that is used for office accommodation and as an amenities facility by Council's ranger personnel.</p>




		<p>The gross area of the building is approximately 80 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 5 building.</p>
4	<p><b>Alexandria Integrated Facility – (Depot)</b> 67A Bourke Rd, Alexandria</p> <p><b>Service Category 1</b></p> 	<p>The Alexandria Integrated Facility is a three storey concrete building constructed on a concrete foundation. The eastern side of the building provides office accommodation whilst the western side is used for workshop and vehicular garage areas.</p> <p>The Alexandria Integrated Facility is located at 67A Bourke Road, Alexandria and is a shared facility owned in partnership with Woollahra Council for Waverley Council's resource recovery, parks and maintenance and construction operations.</p> <p>The facility houses both Waverley Council and Woollahra Council staff and equipment including a fleet of waste trucks.</p> <p>The gross floor area is approximately 8406 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 5, class 7a &amp; class 8 building.</p>
5	<p><b>Bondi Beach Toilets (North)</b></p> <p><b>Service Category 5</b></p> 	<p>Bondi Beach Toilets (North) are located on Campbell Pd, North Bondi and were built in 2016.</p> <p>The building is located adjacent to the North Bondi SLSC and provides amenities facilities to the community.</p> <p>The gross floor area is approximately 139 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as 9b building.</p>


6	<p><b>Bondi Beach Toilets (South)</b></p> <p><b>Service Category 5</b></p> 	<p>Bondi Beach Toilets (South) are located at Bondi park adjacent to Knotts Ave, South Bondi and was refurbished in 2015.</p> <p>The building is located on South Bondi End of the promenade at the start of the Bondi to Bronte Coastal Walk and the roof used as a viewing platform.</p> <p>The gross floor area is approximately 64 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as 9b building.</p>
7	<p><b>Bondi Park Sub Depot</b> (Council Administration &amp; Depots)</p> <p><b>Service Category 1</b></p> 	<p>The Bondi Beach Parks Depot is located on Queen Elizabeth Drive at the eastern side of Bondi Beach and immediately north of the Bondi Surf Life Saving Club.</p> <p>The Bondi Beach Parks Depot comprises a site office, store shed and toilet block. This Depot represents one of three satellite facilities to Council's main facility at the Alexandria Integrated Facility.</p> <p>The gross floor area is approximately 250 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as 9b building.</p>
8	<p><b>Bondi Pavilion Community Cultural Centre, Bondi Beach</b></p> <p><b>Service Category 1 &amp; 2</b></p>	<p>The Bondi Pavilion is a two-storey building that has been refurbished and adaptively reused since its construction in 1928 and the building is listed on the NSW State Heritage Register.</p> <p>The building consists of ground floor commercial tenancies, purpose built cultural facilities, community spaces public areas including rear courtyards and public amenities.</p>




		<p>The gross floor area is approximately 4,316 m<sup>2</sup>.</p> <p>The building is classified under the Building Code of Australia (BCA) as Class 5, Class 6 &amp; part Class 9b building.</p>
9	<p><b>Bronte Beach Community Centre &amp; Amenities, Bronte Beach</b></p> <p><b>Category 5</b></p> 	<p>Bronte Early Education Centre is a single level building which is located at 42 Saint Thomas Street, Bronte. The building is constructed on a concrete slab foundation with masonry walls and a concrete tiled roof.</p> <p>The gross floor area is approximately 400m<sup>2</sup>.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9b building.</p> <p>Bronte Child Care Centre has provided childcare service to the community since 1980 and approximately forty (40) children including disabled children are cared for by the Bronte Child Care Centre staff every day.</p>
10	<p><b>Bronte Early Education Centre – 42 St Thomas Street, Bronte</b></p> <p><b>Service Category 1</b></p> 	<p>Bronte Early Education Centre is a single level building which is located at 42 Saint Thomas Street, Bronte. The building is constructed on a concrete slab foundation with masonry walls and a concrete tiled roof.</p> <p>The gross floor area is approximately 400m<sup>2</sup>.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9b building.</p> <p>Bronte Child Care Centre has provided childcare service to the community since 1980 and approximately forty (40) children including disabled children are cared for by the Bronte Child Care Centre staff every day.</p>



11	<p><b>Bronte Park Amenities &amp; Staff Facilities North – Bronte Beach near SLSC</b></p> <p><b>Service Category 5</b></p> 	<p>Bronte Beach toilet block and kiosk are located in a single storey building adjoining the Bronte Surf Life Saving Club. The building is constructed from brick and concrete with a metal roof.</p> <p>The gross floor area is approximately 96m<sup>2</sup>.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 6 &amp; 9b building.</p> <p>The building contains public bathrooms and change facilities for beach patrons. A small kiosk is located on the eastern side of the building and storerooms are located on the southern side.</p>
12	<p><b>Council Chambers Cnr Paul St &amp; Bondi Rd, Bondi</b></p> <p><b>Service Category 1</b></p> 	<p>Council Chambers is located on the corner of Paul Street and Bondi Road, Bondi Junction. It provides administrative services and other local government functions.</p> <p>The building is a four (4) storey structure constructed from brick and concrete with a concrete and membrane roof. A council carpark is located on the southern side of the building.</p> <p>The gross floor area is approximately 2426m<sup>2</sup>.</p> <p>The ground floors contains a reception area and staff offices areas are located on the ground, first and second floors. The third floor contains the council chambers and public viewing area, as well as meeting rooms and a commercial kitchen.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 5 &amp; 9b building.</p>
13	<p><b>Customer Service Centre – 55 Spring St, Bondi Junction</b></p> <p><b>Service Category 1</b></p>	<p>The Customer Service Centre is located on the ground level of the Eastgate Carpark at 55 Spring Street, Bondi Junction.</p> <p>The Customer Service Centre provides office accommodation for Council staff that offer bill paying services, process planning and development applications and provide other local government</p>



		<p>services. A service counter, call centre, office accommodation, meeting rooms, bathrooms and kitchenette are located within the Centre.</p> <p>The Customer Service Centre is located on the ground floor of the Eastgate Carpark and is approximately 585 m2:</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 5 building.</p>
14	<p><b>Eastgate Car Park &amp; Office</b> 71-73 Spring St, Bondi Junction</p> <p><b>Service Category 4</b></p> 	<p>The Eastgate Carpark is a six level carpark with vehicular access from Ebley Street and Newland Street. A residential tower is located above Eastgate Carpark.</p> <p>There is internal pedestrian access between levels 1 to 5 of Eastgate Carpark and Eastgate Shopping Centre. The carpark is a concrete and masonry structure.</p> <p>Eastgate Carpark entry points on Spring Street (to the north), Newland Street (to the west) and Ebley Street (to the south).</p> <p>Part of premises is leased by Council to RTA pink slip and mechanical services and Car Wash Facility.</p> <p>The car park area is approximately 5,142 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 7A building (within Eastgate footprint).</p>
15	<p><b>Eastgate Level 4 Office</b> Spring St, Bondi Junction</p>	<p>Eastgate Office entry is located next to the main entry to the Retail section of the Eastgate building.</p>



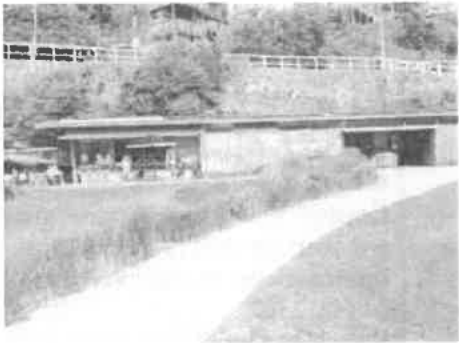
	<p><b>Service Category 1</b></p> 	<p>The office includes open plan office area with adjoining toilets, lunchroom and locker room for Council outdoor staff.</p> <p>The office area is approximately 455 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) class 5A building (within Eastgate footprint).</p>
16	<p><b>Gardiner Early Education Centre – 6 Gardeners St, Bondi Junction</b></p> <p><b>Service Category 1</b></p> 	<p>Gardiner Early Education Centre is a two level facility which is located at 6 Gardiner Street, Bondi Junction.</p> <p>Childcare facilities are located on the ground and first floors. Office accommodation and child bathrooms are located on the ground floor. Child play areas including a sandpit, softfall playground and fixed playground equipment are located at the rear of the property.</p> <p>The office area is approximately 406 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9B building.</p>
17	<p><b>Hollywood Ave Carpark, Hollywood Ave, Bondi Junction</b></p> <p><b>Service Category 4</b></p> 	<p>The Hollywood Avenue Carpark is a three level carpark located at the corner of Waverley Street and Hollywood Avenue. The carpark is a concrete and masonry structure.</p> <p>Carpark levels 1 and 2 are Council owned, with level 3 dedicated to residential parking associated with the high rise residential tower above the carpark.</p> <p>The office area is approximately 800 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 7a building.</p>



		The average condition of the building is fair.
18	<p>Hugh Bamford Reserve Hall Military Road, North Bondi</p> <p><b>Service Category 1</b></p> 	<p>Hugh Bamford Reserve Building is located at Military Road, North Bondi. The building is a single storey structure constructed from brick and concrete with a metal roof.</p> <p>The Hugh Bamford Reserve Hall is a single storey building located at Hugh Bamford Reserve, Bondi. The building consists of a main hall, kitchen, bathrooms and storage rooms.</p> <p>The Hugh Bamford Reserve Hall is available for venue hire. A local football club uses the building for meetings and storage of club equipment.</p> <p>The gross floor area is approximately 209 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9b building.</p>
19	<p>Kimberley Reserve Hall - 1A Isabel Ave</p> <p><b>Service Category 1</b></p>	<p>Kimberley Reserve Building is located at Military Road, Dover Heights. The building is a single storey structure constructed from brick and concrete with a metal roof. The building consists of a kitchen, bathrooms, storage areas and main hall and is available for venue hire.</p> <p>Kimberley Reserve Building was opened in 1985 and is used by NSW Playgroups and is available for venue hire. The building contains a play area, storeroom for toys, kitchen and bathroom.</p>

		<p>The gross floor area is approximately 90m<sup>2</sup>.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9b building.</p>
20	<p><b>Margaret Whitlam Recreation Centre</b> Bondi Road, Bondi</p> <p><b>Service Category 1</b></p> 	<p>The Margaret Whitlam Recreation Centre is a two-level concrete structure, community venue and indoor sports court, located at Waverley Park, Bondi Road, Bondi Junction.</p> <p>The building comprises of an indoor sports court, community function room, club rooms, changing facilities, grandstand, Parks storage spaces, Council office and a commercial tenancy.</p> <p>The gross floor area is approximately 3,107 m<sup>2</sup>.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9b building.</p>
21	<p><b>Marks Park Amenities &amp; Lunchroom</b></p> <p><b>Service Category 5</b></p> 	<p>Mark's Park Building is a public building located at Mark's Lane Mark's Park, Tamarama.</p> <p>The Mark's Park building provides public toilet facilities to users of the park. The building also contains storerooms used by Waverley Council grounds maintenance staff.</p> <p>The gross floor area is approximately 94 m<sup>2</sup>.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9b building.</p>


22	<p>Mill Hill Community Centre – 31-33 Spring Street, Bondi Junction</p> <p><b>Service Category 1</b></p> 	<p>Mill Hill Community Centre is a three storey building located at 31-33 Spring Street, Bondi Junction.</p> <p>The building is used by Council Staff, leased to G2 Café on ground floor; Randwick Waverley Community Transport Group on level 2 and venue hirers for community hall and offices. The building is a three (3) storey structure constructed from brick and concrete with a metal roof. The gross floor area is approximately 1,320m<sup>2</sup>.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 5 building, with class 6 and class 9b areas on the ground floor.</p>
23	<p>Mill Hill Early Education Centre – 25 Ebley Street, Bondi Junction</p> <p><b>Service Category 1</b></p> 	<p>Mill Hill Early Education Centre is a three level facility located at 25 Ebley Street, Bondi Junction. Childcare facilities and office accommodation are located on each level. Plant rooms and service areas are located in the basement level.</p> <p>The building is approximately five years old and all structural, civil, construction and building services elements are in good to excellent condition.</p> <p>The gross floor area is approximately 800 m<sup>2</sup>.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9b building.</p>
24	Wellington Car Park	<p>The Wellington St Car Park is a single level carpark located 48 Ocean St, Bondi with car park entrance from Wellington Place. The carpark is a concrete and brick structure.</p> <p>Car park is used as public car park with 18 spaces and one disability parking space.</p>




	<p><b>Service Category 4</b></p> 	<p>The building is classified under the Building Code of Australia (BCA) as a class 7a building.</p>
25	<p>School Of Arts – 138 Bondi Rd, Bondi</p> <p>Waverley-Woollahra Arts Centre Co-operative Inc</p> <p><b>Service Category 1</b></p> 	<p>The Waverley Woollahra School of Arts is a two level building located at 138 Bondi Road, Bondi.</p> <p>The building was originally constructed in 1914 as a residence and has been adapted to provide office accommodation, meeting rooms, classrooms and studios, and amenity facilities following Council's acquisition in 1914.</p> <p>The Waverley Woollahra School of Arts is constructed from brick, with the southern and eastern sides rendered. The roof on the southern side is covered with concrete tiles whilst the northern extension is covered with corrugated metal sheets.</p> <p>The gross floor area is approximately 914m<sup>2</sup>.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9b building.</p> <p>The School of Arts provides art education services and art resources to the community.</p>
26	<p>SES Depot - Cnr Grosvenor &amp; Grafton Sts, Bondi Junction</p> <p><b>Service Category 1</b></p>	<p>The SES Depot is a shared facility owned in partnership with Woollahra Council at which operational personnel will plan for and respond to emergencies in the local area.</p> <p>The SES Depot is located beneath Syd Einfield Drive and is enclosed between Grafton St, Grosvenor St and Junction St.</p>


		<p>The SES Depot comprises three buildings designated for office accommodation, operations and training, respectively.</p> <p>The land is leased from Roads and Maritime Services and the structures are owned by Waverley Council.</p> <p>The gross floor area is approximately 657 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9b building.</p>
27	<p>PPC Depot – Cnr Vernon &amp; Grafton St, Bondi Junction</p> <p><b>Service Category 1</b></p> 	<p>The PPC Depot is utilised to provide public place cleansing services. The Syd Einfeld Drive Depot comprises an office and amenities block, workshop, wash bay and lunchroom.</p> <p>The land is leased from Roads and Maritime Services and the structures are owned by Waverley Council.</p> <p>The gross floor area is approximately 925 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9b building.</p>
28	<p>Tamarama Amenities &amp; Staff Facilities Tamarama Beach</p> <p><b>Service Category 5</b></p> 	<p>Tamarama Amenities &amp; Staff Facilities are located southern end of Tamarama Beach being part amenities building, staff room and kiosk café.</p> <p>The building was built in 2012 and provides amenities to beach users and council staff room in the rear. At the front of the building is the Tamarama Kiosk leased to Alan Lewis and Jodi Boterhoek with an internal area of 50 m2 and outdoor seating of 56 m2.</p> <p>The gross floor area is approximately 206 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 6 &amp; class 9A building.</p>

<p>29</p>	<p><b>Thomas Hogan Reserve Hall – Francis Street, Bondi</b></p> <p><b>Service Category 1</b></p> 	<p>The Thomas Hogan Reserve Hall is a single storey building located at Thomas Hogan Reserve, Francis Street, Bondi. The building is a single storey structure constructed from brick and concrete with a tile roof.</p> <p>The building consists of a kitchen, bathrooms main hall and storage rooms. Thomas Hogan Reserve Hall is available for venue hire. The gross floor area is approximately 258 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9b building.</p> <p>The Thomas Hogan Reserve building is used by local community groups including youth groups, dance classes, playgroup, yoga class and martial art class.</p>
<p>30</p>	<p><b>Wairoa Community Centre, Early Childhood Centre &amp; Toy Library</b></p> <p><b>Service Category 1</b></p> 	<p>Wairoa Community Centre is a community building providing child care services and a toy library. The building is a single storey structure constructed from brick and concrete with a metal roof. The building was first opened in 1948 and renovated in 1995.</p> <p>The gross floor area is approximately 231m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9b building.</p> <p>Three community groups, the Early Childhood Centre, Toy Library and Bondi Playgroup, occupy the building and provide health care, toy rental and informal education services.</p>

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31	<p><b>Waverley Cemetery: Office, Toolroom &amp; Residence Cnr St Thomas Street and Trafalgar Street, Bronte</b></p> <p><b>Service Category 1</b></p> 	<p>The Waverley Cemetery consists of the office building located on the western side of the site. The tool room, located on the southern side, and the residence building.</p> <p>The office is a single level brick and sandstone structure with timber doors and window frames and a tile roof cover.</p> <p>The office and toolroom building is a sandstone construction with timber doors and timber window frames and a tile roof cover.</p> <p>The office building is classified under the Building Code of Australia (BCA) as a class 5 building. The residence is a class 1a building. The toolroom building is a class 7b, building.</p> <p>The residence building is a two level structure with a kitchen, office and lounge area located on the ground floor and a bathroom and bedroom located on level 1.</p> <p>The building is constructed from sandstone and concrete.</p> <p>The residence is a class 1a building.</p> <p>The Waverley Cemetery site has a state Heritage listing.</p>
32	<p><b>Waverley Council Library 32-34 Denison St, Bondi Junction</b></p> <p><b>Service Category 1</b></p>	<p>Waverley Library (Ron Lander Library) is a two storey building with a three level underground carpark located at 32-48 Denison Street, Bondi Junction.</p> <p>Public library, meeting room, children's play and gallery areas are located on the ground floor. Office accommodation, theatre, gallery, meeting room and study areas are located on level 1.</p> <p>Waverley Library was constructed in 1999. The building has a gross floor area of approximately 4,244m<sup>2</sup> and is</p>

		<p>constructed from concrete and has a metal roof.</p> <p>The Ron Lander Library is classified under the Building Code of Australia (BCA) as a class 7a &amp; 9b building.</p>
33	<p><b>Waverley Council Library – Car Park</b> 32-34 Denison St, Bondi Junction</p> <p><b>Service Category 4</b></p> 	<p>Waverley Library Car park is located underneath the Ron Lander Library with entrance near Ebley St, Bondi Junction.</p> <p>A four (4) level car park is available for use by library patrons, casual hire and long-term car space rental.</p> <p>The car park has 126 available spaces.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 7a building.</p>
34	<p><b>Waverley Early Education Centre</b> Newland Street, Bondi Junction</p> <p><b>Service Category 1</b></p> 	<p>Waverley Early Education Centre is a single level child care facility located at Clementson Park, Newland Street, Bondi Junction. The childcare facilities are located on the northern side of the building and office and service areas are located on the southern side of the building.</p> <p>Playground equipment, sandpit and a shed are located externally, on the northern side of the building.</p> <p>The gross floor area is approximately 644 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9b building.</p>
35	<p><b>Waverley Park Amenities Building</b> Waverley Park, Bondi Road, Bondi Junction.</p>	<p>Waverley Park Amenities Building is located within Waverley Park near St. Marys' Avenue, Waverley.</p>

	<p><b>Service Category 1</b></p> 	<p>The building consists of public toilets and a small community hall with kitchenette facilities which is available as a venue for hire.</p> <p>The building also houses storage spaces hired by users of the nearby multipurpose courts.</p> <p>The building was constructed in 2014.</p> <p>The gross floor area is approximately 155 m2.</p> <p>The building is classified under the Building Code of Australia (BCA) as a class 9b building.</p>
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**Schedule 5      Specification**

Refer to the document on the following 103 pages:

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# Specification

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# 1. Introduction

## 1.1 Introduction

Unless otherwise defined in this document, terms which are capitalised in this document have the same meaning given to them in clause 1 of the Conditions of Contract.

For the avoidance of doubt (except to the extent otherwise expressly stated):

- (a) the Contractor must ensure that all provisions of this Specification are satisfied;
- (b) without limiting the above, where this Specification provides that a particular act or thing is to be done or must be done, is not to be done or must not be done, or otherwise specifies particular requirements, those acts or things must be done or must not be done (as applicable), and those requirements must be satisfied, by the Contractor at the Contractor's cost and risk (except to the extent otherwise provided in the Contract);
- (c) the words "includes" and "including" (and any variants of those words) shall be read as if followed by the words "without limitation";

any reference to a "section" will be read as a reference to that section number of this Specification; and

- (d) any reference to an "attachment" will be read as a reference to that appendix number of this Specification.

## 1.2 Cleaning and Hygiene Services

Council has a large portfolio of buildings, which is primarily comprised of community properties, leased commercial properties, administrative offices, works depots, surf lifesaving clubhouses, community facilities, and car parks.

A commitment to Work Health & Safety, sustainability and environmentally sound principles are a must.

# 2. Background Information

## 2.1 Requirement

Waverley Council is a leading and innovative council located in Sydney's Eastern Suburbs. Council operates within the boundaries of its Local Government Area (LGA), covering 9km<sup>2</sup> along the suburbs of Bronte, Tamarama, Bondi, Dover Heights, Rose Bay, Queens Park, Bondi Junction, Charing Cross, and Bronte.

Waverley Council Facilities Management is responsible for over sixty (60) properties in the LGA with key sites such as the Council Chambers building, Bondi Pavilion, Waverley Council Library, and Margaret Whitlam Recreation Centre. For further information regarding the Premises, refer to Schedule 4 of the Conditions of Contract.

The Contractor must provide all Services necessary to meet the requirements set forth in this scope of work and have suitable systems to deliver real-time call management and real-time online reporting.

## 2.2 Environmental and social sustainability

Council aims to take a leadership role in implementing a contract that has the most positive environmental and social sustainability impacts possible over its entire life cycle, in line with the principles of AS ISO 20400:2017 – Sustainable Procurement – Guidance.



The sustainability objectives of the Contract are the:

- **reduction of environmental impacts** through the implementation of an environmental management system, the use of environmentally friendly cleaning products, the appropriate management of waste and recycling, and staff training; and
- **compliance with Australian labour standards** and the responsible management of the workforce associated to this Contract.

Without limiting the Contractor's obligations under the Contract (including with respect to this section 2.2), Attachment 6 to this Specification describes, at the Contract Date, the Contractor's approach and methodology to achieve the sustainability objectives above and associated minimum and additional outcomes described in this Specification. The Contractor must comply with this section 2.2 including Attachment 6.

Throughout the Term, sustainability key performance indicators will be managed through performance reviews and meetings with the Contractor. Council is willing to adopt a collaborative approach to manage sustainability-related issues and drive continuous improvement throughout the Term.

### 3. Objectives / Outcomes

#### 3.1 Services

This Specification requires the Contractor to manage and maintain the Services such that they continue to meet the requirements of the nominated Council sites.

The Contractor must comply with the requirements of all applicable legislation, regulations, codes and standards including, but not limited to, the following:

- Pay Guide – Cleaning Services Award 2010, as published by the Fair Work Ombudsman (published on 27 June 2019, as may be updated from time to time);
- any requirements prescribed by any environmental Legislative Requirements, including under the *Protection of the Environment Operations Act 1997* (NSW) and the *Protection of the Environment Operation (General) Regulations 2009* (NSW);
- *Modern Slavery Act 2018* (NSW);
- Work Health and Safety Legislation;
- any applicable codes of practice and industry guidelines;
- any applicable Australian Standards; and
- any applicable sustainable cleaning standards.

No clause in the Scope of Works shall detract from the Obligations under the terms and conditions of the Agreement.

The Contractor is responsible for the cleaning of the Premises and must provide a cleaning presence complemented by courteous customer service. Any Services reasonably and obviously inferred as necessary for the complete, safe and satisfactory operation of the cleaning and hygiene services as a whole, whether or not expressly described or specified, shall be provided by the Contractor.

The Contractor must fulfil all necessary cleaning and hygiene services for Council. The Specification defines the minimum levels for the Services that must be met or exceeded for the Premises. The Contractor will be required to consistently pursue and adopt improved levels of service in all facets of the Contract. A consistently high standard must be maintained for all of the Services provided by the Contractor, including but not limited to the cleaning standard and presentation of employees.

The Contractor must be responsible for any damage caused by its employees and/or equipment.

The Contractor must ensure that each of the Premises remain secure at all times. Doors are not to be 'chocked'/held open and all areas must remain secure at all times. Upon completion of the Services, the Contractor must ensure that all of the Premises are secure prior to departing and lights switched off as agreed with each occupier ensuring no interruption or disruption is caused to any occupiers.

The Contractor must ensure that its personnel and the personnel of the Contractor's subcontractors are suitably qualified and competent to complete the Services.

The Contractor must provide any services reasonably and obviously inferred as necessary for the complete, safe and satisfactory operation of the Services as a whole, whether or not expressly described or specified.

The Contractor must ensure that it does not compromise or interfere with any essential safety measures (including any fire systems and associated infrastructure) without the written permission of Council, including any improper storage or housekeeping practices that may compromise the effectiveness of fire and life safety systems, the usage of hose reels for any part of the Services, and the usage of hose reel cupboards for storage purposes.

The Contractor must cooperate and coordinate with other contractors as required to carry out the Services and to enable the other contractors to carry out their obligations with respect to their works.

Without limiting the second paragraph of this section 3.1, the Contractor must ensure that the Services are carried out in a professional manner to an acceptable standard, including with respect to the frequency of services required by the Contract.

## 4. Scope of Works

The Contractor must provide Services in the following five (5) categories:

1. routine cleaning services;
2. periodical cleaning services;
3. hygiene services;
4. additional cleaning and hygiene services, as may be required; and
5. supply of consumables.

### 4.1 Routine Cleaning Services

The routine cleaning services will be that part of the Services performed on a regular basis, including the management of that part of the Services.

Routine cleaning services are that part of the Services that are delivered by part time cleaners and day cleaners on a regular roster. The facilities of the Premises vary in size and the cleaning requirements are varied, therefore each site is specifically addressed in Attachment 2 'Cleaning requirements by site', which provides guidance for the cleaning frequency and the times that the Premises are available. Attachment 2 provides the floor areas, number of toilets and site areas requiring cleaning.

The majority of the Premises require a weekday cleaning service, provided on a daily basis. The cleaning requirements are categorised into six (6) routine cleaning service categories. Each of the Premises are allocated a cleaning category that is outlined in Attachment 3 'Cleaning schedule per service category'.

The routine cleaning service categories are:

- Cleaning Service Category 1 – General cleaning schedule;
- Cleaning Service Category 2 – Bondi Pavilion cleaning schedule;
- Cleaning Service Category 3 – Ad-hoc party cleaning schedule;
- Cleaning Service Category 4 – Car Park Cleaning Schedule;
- Cleaning Service Category 5 – Coastal amenities lock down night-time cleaning schedule.

The Contractor must to review the attachments to identify the times that a cleaner is to be allocated to that Premises. All care should be taken to look at the geographical proximity of sites so that a cleaner can be allocated to sites close together, finishing at one and starting at the other to achieve maximum productivity.

This Specification requires the Contractor to provide the Services including:

- office areas;
- common areas;
- meeting rooms and theatre;
- hallways;
- stairs (including fire stairs);
- basements;
- foyers and waiting areas;
- community halls;
- kitchens and kitchenettes;
- changing areas;
- clinics;
- lifts (passenger and goods);
- toilets and showers;
- amenities buildings;
- windows and blinds;
- glass doors and partitions;
- furniture and fittings;
- car parks;
- recreation centres;
- external areas; and
- removal of waste to a waste area.

#### (a) Cleaning Service Categories

##### 4.1.a.1 Service Category 1 General Cleaning Schedule

The general cleaning schedule details that part of the Services performed on a regular basis, including the management of those Services.

These services are applied to all Premises where the task is relevant, as set out in Attachment 3 'Cleaning schedules per service category'.

All scheduled cleaning is to occur within the hours designated in Attachment 2 'Cleaning Requirements by site'.

Regular services provided at the Premises are to be provided by designated full time or part time cleaners who will be trained and inducted to the specific sites.

Day cleaners are required for Bondi Pavilion, the Library and the Alexandria Integrated Facility. The Bondi Pavilion may require a different service level for summer and winter operations due to the varying use of the facilities. There are also different areas of the buildings that require varying levels of service that are outlined in Attachment 2 'Cleaning Requirements by site'.

Any changes to the cleaners at all of the Premises must be communicated to Council's representative at least 48 hours prior to the shift commencing so that an induction can be scheduled. Two (2) cleaners other than the designated cleaners are to be inducted for the Premises at the commencement of the Term as emergency backups for the designated cleaners.

Council reserves the right to reject any cleaner as unsuitable for a particular Premises without disclosing the reason/s if any. The Contractor must provide a communication book in a clear and accessible location on each of the Premises prior to commencement of the Term. The communication book must be A4 size, bound with four columns that are headed 'Date', 'Comment', 'Action', and 'Signature'. The cleaning specification for the site and the schedule of service must be included in the communication book. The communication book will remain the property of Council on termination of the Contract or expiry of the Term (whichever is earlier).

##### 4.1.a.2 Service category 2 – Bondi Pavilion cleaning schedule

Bondi Pavilion cleaning requirements are those Services performed on a daily basis, including the management of those Services.

These Services are applied to all changing rooms, parks staff toilet at the North West corner and demountable female toilet in Bondi Park sub depot, where required.

Night Time amenities lock down service – a service is required to clean the Bondi Pavilion public changing rooms and toilets each evening 365 days a year.

Day time cleaning – the site requires two cleaners located on site 365 days of the year to undertake the cleaning service category 1. The cleaning roster for Bondi Pavilion will be different for summer and winter, and the Contractor will be required to prepare a roster for summer and winter hours setting out: Day Cleaning Hours Summer/ Winter

- Monday to Friday inclusive within the period of 6.00am and 2.00pm.
- A Full time Day Cleaner is required for all Common/Public areas.
- A Part Time Cleaner is required 6.00am to 12 noon, Monday to Friday in summer.
- Supplementary Day Cleaning
  - Within the hours of 6.00am and 6.00pm, Monday to Friday, as requested by Council's representative.
  - All cleaning outside the nominated hours must be authorised by Council's representative in writing.
  - Council's representative may require to alter or adjust cleaning times to meet operational and seasonal needs, and the Contractor will not unreasonably refuse such an alteration provided it is not financially disadvantaged, in which case, agreement between the parties may be reached to facilitate the necessary change.

The day cleaners are expected to liaise with the night-time cleaners who are undertaking service level 2 cleaning.

The Contractor must also ensure that it is able to attend to any ad hoc cleaning requested by Council, and to attend immediately to any emergencies.

#### Toilets - Spot Cleaning

During the day the Contractor must ensure that the day cleaner will spot clean all toilets, including:

- replenish toilet requisites, toilet rolls, hand towels, soap dispensers;
- pick up any loose rubbish;
- spot mop/clean any spillages, water, marks and stains; and
- spot clean mirrors/hand basins, walls, doors free of water, marks and stains.

The Contractor must ensure that emergency jobs are taken care of immediately.

#### 4.1.a.3 Service Category 3 Ad Hoc Post Party Cleaning Schedule

Post-party cleaning requirements are those parts of the Services performed on a routine or regular basis, including the management of those Services.

These Services are as requested ad-hoc for an after party booking, and will be required to be carried on a Saturday or Sunday. The following sites are hired for birthday parties, generally for young children, and need to be cleaned between back to back bookings or after a single booking. Frequency of bookings will vary throughout the Term:

- Site number 30, Wairoa Early Childhood centre Wairoa Avenue;

- Site number 19, Kimberley Reserve Hall;
- Site number 29, Thomas Hogan Hall;
- Site number 18, Hugh Bamford Hall; and
- Site number 22, Mill Hill Community Centre.

Mill Hill Community Centre is generally hired for parties on a Saturday night and requires cleaning prior to the regular booking on Sunday morning at 9am.

The post-party cleaning schedule is additional to the regular cleaning of these sites, as set out in Attachment 3 'Cleaning Schedule per service category'.

#### 4.1.a.4 Service Categories 4 Car Park Cleaning

Car park cleaning requirements are those parts of the Services performed on a routine or regular basis, including the management of those Services.

These Services are applied to the following car parks, pedestrian areas, pay areas and general purpose areas where the task is relevant:

- Site number 14, Eastgate car park;
- Site number 17, Hollywood Avenue car park;
- Site number 33, Library car park; and
- Site number 24, Ocean Street car park.

Eastgate requires a cleaner permanent day time cleaner seven (7) days per week. Hollywood Avenue and the Library car parks are required three (3) days per week, and Ocean Street car park is only once per week.

For specific task details please refer to Attachment 3 Cleaning Schedule per Service category 4 – Car Park clean.

#### 4.1.a.5 Service category 5 - Coastal Amenities Cleaning Schedule

Coastal amenities cleaning requirements are those parts of the Services performed on a daily basis, including the management of those Services.

These parts of the Services are applied to the following amenities, where relevant.

- Site number 5, North Bondi Amenities;
- Site number 6, South Bondi Amenities;
- Site number 21, Marks Park Amenities and Lunchroom;
- Site number 28, Tamarama Amenities and Council staff facilities;
- Site number 11, Bronte Park Amenities & Staff Facilities North; and
- Site number 9, Bronte Community Centre Amenities South

An evening clean is required for every day of the year. These parts of the Services require two cleaners and a vehicle to be stocked with consumables and travel between amenities after shut down until completion.

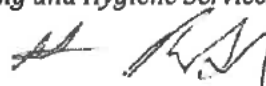
For specific task details please refer to Attachment 3 'Cleaning Schedule per service category 5 – Coastal amenities cleaning'.

## 4.2 Periodical or ad hoc Services

The Services include a periodical cleaning schedule for the premises nominated in Attachment 4 'Periodical Cleaning Schedule'.

Periodicals may include but not be limited to the following parts of the Services:

- bin cleaning – internal and wheelle bins;
- detailed dusting of fixtures and fittings e.g. fans, blinds, vents, shelves, etc.,



- high dusting – ledges, sills and fixtures;
- removal of cobwebs internal and external;
- fridge cleaning;
- kitchen appliance cleaning – microwave, fridges, dishwashers, ovens etc.;
- steam cleaning and deodorising of carpets;
- stripping and sealing all hard floor surfaces;
- detail clean of all accessible internal/external - windows, glass doors, skirtings and partitions; and
- detail clean of all bathrooms, showers and locker rooms;
- machine scrub floors;
- enzyme treatment;
- glass and balustrade cleaning;
- external glass cleaning; and

All periodical cleaning is to be on a *do and charge* basis. The Contractor must seek Council's approval prior to commencing any periodical service (which may be carried out at quarterly, bi-annually, annually, or at such other intervals as may be required by Council). Council may, in its absolute discretion and without providing reasons to the Contractor, direct the Contractor not to carry out a periodical service.

The Contractor must perform all periodical cleaning detailed within this Specification as requested. Additional periodical requirements will be executed when officially notified in writing, by Council's representative.

The dates for the periodical cleaning of each site will be agreed between the parties in the mobilisation phase of the new contract. The Contractor must, at least two weeks prior to the commencement of the Term, provide to Council's representative at each of the Premises a program of scheduled dates for all periodical Services for the first year of the Term for approval. This program will be affixed to the communication book. Payment for periodical service will be made only after the service has been completed and inspected by the cleaning supervisor and Council's representative.

Ad hoc and periodical cleaning items must occur within the times below, unless otherwise agreed to in writing by Council's representative:

- monthly +/- 1 working days;
- quarterly +/- 2 working days;
- bi-annually +/- 5 working days; and
- annually +/- 5 working days.

The Schedule of Rates in Schedule 3 to the Conditions of Contract indicates a schedule of rates for ad-hoc requirements and includes the minimum callout time required for the provision for casual services, which must be performed within the response times required by this Specification.

### 4.3 Hygiene Services

Mobile sanitary services are required at the sites nominated in Attachment 5, which sets out the detail of the regular service schedule required such as the number of sanitary units and service frequency.

Hygiene services must remain flexible at Council's representative's discretion and servicing may be required on an ad hoc basis.

The Contractor must apply strict hygiene standards with discretion and ease of use to provide a safe and hygienic washroom environment.

The hygiene services must provide:

- fragrant bio-degradable, environmentally responsible Pyrethrum liner;
- stringent corporate standards and procedures are to be provided to ensure technicians conduct their work safely and of a high standard; and

- contents must be removed from site discreetly in waste transfer units and disposed of in correct bins and delegated areas under Council-approval in accordance with EPA standards.

(a) Routine Servicing

A schedule is to be developed by the Contractor in consultation with Council's representative at each of the Premises with the proposed service frequencies nominated, including:

- routine servicing by the Contractor, which must be performed by the Contractor at the Premises at a time mutually agreed to with Council's representative, on the scheduled day or days each month;
- where necessary, the Contractor will make arrangements with Council's representative for out of hours access to the Premises; and
- where an identified problem requires additional cleaning services to effectively manage a sanitary problem, provide a "call-back" service, which will be available 24 hours a day, 7 days a week. The Contractor must be at the Premises where the problem has been identified within 24 hours of receiving a notification through the "call back" service. The Contractor must provide Council with emergency response phone numbers.

(b) Emergency pick up/ servicing

Emergency pick-ups and servicing arising out of unforeseen circumstances (including, but not limited to, any unanticipated events that have immediate potential to conflict with any Legislative Requirements, interfere with Council's business, or pose a threat to workplace health and safety) may be required by Council, from time to time.

Additional, scheduled pick-ups are to be charged at the normal bin pick up rate.

No additional rate will be paid for scheduled pick-ups that fall on a Sunday or Public Holiday.

The Contractor must comply with any receipt, service docket and service performance and monitoring requirements of Council.

Emergency pick up and servicing priority definitions are outlined in the following table:

PRIORITY	GENERAL DEFINITION
<b>CRITICAL</b>	<p>Directly impedes the performance of core activities, including:</p> <ul style="list-style-type: none"> <li>• urgent health requirement (present immediate danger to occupants and customers;</li> <li>• could cause the closure of the site during operating hours;</li> <li>• where a death or serious injury has occurred at the Premises;</li> <li>• visible soilage and/or smell to staff and the public;</li> <li>• customer complaint; and</li> <li>• significant loss.</li> </ul> <p><b>Response within 0-2 hours</b></p>
<b>HIGH</b>	<p>Impeded the performance of core activities (i.e. non-urgent – does not require immediate response), including:</p> <ul style="list-style-type: none"> <li>• having non-urgent impact on Council's business;</li> <li>• non-urgent health requirement (e.g. presents no immediate danger to occupants and customers);</li> <li>• work required for a special event; and</li> <li>• high level of soilage and/or smell not immediately visible to public and staff.</li> </ul> <p><b>Response/completion within 24 hours</b></p>
<b>MEDIUM</b>	<p>Little impact on the performance of core activities, including:</p> <ul style="list-style-type: none"> <li>• where the required services can be completed with program works;</li> <li>• where the required services can be batched with other non-urgent requests; and</li> <li>• poor housekeeping resulting in mild soilage and/or smell.</li> </ul>

#### 4.4 Sanitary waste services

The sanitary waste services include the provision of the following:

- sanitary waste bins - purpose designed disposal containers for hygienic containment and disposal of soiled sanitary napkin and tampon waste; and
- nappy disposal bins.

Please refer to Attachment 5 'Hygiene Services Schedule' for details outlining the detail of the location, area and facilities requiring service and for the frequency of collection. The frequency may vary and will be advised by Council to the Contractor.

The Contractor, at its own cost, must ensure that all bins provided for sanitary waste services purposes are of suitable design and safety and are serviced and maintained in good condition at all times. The Contractor must repair any damage to Council equipment or the Premises caused by the Contractor.

Times for removal of waste are to be approved by the Contractor and Council's representative at each of the Premises. Council's representative reserves the right to vary access hours for sanitary waste removal services at any time.

##### (a) Sanitary waste and nappy disposal bins

All bins must be purpose designed and provide hygienic containment for the disposal of soiled sanitary napkin, tampon waste and nappies (as applicable). Containers are to contain safe and effective bactericide with a disinfectant action that is constant whether in an aqueous or vapour phase to ensure that dressings at all levels within the container are effectively disinfected, thereby negating the risk of cross infection from pathogenic bacteria.

Material safety data sheets (MSDS) that support the efficacy of the bactericide to be used must be included in the response. The Contractor must update MSDS information if the bactericide is to be changed during the Term.

Disposal bins must have the name and contact phone number of the Contractor company so that it is clearly visible. Containers are to be completely exchanged at each service visit. The exchange of bin liners is not considered appropriate and will not be accepted by Council.

Containers must be removed from each of the Premises in a sealed condition. All emptying and cleaning is to take place at the Contractor's premises. Failure to adhere to this provision will constitute a substantial breach of the Contract.

##### (b) Collection frequency

The collection service frequency is to be followed unless otherwise amended by Council's representative at each of the Premises. While collection frequencies will vary depending on the type of the Premises and the population mix of the buildings, a typical collection frequency would be within the range of 4-6 weeks. Council reserves the right to vary the number of units at any site and the frequency of the Services.

Council will not be responsible for payment of waiting time incurred during pick-up.

Vehicles used for the carriage of waste and premises used for waste transfer are to be suitably licensed.

The waste services delivered to meet this requirement are to comply with relevant Legislative Requirements, and include those particular Legislative Requirements that place responsibility on the

Contractor to assess health risks in the workplace associated with blood and other body fluids, and to prevent transmission of diseases such as HIV and Hepatitis. The Contractor must also advise and keep Council informed of any changes or impending changes to any Legislative Requirements relevant to these services.

#### (c) Sanitary Control Register

A sanitary control register must be supplied by the Contractor to each of the Premises, and will be held by Council's representative at each of the Premises.

The Contractor, at the completion of each visit, shall prepare a report that details the part of the Services performed (in triplicate), which will include (but not be limited to) the following details:

- date(s) and time(s) of cleaning services;
- areas inspected, sanitary activity identified, actions taken or recommendations;
- conditions of poor housekeeping and/or maintenance contributing to sanitary problems or which inhibit or prevent proper servicing by the Contractor;
- details of sanitary locations (update plan as required) and their replacement and replenishment; and
- details of any sanitary problems within the Premises, as may be recorded by Council's representative at each of the Premises (which will be investigated by the Contractor on the next service visit and discussed with Council's representative on the completion of each service visit);

The sanitary control register will remain the property of Council.

#### (d) Sanitary reporting

The Contractor must submit a general report to Council's representative each quarter for the duration of the Term, setting out details of:

- all reporting and invoicing;
- the Premises visited, the date of the visit and the consistent or recurrent problems with sanitary control and housekeeping deficiencies at the Premises; and
- an overall assessment status of sanitary control within the Premises.

### 4.5 Air Freshener Services

Air freshener services will include the supply, installation and servicing of air fresheners, purpose designed to freshen the aroma of the toilets.

Please refer to Attachment 5 'Hygiene Services Schedule' for details outlining the detail of the location, area and facilities requiring service and for the frequency of collection. The frequency may vary and will be advised by Council to the Contractor.

The Contractor must ensure, at its own cost, that all air fresheners provided for air freshener services purposes are of suitable design and safety and are serviced and maintained in good condition at all times. The Contractor is responsible for any damage to Council's equipment or premises caused by the Contractor.

Times for servicing of the product are to be approved by Council's representative at each of the Premises. Council reserves the right to vary the number of units at any of the Premises and the frequency of the servicing of the product. Council may vary access hours for air freshner services at any time.

All units must be purpose designed and provide a hygienic environment, and must be safe and effective with a disinfectant action that is constant in a spray phase to ensure that all levels within the container are effectively dispersed. MSDS that support the product to be used must be included in the response.

The Contractor must update MSDS information as required during the Term.

All units must have the name and contact phone number of the Contractor company so that it is clearly visible.

Council will not be responsible for payment of waiting time incurred during servicing.

Vehicles used for the carriage of units and premises used for unit transfer are to be suitably licensed.

The air freshener services delivered to meet the requirements of this section 4.5 must comply with relevant Legislative Requirements, particularly in respect to workplace health and safety, and the environment. The Contractor must also advise and keep Council informed of any changes or impending changes to any Legislative Requirements relevant to these services.

#### (a) Air Freshener Control Register

The Contractor must provide an air freshener control register to each of the Premises and held with Council's representative at each of the Premises.

The Contractor, at the completion of each visit, must provide a report that details the services performed by the Contractor (in triplicate), setting out the following details:

- date(s) and time(s) of servicing;
- areas inspected, air freshener identified, and actions taken or recommended;
- conditions of poor housekeeping and/or maintenance contributing to air freshener problems or which inhibit or prevent proper servicing by the Contractor;
- details of air freshener locations (update plan as required) and their replacement and replenishment; and
- details of any air freshener problems within the Premises, as may be recorded by Council's representative at each of the Premises (which will be investigated by the Contractor on the next service visit and discussed with Council's representative on the completion of each service visit).

The air freshener control register for each of the Premises will remain the property of Council.

#### (b) Air freshener services reporting

The Contractor must submit to Council's representative at each of the Premises a general report on a bi-annual basis throughout the Term, which will include the following details:

- all reporting and invoicing for the air freshener services;
- a list the Premises visited, the date of the visit, and the consistent or recurrent problems with air freshener and quality control, and housekeeping deficiencies at each of the Premises; and
- an overall assessment status of the air freshener and quality control within each of the Premises.

### 4.6 Management systems

The Contractor is expected to deliver high standards of management practices in the following fields:

- quality;
- workplace health and safety;
- labour practices; and
- protection of the environment.

Council encourages the use of third-party certified management systems to show evidence of the Contractor meeting and exceeding certain standards in these four areas.

### 4.7 Supply of consumables, equipment and material

Cleaning storerooms and areas must be kept clean and tidy and clear of rubbish at all times. In order to minimise downtime and inconvenience to facility users and the general public, the Contractor must hold appropriate stock of materials commonly used to support the Services.

The Contractor shall supply a list of consumables, spare parts and quantities stocked to support the Services and provide this list as part of the quarterly report.

The Contractor will provide an open book approach to all materials used. All quotations and invoices will be transparent and provide cost plus percentage mark up and must include a statutory declaration signed by the Contractor, confirming that all pricing is in accordance with Schedule 6 to the Conditions of Contract.

#### (a) Consumables

The Contractor will provide all necessary equipment and materials and consumables required to undertake the Services. All spare parts, equipment material and consumables used in the conduct of the Services are of merchantable quality and fit for their intended purpose under the Contract. These consumables must be used in accordance with the manufacturer's instructions, comply with any statutory requirements and Australian Standards and be environmentally friendly. MSDS shall be available for all chemicals brought to each of the Premises and be stored in accordance with the applicable Australian Standard. A copy of all relevant MSDS for chemical used on site must be provided to Council's representative at each of the Premises at least two (2) weeks prior to the commencement of the Term. A second copy of the MSDS must be kept at each of the Premises.

As per Council's sustainable cleaning standards, the cleaning products that the Contractor's employees will use at each of the Premises must show third party evidence of a low environmental impact, including under any of the following:

- Australian Standard AS4351 for ready Biodegradability of the whole product;
- GECA Standard 17-2007 for cleaning Products (Australia);
- Green Seal Standard GS-34 for cleaning and degreasing agents (USA);
- EcoLogo Standard CCD-146 for hard surface cleaners (Canada);
- Standard EC-22-08 for general purpose cleaners (New Zealand); and
- Standard EC-37-10 for commercial and institutional cleaners (New Zealand).

Substitute products cannot be used without Council's approval in writing.

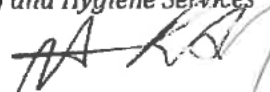
Cleaning products include, but are not limited to:

- all purpose cleaner (plant based);
- stain eliminators;
- floor strippers (water based, no ammonia);
- floor waxes and finishes (low VOC, no zinc, butyl or formaldehyde);
- glass and mirrors cleaner;
- sanitiser (replaces bleach);
- furniture polish (low VOC);
- stainless steel cleaner (non-petroleum, mineral spirit, perco or aerosol);
- heavy duty degreaser; and
- drain treatment.

Unless otherwise specified, the Contractor is not required to provide the following as part of the Services :

- toilet paper, and hand soap for toilet dispensers;
- paper hand towels;
- toilet deodorant blocks;
- garbage bin liners;
- kitchen dishwashing liquid; and
- kitchen cloths (for staff use) and spray cleaner (for staff use).

The Contractor must advise Council's representative at each of the Premises when consumables are running low and require replenishing, and allowing enough time for stocks to be ordered and delivered before use.



The Contractor must secure all cleaning products so that the Contractor's obligations under the Work Health and Safety Legislation, the *Inflammable Liquid Act 1915* (NSW), the *Poisons Act 1952* (NSW) and all other applicable regulations for the storage of hazardous materials and substances are fully complied with for the duration of the Contract.

The Contractor will be responsible for maintaining the storage areas of the cleaning products at each of the Premises.

The Contractor must, within two (2) weeks of the commencement of the Term, advise Council's representative at each of the Premises if additional space or storage equipment is required. These areas must be kept clean and clear of rubbish and maintained in an orderly fashion at all times.

#### (b) Cleaning and Hygiene Services as required

Additional cleaning and hygiene services, as may be required, are additional services outside this Specification. Additional services must occur within the times requested by Council's representative.

The Contractor must be able to supply, at short notice, suitably qualified cleaners when requested, to supplement those performing cleaning and hygiene services as well as cooperating with personnel present at each of the Premises requesting these additional services.

Reactive cleaning service must be available 24 hours per day 7 days per week with a contact number to be provided to Council's representative for each of the Premises on commencement of the additional service.

### 4.8 Supply of equipment and material

The Contractor must provide all necessary cleaning products, equipment and plant required to carry out the Services. The Contractor must ensure that these cleaning products, equipment and plant are fit for purpose and maintained in good order and condition throughout the Term. Cleaning storerooms and areas must be kept clean and tidy and clear of rubbish at all times. In order to minimise downtime and inconvenience to facility users and the general public, the Contractor must hold appropriate stock of materials commonly used to support the services covered under this contract.

The Contractor must supply a list of consumables, spare parts and quantities stocked to support the Services to Council as part of the Contractor's quarterly report.

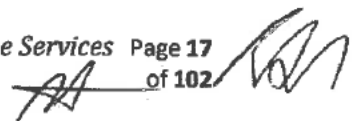
#### (a) Equipment

The Contractor must provide and maintain all equipment, including software, in order to operate, manage and deliver the Services. All electrical equipment is to be tagged to confirm it has been tested in accordance with relevant Australia Standards.

Cleaning equipment and plant includes, but is not limited to:

- cleaning and refuse trolleys;
- cleaning products dispensers;
- microfibre mops and buckets;
- floor scrubbers;
- brushes, brooms and pans;
- warning signage;
- spray bottles, scrapers and squeegees,
- hoses and fittings; and
- recyclable mechanical scrubber and pressure cleaning equipment for paved areas and pedestrian footpaths.

Council will provide one (1) brush for the sports hall at Margaret Whitlam Recreation Centre T2 only.



(b) Communication equipment

The Contractor must provide and operate mobile communication equipment to enable its employees carrying out the Services are able to communicate freely and easily whilst anywhere within the Premises. Such equipment may include two-way radios and mobile phones.

The Contractor will be responsible for the control, distribution, monitoring and correct usage of the communication equipment. The Contractor must conduct regular audits of the communication equipment to ensure the integrity of the system and issue a copy of the audit reports to Council as requested.

The Contractor is to ensure all equipment is maintained, tagged to confirm it has been tested in accordance with relevant Australian Standards, and inline residual current device (RCD) circuit breaker protection are to be used on all portable equipment.

(c) Cleaning risk assessments as required

The Contractor must supply, at short notice, suitably qualified cleaning consultants when requested by Council, to complete a site-specific cleaning assessment.

Site-specific risk assessments and SWMS must be prepared by the Contractor and provided to Council's representative within two (2) weeks of the commencement of the Term. The Contractor must keep a second copy of these assessments and SWMS at each of the relevant Premises, in a clear location.

Risk assessments must comply with AS ISO 31000:2018 'Risk management – Guidelines', and must address initial risk and residual risk to the satisfaction of Council's representative. This risk assessment relates to the risk of delivery of the Services, and does not replace any other risk management obligation under the Contract or otherwise under any Legislative Requirement (including any other relevant Australian Standards).

(d) Waste disposal and recycling

All waste, litter, rubbish or other unwanted materials must be disposed of to the appropriate bins located at each of the Premises. The Contractor will be responsible for ensuring that:

- general waste and recycling is placed in the correct bins;
- bins are placed in the allocated place for collection, and returned as required;
- bins are cleaned with an approved disinfectant after being emptied;
- suggestions as to how waste disposal and recycling can be improved throughout the Term are raised with Council; and
- appropriate reporting is provided to the Council on these issues.

(e) Liaise with local emergency services

The Contractor must establish a rapport with the local emergency services and assist with investigations if required. The Contractor must:

1. liaise with police, if requested;
2. report any suspicious characters;
3. report any shoplifters;
4. report any suspicious objects or parcels; and
5. report any malicious graffiti found at any of the Premises.

## 4.9 Cleaning resourcing

The Contractor must provide resourcing as required for each of the Premises, and must provide adequate communication to Council's representative to ensure that the standards and requirements for the Services are consistently achieved.



(a) Standing Orders

The Contractor must generate a comprehensive and detailed set of instructions and procedures, referred to as 'Standing Orders' for the effective and efficient administration of the Premises within 30 days of commencement of the Term. The Contractor must ensure that the Standing Orders are reviewed on a regular basis by the Contractor's employees carrying out the Services.

(b) Roster

Prior to the commencement of the Term, the Contractor must submit a roster for approval by Council, indicating how the nominated coverage will be provided most efficiently and effectively, including any of the Contractor's employees engaged on a casual basis to carry out any part of the Services.

Inspections of the Premises must be arranged between the parties at a time suitable to both parties.

(c) Working hours

The Contractor must carry out any part of the Services that may affect the normal operations of the Premises, or disturb the occupants thereof, outside of normal business hours, as agreed with Council. The costs incurred by the Contractor for this work will form part of the Contract Price.

(d) Shift handover

To ensure the continuity of Services, the Contractor must ensure a formal shift handover procedure is implemented to guarantee the Contractor's incoming employees carrying out the Services are fully advised of any cleaning issues, events, occurrences or processes that have arisen in the preceding shift. This handover procedure is to be documented and is to take place either 15 minutes prior to the rostered shift commencement time or 15 minutes post the shift commencement time.

#### 4.10 Identification and security

All employees of the Contractor must clearly display a sealed identity card bearing the employee's signature, printed name, photograph, the date of issue and the signature of a senior member of the Contractor's management personnel to validate the information.


A list of the Contractor's employees carrying out the Services at each Premises together with their contact numbers, must be provided by the Contractor to each of Council's representatives at each of the Premises in case of emergency.

The Contractor must be familiar with the security requirements at each of the Premises, including access doors and alarms, internal secure areas identified by Council, and operating requirements for secure lobbies.

(a) Keys and Security cards

At the commencement of the Term, Council will issue the Contractor with all necessary keys, swipe cards and codes as required to carry out the Services. The Contractor will be fully responsible for the security, safekeeping and usage of these keys, swipe cards and codes. The Contractor must sign for all keys, swipe cards and codes, and Council will record their use. The Contractor must not duplicate any keys or swipe cards, and must not provide any keys, swipe cards, or access codes to any third parties.

All keys and swipe cards issued by Council to the Contractor must remain on the Premises. Council may, at any time during the performance of the Services, audit and inspect all issued keys and swipe cards.



Where Council has supplied keys and swipe cards to the Contractor to access and secure a facility, the Contractor must ensure the security of the facility from theft or loss. The Contractor must not label any keys or swipe cards with identifying tags or indications that show which facility they operate. The Contractor is responsible for safeguarding the keys in a manner satisfactory to the Council. Where security codes are required to access and secure a facility, the Contractor must ensure the security of the facility from theft or loss. For example, security codes must not be disclosed to unauthorized persons or stored with identifying information or indications that show which facility they operate.

The Council shall issue:

- Keys to the Contractor to obtain access to the Premises; and
- Access codes to arm and disarm any security alarms protecting the premises.

The Contractor must take all reasonable steps to ensure that no thefts or unauthorised use of Council facilities, materials, and equipment, including but not limited to: telephones, photocopiers, facsimile machines, modems and video recording equipment.

The Contractor must report any loss of keys or swipe cards, or any unauthorised disclosure of security codes immediately to the Council's contact officer for the relevant facility. This must be followed up in writing within 24 hours providing full details of the loss and circumstances. Any costs incurred resulting from the loss of or damage to keys or security code disclosure, including the replacement of locks or barrels, will be borne by the Contractor.

The Contractor must ensure that it obtains all keys, swipe cards and codes from any of its personnel who cease their employment with the Contractor.

If any key is lost or misplaced, then the Contractor:

- must immediately report that loss to the relevant Council representative; and
- will be liable to pay for its replacement and if Council, in its absolute discretion, elects to re-pin or replace any locks, then the cost will be borne by the Contractor.

The Contractor must immediately return all keys, swipe cards and codes relating to the premises to Council on the earlier of the expiry of the Term or termination of the Contract.

Under no circumstances are any access cards or keys to be copied or removed from the Premises.

#### (b) Entry to restricted areas

The Contractor may be responsible for issuing permits and keys to restricted areas in the Premises (if applicable). The Contractor must verify approval for persons accessing restricted areas. The Contractor must keep detailed written records of persons gaining access to restricted areas and must report all unauthorised persons to Council that enter or exit these restricted areas.

#### (c) Access to sites

Prior to entry to each of the Premises, and at the beginning of each month, the Contractor must supply Council's representative with a works plan for the shifts due to being completed in that month.

The Contractor must ensure that its employees sign the Contractor sign in register upon entering and leaving each of the Premises each day.

#### (d) Upon arrival

The Contractor must, upon its arrival at the Premises and prior to commencing any part of the Services at the Premises:

- ensure electronic gates and doors have closed completely;
- refer to the site hazard board to identify any hazards that may affect proposed work;
- familiarise themselves with the site hazardous materials report (if any) and identify if



- any hazards exist in the work area;
- identify any other contractors or tenants of the Premises, and notify them of the intended activities and duration of such activities; and
- sign on to the site attendance register; and
- check the communications book.

(e) . Upon departure

The Contractor must, prior to it departing from each of the Premises:

- check that no unauthorised persons are on the Premises;
- identify any anomalies and notify Council's Representative (including, but not limited to, any unattended or open gates or doors, spills of any kind, and any unexplained building damage not caused or contributed to by the Contractor);
- work areas are tidy and free from rubbish, and bins covered;
- secure the building, ensuring all doors, windows and gates (where applicable) are locked;
- sign out at the site attendance register;
- complete comments in the communications book;
- switch off lights as directed; and
- ensure the alarm system is re-armed, as per instructions from Council's representative (if appropriate).

The Contractor must notify Council's representative before leaving the Premises if a perimeter gate or alarmed door malfunctions during a visit, and if the Premises cannot otherwise be secured at the completion of a visit.

(f) Workplace surveillance

The Contractor is notified in accordance with the requirements of the *Workplace Surveillance Act 2005* (NSW) that its personnel may be monitored by Council via installed cameras and electronic access software at each of the Premises. Within fourteen (14) days prior to the commencement of the Services at each of the Premises, the Contractor must ensure that its personnel are formally notified of this practice in writing. The Contractor indemnifies Council from and against any claims against, or costs, losses, expenses, liability or damages suffered or incurred by Council arising out of, or in any way in connection with, any breach by the Contractor of the *Workplace Surveillance Act 2005* (NSW). The site access records may also be used by Council to verify the Contractor's attendance at each of the Premises.

(g) Advertising and signage on site

The Contractor must not, without the prior written consent of Council, place or allow to be placed or maintained at any of the Premises, any sign, billboard, lettering or advertising matter.

(h) No Photographs

The Contractor must not take (or permit to be taken) any photographs, drawings or sketches of the Services being performed at the Premises or of Council's operations at each of the Premises, except where photographs, drawings or sketches are required to perform any part of the Services, or with the prior written consent of Council.

(i) Use of Names

The Contractor must not, in any advertising or promotional materials, use or permit to be used the names of Council, Council's representative, or the names of any of the Premises at which the

Services are being carried out, except with the prior written consent of Council and Council's representative.

#### 4.11 Work, Health and Safety

The Contractor must undertake the Services in accordance with the Work Health and Safety Legislation.

The Contractor acknowledges the provisions of the Work Health and Safety Legislation, and must comply with all requirements and conditions thereunder, including under any applicable industry codes of practice and standards. The Contractor must ensure that it prepares and provides to Council's representative a Work Health and Safety Management Plan and Safe Work Method Statements (SWMS), and must ensure that it, its employees and any subcontractors engaged to carry out any part of the Services complies with the Work Health and Safety Management Plan and any applicable SWMS. The Contractor acknowledges that it must make provision for Council's representative to inspect the Services and the Premises, and must ensure that it, its employees and any subcontractors engaged to carry out any part of the Services complies with any reasonable direction of Council's representative.

The Contractor must ensure that each of its employees (as defined under the Work Health and Safety Legislation) comply with all requirements for workplace health and safety. The Contractor is responsible for the training, health, safety and performance of its officers, agents and any subcontractors engaged to carry out any part of the Services. The Contractor must ensure that its worksites meet current standards and requirements prescribed under the Work Health and Safety Legislation, that appropriate SWMS are available for inspection by Council's representative, and that site risk assessments and site induction are conducted.

The Contractor must demonstrate to Council's representative, whenever requested, that the requirements of the Contract and the requirements under the Work Health and Safety Legislation are being met.

Site-specific SWMS are required for all parts of the Services to be carried out under the Contract. SWMS must be held on-site during the work and may be audited by Council at any time, and when requested, must be provided to Council prior to commencing the Services at any of the Premises.

The Contractor must conduct a site-specific risk assessment and complete SWMS for all high-risk works. These are to be submitted to Council's representative prior to any work taking place relating to the high-risk activities, and are to be used for the remainder of this high-risk work throughout the Contract. If any element of the site or procedure for work is to change within the term, the risk assessment and SWMS must be updated to reflect these changes and submitted to Council's representative.

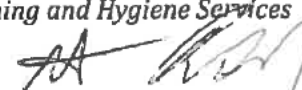
The Contractor must carry out both general and site-specific work health and safety inductions for all employees, and record on the appropriate form the names, signatures and date of the induction and submit the form to Council when requested.

The Contractor must carry out pre-work risk assessments prior to commencing any part of the Services. This includes a review of any SWMS that may already be in place and existing environmental conditions. Documentary evidence, at least on a daily basis, that all employees have been involved in this pre-work risk assessment process is required. Records of prework risk assessments must be kept with maintenance records and may be audited by Council at any time.

The Contractor must report to Council's representative on arrival to the site (where available) and undergo site induction, and comply with all site requirements including sign in and sign out procedures and comply with all access procedures as per section 4.10.b.

##### (a) Incident Reporting and Investigation

The Contractor must have a documented system of incident reporting and notification, and notify and report to Council immediately when an incident or near miss occurs and provide a full report of the incident, including assisting with an investigation following the incident.



The Contractor must gather information and monitor trends of all incidents that have occurred at the Premises, to identify trends and assist in identifying possible corrective actions in order to prevent possible reoccurrence.

## (b) Site inductions

The Contractor must complete the online inductions, available at <http://www.elearn.com.au/waverley> Contractor. The Contractor must ensure all of its employees working at any Premises have completed the induction, and must provide to Council the certificate provided upon completion.

The Contractor must ensure that its employees carrying out the Services undertake a site-specific induction. This will include review, and if necessary modification, of the SWMS to include site-specific hazards and conditions present.

The Contractor must be familiar with Council's contractor handbook and complete a property portfolio induction.

The Contractor must have specific site inductions prior to the commencement of any part of the Services on the relevant Premises. These particular sites will require a minimum of two (2) days' notice prior to inductions. It is the Contractor's responsibility to arrange these site inductions direct with the relevant facilities officer for the following Premises:

- Waverley Council Chambers;
- Waverley Library;
- Customer Service Centre;
- Mill Hill Community Centre; and
- Bondi Beach Pavilion.

## (c) Asbestos Register and Asbestos Management Plan

The Contractor acknowledges that asbestos containing material (ACM) may have been used in the construction of any of the Premises. The Contractor must ensure that all due care and attention is taken by its employees and any subcontractors engaged to carry out any part of the Services when drilling, chasing or otherwise disturbing original building materials from any of the affected buildings, and must ensure that its employees are familiar and comply with the requirements of the Contractor's asbestos management plan for the relevant sites.

The Contractor must familiarise itself with the asbestos management plan for the site where the works are taking place, and must consult the hazardous materials register and asbestos management plan available at Council's Management Office. The Contractor must consult with Council's representative as to whether hazardous materials (including ACM) may be present at any of the Premises.

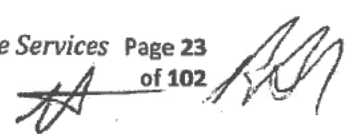
### 4.12 Not used

### 4.13 Mobilisation and Transition

The Contractor will undertake a three (3) month transition and mobilisation process from the Contract Date.

#### (a) Mobilisation

Four (4) weeks prior to the Contract Date, the Contractor will prepare a detailed mobilisation plan. The plan will be presented to Council for review and if required by Council, the Contractor will modify the



format, structure and content to suit the requirements of Council.

The purpose of the mobilisation plan is to provide a set of tasks and milestones and identify resource requirements for consolidating and mobilising all management plans, operational information, technical documentation and other elements of the Services to Council or a party nominated by Council and include a WHS risk assessment of the Premises. The Contractor must advise Council of the results of this assessment, details of issues discovered and an action plan for the resolution of these issues.

A monthly transition meeting will be held for the first three (3) months of the Term to review mobilisation and transition milestones. The Contractor will track these via a mobilisation plan and a mobilisation report will be provided every month in advance of the transition meetings.

The following transition and mobilisation processes will be undertaken as a minimum in accordance with the transition and mobilisation plan:

- undertaking inductions;
- reviewing and implement the policies and procedures relevant to each of the sites ensuring compliance with Council's policies and procedures;
- familiarising cleaners with the facilities and reporting requirements specific to each of the Premises;
- transferring historical data (if any) provided by Council into the Contractor's management system;
- outlining the standard operating procedures relating to the Services;
- verifying the current Cleaning Schedules are adequate and accurate;
- facilitating the novation of works in progress;
- establishing the Contractor's management team;
- establishing the Contractor's resourcing and training programs;
- establishing communication processes in accordance with the Contract;
- preparing portfolio-specific management plans;
- establishing WHS, environmental and safety processes, and processes specific to the Services;
- establishing reporting processes and templates; and
- establishing an internal performance management regime for the purposes of managing the Services.

To ensure the transition is adequately monitored and managed, Council requires the Contractor to:

- meet regularly to discuss issues arising from transition tasks;
- report regularly on task completion and status; and
- commit appropriate resources to achieve transition outcomes.

## (b) Transition out process

The Contractor will cooperate in all areas associated with the planning and delivery of the transition out process on completion of the Term.

The transition out process will be performed across a three (3) month period prior to the end of the Term. The Contractor will continue to provide full delivery of the Services while undertaking the transition out process.

Four (4) weeks prior to the commencement of the transition out process, the Contractor will prepare a detailed transition-out plan. The plan will be presented to Council for review and if required by Council, the Contractor will modify the format, structure and content to suit the requirements of Council.

The purpose of the transition-out plan is to provide a set of tasks and milestones and identify resource requirements for consolidating and handing over all management plans, asset plans, operational information, technical documentation and other elements of the Services to Council or a party

nominated by Council.

As a minimum, the Contractor will undertake the following transition out activities:

- provide records and communication details of all stakeholders including operational services, subcontractors, consultants, and industry specialists;
- provide the necessary information to enable the incoming service provider to establish, program and configure management systems;
- provide the necessary information to enable the incoming contractor to prepare portfolio-specific management plans;
- provide the necessary information to enable the incoming contractor to establish WHS, environmental and safety processes, and processes relevant to the Services;
- provide the necessary information to assist the incoming contractor to establish reporting processes and templates; and
- provide performance management records to the incoming contractor, to assist the incoming contractor to establish an internal performance management regime for managing operations.

## 5. Contractor Resource Requirements

### 5.1 Resourcing, qualifications and experience

The Contractor must demonstrate responsible employment practices, appropriate experience, and ensure that its personnel demonstrate the requisite knowledge, skills, management and qualifications acceptable to Council for the carrying out and completion of the Services.

The Contractor must nominate two managerial staff for approval by Council. At least one manager is to be contactable by Council 24 hours per day during the Term.

The Contractor must ensure that all Services are carried out by a competent person who has acquired through training, qualification, experience or a combination of these, the knowledge and skill enabling them to correctly perform the required task.

The Contractor must provide a resource recruitment and training plan to meet the requirements of the Contract. The resource and training plan will outline the Contractor's personnel, their qualifications and experience, and will be an on-going document used throughout the Term to provide resourcing updates to Council.

The Contractor must provide job descriptions for all roles included within the Contract, and the Contractor must provide copies of the CVs for all of its employees appointed to key management positions. Council may also, in its sole discretion, interview any of the Contractor's employees.

The Contractor must monitor the turnover of staff on a quarterly basis and provide a report to Council, which will be part of the quarterly management information. The Contractor must set a target for dedicated site staff retention and report achievement against this to Council in each quarterly report.

The Contractor must ensure that any new staff do not commence any part of the Services without appropriate vetting and training as required by this Specification.

### 5.2 Management structure

The Contractor will present a management structure to effectively manage the Services. This structure will provide for involvement from senior company level to operational and supervisory management, and address relationships required by Council.

The Contractor must provide and maintain a database of the management, supervisory and operative resources that it proposes to apply in carrying out and completing the Services.

As a minimum, the Contractor's personnel must:

- manage day-to-day delivery of the Services, in terms of both attendance and quality;
- rectify issues through the creation and implementation of action plans;
- undertake staff training and ensure compliance with Work Health and Safety Legislation, applicable labour laws and any other applicable Legislative Requirements;
- prepare and deliver management information;
- produce and deliver robust operating processes;
- manage continuous improvement;
- achieve financial accuracy;
- provide technical support for any online systems provided by the Contractor as part of the Services; and
- form a hierarchy with sufficient authority to effectively manage any financial and performance issues that may arise during the Term.

#### (a) Contractor representative



The Contractor must appoint a representative who will act as its account manager and be responsible for the provision of the Services. The account manager will be the central point of contact for Council regarding all aspects of the Services and the relationship between the parties.

The Contractor may elect to have two account managers, for the physical cleaning part of the Services, and one for the management of the cleaning systems. If one account manager is nominated, this account manager must be familiar with all aspects of both services and be able to provide technical support and advice as required.

The account manager will be responsible for the following:

- contract management and compliance;
- delivery of the Services, and ensuring that the Services are consistent with relevant performance measures and standards;
- the provision of all reporting requirements;
- sharing knowledge and experience with Council;
- identifying areas for potential cost reduction and productivity gains along with any continuous improvement strategies;
- providing efficient and effective problem resolution; and
- escalation point for problem and dispute resolution.

#### (b) Contractor's supervisor

The Contractor must advise Council in writing of the details of its nominated employee who will supervise the Services.

The Contractor must give written notice to Council of any change in its supervisor, providing the name and contact details of the new supervisor within 48 hours if the change is permanent, or within 24 hours if the change is temporary.

#### (c) Daily contact

The Contractor must ensure that all of its employees are contactable within normal business hours. Telephone numbers for all of the Contractor's employees must be provided to Council within three (3) months of the Contract Date and be maintained by the Contractor. The Contractor must provide Council with any changes to these contact details in writing, and as soon as the change is known and highlighted in the quarterly report.

#### (d) Escalation

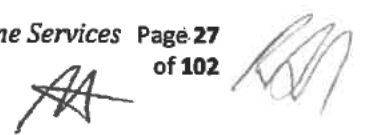
The Contractor must provide an escalation plan outlining the route and timeframes for referral of incidents and unresolved issues within the Contractor's management structure within three (3) months of the Contract Date. The dispute escalation procedure is to be set out in the management arrangements.

### 5.3 Legitimacy for work & police vetting of staff

All of the Contractor's employees will be required to confirm that the person is eligible to work in Australia, holds a legitimate working visa, and undertake police records check or criminal history check. Criminal history checks must be conducted as a proactive measure as part of a risk management process. The Contractor must encourage the promotion of a safe working environment, mitigating risks to the Council's employees and the public, the Premises, and Council's reputation.

The Contractor must ensure that its personnel and employees are eligible for work forming part of the Services, are competent and experienced in the type of work they are undertaking, are of known reliability, and exhibit a high standard of work and conduct.

Before the Contractor employs or engages any person in connection with the provision of the Services,



the Contractor must ensure that it has:

1. confirmed that the person is eligible to work in Australia;
2. obtained a police records check;
3. investigated the person's employment history; and
4. obtained at least two character references from appropriate persons.

The Contractor must, if requested by Council, provide documentary evidence satisfying Council as to the sufficiency and accuracy of the screening processes referred to above.

Failure by the Contractor to provide adequate minimum notification or to provide all necessary details may result in delays in obtaining Council's approval of persons and their entry to the Premises, and thereby delay the carrying out and completion of the Services. The Contractor will not be entitled to make, and Council will not be liable in respect of, any claim arising out of, or in any way in connection with any delay or disruption experienced or suffered in connection with the Services occasioned by such delay.

## 5.4 Compliance with labour standards

The Contractor must ensure that its own employees carry out and complete the Services, and must not utilise workers from labour-hire agencies. Any submissions provided by the Contractor to Council identifying use of such third-party labour hire will be considered as non-conforming with the Contract.

The Contractor must, when requested by Council, provide necessary assurances that all work performed under this Specification has been undertaken by the employees of the Contractor.

The Contractor must be able to demonstrate it has a labour management system that enables it to comply with all requirements of this section 5, including, at a minimum:

- demonstrating compliance with all relevant Legislative Requirements (including the *Fair Work Act 2009* (Cth) and any relevant taxation, employment, wages and superannuation Legislative Requirements;
- ensuring employee working conditions and job security are protected from sudden changes in contracts;
- ensuring transparency in contract costs and employee wages, and being able to provide evidence to the Council of adequate payment of wages under the Contract (if requested by Council);
- ensuring that employees are aware of their working rights under relevant Legislative Requirements, and are able to exercise those rights, including their freedom of association; and
- ensuring that processes exist to resolve and remediate any issues or non-compliance with labour standards.

The quality of the Contractor's management system will be considered during the evaluation process. This includes adherence to relevant third-party certification programs or standards to demonstrate their compliance with labour standards.

## 5.5 Employees

The Contractor must ensure that its:

- employees are aware of and are capable of complying with all relevant Work Health and Safety Legislation in respect of the Premises;
- supervisory personnel are adequately trained and experienced, and hold a Green Cleaning Certificate or undergo relevant training in the supervision of the employees while engaged in the Services;
- employees are trained to a standard and proficiency acceptable to Council;
- the Contractor is to demonstrate that they have an on-going training programme for its employees;

- employees comply with directions given by the Contractor's supervisor appointed under section 5.2(b) above in relation to site access, cleaning activities and other parts of the Services, and safety matters;
- employees are responsible representatives of the Contractor, and are professional, courteous and responsive to occupants of the Premises;
- employees report all faults discovered of which they are aware or should be aware of the Premises to the Contractor's supervisor, who must report such faults to Council's representative;
- employees have a reasonable proficiency with the English language (written and verbal skills);
- replacement and temporary employees are suitably trained prior to their commencement onsite;
- employees have an Australian Passport or a current Australian working visa, and Council may, in its absolute discretion and at any time during the Term, request a list of Passport or working visa details;
- employees have, at a minimum, a National Police Certificate issued by NSW Police, and Council may, in its absolute discretion and at any time during the Term, request a list of the Contractor's employees' certificate details;
- employees, when working in tenanted areas of the Premises, carry out the Services in a manner that does not disturb or otherwise adversely affect the tenants of the Premises, or their use of the Premises;
- employees do not read, touch, move, arrange or rearrange, or remove any files, documents, papers or records belonging to Council, any representative of Council, or any of Council's tenants; and
- where applicable, employees are to hold valid and current working documentation in the form of a Working Visa for Australia. Council may from time to time request a random audit of this documentation at the Contractor's office.

The Contractor must, where directed by Council (at its request and sole discretion), remove any employees from particular duties, or cease to use that employee, at the Premises.

The Contractor will not be entitled to make, and Council will not be liable in respect of, any claim arising out of, or in any way in connection with any loss of or damage to any products, materials, equipment or other property of the Contractor stored at the Premises used in connection with the Services.

- The Contractor must not read, touch, move, rearrange or remove files, documents, papers or records belonging to Council or any tenant.
- There is to be no subcontracting unless approved by Council in writing.

#### (a) Employee conduct

The Contractor warrants that, in providing the Services, it will ensure that any person employed or engaged by it will:

- act diligently, ethically, soberly and honestly;
- not take or use any drug unless prescribed by a medical practitioner or lawfully available without a prescription and used per directions;
- comply with all occupational health and safety policies of Council;
- comply with all procedures, rules, regulations, standards of conduct and lawful directions of Council in respect of the use of its site, equipment, business ethics or methodology or contact with its staff or customers;
- not be engaged or involved in any other business apart from the provision of the Services whilst on the site or otherwise performing the Services were to do so will or is likely to cause detriment to Council;
- not commit any criminal offence or otherwise breach any Legislative Requirements, which could adversely affect the interests of the Council or the provision of the Services;
- not represent in any way that it or they (as the case may be) are employees of Council;

- not act in any manner that could disrupt or adversely affect the Council's business reputation, interest or goodwill.

The Contractor must, if directed by Council, immediately withdraw any of its personnel or employees, agents, subcontractor or employee of the subcontractor if, in Council's reasonable opinion, that person is incompetent or negligent or has not satisfactorily provided the Services.

#### (b) Cleaning Accountability Framework

Council is committed to working collaboratively with the Contractor and ensuring that the minimum Legislative Requirements are met for cleaners engaged in its property portfolio. It is expected that the Contractor supports the rights of its employees, and upholds the minimum requirements of the Cleaning Accountability Framework.

#### (c) English comprehension

The Contractor must ensure that, at all times, at least one of its personnel on site has sufficient command of the English language to be able to read, converse and receive instructions in English.

#### (d) Uniform

The Contractor must provide to all of its staff employed at the Premises during the working hours with appropriate presentable uniforms and, where appropriate, personal protective equipment. The uniforms must indicate that the staff are representatives of the Contractor, to allow for ease of identification. At the Contract Date, the Contractor must provide new uniforms for all staff, working at the Premises. The associated costs will be borne by the Contractor. All uniforms must be maintained throughout the Term. The Contractor personnel are to remain neat and tidy at all times when on the Premises.

The Contractor must ensure that:

1. the uniforms worn by the its employees bear the Contractor's corporate name identification;
2. the Contractor's employees are well-groomed manner and maintain an appropriate level of personal hygiene;
3. its employees have appropriate dress and sun protection for any part of the Services that is required to be performed outdoors;
4. its employees' uniforms are cleaned and pressed, and shoes are to be clean and polished; and
5. all of its employees display their photo identification cards at all times whilst on duty.

For ad-hoc events, the Contractor's supervisor and Council's event manager will agree on the appropriate attire during the event planning process.

#### (e) Standards

The Services detailed in this Specification are the minimum levels of service acceptable to Council. The Contractor may at any time during the Term propose a Variation that will enhance the quality or efficiency of the Services. Without limiting clause 13, Variations will not be implemented without the prior written approval of Council.

Where standards of work have not been specified within this Specification, the Contractor must use its best endeavours, techniques and standards to undertake the Services with all required care, skill and diligence.

#### (f) Identification

Where appropriate, the Contractor must provide all of its employees working at the Premises with individual photo identification cards, which must be worn at all times and must display the following information:

- the Contractor's name;
- a photograph of the employee; and
- the full name of the employee.

**Note:** Reporting of any lost identity or access cards will be the responsibility of the Contractor's supervisor on duty at the time, and/or the individual employee.

(g) Staff behaviour

The Contractor's employees must not:

- accept any monies, goods, gifts or gratuities from any tenants (including retailers) or visitors to the Premises;
- use radios, or any MP3, music or video players, including equipment which uses headphones whilst on duty;
- wear sunglasses whilst on duty, unless the sunglasses form part of any personal protective equipment when performing the Services, or for any part of the Services that are required to be carried out outdoors;
- smoke, eat or drink whilst on duty;
- remove any goods or materials from the Premises without the prior written approval of Council;
- admit liability personally or on behalf of the Contractor, Council or any of Council's representatives for any accident or public liability matter; or
- unplug Council equipment without prior notification.

## 6. Not used

## 7. Not used

## 8. Service Levels & Key Performance Indicators (KPI's)

### 8.1 Service level performance

Quality is a critical element of the delivery of the Services and as such, it is essential that the Contractor maintains a consistent standard of quality in such delivery. The Contractor must monitor the quality of delivered services being provided in conjunction with Council, which must be reflective of the appropriate cleaning specification applicable to the Premises.

The Contractor must achieve the targeted performance level against each of the identified key performance indicators (KPI) used to measure the Contractor's performance of the Services during the Term. The Contractor must self-monitor its performance against the KPIs, and must report such performance to Council by providing a report setting out such performance (in electronic and hard copy) to Council, together with the quarterly reporting details set out in section 9 below. Council's representative will audit the KPI reports provided by the Contractor under this section 8.1 on a regular basis, and will highlight any non-conformances.

The Contractor's representatives must report each quarterly KPI achievement. Where the performance of the Services has not met the KPI requirements, the Contractor must provide explanations for each non-compliance with the targeted minimum performance levels set for each identified KPI.

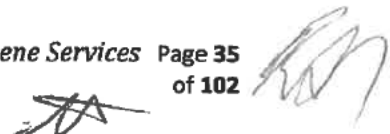
Where the Contractor has subcontracted the whole or any part of the Services to a subcontractor, the Contractor will remain responsible for ensuring that any and all subcontractors meet the requirements of this section 8.1. The Contractor must detail the subcontractor's performance of the subcontracted part of the Services in the Contractor's KPI reports.

The Contractor's KPIs for the Services include:

1. Quality factors, including:
  - a. conformance to this Specification;
  - b. administration performance; and
  - c. accuracy of invoice documentation;
2. Cost factors, including:
  - a. year on year cost reductions where achievable; and
  - b. open book costing;
3. Logistics factors, including:
  - a. Telephone and e-mail response rates;
  - b. Response times; and
  - c. Process for delivering reactive and emergency activities;
4. Development factors, including:
  - a. new project delivery to be within agreed timescales; and
  - b. introduction of innovation designed to enhance service delivery;
5. Management factors, including:
  - a. quality and quantity of account management;
  - b. quality of the Services provided by the Contractor's personnel; and
  - c. provision of accurate management information to the agreed schedule; and
6. Environmental and social sustainability, including:
  - a. transparency on environmental and social incidents;
  - b. quality of environmental management initiatives;
  - c. use of environmentally friendly cleaning products;
  - d. management of waste and recycling;
  - e. staff training;
  - f. direct staff employment; and
  - g. compliance with labour standards requirement

**Table 1 - Contractor's KPIs and delivery expectations**

Criteria	Deliverable Activity	Criticality Weighting	Performance Measurement Area	Score '0' (below target and no plan in place to improve)	Score '1' (below target but plan in place to improve)	Score '2' (on target)	Score '3' (above target)	Target Monthly Score (Weighting x Score)
1. Qty	Delivered Standards	3	Audit of the standard of services delivered against the specification	<80% Acceptable	80 to 85% Acceptable	86 to 90% Acceptable	>90% Acceptable	6
1. Qty	Complaints	2	Number of service complaints	>6	4 to 6	2 to 4	<2	4
1. Qty	Invoice Accuracy (inc stat dec)	1	% of invoices submitted with correct details for payment	More than 2 errors per invoice	No more than 1 error per invoice	100% Accuracy		2
2. Cost	Year on Year cost reduction	2	Introduction of initiatives to reduce costs	0 Initiative	1 Initiative	2 Initiatives	>3 Initiatives	4
2. Cost	Accuracy of Open book information	1	Accuracy of Open book information	More than 3 errors per quarter	No more than 1 error per quarter	100% Accuracy		2
3. Lgts	Preventative Services Delivered	3	Number of service activities delivered as % of total projection	<90%	90 to 95%	95 to 98%	>98%	6
3. Lgts	Responsiveness	3	Response and resolution of work requests within the agreed timescale	<80% of Requests	80% to 89% of Requests	90% to 95% of Requests	>95% of Requests	6
4. Dev	Continuous Improvement Culture	2	Introduction of initiatives designed to enhance service	0 Initiative	1 Initiative	2 Initiatives	>3 Initiatives	4
5. Mgt	Accuracy of Reports	1	The accuracy of Quarterly Reports	More than 3 errors per quarterly report	No more than 1 error per quarterly report	100% Accuracy		2
6. Sust	Transparency on social and environmental incidents	3	% of social and environmental incidents discovered by other sources than the Contractor	>1%	>1%	0%	0%	6



6. Sus	Quality of environmental management initiatives	2	Introduction of initiatives to reduce contract environmental impacts	No evidence of improvement	No evidence of improvement	Clear evidence of improvement	Clear evidence of major improvement	4
6. Sus	Use of environmentally friendly cleaning products	3	% of cleaning products covered by a third party product environmental certification on the contract	<90%	<90%	100%	N/A	6
6. Sus	Staff training	1	% of staff involved in the contract holding a Green Cleaning Certificate	<90%	<90%	100%	N/A	2
6.Sus	Direct staff employment	3	% of staff not directly employed by the Contractor on this contract	>1%	>1%	0%	0%	6
6.Sus	Compliance with labour standards requirements	2	% of staff covered by a robust labour management system	<90%	<90%	100%	N/A	4
6.Sus	Management of waste & recycling	3	% of compliant waste through random waste audit	<75%	<75%	100%	N/A	

*AA* *AA*

## 9. Reporting Requirements

### 9.1 General reporting

The Contractor must keep comprehensive records of the details of the Service carried out by the Contractor at each of the Premises.

Reports and communications provided to Council by the Contractor must assume that Council is a lay person, and must express matters in a language understandable and meaningful to Council (including without the use of jargon and abbreviations). Standard formats may be used and abbreviations may be used if previously defined and explained to Council. Reports are to be provided in electronic format only (PDF, Word or Excel and not scanned copies of handwritten reports).

#### (a) Cleaning Manning Reporting

The Contractor must retain records and demonstrate to Council the movements of the Contractor's employees during roster rounds to confirm that regular checks are being performed as required by this Specification.

The Contractor is required to report to Council any building issues or faults noted that might pose safety concerns and/or unnecessary property damage. Such issues and concerns should be reported immediately to Council's representative.

The Contractor must keep soft copy records of all reports and forms. Additional copies of any related files or documents must be freely and promptly provided to Council as requested in writing.

All critical matters shall be reported immediately to Council.

#### (b) Quarterly report

The Contractor must provide a quarterly report to Council's representative within two (2) working days of the calendar quarter for the previous quarter. A comprehensive quarterly report must be provided prior to the regular quarterly meetings to Council's representative.

The annual report shall be provided on the anniversary of the Contract Date providing a high-level comprehensive contract specific statistics with KPI tracking.

Quarterly reporting will, as a minimum, provide all documentation requested. The following items are suggested headings for your reports and are not exhaustive. The Contractor will create headings as they see suitable, and include:

- introduction and executive summary;
- WHS reporting with incidents statistics;
- safety and environmental compliance confirmation for equipment and work procedures;
- details of any incidents, injuries and near misses;
- lost time injury frequency rates;
- environmental and social sustainability report;
- contract management personnel update;
- actual performance against service level KPI achievement;
- actual performance against technical level KPI achievement;
- preventative maintenance schedule;
- work summary report;
- equipment status and the PPM's completed & outstanding;
- failures and malfunctions of the Contractor's equipment, including the time to repair and strategy to reduce future repair times;
- quote register;

- statement of accounts;
- service calls register;
- service call response times;
- site-by-site analysis;
- a system-by-system analysis;
- invoice register;
- a statutory declaration that all invoicing has been as per the approved Schedule of Rates;
- a statutory declaration that all spares are marked up at cost all open book; and
- asset register and asset tracking confirmation.

When required by Council, the Contractor will provide record keeping of employees' payslips, tax and superannuation payments to employees, right to work documents and proof of induction and training.

Claims for payment will not be processed and may be rejected if acceptable reporting including a statutory declaration signed by the Contractor's senior level management has not been supplied to Council's nominated representative.

## 9.2 Record retention

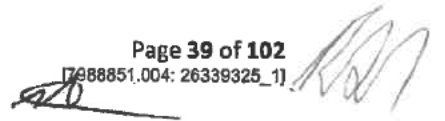
The Contractor must meet Council's record retention obligations, including retaining all records required to be produced by the Contractor under this clause 9 for a minimum of seven (7) years from the date of submission of these records to Council. The Contractor must ensure that these records are readily available for inspection by Council upon request.

### Table of Attachments

The attached documents are to be read in conjunction with this Specification, to provide the Contractor with complete details relating to the requirements of this Contract.

Attachment No.	Attachment Title
Attachment 1	Not used
Attachment 2	Cleaning requirements by site
Attachment 3	Cleaning schedule per service category
Attachment 4	Periodical cleaning schedule
Attachment 5	Hygiene Services Schedule
Attachment 6	Schedule of Environmental and Social Sustainability

**Attachment 1 Not used**

A handwritten signature in black ink, appearing to be 'R. Smith', is written over the page number and document ID.

## Attachment 2 - Cleaning requirements by site

This document provides specific information on the facilities to be cleaned under the Contract. This document should be read in conjunction with Attachment 3 - Cleaning Service Category document.

### Early education / Childcare Centres

<b>SITE NO. – 34</b>	Waverley Early Education Centre
<b>SITE NO. – 10</b>	Bronte Early Education Centre
<b>SITE NO. – 16</b>	Gardiner Early Education Centre
<b>SITE NO. – 1</b>	26-28 Ebley St (Terraces)
<b>SITE NO. – 23</b>	Mill Hill Early Education Centre
<b>CLEANING CATEGORY</b>	<b>ALL SITES CLEANING SERVICE CATEGORY 1</b>
<b>HOURS OF CLEANING:</b>	No earlier than 6pm and to finish no later than 11pm

### AREAS OF CLEANING

Waverley	Gardiner	Bronte	Mill Hill	Terraces
Office Areas	Office Areas	Office Areas	Office Areas	Office Areas
Commercial Kitchen	Commercial Kitchen	Commercial Kitchen	Commercial Kitchen	Kitchenette
Kitchenette	Kitchenette	Kitchenette	Kitchenette	Meeting Rooms
Foyers	Foyers	Foyers	Foyers	Toilets
Toilets	Toilets	Toilets	Meeting Rooms	Windows, Glass
Windows, Glass	Windows, Glass	Windows, Glass	Toilets	Partitions
Partitions	Partitions	Partitions	Windows, Glass	External areas
External areas	Dumb waiter	External areas	Partitions	Laundry
Laundry	External areas	Laundry	Lift	Store rooms
Bin enclosure	Laundry	Bin enclosure	Nappy drop shoots	
Store rooms	Bin enclosure	Store rooms	Sliding Door Tracks (internal and external)	
	Store rooms		Basement	
			Internal Fire Stairs	
			External areas	
			Laundry	
			Bin enclosure	
			Store rooms	
			Cool room	



	Waverley EEC	Gardiner EEC	Bronte EEC	Mill Hill EEC	The Terraces *
Number of toilets	14	11	7	11	5
Number of showers	1	1	0	2	1
Total in scope floor area	350	305	400	500	100
Approx. carpet %	50	30	50	1	80
Approx. vinyl %	25	60	40	80	10
Approx. tiles %	25	10	10	10	10
Commercial kitchen	1	1	1	1	-
Kitchen Oven/Stoves	1	1	1	1	-
Kitchen exhaust canopies	1	1	1	2	-
Kitchenette	1	1	1	1	1
Store Rooms				4 (3 classrooms, 1 basement)	
Cool Rooms	-	-	-	1 (basement)	-
Fridges	2 large, 1 small	1 large, 2 small	1 large, 1 small	1 large, 1 small	1 large
Freezers	1 large	-	-	2 large	-
Lift	-	-	-	1	-
Dumb waiter	-	1	-	-	-
Nappy drop shoots	-	-	-	2	-
Laundry	1	1	1	1 (basement)	-
External areas and boundaries	Entrance area & walkway from street, covered paved area to rear of classrooms, bin enclosure	Entrance area to first gate, covered paved areas to rear of classrooms, bin enclosure	Entrance area to first gate, covered paved areas to rear of classrooms, rear paved area, bin enclosure	Entrance area to first gate, covered concreted area ground floor, balcony, uncovered paved area to bin enclosure and street, bin enclosure	Entrance courtyard to first gate

- Terraces tenanted area not included in scope.

<b>SITE NO. - 30</b>	<b>Wairoa Avenue Community Centre</b>
<b>CLEANING CATEGORY</b>	<b>CLEANING SERVICE CATEGORY 1</b>
<b>FREQUENCY</b>	Daily Mon to Fri
<b>HOURS OF CLEANING:</b>	Between 5pm and 11pm
<b>NOTES:</b>	Tenanted areas not to be cleaned

#### **AREAS OF CLEANING**

- Common areas hallway and waiting area
- Community hall
- Kitchen
- Toilets
- External Areas

Number of toilets	3
Number of showers	0
Total in scope floor area	150m2
Approx. carpet %	80
Approx. vinyl %	10
Approx. Tiles %	10
Kitchenette	2
External areas and boundaries	Verandah and rear timber decking off hall playgroup room

<b>SITE NO. - 25</b>	<b>School of Arts Building</b>
<b>CLEANING CATEGORY</b>	<b>CLEANING SERVICE CATEGORY 1</b>
<b>FREQUENCY</b>	Daily Mon to Sat
<b>HOURS of CLEANING</b>	Between 10pm and 8am
<b>NOTES</b>	Scope does not include tenanted area

#### **AREAS OF CLEANING**

- Hallways, stairs and common areas
- Upstairs community hall
- Kitchen and change area off hall
- Room A on ground floor
- External Areas
- Toilets off common area
- Windows

Number of toilets	10
Number of showers	0
Total in scope floor area	914m2
Approx carpet %	10
Approx vinyl %	20
Approx timber %	60
Approx Tiles	10
Kitchenette	1
Fridges	1 small
External areas and boundaries	Front entrance under verandah

<b>SITE NO. - 22</b>	<b>Mill Hill Community Centre</b>
<b>CLEANING CATEGORY</b>	<b>CLEANING SERVICE CATEGORY 1</b>
<b>CLEANING FREQUENCY:</b>	Daily Monday to Friday
<b>HOURS of CLEANING:</b>	Between 6pm and 6am
<b>NOTES:</b>	<ul style="list-style-type: none"> <li>• Does not included tenanted area Level 2</li> <li>• Meeting rooms and hall may be in use outside of normal opening hours and cleaners must accommodate bookings</li> </ul>

#### **AREAS OF CLEANING**

- Office Areas
- Commercial Kitchen (ground floor)
- Kitchenette
- Foyers
- Meeting Rooms
- Clinic (ground floor)
- Community Hall
- Toilets
- Windows, Glass Doors & Partitions
- Basement
- Internal Fire Stairs
- Lift (Passenger)

Number of toilets	13
Accessible Toilets	4
Urinals	4
Number of showers	1
Total in scope floor area	1320
Approx. carpet %	50
Approx. vinyl %	15
Approx. tile %	15
Approx. timber %	20
Commercial kitchen	1
Kitchenette	3
Fridges	5
External areas and boundaries	Balcony levels 1, alcoves front and side of ground floor (including – Level 2 Verandah, entrance areas, colonnades and Bin Storage)

<b>SITE NO. - 32</b>	<b>Waverley Library</b>
<b>CLEANING CATEGORY</b>	<b>CLEANING SERVICE CATEGORY 1</b>
<b>CLEANING FREQUENCY</b>	6 Days per week Monday to Saturday
<b>HOURS OF CLEANING:</b>	All cleaners Mon to Sat to be off site by 9.30am when building opens. Saturday afternoon cleaning is required after library closing.
<b>NOTES:</b>	<b>Does not include Library Car Park this is listed separately</b>

#### **AREAS OF CLEANING**

- Office Areas - Ground and First Floors
- Public Library Areas - Ground and First Floors
- Office kitchens & kitchenettes
- Foyers, hallways, stairways, lift and general-purpose areas
- Meeting Rooms and Theatre
- Bin Storage Area & Loading Dock
- Sanitary (Staff & Basement)
- Sanitary (Public)
- Windows, Glass Doors & Partitions
- Atriums
- Fire Stairs
- Lifts (Passenger and Goods)

Number of public toilets	10
Number of public urinals	5
Number of staff showers	2
Number of staff toilets	5
Total in scope floor area	4244 m2
Approx. carpet %	60
Approx. vinyl %	25
Approx. tile %	15
Kitchenette	4
Fridges	2 x Large, 4 x Small
External areas	Main Entrance areas and forecourt removal of loose rubbish All Ground floor external windows and sills

<b>SITE NO. - 12</b>	<b>Council Chambers</b>
<b>CLEANING CATEGORY</b>	<b>CLEANING SERVICE CATEGORY 1</b>
<b>CLEANING FREQUENCY:</b>	Five (5) days per week, Monday to Friday
<b>HOURS OF CLEANING:</b>	Cleaning between 11pm and 8am
<b>NOTES:</b>	

#### **AREAS OF CLEANING**

- Office Areas
- Commercial Kitchen (level 3)
- Kitchenettes on Ground, level 1 and 2
- Foyers and Hallways
- Meeting Rooms and Council Chambers
- External Areas (including entrance areas, paved area, disabled ramp, level 3 balcony & Bin Enclosure)
- Sanitary
- Windows, Blinds, Glass Doors & Partitions
- Fire Stairs
- Lift (Passenger)

Number of toilets	20
Number of urinals / troughs	5
Public accessible toilet	1
Number of showers	6
Total in scope floor area	2426
Approx. carpet %	80
Approx. vinyl %	10
Approx. tile %	10
Commercial kitchen	1
Kitchenette	8
Fridges	5 small and 6 large
External areas and boundaries	Covered front entrance area including steps, level 3 balcony, external stairwell, rear stairs??

<b>SITE NO. - 13</b>	<b>Customer Service Centre</b>
<b>CLEANING CATEGORY</b>	<b>CLEANING SERVICE CATEGORY 1</b>
<b>CLEANING FREQUENCY:</b>	Daily, Monday to Friday
<b>HOURS OF CLEANING:</b>	Between 5pm and 6am
<b>NOTES:</b>	Late night closing on Thursday closes 7pm

#### **AREAS OF CLEANING**

- Office Areas
- Office kitchen
- Foyers, hallways and general public waiting areas
- Meeting Room
- External Areas
- Toilets
- Windows & Glass Partitions

Number of toilets	3
Number of showers	NA
Total in scope floor area	500
Approx. carpet %	45
Approx. vinyl %	10
Approx. tile %	45
Kitchenette	1
Fridges	1
External areas and boundaries	Rear fire exit alcove

<b>SITE NO. - 15</b>	<b>Eastgate Level 4 Office</b>
<b>CLEANING FREQUENCY:</b>	Seven days per week
<b>HOURS OF CLEANING:</b>	Between 6pm and 11pm
<b>NOTES:</b>	

#### **AREAS OF CLEANING**

1. Office Areas
2. Kitchen & lunchroom
3. Foyers, hallways and general-purpose areas
4. Front entry fire stairs
5. Toilets
6. Windows
7. Changing rooms and showers

Number of toilet cubicles	6
Number of urinals	2
Number of showers	2
Total in scope floor area	450m2
Approx. carpet %	60
Approx. vinyl %	20
Approx. tile %	20
Kitchen	1
Fridges	2 large
External areas and boundaries	Entry fire stairs to office from Spring St



<b>SITE NO. - 3</b>	<b>83A Beach Rd</b>
<b>CLEANING CATEGORY</b>	<b>CLEANING SERVICE CATEGORY 1</b>
<b>CLEANING FREQUENCY:</b>	Daily Mon to Fri
<b>HOURS OF CLEANING:</b>	Between 6pm and Midnight
<b>NOTES:</b>	

#### **AREAS OF CLEANING**

1. Office area
2. Kitchenette
3. Locker room
4. Toilets and shower room
5. Windows

Number of toilets	2
Number of showers	1
Total in scope floor area	88
Approx. carpet %	-
Approx. vinyl %	70
Approx. tile %	30
Kitchenette	1
Fridges	1 large
External areas and boundaries	External awning over front door

AA RCH

<b>SITE NO. - 4</b>	<b>Alexandria Integrated Facility</b>
<b>CLEANING CATEGORY</b>	<b>CLEANING SERVICE CATEGORY 1</b>
<b>CLEANING FREQUENCY:</b>	6 Days - Mon to Sat
<b>HOURS OF CLEANING:</b>	Day Cleaner hours between 7am and 2pm Evening clean 4.30pm to midnight
<b>NOTES:</b>	Does not include internal garage or rooftop parking

#### **AREAS OF CLEANING**

- Office Areas
- Office kitchens & kitchenettes
- Foyers, hallways, stairways, lift and general-purpose areas
- Meeting Rooms
- External Areas (including entrance areas, forecourt, window sills)
- Sanitary (Staff & Basement)
- Windows and blinds

Number of toilets	17 toilets, 15 urinals, 3 accessible bathroom with showers
Number of showers	17
Total site area in scope	1600m2
Approx. carpet %	40
Approx. vinyl %	20
Approx. tile %	40
Kitchen / Lunchroom	2
Fridges	3
External areas and boundaries	Front entry steps

<b>SITE NO. - 2</b>	<b>55 Grafton St Level 6 office</b>
<b>CLEANING CATEGORY</b>	<b>CLEANING SERVICE CATEGORY 1</b>
<b>CLEANING FREQUENCY:</b>	Daily Mon to Fri
<b>HOURS OF CLEANING:</b>	Between 6pm to 6am
<b>NOTES:</b>	

#### **AREAS OF CLEANING**

1. Office Areas
2. Kitchenette
3. Meeting Rooms
4. External Areas

Number of toilets	0
Number of showers	0
Total site area Approx.	430m2
Approx % Carpet Flooring	95%
Approx % Vinyl Flooring	-
Approx % Tile Flooring	5%
Kitchenette	1
Fridges	1
External areas and boundaries	Balcony area off kitchenette to be swept as required



<b>SITE NO. - 27</b>	<b>PPC Depot – Syd Einfield Drive</b>
<b>CLEANING CATEGORY</b>	<b>CLEANING SERVICE CATEGORY 1</b>
<b>CLEANING FREQUENCY:</b>	Daily, Monday to Friday
<b>HOURS OF CLEANING:</b>	Between 5pm and midnight
<b>NOTES:</b>	

#### **AREAS OF CLEANING**

1. Kitchenette and lunchroom
2. External Areas
3. Toilets
4. Windows
5. Locker Room
6. Laundry Room
7. Office

Number of toilets	6
Number of showers	4
Total site area	120
Approx. carpet %	-
Approx. vinyl %	100%
Approx. tiles %	-
Kitchenette	1
Fridges	1
External areas and boundaries	2 x Deck and Walkways



<b>SITE NO. - 26</b>	<b>SES Depot – Syd Einfield Drive</b>
<b>CLEANING CATEGORY</b>	<b>CLEANING SERVICE CATEGORY 1</b>
<b>CLEANING FREQUENCY:</b>	Once a week on Wednesdays
<b>HOURS OF CLEANING:</b>	Morning
<b>NOTES:</b>	Site is only used on a Tuesday evening a week so we only require a service on Wednesday mornings

#### **AREAS OF CLEANING**

1. Office Space and Training Rooms
2. Kitchen & lunchroom
3. External Areas
4. Toilet
5. Windows
6. Laundry and Locker Rooms

Number of toilets	4
Number of showers	2
Total site floor area	215m2
Approx carpet %	50%
Approx vinyl %	50%
Approx tiles %	-
Kitchenette	2
External areas and boundaries	Decks and Ramps, 3 pedestrian entries



<b>SITE NO. - 31</b>	<b>Waverley Cemetery Office, Residence and Tool room</b>
<b>CLEANING CATEGORY</b>	<b>CLEANING SERVICE CATEGORY 1</b>
<b>CLEANING FREQUENCY:</b>	Once per week (any day)
<b>HOURS OF CLEANING:</b>	Between 8am to 4pm
<b>NOTES:</b>	

#### **AREAS OF CLEANING**

1. Kitchen & lunchroom
2. Offices and internal areas
3. Toilets
4. Windows and blinds
5. External entry vestibule

Number of toilets	5 toilets and 2 urinals
Number of showers	1
Approx carpet %	30
Approx polished timber floor boards %	60
Approx tiles %	10
Total site area	400m2
Commercial kitchen	NA
Kitchenette	2
Fridges	2
External areas and boundaries	Tiled entry vestibule



<b>SITE NO. - 7</b>	<b>Bondi Park Sub Depot and Toilets (located on North West corner of Bondi Pavilion.</b>
<b>CLEANING CATEGORY</b>	<b>CLEANING SERVICE CATEGORY 1</b>
<b>CLEANING FREQUENCY:</b>	Daily Mon to Fri
<b>HOURS OF CLEANING:</b>	Between 6am to 6pm
<b>NOTES:</b>	Can be delivered in conjunction with Bondi Pavilion service as located next door

#### **AREAS OF CLEANING**

1. Kitchen & lunchroom
2. Toilets and change room in corner of Pavilion
3. Demountable toilets

Number of toilets	7
Number of showers	3
Total in scope floor area	60m2 in Sub Depot demountable – all vinyl. 25m2 for toilets. Female demountable toilet has vinyl flooring only.
Approx carpet %	NIL
Approx vinyl %	65%
Approx tiles %	Mens Toilet/Shower 100%
Kitchenette	Vinyl
Fridges	1

<b>SITE NO. - 8</b>	<b>Bondi Pavilion</b>
<b>CLEANING CATEGORY</b>	<b>CLEANING SERVICE CATEGORY – 1, 2 and 3</b>
<b>FREQUENCY</b>	Seven (7) days per week- 365 days per year



<b>HOURS</b>	<b>Summer - October – March</b>
	1 x male plus 1 x Female per shift ,12 hours per day
	Monday – Friday 6am-2pm and 2pm-6pm
	Saturday & Sunday - 6am-2pm and 3pm-7pm
	<b>Winter - April –Sept</b>
	1 x male plus 1 x Female per shift, 8 hours per day
	Monday – Sunday 6am-2pm
<b>NOTES</b>	

#### Areas of cleaning

- Music Studios
- Pottery Studio– weekends only
- Art studio – by request 6-8 times a year
- Recording room – on request only
- Art Gallery – Mon, Wed, Fri during business hours
- Commercial Kitchen
- Foyers, hallways, lift and general-purpose areas
- Bar Foyer & Stairs
- Seagull, Ocean Room, Dolphin Room, and High Tide Room
- External Areas (including courtyard, entrance areas and balconies)
- Public toilets
- Gatehouse building Kitchen
- Gatehouse building toilet
- Gatehouse building Common hall and stairs
- Gatehouse building Amphitheatre Workspace Ground Floor
- Parking Officers office
- Office Areas
- Lift (passenger)
- Staff lunchroom
- Staff toilets
- Theatre (232 seat theatre)
- Dressing rooms and toilets
- Kitchenette and green room

Number of public toilet cubicles	40
Number public toilet urinals	5
Number of public showers	14
Number of staff / non public showers	7
Number of staff / non public toilets	6
Total in scope floor area	1440
Approx. carpet %	695
Approx. vinyl %	205
Approx. timber %	615
Approx. concrete %	1075
Kitchen	4
Fridges	5
External areas and boundaries	Removal of loose rubbish in internal courtyards



<b>SITE: 20</b>	<b>Margaret Whitlam Recreation Centre</b>
<b>CLEANING CATEGORY</b>	<b>CLEANING CATEGORY - 1</b>
<b>FREQUENCY:</b>	Daily 7 days per week
<b>HOURS:</b>	7am to 3pm Monday, 7am-11am Tuesday to Friday, 7am-9am Sunday
<b>NOTES:</b>	Staff office and Lunchroom – cleaned Mon-Fri CHANGING ROOM HOME and VISITORS FIRST AID and REFEREES ROOM – 2 communal shower areas approx 16m2, 6 toilets + 2 basins – cleaned weekly Sports Court cleaned twice a week

#### **AREAS OF CLEANING**

- Public toilets
- Staff toilets and lunchroom
- Changing rooms
- Kiosk
- Sports court (specialized flooring material)
- Community Hall
- Club rooms
- Parks equipment and tool storage
- Grandstand
- Plant room

Number of public toilets	31 toilets + 3 urinals
Number of showers	3 standard + 4 communal
Number of staff toilets	2 bathrooms with 1 shower, 1 toilet + 1 basin each
Total in scope floor area	2000 m2
Approx carpet %	40
Approx vinyl %	10
Approx tile %	50
Approx area specialist sports floor	800 m2
Commercial kitchen	1
Kitchenette	2
Fridges	2
External areas and boundaries	External colonnade with T2 scrubber Grandstand, building entries and storage area ground floor

<b>SITE NO. 35</b>	<b>Waverley Park Amenities Building</b>
<b>CLEANING CATEGORY -</b>	<b>CLEANING SERVICE CATEGORY 1</b>
<b>CLEANING FREQUENCY:</b>	Daily 7 Days per week
<b>HOURS OF CLEANING:</b>	Day time

### AREAS OF CLEANING

- Kitchenette
- Community room
- External Areas
- Toilets
- Windows and Glass Doors

Number of toilets	6
Number of urinals	2
Number of showers	-
Approx carpet %	-
Approx vinyl %	-
Approx Concrete %	100%
Total site area	80 M2
Kitchenette	1
Fridges	0
External areas and boundaries	Building enteries

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## Council Car Parks

		Frequency	Hours
SITE NO. - 14	Eastgate Car Park and Office	7 Days per week	No earlier than 9am and to finish no later than 11pm
SITE NO. - 17	Hollywood Car Park	3 Days per week	No earlier than 5pm and to finish no later than 10pm
SITE NO. - 33	Library Car Park	3 Days per week	No earlier than 4pm and to finish no later than 9pm
SITE NO. - 24	Wellington Car Park	Once a week	No earlier than 6pm and to finish no later than 10pm
CLEANING CATEGORY-		CLEANING SERVICE CATEGORY 1 & 4	
NOTES		EASTGATE: Day time cleaner to undertake spot cleaning, cleaning of ramps and pay areas, and some scheduled tasks. One daily cleaner 10am - 2pm and 7pm to 11pm.	

### AREAS OF CLEANING

- Carpark area including all-
  - Driveways
  - Parking Spaces
  - Vehicle Ramps
  - Raised Medium Strips
  - Pedestrian Crossings
- Pedestrian areas including all -
  - Pedestrian Ramps
  - Pedestrian Stairways
  - Pedestrian Passenger Lifts
- Pay areas including all -
  - Pay stations, Entry/Exit Stations & Boom gates
- General purpose areas including all -
  - Tiled areas
  - Walls
  - Ceilings
  - Fire Stairs
  - Sliding Fire Doors & Tracks
  - Fire Safety equipment

### AREAS OF CLEANING Eastgate only

- Office Areas
- Office kitchen
- Foyers, hallways and general-purpose areas
- Toilets

	<b>Eastgate</b>	<b>Hollywood</b>	<b>Library</b>	<b>Ocean st</b>
Number of toilets	2	1	1	1
Approx. concrete SQM	39000	10000	7600	550
Number of pay stations	6	1	1	0
External areas and boundaries	NA	NA	NA	NA
Number of toilets	2			
Number of showers	0			
Approx carpet %	90			
Approx vinyl %	10			
Total site area	50			
Lift (passenger)	1			
Kitchenette	1			
Fridges	1			
External areas and boundaries	Exterior of building and entrances			

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## Coastal Amenities Cleaning

CLEANING CATEGORY	CLEANING CATEGORY 5
SITE NO. - 5	North Bondi Amenities
SITE NO. - 6	South Bondi Amenities
SITE NO. - 21	Marks Park Amenities and Lunchroom
SITE NO. - 28	Tamarama Amenities and Council staff facilities
SITE NO. - 11	Bronte Park Amenities Lunch & Toolroom North
SITE NO. - 9	Bronte Community Centre Amenities South
CLEANING FREQUENCY:	Nightly - 365 Days a year
HOURS OF CLEANING:	Night time clean after lock down times will vary but commonly around sun set each day.
NOTES:	This service is to take place at night following the lock down of the public amenities along the coast line. It will require two cleaners to travel in a vehicle between each of the amenities.

### AREAS OF CLEANING

- Public toilets, showers and changing rooms
- Staff amenities and lunchrooms

	North Bondi Amenities	South Bondi Amenities	Marks Park Amenities	Tamarama Amenities	Bronte Amenities North	Bronte Amenities South
Number of public toilets	12	7	12	10	20	7
Number of public showers	NIL	NIL	NIL	6	10 + men change area & 6 female changerooms	4
Total site area Approx.	70m2	45m2	40m2	100m2	200m2	40m2
Approx % Vinyl Flooring	NIL	N/A all concrete	NIL	NIL	NIL	NIL
Approx % Tile Flooring	70%	NIL	100%	100% Granite Pavers	95% Concrete 5% Tiles	100% Tiles
Staff Facilities	None	None	Lunchroom and 1 x toilet	Lunchroom 1 x toilet 1 x shower	Lunchroom 1 toilet 1 x shower	None
External areas and boundaries	NIL	NIL	NIL	NIL	NIL	NIL

Community Halls	Site	Frequency	Hours of Cleaning
SITE NO. - 29	Thomas Hogan Reserve Hall	Twice a week Tue and Fri	To be arranged around bookings
SITE NO. - 18	Hugh Bamford Hall	Twice a week Tue and Fri	To be arranged around bookings
SITE NO. - 19	Kimberley Reserve Hall	One day a week	To be arranged around bookings
SITE NO. - 30	Wairoa Community Centre	One day a week	To be arranged around bookings
NOTES:			

#### **AREAS OF CLEANING**

- Kitchens
- Foyers, hallways, general purpose areas
- Community Hall
- Toilets

	Thomas Hogan Hall	Kimberley Reserve Hall	Hugh Bamford Hall	Wairoa Community Centre
Number of toilets	2	3	4	3
Number of showers	-	-	4	-
Number of urinals	-	-	1 trough	-
Approx carpet %	0	60	-	-
Approx vinyl %	15	25	-	90
Approx timber %	75	-	70	-
Approx tiles %	10	15	20	-
Approx concrete %	-	-	10	10
Total site area	140m2	55m2	230m2	45m2
Commercial kitchen		-		-
Kitchenette	-	1	-	1
Fridges	1 large	1 small	1 large	1 large
External areas and boundaries				

**Ad Hoc Party Cleans**  
**Cleaning Category 3**

<b>SITE NO. - 29</b>	Thomas Hogan Reserve Hall
<b>SITE NO. - 18</b>	Hugh Bamford Hall
<b>SITE NO. - 19</b>	Kimberley Reserve Hall
<b>SITE NO. - 30</b>	Wairoa Community Centre

**FREQUENCY:** These sites are hired for children's birthday parties on Saturdays or Sundays. Facilities need to be cleaned between back to back bookings or after a single booking. Frequency of bookings varies throughout the year.

**HOURS:** Childrens parties will take place on weekends Saturday and/or Sunday, 12pm-1pm or 5pm-6pm with timing to be confirmed at time of booking. Length of clean will be dependent on nature of the party. If directed by Council as a Variation under the Contract, this service will be priced through the Schedule of Rates.

**AREAS OF CLEANING**

- Kitchens
- Foyers, hallways, general purpose areas
- Community Hall
- Toilets

	Wairoa Community centre	Kimberley Reserve Hall	Thomas Hogan Hall	Hugh Bamford Hall
Number of toilets	2	3	2	4
Number of urinals	-	-	-	1
Number of showers	0	0	-	4
Approx carpet %	0	60	-	-
Approx vinyl %	90	25	15	-
Approx tiles %	10	15	10	10
Approx timber %	0	0	75	90
Total site area	45	60	140	230m2
Commercial kitchen	0	0	0	1
Kitchenette	1	1	1	-
Fridges	1 large	1 small	1 large	1 large
External areas and boundaries	Rear veranda	Front awning area stairs	Front entry stairs	

### Attachment 3 - Cleaning schedule per service category

Each of Council's Facilities to be cleaned under the Contract are listed in Schedule 4 of the Conditions of Contract. Each facility has been allocated to a Cleaning Service Category. This document provides the cleaning tasks to be conducted for each of the categories along with the frequency.

- Cleaning Service Category 1 – General cleaning schedule
- Cleaning Service Category 2 – Bondi Pavilion amenities night time cleaning schedule
- Cleaning Service Category 3 – Ad Hoc Post Party cleaning schedule
- Cleaning Service Category 4 – Car Parks cleaning schedule
- Cleaning Service Category 5 – Coastal Amenities lock down night time cleaning schedule

#### Cleaning Service Category 1 – General Cleaning Schedule

1. OFFICES, MEETING ROOMS, FOYERS, HALLWAYS, HALLS, CLASSROOMS & GENERAL PURPOSE AREAS	Daily	Weekly
Empty, clean and sanitize internal general waste and recycling bins. All waste bins are to have clean, serviceable and approved liners.	X	
Empty all recycling bins into correct bins (liners not to be placed in bin)	X	
Carpets to be cleaned to remove waste, dust and spillages. All areas are to be vacuumed including under desks, tables and other furniture, paying particular attention to corners and edges.	X	
Hard floor areas to be cleaned and left free of dust, stains, scuff and streak marks.	X	
Remove finger marks from walls, doors, light switches, glass partitions etc.	X	
Dust picture frames, window blinds, window ledges, skirting boards, wall hangings, air conditioning ducts, remove all cob webs.	X	
Clean and replace all door / floor mats. Remove all debris from under the mats.	X	
Clean all clear areas of desk tops, window ledges, filing cabinets counters and rails, non cloth chair arm supports eliminating dust and marks.	X	
Vacuum fabric covered chairs in public areas		X
Internal windows, glass doors & partitions cleaned		X
Dust ceilings to remove high cob webs, especially in corners.		X
2. KITCHEN AREAS	Daily	Weekly
Empty, clean and sanitize internal general waste and recycling bins. All waste bins are to have clean, serviceable and approved liners.	X	
Empty all recycling bins into correct bins (liners not to be placed in bin)	X	
Carpets to be cleaned to remove waste, dust and spillages. All areas are to be vacuumed including under desks, tables and other furniture, paying particular attention to corners and edges.	X	
Hard floor areas to be cleaned and left free of dust, stains, scuff and streaks	X	
Remove all traces of food wastes then sanitize bench tops, other working surfaces and splash backs.	X	
Floors to be vacuumed including under tables and other furniture paying particular attention to corners and edges.	X	
Clean under hotplates and range top, remove all stains, grease and build-up of food wastes.		X
Clean inside and outside of microwave ovens.		X

CONSUMABLES		
Hand towel and toilet roll dispensers are to be filled with the appropriate replacement stock replacement stock.	X	
Where soap dispensers exist, they are to be cleaned and filled with the appropriate product.	X	
Dishwashing liquid containers to be checked daily and replaced when empty	X	
Dishcloths to be replaced weekly		X
3. EXTERNAL AREAS (INCLUDING ENTRANCE AREAS, EXT. FIRE STAIRS & BALCONIES)	Daily	Weekly
Clean all hand rails		X
Clean all door handles and frames	X	
Remove all unauthorised bills and posters	X	
Remove waste and leaves from building entrances and external foyers and alcoves	X	
Remove all accessible cob webs		X
Clean glass surfaces of all entrances. Remove all marks, dirt and stains. Leave dry and free of streaks.		X
Take out bins to curb or designated area on bin night		X
Bring in emptied bins the day after bin night		X
Bin enclosures swept and loose rubbish removed		X
4. TOILETS/SHOWERS/CHANGING ROOMS/ LAUNDRIES	Daily	Weekly
All toilets are to be cleaned and sanitized both inside and out with nominated disinfectant cleaner and left free of stains to the seat, bowl and cistern. Cubicle floors that are concrete, vinyl, tile or other washable surface are to be cleaned with nominated disinfectant cleaner.	X	
All shower and toilet cubicles doors and door handles are to be cleaned and sanitized with nominated disinfectant cleaner and left free of stains and streaks. All mould and soap stains to be removed.	X	
Wash basins, hand dryers and bench tops to be cleaned and sanitized with nominated disinfectant cleaner and left free of stains and streaks.	X	
Wet floor areas and base/skirting boards to have rubbish removed then be cleaned and sanitized with nominated disinfectant cleaner and left free of streaks and mop marks.	X	
All surfaces of all urinals and plumbing fixtures to be cleaned and sanitised. Any waste in the tray to be removed. Urinal cakes to be replaced on regular basis.	X	
Sanitary bins exterior to be cleaned and sanitised with nominate disinfectant	X	
Toilet roll holders, hand towel dispensers, soap dispensers and electric dryers are to be cleaned sanitized with nominated disinfectant cleaner and left free of stains and streaks.		X
Toilet brushes to be soaked and sanitised and reported when they are at end of life.		X
Mirrors are to be cleaned and left dry and free of streaks.	X	

CONSUMABLES	Daily	Weekly
Hand towel and toilet roll dispensers are to be filled with the appropriate replacement stock replacement stock.	X	
Where soap dispensers exist, they are to be cleaned and filled with the appropriate product.	X	
Dishwashing liquid containers to be checked daily and replaced when empty	X	
Dishcloths to be replaced weekly		X
INTERNAL FIRE STAIRS	Daily	Weekly
To be swept and any rubbish removed		X
LIFTS	Daily	Weekly
All floors and door tracks to be thoroughly vacuumed, and hard floors to be mopped	X	
All walls, doors, hand rails to be cleaned and sanitised with nominated disinfectant cleaner and left free of stains and streaks	X	
WINDOWS EXTERNAL GROUND FLOOR or ACCESSIBLE FROM TERRACES / VERANDAS	Daily	Weekly
Remove cobwebs, marks and stains and ensure windows are streak free		X

### Cleaning Service Category 2 – Bondi Pavilion Amenities Night Time Cleaning Schedule

The service is to be delivered after lock down of the amenities each night 365 days a year.

NB- This service is also to include cleaning of Male Parks staff amenities located in the North West corner of the Pavilion building and demountable female toilet located in Bondi Park Sub depot (Site 11)

TOILETS/SHOWERS/CHANGING ROOMS (DAILY)
Appropriate warning signage or other markers shall be utilised in areas where a slip hazard exists and in all Public areas
Sand to be swept and removed off floors prior to hosing to prevent blocking of drains.
All toilets are to be cleaned and sanitized both inside and out with nominated disinfectant cleaner and left free of stains to the seat, bowl and cistern. Cubicle floors that are concrete, vinyl, tile or other washable surface are to be cleaned with
Care shall be taken to ensure that adjacent partitions, walls and doors are not splashed during the operation.
Excessive use of water and cleansers is to be avoided. Cleaned surfaces are to be dry within 30 minutes of the completion of cleansing.
All shower recesses are to be cleaned and sanitized with nominated disinfectant cleaner and left free of stains and streaks. All mould and soap stains to be removed.
All walls and doors are to be cleaned and sanitized with nominated disinfectant cleaner and left free of stains and streaks.
All wet areas of the toilet room floor are included. The areas behind the toilets and underneath any removable object with a mass less than 30 kilograms shall be included.
The wet area cleaning operations must not affect any adjacent carpeted areas.
Wet area floors and base/skirting boards to have rubbish removed then be cleaned and sanitized with nominated disinfectant cleaner and left free of streaks. Excessive use of water or cleansers is to be avoided. Cleaned surfaces are to be dry within 30 minutes of completion of cleaning.

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Toilet roll holders, hand towel dispensers and/or electric dryers are to be cleaned and sanitized with nominated disinfectant cleaner and left free of stains and streaks.

Mirrors are to be cleaned and left dry and free of streaks.

CONSUMABLES - DAILY Hand towel and toilet roll dispensers are to be filled with the appropriate replacement stock. Where soap dispensers exist, they are to be cleaned and filled with the appropriate product.

All counter tops and hand basins are to be cleaned and sanitized with nominated disinfectant cleaner.

All plumbing fixtures adjacent to counter tops shall be cleaned and polished.

### Cleaning Service Category 3 – Schedule for Ad Hoc Post Party Cleans

#### INTERNAL AREAS

Empty, clean and sanitize waste bins. All general-purpose waste bins are to have clean, serviceable and approved liners.

Empty recycling bins.

Carpets to be cleaned to remove waste, dust and spillages. All areas are to be vacuumed.

Hard floor areas to be cleaned and left free of dust, stains, scuff and streak marks.

Remove finger marks from painted walls, doors, glass tables, signs, light switches, glass partitions, windows, etc.

Wipe down all hard surfaces in main room, kitchen and bathrooms

Wipe down inside and outside of microwave

Wipe down outside and outside of ovens

Remove, clean and replace all door mats. Remove all debris from under the mats.

Clean glass doors and partitions.

#### EXTERNAL AREAS

Clean all door handles and frames

Remove all unauthorised bills and posters

Clean all wall and other surfaces showing any sign of dirt buildup (excludes roof surfaces)

Remove leaves and waste from covered areas

Two handwritten signatures in black ink, one on the left and one on the right, appearing to be initials or names.

### Cleaning Service Category 4 – Car Parks Cleaning Schedule

CARPARK AREAS	Day	Week	Month
Vehicle Spaces and Driveway area to be cleaned and left free of dust, general rubbish and liquid spills.	X		
Hard floor areas to be cleaned and left free of dust, stains, scuff and streak marks.	X		
Remove finger marks from painted walls, doors, glass tables, signs and light switches.		X	
Check for blown light bulbs and advise site contact.		X	
Dust ceilings to remove high cob webs, especially in corners.		X	
Clean all doors, door jambs, architraves and fittings.		X	
Clean glass doors and partitions.		X	
Concrete areas to be cleaned using a combination of ride on sweepers, mechanical scrubbers, steam cleaning and pressure cleaning where required to leave floors free of oil and stain marks.			X
Clean all air conditioner grills.			X
PEDESTRIAN AREAS			
Empty, clean and sanitize waste bins. All general-purpose waste bins are to have clean, serviceable and approved liners.		X	
Hard floor areas to be cleaned and left free of dust, stains, scuff and streak marks.	X		
Remove finger marks from painted walls, doors, glass tables, signs, light switches and glass partitions.		X	
Check for blown light bulbs and advise site contact.		X	
Dust ceilings to remove high cob webs, especially in corners.		X	
Clean all doors, door jambs, architraves and fittings.		X	
Clean glass doors and partitions.		X	
Concrete areas to be cleaned using a combination of ride on sweepers, mechanical scrubbers, steam cleaning and pressure cleaning where required of oil and stain marks.			X
Clean all air conditioner grills.			X
PAY AREAS			
Clean all surfaces of pay station	X		
Clean all signs affixed to the pay station	X		
Remove all unauthorised bills and posters	X		
GENERAL PURPOSE AREAS			
Empty, clean and sanitize waste bins. All general-purpose waste bins are to have clean, serviceable and approved liners.		X	

Hard floor areas to be cleaned and left free of dust, stains, scuff and streak marks.		X	
Remove finger marks from painted walls, doors, glass tables, signs, light switches and glass partitions etc.		X	
Check for blown light bulbs and advise site contact.		X	
Dust ceilings to remove high cob webs, especially in corners.		X	
Clean all doors, door jambs, architraves and fittings.		X	
Clean glass doors and partitions.		X	
Sweep all stairwells and leave free of debris		X	
Concrete areas to be cleaned using a combination of ride on sweepers, mechanical scrubbers, steam cleaning and pressure cleaning where required to leave floors free of oil and stain marks.			X
Clean all air conditioner grills.			X

<b>EASTGATE CAR PARK ONLY</b>	<b>Hourly</b>	<b>Daily</b>
<b>TOILETS</b>		
All toilets are to be cleaned and sanitized both inside and out with nominated disinfectant cleaner and left free of stains to the seat, bowl and cistern.	X	
Cubicle floors that are concrete, vinyl, tile or other washable surface are to be cleaned with nominated disinfectant cleaner.		X
Cubical floors to be swept remove all rubbish/sand.	X	
Care shall be taken to ensure that adjacent partitions, walls and doors are not splashed during the operation.		X
Excessive use of water and cleaners is to be avoided. Cleaned surfaces are to be dry within 30 minutes of the completion of cleansing.		X
<b>URINALS</b>		
All surfaces of all urinals and plumbing fixtures are to be cleaned and sanitized.	X	
Any waste in the tray is to be removed.	X	
If deodorising bars are used in the tray, they are to be replaced on a regular basis to provide continuous function.	X	
<b>SHOWERS AND CHANGEROOMS</b>		
All shower recesses are to be cleaned and sanitized with nominated disinfectant cleaner and left free of stains and streaks.		X
All mould and soap stains to be removed.		X
<b>WALLS, CUBICLE PARTITIONS &amp; DOORS</b>		
All walls, cubicle partitions and doors are to be cleaned and sanitized with nominated disinfectant cleaner and left free of stains and streaks. CAUTION: The Contractor is to ensure that paint is not damaged as a result of cleaning operations.		X
All horizontal surfaces comprising the cubicle partitions are to be cleaned and sanitized.		X

All graffiti shall be removed from any wall or partition surface using the appropriate cleanser or product designed specifically for the purpose and approved by the site contact. Prior to using a new product, the Contractor shall test a small inconspicuous area of wall to ensure that the product does not damage the surface.		X
<b>FLOORS</b>		
Sweep/mop, remove all rubbish and excess water.		x
All wet areas of the toilet room floor are included. The areas behind the toilets and underneath any removable object with a mass less than 30 kilograms shall be included.		X.

### **Cleaning Service Category 5 – Coastal Amenities Lock Down Cleaning Schedule**

<b>Frequency - All tasks are to be carried out each day at night time after the buildings are locked down</b>
Sand to be swept and removed off floors prior to hosing to prevent blocking of drains.
All toilets are to be cleaned and sanitized both inside and out with nominated disinfectant cleaner and left free of stains to the seat, bowl and cistern. Cubicle floors that are concrete, vinyl, tile or other washable surface are to be cleaned with nominated disinfectant cleaner.
Care shall be taken to ensure that adjacent partitions, walls and doors are not splashed during the operation.
Excessive use of water and cleansers is to be avoided. Cleaned surfaces are to be dry within 30 minutes of the completion of cleansing.
All shower recesses are to be cleaned and sanitized with nominated disinfectant cleaner and left free of stains and streaks. All mould and soap stains to be removed.
All walls and doors are to be cleaned and sanitized with nominated disinfectant cleaner and left free of stains and streaks. CAUTION: The Contractor is to ensure that paint is not damaged as a result of cleaning operations.
All wet areas of the toilet room floor are included. The areas behind the toilets and underneath any removable object with a mass less than 30 kilograms shall be included.
The wet area cleaning operations must not affect any adjacent carpeted areas.
Wet area floors and base/skirting boards to have rubbish removed then be cleaned and sanitized with nominated disinfectant cleaner and left free of streaks. Excessive use of water or cleanser is to be avoided. Cleaned surfaces are to be dry within 30 minutes of completion of cleaning.
Toilet roll holders, hand towel dispensers and/or electric dryers are to be cleaned and sanitized with nominated disinfectant cleaner and left free of strains and streaks.
Mirrors are to be cleaned and left dry and free of streaks.
Hand towel and toilet roll dispensers are to be filled with the appropriate replacement stock. Where soap dispensers exist, they are to be cleaned and filled with the appropriate product.
All counter tops and hand basins are to be cleaned and sanitized with nominated disinfectant cleaner.

#### Attachment 4 - Periodical cleaning schedule

This document provides information on the tasks and frequency of periodical cleaning services to be delivered at each facility under the Contract.

Facility	Frequency
<b>Site 34 - Waverley Early Education Centre</b>	
<b>Deep Clean</b> – Cleaning task to include:	Quarterly
<ul style="list-style-type: none"><li>• Bin Cleaning – Internal and wheelie bins</li><li>• Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li><li>• High dusting – Ledges, sills and fixtures</li><li>• Removal of cobwebs internal and external.</li><li>• Fridge Cleaning,</li><li>• Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li><li>• Steam cleaning and deodorising of carpets and rugs</li><li>• Strip and seal all hard floor surfaces</li><li>• Commercial Kitchen Cleaning</li><li>• Degrease of kitchen floor including rubber floors mats</li><li>• Kitchen Exhaust Canopies cleaning to include filter exchange)</li><li>• Outdoor surfaces to be pressure cleaned –</li><li>• Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions</li><li>• Detail clean of all bathrooms, showers &amp; lockers – pans, urinals, basins, tapware and other fixtures</li></ul>	
*** Furniture to be removed and replaced when floors are cleaned ***	
Glass Cleaning (High glazing internal and external, not included in general cleaning scope)	Annually
Strip & Seal Vinyl flooring in accordance with manufacturers cleaning specifications	6 Monthly
<b>Site 10 - Bronte Early Education Centre</b>	
<b>Deep Clean</b> – Cleaning task to include:	Quarterly
<ul style="list-style-type: none"><li>• Bin Cleaning – Internal and wheelie bins</li><li>• Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li><li>• High dusting – Ledges, sills and fixtures</li><li>• Removal of cobwebs internal and external.</li><li>• Fridge Cleaning,</li><li>• Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li><li>• Steam cleaning and deodorising of carpets and rugs</li><li>• Strip and seal all hard floor surfaces</li><li>• Commercial Kitchen Cleaning</li><li>• Degrease of kitchen floor including rubber floors mats</li><li>• Kitchen Exhaust Canopies cleaning to include filter exchange)</li><li>• Outdoor surfaces to be pressure cleaned –</li></ul>	

- Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions
- Detail clean of all bathrooms, showers & lockers – pans, urinals, basins, tapware and other fixtures

\*\*\* Furniture to be removed and replaced when floors are cleaned \*\*\*

Glass Cleaning (High glazing internal and external, not included in general cleaning scope) Annually

Strip & Seal Vinyl flooring in accordance with manufacturers cleaning specifications 6 Monthly

#### **Site 16 - Gardiner Early Education Centre**

**Deep Clean** – Cleaning task to include: Quarterly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets and rugs
- Strip and seal all hard floor surfaces
- Commercial Kitchen Cleaning
- Degrease of kitchen floor including rubber floors mats
- Kitchen Exhaust Canopies cleaning to include filter exchange)
- Outdoor surfaces to be pressure cleaned –
- Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions
- Detail clean of all bathrooms, showers & lockers – pans, urinals, basins, tapware and other fixtures

\*\*\* Furniture to be removed and replaced when floors are cleaned \*\*\*

Glass Cleaning (High glazing internal and external, not included in general cleaning scope) Annually

Strip & Seal Vinyl flooring in accordance with manufacturers cleaning specifications 6 Monthly

Enzyme treatment - Bathroom – Ground floor 2-3year old and Level 1 children's 3-5 bathroom 6 Monthly

#### **Site 23 - Mill Hill Early Education Centre (Excludes Level 2)**

**Deep Clean** – Cleaning task to include: Quarterly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets and rugs
- Strip and seal all hard floor surfaces
- Commercial Kitchen Cleaning

- Degrease of kitchen floor including rubber floors mats
  - Kitchen Exhaust Canopies cleaning to include filter exchange)
  - Outdoor surfaces to be pressure cleaned –
  - Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions
  - Detail clean of all bathrooms, showers & lockers – pans, urinals, basins, tapware and other fixtures
- \*\*\* Furniture to be removed and replaced when floors are cleaned \*\*\*

Glass Cleaning (High glazing internal and external, not included in general cleaning scope)	Annually
Basement cleaning – Vacuum all floors; walking cool room, laundry, corridor, lift area, pram area, store room, remove debris and cobwebs, mop laundry and cool room floors, laundry - detailed dusting of fixtures and fittings, clean sink/s and bench tops	Quarterly
Basement cleaning – degrease laundry floor	Annually
Strip & Seal Vinyl flooring in accordance with manufacturers cleaning specifications	6 Monthly
Weekly Mopping of outdoor pavers using Griptek GTC45 or equivalent	Weekly
Monthly Scrubbing using GT Rhino & Cleaning of the Outdoor Sink/Bubbler	Monthly

#### **Site 1 - 28 - 30 Ebley St (The Terraces)**

**Deep Clean** – Cleaning task to include: Quarterly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Outdoor surfaces to be pressure cleaned –
- Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions
- Detail clean of all bathrooms, showers & lockers – pans, urinals, basins, tapware and other fixtures

#### **Site 30 - Wairoa Community Centre (Not including the tenanted areas)**

**Deep Clean** – Cleaning task to include: 6 Monthly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets

- Strip and seal all hard floor surfaces
- Commercial Kitchen Cleaning
- Degrease of kitchen floor
- Kitchen Exhaust Canopies cleaning to include filter exchange)
- Outdoor surfaces to be pressure cleaned -
- Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions
- Detail clean of all bathrooms, showers & lockers - pans, urinals, basins, tapware and other fixtures

**Site 25 - School of Arts Building (Not including the tenanted areas)**

**Deep Clean** - Cleaning task to include:

6 Monthly

- Bin Cleaning - Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting - Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning - Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Outdoor surfaces to be pressure cleaned
- Detail clean of all accessible internal/external - windows, glass doors and partitions
- Detail clean of all bathrooms - pans, urinals, basins, tapware and other fixtures

**Site 22 - Mill Hill Community Centre (Not including the tenanted areas)**

**Deep Clean** - Cleaning task to include:

6 Monthly

- Bin Cleaning - Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting - Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning - Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Commercial Kitchen Cleaning
- Degrease of Commercial kitchen floor
- Kitchen Exhaust Canopies cleaning to include filter exchange)
- Outdoor surfaces to be pressure cleaned - including Level 2 Verandah
- Detail clean of all accessible internal/external - windows, glass doors and partitions
- Detail clean of all bathrooms - pans, urinals, basins, tapware and other fixtures

**Site 12 - Council Chambers**

**Deep Clean** – Cleaning task to include:

6 Monthly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting & cleaning – Ledges, sills and fixtures (including Atrium ledges & windows)
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Commercial Kitchen Cleaning
- Degrease of kitchen floor
- Kitchen Exhaust Canopies cleaning to include filter exchange)
- Outdoor surfaces to be pressure cleaned – including Level 3 Verandah & Bin enclosure
- Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions
- Detail clean of all bathrooms & showers – pans, urinals, basins, tapware and other fixtures

**Site 13 - Customer Service Centre**

**Deep Clean** – Cleaning task to include:

6 Monthly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Outdoor surfaces to be pressure cleaned – including Level 2 Verandah
- Detail clean of all accessible internal/external - windows, glass doors and partitions
- Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures

Shop front glazing cleaning internal and external - Spring and Newland Streets

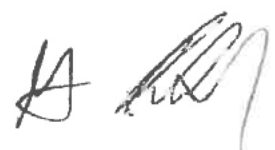
Weekly

**Site 15 - Eastgate Office – Level 4**

**Deep Clean** – Cleaning task to include:

6 Monthly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc



- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Detail clean of all accessible internal/external - windows, glass doors and partitions
- Detail clean of all bathrooms, showers & locker rooms - pans, urinals, basins, tapware and other fixtures

**Site 3 - 83a Beach Rd (Cnr Blair St)**

**Deep Clean** - Cleaning task to include:

6 Monthly

- Bin Cleaning - Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting - Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning - Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Outdoor surfaces to be pressure cleaned -
- Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions
- Detail clean of all bathrooms, showers & lockers - pans, urinals, basins, tapware and other fixtures

**Site 14 - Eastgate Carpark Office**

**Deep Clean** - Cleaning task to include:

6 Monthly

- Bin Cleaning - Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting - Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning - Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Detail clean of all accessible internal/external - windows, glass doors and partitions
- Detail clean of all bathrooms, showers & locker rooms - pans, urinals, basins, tapware and other fixtures

**Site 8 - Bondi Pavilion**

**Deep Clean** - Cleaning task to include:

Quarterly

- Bin Cleaning - Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting - Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning - Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Commercial Kitchen Cleaning

- Degrease of kitchen floor
  - Kitchen Exhaust Canopies cleaning to include filter exchange)
  - Outdoor surfaces to be pressure cleaned –
  - Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions
  - Detail clean of all bathrooms, showers & lockers – pans, urinals, basins, tapware and other fixtures
- Glass and Balustrade Cleaning
- Strip & Seal Applicable Hard Floors

Weekly  
Monthly

#### **Site 20 - Margaret Whitlam Recreation Centre**

##### **Deep Clean** – Cleaning task to include:

6 Monthly

- Bin Cleaning – Internal and wheelie bins
  - Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
  - High dusting – Ledges, sills and fixtures
  - Removal of cobwebs internal and external.
  - Fridge Cleaning,
  - Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
  - Steam cleaning and deodorising of carpets
  - Strip and seal all hard floor surfaces
  - Commercial Kitchen Cleaning
  - Degrease of kitchen floor
  - Kitchen Exhaust Canopies cleaning to include filter exchange)
  - Outdoor surfaces to be pressure cleaned – grandstand seating, pathways, entrances & bin storage
  - Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions
  - Detail clean of all bathrooms, showers & lockers – pans, urinals, basins, tapware and other fixtures
- Specialised Indoor Sports Court surface – Strip & Seal

6 Monthly

#### **Site 4 - Alexandria Council Depot**

##### **Deep Clean** – Cleaning task to include:

Quarterly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Commercial Kitchen Cleaning
- Degrease of kitchen floor
- Kitchen Exhaust Canopies cleaning to include filter exchange)
- Outdoor surfaces to be pressure cleaned –
- Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions

- Detail clean of all bathrooms, showers & lockers – pans, urinals, basins, tapware and other fixtures
- Scrub and buff tiled floors
- External Glass Cleaning (high access glazing)

Bi-Mthly  
Annually

#### **Site 14 - Eastgate Carpark**

**Deep Clean** – Cleaning task to include:

Monthly

- Bin Cleaning –all wheelie bins
- Machine Sweep all levels of car park – driveways / parking spaces
- Machine Sweep all entry & exit lanes
- Brush down all curbing and gutters on all ramps (black brake dust)
- Detail Cleaning of all parking management equipment, directional signage and other traffic management equipment – including Pay stations, boom gates, Signs and mirrors.
- Detailed clean all pedestrian crossing, walkways & ramps
- Removal of cobwebs from all fixtures, fittings and signage
- Clean all handrails, guard rails & traffic management barriers
- Remove all rubbish and other debris collected
- Clean all fire stairs and exits
- Degrease and pressure wash – significant oil stains
- Check all grate and drains are clear of debris

#### **Site 17 - Hollywood Carpark**

**Deep Clean** – Cleaning task to include:

Monthly

- Bin Cleaning –all wheelie bins
- Machine Sweep all levels of car park – driveways / parking spaces
- Machine Sweep all entry & exit lanes
- Brush down all curbing and gutters on all ramps (black brake dust)
- Detail Cleaning of all parking management equipment, directional signage and other traffic management equipment – including pay stations, boom gates, signs and mirrors.
- Detailed clean all pedestrian crossing, walkways & ramps
- Removal of cobwebs from all fixtures, fittings and signage
- Clean all handrails, guard rails & traffic management barriers
- Remove all rubbish and other debris collected
- Clean all fire stairs and exits
- Degrease and pressure wash – significant oil stains
- Check all grate and drains are clear of debris

#### **Site 33 - Waverley Library Carpark**

**Deep Clean** – Cleaning task to include:

Monthly

- Bin Cleaning –all wheelie bins
- Machine Sweep all levels of car park – driveways / parking spaces
- Machine Sweep all entry & exit lanes
- Brush down all curbing and gutters on all ramps (black brake dust)

- Detail Cleaning of all parking management equipment, directional signage and other traffic management equipment – including pay stations, boom gates, signs and mirrors.
- Detailed clean all pedestrian crossing, walkways & ramps
- Removal of cobwebs from all fixtures, fittings and signage
- Clean all handrails, guard rails & traffic management barriers
- Remove all rubbish and other debris collected
- Clean all fire stairs and exits
- Degrease and pressure wash – significant oil stains
- Check all grate and drains are clear of debris

#### **Site 27 - PPC Depot - Syd Einfield Drive**

**Deep Clean** – Cleaning task to include:

**6 Monthly**

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Strip and seal all hard floor surfaces
- Outdoor surfaces to be pressure cleaned – decks, walkways & building exterior
- Detail clean of all accessible internal/external - windows, glass doors and partitions
- Detail clean of all bathrooms, showers & locker rooms – pans, urinals, basins, tapware and other fixtures

#### **Site 19 - Kimberley Reserve Hall**

**Deep Clean** – Cleaning task to include:

**6 Monthly**

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Outdoor surfaces to be pressure cleaned –
- Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions
- Detail clean of all bathrooms, showers & lockers – pans, urinals, basins, tapware and other fixtures

#### **Site 18 - Hugh Bamford Hall**

**Deep Clean** – Cleaning task to include:

**6 Monthly**

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures

- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Outdoor surfaces to be pressure cleaned –
- Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions
- Detail clean of all bathrooms, showers & lockers – pans, urinals, basins, tapware and other fixtures

#### **Site 29 - Thomas Hogan**

##### **Deep Clean** – Cleaning task to include:

6 Monthly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Outdoor surfaces to be pressure cleaned –
- Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions
- Detail clean of all bathrooms, showers & lockers – pans, urinals, basins, tapware and other fixtures

#### **Site 30 - Wairoa Community Centre**

##### **Deep Clean** – Cleaning task to include:

6 Monthly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Outdoor surfaces to be pressure cleaned –
- Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions
- Detail clean of all bathrooms, showers & lockers – pans, urinals, basins, tapware and other fixtures

#### **Site 32 - Waverley Library**

##### **Deep Clean** – Cleaning task to include:

4 Monthly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. shelving, displays, fans, blinds, vents etc.

- High dusting & cleaning - ledges, sills, ductwork, fixtures (including Atriums)
- Removal of cobwebs internal and external.
- Fridge Cleaning,
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets, fabric chairs & lounges
- Detailed cleaning of hard chairs used in public spaces and Theatre
- Strip and seal all hard floor surfaces
- Outdoor surfaces to be pressure cleaned – Alcoves, bin enclosure & loading dock
- Detail clean of all accessible internal/external – skirting ducts, windows, glass doors and partitions (including ground floor external windows – forecourt, Denison and Ebley Streets)
- Detail clean of all bathrooms – pans, urinals, basins, tapware, hand dryers and other fixtures
- Sweep and blow out of internal fire stair

**Site 26 - SES Depot – Syd Einfeld Dr**

**Deep Clean** – Cleaning task to include:

6 Monthly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Outdoor surfaces to be pressure cleaned – Decks, walkways & building exteriors
- Detail clean of all accessible internal/external - windows, glass doors and partitions
- Detail clean of all bathrooms & locker rooms – pans, urinals, basins, tapware and other fixtures

**Site 35 - Waverley Park Amenities Building**

**Deep Clean** – Cleaning task to include:

6 Monthly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Outdoor surfaces to be pressure cleaned – building exterior & pathways
- Detail clean of all accessible internal/external - windows, glass doors and partitions

- Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures

#### **Site 6 - Bondi Beach Amenities Building (South)**

**Deep Clean** – Cleaning task to include:

6 Monthly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Outdoor surfaces to be pressure cleaned – building exterior & pathways
- Detail clean of all accessible internal/external - windows, glass doors and partitions
- Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures

#### **Site 5 - Bondi Beach Amenities Building (North)**

**Deep Clean** – Cleaning task to include:

6 Monthly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Outdoor surfaces to be pressure cleaned – building exterior & pathways
- Detail clean of all accessible internal/external - windows, glass doors and partitions
- Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures

#### **Site 28 - Tamarama Amenities & Staff Facilities Building**

**Deep Clean** – Cleaning task to include:

6 Monthly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Outdoor surfaces to be pressure cleaned – building exterior & pathways
- Detail clean of all accessible internal/external - windows, glass doors and partitions
- Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures

#### **Site 11 - Bronte Park Amenities Building**

**Deep Clean** – Cleaning task to include:

6 Monthly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures

- Removal of cobwebs internal and external.
- Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
- Steam cleaning and deodorising of carpets
- Strip and seal all hard floor surfaces
- Outdoor surfaces to be pressure cleaned – building exterior & pathways
- Detail clean of all accessible internal/external - windows, glass doors and partitions
- Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures

#### **Site 9 - Bronte Community Centre & Amenities Building**

**Deep Clean** – Cleaning task to include:

6 Monthly

- Bin Cleaning – Internal and wheelie bins
- Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.
- High dusting – Ledges, sills and fixtures
- Removal of cobwebs internal and external.
- Outdoor surfaces to be pressure cleaned – building exterior & pathways
- Detail clean of all accessible internal/external - windows, glass doors and partitions
- Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures

#### **Site 21 - Marks Park Amenities and staff lunchroom**

**Deep Clean** – Cleaning task to include:

6  
Monthly

- Bin Cleaning – Internal
  - High dusting – Ledges, sills and fixtures
  - Removal of cobwebs internal and external.
  - Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc
  - Detail clean of all accessible internal/external - windows, glass doors and partitions
  - Detail clean of all bathrooms – shower, pans, urinals, basins, tapware and other fixtures
-

**Attachment 5 - Hygiene Services Schedule**

**Attachment 5 - Waverley Council Hygiene Services Schedule**

Site #	Site Name	Service	Asset Type	Qty	Frequency	Services per annum
1	The Terraces - 28 Ebley St	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13
4	Alexandria Integrated Facility (Depot)	SANITARY SERVICE	PREMIUM HYGIENE UNIT	8	Every 4 weeks	13
5	Bondi Beach Amenities (North)	SANITARY SERVICE	PREMIUM HYGIENE UNIT	8	Weekly	52
6	Bondi Beach Amenities (South)	SANITARY SERVICE	PREMIUM HYGIENE UNIT	7	Weekly	52
7	Bondi Park Sub Depot	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13
8	Bondi Pavilion	SANITARY SERVICE	NAPPY UNIT 40L BLACK	1	2 per week	104
8	Bondi Pavilion	SANITARY SERVICE	NAPPY UNIT 40L BLACK	1	2 per week	104
8	Bondi Pavilion	SANITARY SERVICE	NAPPY UNIT 40L BLACK	1	2 per week	104
8	Bondi Pavilion	SANITARY SERVICE	NAPPY UNIT 40L BLACK	1	2 per week	104
8	Bondi Pavilion	SANITARY SERVICE	NAPPY UNIT 40L BLACK	1	2 per week	104
8	Bondi Pavilion	SANITARY SERVICE	PREMIUM HYGIENE UNIT	4	2 per week	104
8	Bondi Pavilion	SANITARY SERVICE	PREMIUM HYGIENE UNIT	5	2 per week	104
8	Bondi Pavilion	SANITARY SERVICE	PREMIUM HYGIENE UNIT	5	2 per week	104
8	Bondi Pavilion	SANITARY SERVICE	PREMIUM HYGIENE UNIT	8	2 per week	104
8	Bondi Pavilion	SANITARY SERVICE	PREMIUM HYGIENE UNIT	1	Every 4 weeks	13
8	Bondi Pavilion	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13
9	Bronte Community Centre and Amenities South	SANITARY SERVICE	PREMIUM HYGIENE UNIT	4	Every 2 Weeks	26
10	Bronte Early Education Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	1	Every 4 weeks	13
11	Bronte Park Amenities and Staff Facilities North	SANITARY SERVICE	PREMIUM HYGIENE UNIT	14	Every 4 weeks	13
12	Council Chambers	WASHROOM SERVICE	FRESH Air	7	Every 8 weeks	6
12	Council Chambers	SANITARY SERVICE	PREMIUM HYGIENE UNIT	6	Every 4 weeks	13

13	Customer Service Centre	WASHROOM SERVICE	FRESH Air	1	Every 8 weeks	6
13	Customer Service Centre	WASHROOM SERVICE	FRESH Air	1	Every 8 weeks	6
13	Customer Service Centre	WASHROOM SERVICE	FRESH Toilet Seat Sanitiser Spray	2	Every 4 weeks	13
13	Customer Service Centre	WASHROOM SERVICE	FRESH Toilet Seat Sanitiser Spray	2	Every 4 weeks	13
13	Customer Service Centre	WASHROOM SERVICE	FRESH Toilet Seat Sanitiser Spray	6	Every 4 weeks	13
13	Customer Service Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	3	Every 2 Weeks	26
15	Eastgate Level 4 Office	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13
16	Gardiner Early Education Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13
18	Hugh Bamford Reserve Hall	WASHROOM SERVICE	FRESH Air	2	Every 4 weeks	13
19	Kimberley Reserve Hall	SANITARY SERVICE	PREMIUM HYGIENE UNIT	1	Every 4 weeks	13
20	Margaret Whitlam Recreation Centre	SANITARY SERVICE	NAPPY UNIT 40L BLACK	1	Every 4 weeks	13
20	Margaret Whitlam Recreation Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	7	Every 4 weeks	13
21	Marks Park	SANITARY SERVICE	PREMIUM HYGIENE UNIT	7	Every 4 weeks	13
22	Mill Hill Community Centre	WASHROOM SERVICE	FRESH Air	6	Every 8 weeks	6
22	Mill Hill Community Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13
22	Mill Hill Community Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13
22	Mill Hill Community Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13
22	Mill Hill Community Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	3	Every 4 weeks	13
23	Mill Hill Early Education Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	3	Every 4 weeks	13
25	School of Arts	SANITARY SERVICE	PREMIUM HYGIENE UNIT	3	Every 4 weeks	13
28	Tamarama Amenities and Staff Facilities	SANITARY SERVICE	PREMIUM HYGIENE UNIT	5	Every 2 Weeks	26
29	Thomas Hogan Reserve	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13
30	Wairoa Community Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	1	Every 4 weeks	13
30	Wairoa Community Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13

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31	Waverley Cemetery	SANITARY SERVICE	PREMIUM HYGIENE UNIT	1	Every 2 Weeks	26
31	Waverley Cemetery	SANITARY SERVICE	PREMIUM HYGIENE UNIT	3	Every 8 weeks	6
32	Waverley Council Library	DEEP CLEAN SERVICE	DEEP CLEAN URINAL	5	Every 4 weeks	13
32	Waverley Council Library	WASHROOM SERVICE	FRESH Air	10	Every 4 weeks	13
32	Waverley Council Library	WASHROOM SERVICE	FRESH Toilet Seat Sanitiser Spray	6	Every 4 weeks	13
32	Waverley Council Library	SANITARY SERVICE	NAPPY UNIT 40L BLACK	2	Weekly	52
32	Waverley Council Library	SANITARY SERVICE	PREMIUM HYGIENE UNIT	9	Every 2 Weeks	26
34	Waverley Early Education Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13
35	Waverley Park Amenities Building	SANITARY SERVICE	PREMIUM HYGIENE UNIT	5	Every 4 weeks	13

## Attachment 6 - Schedule of Environmental and Social Sustainability

### 3.1 Recent Prosecution and Fines

Recent Prosecution and Fines	
In the last five years, has the tenderer in default been prosecuted or had a fine imposed for breaches of any Australian Environmental and Social legislation, regulations or requirements including Environment Operations Act 1997 (POEO Act) and Fair Work Act?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(if the answer to this question is 'Yes', please provide details of the breach and initiatives implemented to solve the issues. Please provide this in the response area provided below)	

<Enter Text>

### 3.2 Environmental Management System

Does the Tenderer have an environmental management system?	<input checked="" type="checkbox"/> Yes
(if the answer to this question is 'Yes', please provide details in the response area provided below and attach a copy of relevant documents e.g. accreditation)	<input type="checkbox"/> No

#### Response:

Solo Services Group has a dedicated WHS Advisor to ensure we have a best of breed Environmental Management System

We are the only company in NSW that is accredited and certified for the following five International Standards:

- Occupational Health and Safety Management Systems AS/NZS 4801-2001
- Environmental Management Systems AS/NZS ISO 14001-2004
- Quality Management Systems AS/NZS ISO 9001-2008
- Food Safety Management Systems HACCP. and
- Risk Management Systems ISO 31000:2009

Our Environmental Management System ensures we take a consistent approach across sites. For us, risk management and environmental management are closely entwined. They coexist within our integrated management system, with registers and tools ensuring that all operational activities mitigate risk to both people and the environment

Within the system, our Environmental Policy and Environmental Management Plan (EMP), both of which include waste management and recycling as a core element, guide our staff.

While the Policy outlines our commitment, the EMP details the procedures that must be implemented for various types of works to ensure our cleaning and other works:

- Are carried out to an acceptable environmental standard
- Minimise our environmental footprint via biodegradable product choices and proactive recycling, and
- Meet EPA, legal and other relevant compliance requirements.

The EMP also identifies controls to reduce the impact on the immediate and surrounding environment by minimising environmental harm and preventing environmental incidents.

All team members, from Contract Managers to cleaning staff, are all trained and supported in understanding and implementing their responsibilities. This is done via training, toolbox talks, checklists, Safe Work Method Statements, and Inspection Test Plans to ensure all tasks are completed in a safe and environmentally-responsible manner.

We truly believe that our success is measured not just by the quality of our services, but also by the methods we choose to deliver them. As a result, our concern for the environment is demonstrated in every step of the service delivery process including:

- Ensuring our Environmental Management System is certified to meet international standards
- Procuring sustainable cleaning products that are 100% chemical free and made from natural enzymes
- Developing rigorous systems and procedures that comply with all local, state and federal environmental regulations
- Undertaking regular and ongoing audits to improve the environmental performance of our products and processes.

As a proactive partner committed to a sustainable future, we use our experience, contacts and knowledge of the industry to assist clients in establishing new and effective environmental procedures. These programs are designed to deliver both ecological and economical benefits, and can range from making small changes in procurement through to developing comprehensive Waste Management Plans for large projects, such as a refurbishment.

*Example: For example, a client recently underwent extensive renovations. We developed a Waste Management Plan specific to their site that outlined:*

- *The project itself, as well as the persons responsible for leading the project (our Contract Manager)*
- *Our waste management goals (to recycle or salvage for reuse via appropriate waste centres)*
- *Our communication plan for both the client's staff and our own*
- *Expected waste, disposal and handling requirements for the project, and*
- *Charting for each phase, outlining:*
  - *Material*
  - *Quantity*
  - *Handling Procedure, and*
  - *Disposal Method.*

**Other initiatives have included:**

#### **The revision of chemicals**

We've assisted many clients to move to sustainable chemicals that are effective for the cleaning task yet are safe and biodegradable. Many now use Good Environmental Choice Australia (GECA) certified products, which have significant social and sustainable benefits including minimising cancer and reproductive health risk, minimising pollution, biodegrade quickly, contain no phosphorus and minimal sodium, and use minimal packaging.

As a service provider, we're also aware that it's our responsibility to control the processes by which chemicals are used to minimise environmental impact. Where relevant, we share those processes with clients to enable them to do the same.

#### **Procurement of materials**

The environmental impact is a criterion for our materials purchasing. The use of microfibre technology is one example where the environmental benefits include, a significant reduction in the use of water and chemicals, and more effective cleaning. Together, this reduces bacterial levels and improves hygiene.

#### **Purchasing and use of equipment**

We select equipment that is effective for the cleaning and maintenance of the environment, and:

- **Minimises water and energy consumption**
- **Reduces noise levels**
- **Reduces dust emission levels, and**
- **Meets safety requirements.**

#### **Waste management and recycling**

As built into our Quality Management System, we undertake ongoing review of waste management processes to improve outcomes. In particular, to:

- Reduce the volume of packaging and waste creation in our supply chain
- Work with clients to maximise recycling wherever possible
- Introduce best practices around food waste, both recycling and composting
- Provide 120 litre "Commingle" bins for each kitchen to facilitate the collection of glass, plastic (PET), tetra packs and aluminium
- Remove waste bins at each desk and replace with recycling boxes (additional benefits include a significant reduction in the use of plastic bags), and
- Provide a dedicated bin for the recycling of cardboard boxes.

#### **Energy consumption**

Working with clients, we:

- Schedule cleaning teams in a manner that minimises energy usage
- Where teams attend multiple sites, we undertake considered planning to reduce their transport miles
- Procure improved energy-efficient office and cleaning equipment.

#### **Water conservation**

We add significant value in this area, with all cleaners trained to assist with good water management practices. We focus on:

- Staff awareness of where water can be conserved
- Effective staff reporting when a building maintenance issue may impact on water conservation
- Using equipment and materials that reduce water usage in cleaning.

#### **Transport**

Wherever possible, we source goods and services locally to reduce the environmental footprint. In particular:

- Site staff and local management located close to client premises to reduce energy inputs
- Minimising transport miles between multi-site jobs
- Sourcing goods and services locally, such as concentrated products which reduce the amount of water that needs to be transported, to reduce our environmental footprint.

### Technology and paperless communication

Our investment in technology has delivered cloud-based systems that almost eliminate paper.

- The Solo Services Group's SIFS portal enables customers and Solo Services Group Operations Management to have online access to reports, reducing the need for paper-based reporting.
- All Solo Services Group site inspections and reporting are completed online via handheld devices. This delivers transparent and real time information to clients, as well as a significant reduction in the transportation and use of paper.

Solo Services Group has achieved **Environmental Management ISO 14001:2004 Accreditation**.



### 3.3 Environmentally friendly cleaning products

As per requirements described in the Consumables section of *Volume 2 - Specifications*, please describe the cleaning products that you will use and relevant third-party product environmental certifications for each of these products.

Solo Services Group uses AGAR cleaning products; specifically, products from their Green Cleaning Range.

We use AGAR products because they have been independently certified through Good Environmental Choice Australia (GECA).

GECA is an independent, not for profit organisation whose standards are more rigorous than any other Australian ecolabelling program for commercial cleaning products. The program not takes into account:

- Product factors, such as the ingredients used (AGAR products are chlorine and phosphate free, with no phosphorus and minimal sodium)
- Level of biodegradability (AGAR products are quickly biodegradable)
- Recyclable packaging (AGAR products use minimal packaging)
- Increased concentration and product performance (AGAR products are highly effective)
- Health impacts on the users (AGAR product benefits include minimising cancer and reproductive health risk), and
- The conditions that the products are manufactured under (AGAR products are produced using sustainable operations).

GECA's programs are fully transparent and its standards are developed through consultation with a wide range of stakeholders including industries, experts and the general public.

Solo Services Group will consider other chemical products if recommended by Waverley Council. The chemical list has been outlined in the below table:

List all cleaning product names and suppliers	List the relevant cleaning duties it will be used for	Certifications (list the Eco-label Standard)
Bellevue	Glass Cleaner	Good Environmental Choice Australia Limited (GECA) Certified
Chloradet	Killing Bacteria and Germs	Good Environmental Choice Australia Limited (GECA) Certified
Citra Mist	All Hard Surfaces	Good Environmental Choice Australia Limited (GECA) Certified
Country Garden	Air Freshener with the Lingering Perfume	Good Environmental Choice Australia Limited (GECA) Certified
Fresco	Washroom Cleaner	Good Environmental Choice Australia Limited (GECA) Certified
Freshaire	Neutralizes Odours	Good Environmental Choice Australia Limited (GECA) Certified
pH-7	Detergent for Cleaning Hard Surfaces	Good Environmental Choice Australia Limited (GECA) Certified
Shower Star	Bathroom Cleaner	Good Environmental Choice Australia Limited (GECA) Certified
Spruce	All Purpose Cleaner	Good Environmental Choice Australia Limited (GECA) Certified
Veri Clean	Heavy Duty Cleaner	Good Environmental Choice Australia Limited (GECA) Certified

Please find the attached folder named "Safety Data Sheets (SDS)" Folder for the environmental certificate of each product.

Please also refer to the AGAR Environmental Sustainability Policy for detailed information about the product range.

## Environmental Sustainability Policy

Agar takes a real world approach to keeping our overall environmental impact to an absolute minimum within the context of a commercially viable operation. As a responsible corporate citizen, the achievement of our goals must be consistent with minimising environmental impact, and ensuring the safety and well-being of cleaning staff and all stakeholders.

### Consistent with our company vision

Our mission is to supply our customers with the cleaning products, systems and services they need to most effectively, productively and economically achieve their goals in terms of hygiene, cleanliness and aesthetics, without risk to safety or our environment.

Our operation must be sustainable, and through our products and services, we must promote sustainable operations within our client's organisations.

### Recognising the environment in everything we do

At Agar, we are aware of all the implications surrounding the use of chemicals. Minimising environmental impact and maximising performance must occur in parallel. Agar takes the view that all products used according to instructions should present the minimum possible risk to the environment.

Clearly the prevention of environmental pollution is paramount; our efforts must extend to the efficient and minimised use of energy, water and other resources, and reducing waste.

### Product developments

Agar Cleaning Systems' commitment to using the safest raw materials continues to yield results in reduced environmental impact, as does our avoidance of any toxic substances which are known to be life threatening or permanently damaging to the environment.

Where practical, Agar products are formulated in concentrated form to reduce freight and fuel costs. All products conform to all statutory environmental requirements and our aqueous formulations are biodegradable. A high rate of biodegradability is a key selection criterion for our surfactants.

### Optimised efficiency = Environmental efficiency

We have a strong belief that if cleaners use the most efficient products within the confines of environmental responsibility, the less will need to be used. This has clear benefits in terms of the reduction in energy used to manufacture products as well as a lower volume of waste material after use. Agar does not compromise on product effectiveness to produce its green cleaning products, rather it ensures that these products are just as powerful as regular products.

In a cleaning process, higher chemical efficacy reduces the reliance on mechanical action and heat, thereby reducing the energy demand of the process.

### 3.4 Waste and recycling

As per requirements described in the Waste disposal and recycling section of Volume 2 – Specifications, please describe how you will ensure general waste, recyclables and food waste (where possible) are properly disposed in relevant bins. Please include how you will report on this to Council.

**Response:**

Solo Services Group is capable of delivering the sustainable cleaning practices Council requires to drive positive environmental and social sustainability impacts over the life cycle of the contract.

With the accreditation of our Environmental Management System to AS/NZS ISO 14001:2004, we have all of the required processes, procedures and tools required to ensure all work complies with legislative instruments to the extent that is applicable.

All Standard Operating Procedures (SOPs) include the handling procedure and disposal method for relevant materials.

It's also important to note that we have a Food Safety Management System that is HACCP Accredited. For Council, this is reassurance that we have the processes and expertise required to ensure the correct disposal of food waste.

We understand that, by 2029, Council is committed to Waverley not only becoming a resilient and environmentally sustainable community, but also progress to be a zero waste community (Community Strategic Plan 2018-2029). We also recognise Council's goal to maintain corporate social responsibility as per the principles of AS ISO 26000:2017 – Sustainable Procurement – Guidance.

We are a company ideally positioned to help you implement the strategies you have identified to achieve waste management goals, particularly 9.2: Facilitate best practise in waste management to increase recycling and recovery, which includes:

We are a company ideally positioned to help you implement the strategies you have identified to achieve waste management goals, particularly 9.2: Facilitate best practise in waste management to increase recycling and recovery, which includes:

- 9.2.1 Deliver engagement programs and services to increase waste diversion from landfill
- 9.2.2 Provide efficient collection of Waverley's waste and recycling to minimise waste to landfill
- 9.2.3 Incorporate the most advanced waste management and treatment technologies to maximise diversion from landfill.

Solo Services Group has extensive waste management processes (outlined at a high level below) that align with your strategies and are compliant with:

- The *Waste Management and Resource Recovery Act 2016* regarding the collection, transport and disposal of waste and recyclable material
- The performance provisions of the *Building Code of Australia* as it relates to any building work proposed
- The *Water and Sewerage Act 2000* as it relates to water supply, sewerage and drainage works, and
- The handling, treatment, and transport of hazardous materials.

**How we ensure correct waste disposal methods**

Solo Services Group uses a combination of awareness with formal tools and procedures to ensure that all waste removal is environmentally responsible, with techniques including:

- Separating paper and cardboard from glass, steel cans, aluminium cans and plastic bottles
- Hygienic disposal of food matter
- Establishing relevant recycling stations in common areas to make recycling easy
- Ensuring indoor waste and recycling storage space is sized to hold a minimum of one day's waste and recycling in separate containers
- Ensuring all waste and recycling services are co-located to:
  - Enable individuals to effectively deposit waste or recyclables into the appropriate bins or chutes
  - Maximise the recovery of recyclable material; and
  - Minimise waste going to landfill.

**For Waverley Council, we will ensure:**

- All waste and recycling collected by our staff will be placed in the correct waste bin
- Bins will be placed in the allocated area for collection and returned after cleaning
- Staff will wash bins using an approved disinfectant after bins are emptied
- Staff will report any issues, such as overflowing waste bins, waste not disposed in correct waste stream, damaged or missing bins, etc, immediately
- We will work with your preferred waste management facility if preferred
- Solo will use our experience and knowledge to make suggestions for potential improvements and innovations. We are happy design a waste disposal and recycling program that can be applied within the term of the contract, which

may include working with local waste recycling specialists to ensure all client recycling is coordinated and efficient, and identifying additional opportunities for where recycled material can be collected both internally and externally.

### **Reporting to Waverley Council**

As part of our quality management, Solo Services Group uses Inspection Test Plans (ITPs) to guide all of our Site Inspections. These inspections are undertaken by the Contract Manager to ensure that all works:

- Mitigate environmental risk
- Meet our specified standards, and
- Meet NSW Environmental Protection Authority requirements (including the management, removal and disposal of waste, and water discharge guidelines)

We will develop specific Inspection Test Plans (ITPs) for Waverley Council to ensure we meet our contractual requirements and your expectations. Waste management is a critical element of each ITP, with active monitoring ensuring the correct waste management disposal methods have been used.

The results of these ITPs will be collated and provided to Council as part of our regular reporting.

Solo Services Group has not had a single environmental infringement in more than a decade, and has never received a warning from the EPA. This is because all of our works are undertaken in line with EPA guidelines, and we work proactively with the State Waste Authority as required.

This record provides evidence of the:

- Comprehensiveness of our approach
- Proactive nature of our Contract Managers
- Strong commercial partnerships to prioritise recycling and ensure the correct disposal of waste, and
- Positive engagement of our staff.

### 3.5 Compliance with Australian labour standards

As per requirements described in the 'Compliance with labour standards' section 5.4 of Volume 2 - Specifications, please describe how your management system will ensure you comply with relevant labour laws and regulations. This should include evidence of compliance with any relevant certifications or standards, as well as concrete examples of management practices wherever possible. Please also include how you will report on this to Council.

The Contractor must not utilise workers through labour-hire agencies. Any submissions identifying use of third-party labour hire will be considered non-conforming.

**Solo Services Group provide stable teams of experienced and highly trained personnel. We have over 360 staffs between full time and part time and casual staff within our group of companies.**

**Our employees receive the right privileges and proper award wage. Solo Services Group strictly complies with Fairworks Cleaning Services Award 2010 [MA000022] for cleaning service providers.**

**Every year on the 1st month of the financial year (July), Solo Services Group checks online with Fairwork the newly posted pay guide for Cleaning Services Award 2010 to ensure that employees are being paid on the correct rate. From there, pay rates are being updated before the first fortnightly pay for the new financial year.**

**Please see attached the Cleaning Services Award Pay Guide in the supporting document folder (File Name: Cleaning Services Award Pay Guide.PDF).**

### 3.6 Referees

Nominate 3 (three) contracts/projects that the Tenderer has completed within the last 2 (two) years that demonstrate successful experience in meeting high environmental and/or social standards of the same size and scope of this tender.

Client and contact details	Name and Location of Contract	Contract Price / Project Value	Contract Period (mm/yyyy)	Environmental and social initiatives implemented
<b>Mosman Council</b> - Keith Griffiths (02 9978 4036)	Cleaning Services of Council Facilities in Mosman Localities	Approx. \$290K Yearly	2013-2021	Please find the details below
<b>Northern Beaches Council</b> - Kheleendra Budhathoki (7742 2349)	Cleaning Services of Council Facilities in Northern Beaches (Manly and Warringah and Pittwater Council)	Approx. \$2.2m Yearly	2013-2020	Please find the details below
<b>Central Coast Council</b> - Darren Grass (02 4333 2425)	Cleaning Services of Council Facilities in Central Coast Council	Approx. \$1.2M Yearly	2018-2020	Please find the details below

As part of our commitment to green clean environment, Solo has recently implemented the following initiatives to all contracts mention above:

#### The revision of chemicals

We've assisted the clients above to move to sustainable chemicals that are effective for the cleaning task yet are safe and biodegradable. Many now use Good Environmental Choice Australia (GECA) certified products, which have significant social and sustainable benefits including minimising cancer and reproductive health risk, minimising pollution, biodegrade quickly, contain no phosphorus and minimal sodium, and use minimal packaging.

As a service provider, we're also aware that it's our responsibility to control the processes by which chemicals are used to minimise environmental impact. Where relevant, we share those processes with clients to enable them to do the same.

**Procurement of materials**

The environmental impact is a criterion for our materials purchasing. The use of microfibre technology is one example where the environmental benefits include, a significant reduction in the use of water and chemicals, and more effective cleaning. Together, this reduces bacterial levels and improves hygiene.

**Purchasing and use of equipment**

We select equipment that is effective for the cleaning and maintenance of the environment, and:

- Minimises water and energy consumption
- Reduces noise levels
- Reduces dust emission levels, and
- Meets safety requirements.

**Waste management and recycling**

As built into our Quality Management System, we undertake ongoing review of waste management processes to improve outcomes. In particular, to:

- Reduce the volume of packaging and waste creation in our supply chain
- Work with clients to maximise recycling wherever possible
- Introduce best practices around food waste, both recycling and composting
- Provide 120 litre "Comingle" bins for each kitchen to facilitate the collection of glass, plastic (PET), tetra packs and aluminium
- Remove waste bins at each desk and replace with recycling boxes (additional benefits include a significant reduction in the use of plastic bags), and
- Provide a dedicated bin for the recycling of cardboard boxes.

**Energy consumption**

Working with clients, we:

- Schedule cleaning teams in a manner that minimises energy usage
- Where teams attend multiple sites, we undertake considered planning to reduce their transport miles
- Procure improved energy-efficient office and cleaning equipment.

**Water conservation**

We add significant value in this area, with all cleaners trained to assist with good water management practices. We focus on:

- Staff awareness of where water can be conserved

- Effective staff reporting when a building maintenance issue may impact on water conservation
- Using equipment and materials that reduce water usage in cleaning

#### **Transport**

Wherever possible, we source goods and services locally to reduce the environmental footprint. In particular:

- Site staff and local management located close to client premises to reduce energy inputs
- Minimising transport miles between multi-site jobs
- Sourcing goods and services locally, such as concentrated products which reduce the amount of water that needs to be transported, to reduce our environmental footprint.

#### **Technology and paperless communication**

Our investment in technology has delivered cloud-based systems that almost eliminate paper.

- The Solo Services Group's SIFS portal enables customers and Solo Services Group Operations Management to have online access to reports, reducing the need for paper-based reporting.
- All Solo Services Group site inspections and reporting are completed online via handheld devices. This delivers transparent and real time information to clients, as well as a significant reduction in the transportation and use of paper.



## Schedule 6 Contract Price breakdown

Council may, in its absolute discretion and without any obligation to do so, use this Schedule 6 for the purposes of assessing payment claims and issuing payment schedules. For the avoidance of doubt, this Schedule 6 does not form part of the Contract.

### Routine Cleaning Services Pricing Schedule:

Routine Cleaning Services Pricing Schedule						
SITE NO.	SITE	RESOURCES			TOTAL MONTHLY CHARGE (EX GST)	TOTAL ANNUAL CHARGE (EX GST)
		<i>Council's required weekly hours for final pricing</i>	<i>Morning, daytime, night cleaner</i>	<i>Frequency</i>		
1	The Terraces	5.00	Night	Monday - Friday		
2	55 Grafton St	7.50	Night	Monday - Friday		
3	83A Beach Rd (Cnr Blair St)	3.50	Night	Monday - Friday		
4	Alexandria Integrated Facility (Depot)	90.00	Day & Night	Monday - Saturday		
7	Bondi Park Sub Depot	5.00	Day	Monday - Friday		
8	Bondi Pavilion (service to cease May 2020)	160.00	Day & Night	Monday - Sunday		
10	Bronte Early Education Centre	15.00	Night	Monday - Friday		
12	Council Chambers	45.00	Morning	Monday - Friday		
13	Customer Service Centre	10.00	Night	Monday - Friday		
14	Eastgate Carpark & Office	70.00	Day & Night	Monday - Sunday		
15	Eastgate Level 4 Office	14.00	Night	Monday - Sunday		
16	Gardiner Early Education Centre	15.00	Night	Monday - Friday		
17	Hollywood Ave Car Park	7.50	Day	Mon - Wed - Fri		
18	Hugh Bamford Reserve Hall	6.00	Morning	Monday - Saturday (06:00 - 07:00)		
19	Kimberley Reserve Hall	2.00	Morning	Tuesday & Friday (08:00 - 09:00)		
20	Margaret Whitlam Recreation Centre	28.00	Morning	Monday - Sunday		
22	Mill Hill Community Centre	17.50	Night	Monday - Friday		
23	Mill Hill Early Education Centre	18.00	Night	Monday - Friday		

Routine Cleaning Services Pricing Schedule						
SITE NO.	SITE	RESOURCES			TOTAL MONTHLY CHARGE (EX GST)	TOTAL ANNUAL CHARGE (EX GST)
		<i>Council's required weekly hours for final pricing</i>	<i>Morning, daytime, night cleaner</i>	<i>Frequency</i>		
24	Wellington Car Park	1.50	Day	Monday		
25	School Of Arts Building	15.00	Morning	Monday - Saturday		
26	SES Depot	2.00	Day	Wednesday		
27	PPC Depot	11.00	Night	Monday - Friday		
29	Thomas Hogan Reserve Hall	6.00	Morning	Monday - Saturday (07:00 - 08:00)		
30	Wairoa Community Centre	5.00	Night	Monday - Friday		
31	Waverley Cemetery Office, Residence & Toolroom	5.00	Day	Once per week (any day)		
32	Waverley Council Library	52.00	Day	Monday - Saturday X2		
33	Waverley Council Library - Car Park	5.00	Day	Mon - Wed - Fri		
34	Waverley Early Education Centre	15.00	Night	Monday - Friday		
35	Waverley Park Amenities Building	3.75	Morning	Monday - Sunday (06:00 - 07:00)		
		640.25			<b>Total Annual EX GST</b>	<b>\$933,122.84</b>
Consolidated Coastal Amenities (Lock down cleaning service) Pricing Schedule						
5	Bondi Beach Amenities (North)	63	Night clean following lock down of facilities after sunset	Monday - Sunday		
6	Bondi Beach Amenities (South)					
9	Bronte Community Centre and Amenities South					
11	Bronte Park Amenities and Staff Facilities North					
21	Marks Park Amenities & Lunchroom					
28	Tamarama Amenities and Staff Facilities					
<b>Total Amount</b>		<b>63</b>				<b>\$92,645.28</b>

<b>Grand Total</b>	<b>\$1,025,768.12</b>
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Periodical Cleaning Pricing Schedule:

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
Site 1 - The Terraces 28 Ebley St			
Deep Clean – Cleaning task to include:	Quarterly		
• Bin Cleaning – Internal and wheelie bins			
• Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.			
• High dusting – Ledges, sills and fixtures			
• Removal of cobwebs internal and external.			
• Fridge Cleaning,			
• Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc			
• Steam cleaning and deodorising of carpets			
• Strip and seal all hard floor surfaces			
• Outdoor surfaces to be pressure cleaned –			
• Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions			
• Detail clean of all bathrooms, showers & lockers – pans, urinals, basins, tapware and other fixtures			
Site 2 - 55 Grafton St			
No periodical cleaning service required	NA		
Site 3 - 83a Beach Rd (Cnr Blair St)			
Deep Clean – Cleaning task to include:	6 Monthly		
• Bin Cleaning – Internal and wheelie bins			
• Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.			
• High dusting – Ledges, sills and fixtures			
• Removal of cobwebs internal and external.			
• Fridge Cleaning,			
• Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc			
• Steam cleaning and deodorising of carpets			
• Strip and seal all hard floor surfaces			
• Outdoor surfaces to be pressure cleaned –			
• Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions			

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
<ul style="list-style-type: none"> <li>Detail clean of all bathrooms, showers &amp; lockers – pans, urinals, basins, tapware and other fixtures</li> </ul>			
<b>Site 4 - Alexandria Council Depot</b>			
<b>Deep Clean</b> – Cleaning task to include:	Quarterly		
<ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> </ul>			
<ul style="list-style-type: none"> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> </ul>			
<ul style="list-style-type: none"> <li>High dusting – Ledges, sills and fixtures</li> </ul>			
<ul style="list-style-type: none"> <li>Removal of cobwebs internal and external.</li> </ul>			
<ul style="list-style-type: none"> <li>Fridge Cleaning,</li> </ul>			
<ul style="list-style-type: none"> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> </ul>			
<ul style="list-style-type: none"> <li>Steam cleaning and deodorising of carpets</li> </ul>			
<ul style="list-style-type: none"> <li>Strip and seal all hard floor surfaces</li> </ul>			
<ul style="list-style-type: none"> <li>Commercial Kitchen Cleaning</li> </ul>			
<ul style="list-style-type: none"> <li>Degrease of kitchen floor</li> </ul>			
<ul style="list-style-type: none"> <li>Kitchen Exhaust Canopies cleaning to include filter exchange)</li> </ul>			
<ul style="list-style-type: none"> <li>Outdoor surfaces to be pressure cleaned –</li> </ul>			
<ul style="list-style-type: none"> <li>Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions</li> </ul>			
<ul style="list-style-type: none"> <li>Detail clean of all bathrooms, showers &amp; lockers – pans, urinals, basins, tapware and other fixtures</li> </ul>			
Scrub and buff tiled floors	Bi-Monthly		
External Glass Cleaning (high access glazing)	Annually		
<b>Site 5 - Bondi Beach Amenities Building (North)</b>			
<b>Deep Clean</b> – Cleaning task to include:	6 Monthly		
<ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> </ul>			
<ul style="list-style-type: none"> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> </ul>			
<ul style="list-style-type: none"> <li>High dusting – Ledges, sills and fixtures</li> </ul>			
<ul style="list-style-type: none"> <li>Removal of cobwebs internal and external.</li> </ul>			
<ul style="list-style-type: none"> <li>Outdoor surfaces to be pressure cleaned – building exterior &amp; pathways</li> </ul>			
<ul style="list-style-type: none"> <li>Detail clean of all accessible internal/external - windows, glass doors and partitions</li> </ul>			
<ul style="list-style-type: none"> <li>Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures</li> </ul>			

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
Site 6 - Bondi Beach Amenities Building (South)			
Deep Clean – Cleaning task to include:	6 Monthly		
• Bin Cleaning – Internal and wheelie bins			
• Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.			
• High dusting – Ledges, sills and fixtures			
• Removal of cobwebs internal and external.			
• Outdoor surfaces to be pressure cleaned – building exterior & pathways			
• Detail clean of all accessible internal/external - windows, glass doors and partitions			
• Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures			
Site 7 - Bondi Park Sub-Depot			
Deep Clean – Cleaning task to include:	6 Monthly		
• Bin Cleaning – Internal and wheelie bins			
• Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.			
• High dusting – Ledges, sills and fixtures			
• Removal of cobwebs internal and external.			
• Fridge Cleaning,			
• Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc			
• Strip and seal all hard floor surfaces			
• Outdoor surfaces to be pressure cleaned – decks, walkways & building exterior			
• Detail clean of all accessible internal/external - windows, glass doors and partitions			
• Detail clean of all bathrooms, showers & locker rooms – pans, urinals, basins, tapware and other fixtures			
Site 8 - Bondi Pavilion			
Deep Clean – Cleaning task to include:	Quarterly		
• Bin Cleaning – Internal and wheelie bins			
• Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.			
• High dusting – Ledges, sills and fixtures			
• Removal of cobwebs internal and external.			
• Fridge Cleaning,			

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
<ul style="list-style-type: none"> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets</li> <li>Commercial Kitchen Cleaning</li> <li>Degrease of kitchen floor</li> <li>Kitchen Exhaust Canopies cleaning to include filter exchange)</li> <li>Outdoor surfaces to be pressure cleaned –</li> <li>Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions</li> <li>Detail clean of all bathrooms, showers &amp; lockers – pans, urinals, basins, tapware and other fixtures</li> </ul>			
Glass and Balustrade Cleaning	Weekly		
Strip & Seal Applicable Hard Floors	Monthly		
<b>Site 9 - Bronte Community Centre &amp; Amenities Building</b>			
<b>Deep Clean</b> – Cleaning task to include:			
<ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> <li>Outdoor surfaces to be pressure cleaned – building exterior &amp; pathways</li> <li>Detail clean of all accessible internal/external - windows, glass doors and partitions</li> <li>Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures</li> </ul>	6 Monthly		
<b>Site 10 - Bronte Early Education Centre</b>			
<b>Deep Clean</b> – Cleaning task to include:			
<ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs Internal and external.</li> <li>Fridge Cleaning,</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets and rugs</li> </ul>	Quarterly		

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
<ul style="list-style-type: none"> <li>Strip and seal all hard floor surfaces</li> <li>Commercial Kitchen Cleaning</li> <li>Degrease of kitchen floor including rubber floors mats</li> <li>Kitchen Exhaust Canopies cleaning to include filter exchange)</li> <li>Outdoor surfaces to be pressure cleaned –</li> <li>Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions</li> <li>Detail clean of all bathrooms, showers &amp; lockers – pans, urinals, basins, tapware and other fixtures</li> </ul>			
*** Furniture to be removed and replaced when floors are cleaned ***			
Glass Cleaning (High glazing internal and external, not included in general cleaning scope)	Annually		
Strip & Seal Vinyl flooring in accordance with manufacturers cleaning specifications	6 Monthly		
<b>Site 11 – Bronte Park Amenities and Staff Facilities North</b>			
<b>Deep Clean</b> – Cleaning task to include:			
<ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets</li> <li>Strip and seal all hard floor surfaces</li> <li>Outdoor surfaces to be pressure cleaned – building exterior &amp; pathways</li> <li>Detail clean of all accessible internal/external - windows, glass doors and partitions</li> <li>Detail clean of all bathrooms – pans, urinals, showers, basins, tapware and other fixtures</li> </ul>	6 Monthly		
<b>Site 12 – Council Chambers</b>			
<b>Deep Clean</b> – Cleaning task to include:			
<ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting &amp; cleaning – Ledges, sills and fixtures (including Atrium ledges &amp; windows)</li> <li>Removal of cobwebs internal and external.</li> </ul>	6 Monthly		

*[Handwritten signature]*

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
<ul style="list-style-type: none"> <li>Fridge Cleaning,</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets</li> <li>Strip and seal all hard floor surfaces</li> <li>Commercial Kitchen Cleaning</li> <li>Degrease of kitchen floor</li> <li>Kitchen Exhaust Canopies cleaning to include filter exchange)</li> <li>Outdoor surfaces to be pressure cleaned – including Level 3 Verandah &amp; Bin enclosure</li> <li>Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions</li> <li>Detail clean of all bathrooms &amp; showers – pans, urinals, basins, tapware and other fixtures</li> </ul>			
<b>Site 13 - Customer Service Centre</b>			
<b>Deep Clean</b> – Cleaning task to include:			
<ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> <li>Fridge Cleaning;</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets</li> <li>Strip and seal all hard floor surfaces</li> <li>Outdoor surfaces to be pressure cleaned – including Level 2 Verandah</li> <li>Detail clean of all accessible internal/external - windows, glass doors and partitions</li> <li>Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures</li> </ul>	6 Monthly		
Shop front glazing cleaning internal and external - Spring and Newland Streets	Weekly		
<b>Site 14 - Eastgate Car Park including Pedestrian Ramps</b>			
<b>Deep Clean</b> – Cleaning task to include:			
<ul style="list-style-type: none"> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> </ul>	Monthly		

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
<ul style="list-style-type: none"> <li>Machine Sweep all levels of car park – driveways / parking spaces</li> <li>Machine Sweep all entry &amp; exit lanes</li> <li>Brush down all curbing and gutters on all ramps (black brake dust)</li> <li>Detail Cleaning of all parking management equipment, directional signage and other traffic management equipment – including Pay stations, boom gates, Signs and mirrors.</li> <li>Detailed clean all pedestrian crossing, walkways &amp; ramps</li> <li>Removal of cobwebs from all fixtures, fittings and signage</li> <li>Clean all handrails, guard rails &amp; traffic management barriers</li> <li>Remove all rubbish and other debris collected</li> <li>Clean all fire stairs and exits</li> <li>Spot degrease significant oil stains</li> <li>Check all grate and drains are clear of debris</li> </ul>			
<b>Site 15 – Eastgate Offices – Level 4 and Car Park Office</b>			
<b>Deep Clean</b> – Cleaning task to include: <ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> <li>Fridge Cleaning,</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets</li> <li>Strip and seal all hard floor surfaces</li> <li>Detail clean of all accessible internal/external - windows, glass doors and partitions</li> <li>Detail clean of all bathrooms, showers &amp; locker rooms – pans, urinals, basins, tapware and other fixtures</li> </ul>	Quarterly		
<b>Site 16 – Gardiner Early Education Centre</b>			
<b>Deep Clean</b> – Cleaning task to include: <ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> </ul>	Quarterly		

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
<ul style="list-style-type: none"> <li>Removal of cobwebs internal and external.</li> <li>Fridge Cleaning,</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets and rugs</li> <li>Strip and seal all hard floor surfaces</li> <li>Commercial Kitchen Cleaning</li> <li>Degrease of kitchen floor including rubber floors mats</li> <li>Kitchen Exhaust Canopies cleaning to include filter exchange)</li> <li>Outdoor surfaces to be pressure cleaned – <ul style="list-style-type: none"> <li>Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions</li> <li>Detail clean of all bathrooms, showers &amp; lockers – pans, urinals, basins, tapware and other fixtures</li> </ul> </li> <li>*** Furniture to be removed and replaced when floors are cleaned ***</li> </ul>			
Glass Cleaning (High glazing internal and external, not included in general cleaning scope)	Annually		
Strip & Seal Vinyl flooring in accordance with manufacturers cleaning specifications	6 Monthly		
Enzyme treatment - Bathroom – Ground floor 2-3year old and Level 1 children's 3-5 bathroom	6 Monthly		
<b>Site 17 - Hollywood Carpark</b>			
<b>Deep Clean</b> – Cleaning task to include:			
<ul style="list-style-type: none"> <li>Bin Cleaning –all wheelie bins</li> <li>Machine Sweep all levels of car park – driveways / parking spaces</li> <li>Machine Sweep all entry &amp; exit lanes</li> <li>Brush down all curbing and gutters on all ramps (black brake dust)</li> <li>Detail Cleaning of all parking management equipment, directional signage and other traffic management equipment – including pay stations, boom gates, signs and mirrors.</li> <li>Detailed clean all pedestrian crossing, walkways &amp; ramps</li> <li>Removal of cobwebs from all fixtures, fittings and signage</li> <li>Clean all handrails, guard rails &amp; traffic management barriers</li> <li>Remove all rubbish and other debris collected</li> <li>Clean all fire stairs and exits</li> <li>Degrease and pressure wash – significant oil stains</li> </ul>	Monthly		

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
<ul style="list-style-type: none"> <li>Check all grate and drains are clear of debris</li> </ul>			
<b>Site 18 - Hugh Bamford Hall</b>			
<b>Deep Clean</b> – Cleaning task to include:	6 Monthly		
<ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> </ul>			
<ul style="list-style-type: none"> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> </ul>			
<ul style="list-style-type: none"> <li>High dusting – Ledges, sills and fixtures</li> </ul>			
<ul style="list-style-type: none"> <li>Removal of cobwebs internal and external.</li> </ul>			
<ul style="list-style-type: none"> <li>Fridge Cleaning,</li> </ul>			
<ul style="list-style-type: none"> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> </ul>			
<ul style="list-style-type: none"> <li>Steam cleaning and deodorising of carpets</li> </ul>			
<ul style="list-style-type: none"> <li>Strip and seal all hard floor surfaces</li> </ul>			
<ul style="list-style-type: none"> <li>Outdoor surfaces to be pressure cleaned –</li> </ul>			
<ul style="list-style-type: none"> <li>Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions</li> </ul>			
<ul style="list-style-type: none"> <li>Detail clean of all bathrooms, showers &amp; lockers – pans, urinals, basins, tapware and other fixtures</li> </ul>			
<b>Site 19 - Kimberley Reserve Hall</b>			
<b>Deep Clean</b> – Cleaning task to include:	6 Monthly		
<ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> </ul>			
<ul style="list-style-type: none"> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> </ul>			
<ul style="list-style-type: none"> <li>High dusting – Ledges, sills and fixtures</li> </ul>			
<ul style="list-style-type: none"> <li>Removal of cobwebs internal and external.</li> </ul>			
<ul style="list-style-type: none"> <li>Fridge Cleaning,</li> </ul>			
<ul style="list-style-type: none"> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> </ul>			
<ul style="list-style-type: none"> <li>Steam cleaning and deodorising of carpets</li> </ul>			
<ul style="list-style-type: none"> <li>Strip and seal all hard floor surfaces</li> </ul>			
<ul style="list-style-type: none"> <li>Outdoor surfaces to be pressure cleaned –</li> </ul>			
<ul style="list-style-type: none"> <li>Detail clean of all accessible internal/external – windows, glass doors, balustrades and partitions</li> </ul>			
<ul style="list-style-type: none"> <li>Detail clean of all bathrooms, showers &amp; lockers – pans, urinals, basins, tapware and other fixtures</li> </ul>			
<b>Site 20 - Margaret Whitlam Recreation Centre</b>			

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
<b>Deep Clean</b> – Cleaning task to include: <ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> <li>Fridge Cleaning,</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets</li> <li>Strip and seal all hard floor surfaces</li> <li>Commercial Kitchen Cleaning</li> <li>Degrease of kitchen floor</li> <li>Kitchen Exhaust Canopies cleaning to include filter exchange)</li> <li>Outdoor surfaces to be pressure cleaned – grandstand seating, pathways, entrances &amp; bin storage <ul style="list-style-type: none"> <li>Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions</li> <li>Detail clean of all bathrooms, showers &amp; lockers – pans, urinals, basins, tapware and other fixtures</li> </ul> </li> </ul>	6 Monthly		
Specialised Indoor Sports Court surface – Strip & Seal	6 Monthly		
<b>Site 21 - Marks Park Amenities &amp; Lunchroom</b>			
<b>Deep Clean</b> – Cleaning task to include: <ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets</li> <li>Strip and seal all hard floor surfaces</li> <li>Outdoor surfaces to be pressure cleaned – building exterior &amp; pathways <ul style="list-style-type: none"> <li>Detail clean of all accessible internal/external - windows, glass doors and partitions</li> <li>Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures</li> </ul> </li> </ul>	6 Monthly		

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
Site 22 - Mill Hill Community Centre (Not including the tenanted areas)			
Deep Clean – Cleaning task to include:	6 Monthly		
• Bin Cleaning – Internal and wheelie bins			
• Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.			
• High dusting – Ledges, sills and fixtures			
• Removal of cobwebs internal and external.			
• Fridge Cleaning,			
• Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc			
• Steam cleaning and deodorising of carpets			
• Strip and seal all hard floor surfaces			
• Commercial Kitchen Cleaning			
• Degrease of Commercial kitchen floor			
• Kitchen Exhaust Canopies cleaning to include filter exchange)			
• Outdoor surfaces to be pressure cleaned – including Level 2 Verandah			
• Detail clean of all accessible internal/external - windows, glass doors and partitions			
• Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures			
Site 23 - Mill Hill Early Education Centre (Excludes Level 2)			
Deep Clean – Cleaning task to include:	Quarterly		
• Bin Cleaning – Internal and wheelie bins			
• Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.			
• High dusting – Ledges, sills and fixtures			
• Removal of cobwebs internal and external.			
• Fridge Cleaning,			
• Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc			
• Steam cleaning and deodorising of carpets and rugs			
• Strip and seal all hard floor surfaces			
• Commercial Kitchen Cleaning			
• Degrease of kitchen floor including rubber floors mats			

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
<ul style="list-style-type: none"> <li>Kitchen Exhaust Canopies cleaning to include filter exchange)</li> <li>Outdoor surfaces to be pressure cleaned –</li> <li>Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions</li> <li>Detail clean of all bathrooms, showers &amp; lockers – pans, urinals, basins, tapware and other fixtures</li> </ul>			
*** Furniture to be removed and replaced when floors are cleaned ***			
Glass Cleaning (High glazing internal and external, not included in general cleaning scope)	Annually		
Basement cleaning – Vacuum all floors; walking cool room, laundry, corridor, lift area, pram area, store room, remove debris and cobwebs, mop laundry and cool room floors, laundry - detailed dusting of fixtures and fittings, clean sink/s and bench tops	Quarterly		
Basement cleaning – degrease laundry floor	Annually		
Strip & Seal Vinyl flooring in accordance with manufacturers cleaning specifications	6 Monthly		
Weekly Mopping of outdoor pavers using Griptek GTC45 or equivalent	Weekly		
Monthly Scrubbing using GT Rhino & Cleaning of the Outdoor Sink/Bubbler	Monthly		
<b>Site 24 - Wellington Car Park</b>			
No periodical cleaning service required	NA		
<b>Site 25 - School of Arts Building (Not including the tenanted areas)</b>			
<b>Deep Clean</b> – Cleaning task to include:			
<ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> <li>Fridge Cleaning,</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets</li> <li>Strip and seal all hard floor surfaces</li> <li>Outdoor surfaces to be pressure cleaned</li> <li>Detail clean of all accessible internal/external - windows, glass doors and partitions</li> <li>Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures</li> </ul>	6 Monthly		
<b>Site 26 - SES Depot – Syd Einfield Dr</b>			

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
<b>Deep Clean</b> – Cleaning task to include: <ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets</li> <li>Strip and seal all hard floor surfaces</li> <li>Outdoor surfaces to be pressure cleaned – Decks, walkways &amp; building exteriors</li> <li>Detail clean of all accessible internal/external - windows, glass doors and partitions</li> <li>Detail clean of all bathrooms &amp; locker rooms – pans, urinals, basins, tapware and other fixtures</li> </ul>	6 Monthly		
<b>Site 27 - PPC Depot - Syd Einfield Drive</b>			
<b>Deep Clean</b> – Cleaning task to include: <ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> <li>Fridge Cleaning,</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Strip and seal all hard floor surfaces</li> <li>Outdoor surfaces to be pressure cleaned – decks, walkways &amp; building exterior</li> <li>Detail clean of all accessible internal/external - windows, glass doors and partitions</li> <li>Detail clean of all bathrooms, showers &amp; locker rooms – pans, urinals, basins, tapware and other fixtures</li> </ul>	6 Monthly		
<b>Site 28 - Taniarama Amenities &amp; Staff Facilities Building</b>			
<b>Deep Clean</b> – Cleaning task to include: <ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> </ul>	6 Monthly		

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
<ul style="list-style-type: none"> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets</li> <li>Strip and seal all hard floor surfaces</li> <li>Outdoor surfaces to be pressure cleaned – building exterior &amp; pathways</li> <li>Detail clean of all accessible internal/external - windows, glass doors and partitions</li> <li>Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures</li> </ul>			
<b>Site 29 - Thomas Hogan</b>			
<b>Deep Clean</b> – Cleaning task to include: <ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> <li>Fridge Cleaning,</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets</li> <li>Strip and seal all hard floor surfaces</li> <li>Outdoor surfaces to be pressure cleaned –</li> <li>Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions</li> <li>Detail clean of all bathrooms, showers &amp; lockers – pans, urinals, basins, tapware and other fixtures</li> </ul>	6 Monthly		
<b>Site 30 - Wairoa Community Centre (Not including the tenanted areas)</b>			
<b>Deep Clean</b> – Cleaning task to include: <ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> <li>Fridge Cleaning,</li> </ul>	6 Monthly		

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Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
<ul style="list-style-type: none"> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets</li> <li>Strip and seal all hard floor surfaces</li> <li>Outdoor surfaces to be pressure cleaned –</li> <li>Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions</li> <li>Detail clean of all bathrooms, showers &amp; lockers – pans, urinals, basins, tapware and other fixtures</li> </ul>			
<b>Site 31 - Waverley Cemetery Office, Residence &amp; Toolroom</b>			
<b>Deep Clean</b> – Cleaning task to include:			
<ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> <li>Fridge Cleaning,</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets</li> <li>Strip and seal all hard floor surfaces</li> <li>Outdoor surfaces to be pressure cleaned –</li> <li>Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions</li> <li>Detail clean of all bathrooms, showers &amp; lockers – pans, urinals, basins, tapware and other fixtures</li> </ul>	6 Monthly		
<b>Site 32 - Waverley Library</b>			
<b>Deep Clean</b> – Cleaning task to include:			
<ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. shelving, displays, fans, blinds, vents etc.</li> <li>High dusting &amp; cleaning - ledges, sills, ductwork, fixtures (including Atriums)</li> <li>Removal of cobwebs internal and external.</li> <li>Fridge Cleaning,</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets, fabric chairs &amp; lounges</li> </ul>	4 Monthly		

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
<ul style="list-style-type: none"> <li>Detailed cleaning of hard chairs used in public spaces and Theatrette</li> <li>Strip and seal all hard floor surfaces</li> <li>Outdoor surfaces to be pressure cleaned – Alcoves, bin enclosure &amp; loading dock</li> <li>Detail clean of all accessible internal/external – skirting ducts, windows, glass doors and partitions (including ground floor external windows – forecourt, Denison and Ebley Streets)</li> <li>Detail clean of all bathrooms – pans, urinals, basins, tapware, hand dryers and other fixtures</li> <li>Sweep and blow out of internal fire stair</li> </ul>			
<b>Site 33 - Waverley Library Carpark</b>			
<b>Deep Clean</b> – Cleaning task to include:			
<ul style="list-style-type: none"> <li>Bin Cleaning –all wheelie bins</li> <li>Machine Sweep all levels of car park – driveways / parking spaces</li> <li>Machine Sweep all entry &amp; exit lanes</li> <li>Brush down all curbing and gutters on all ramps (black brake dust)</li> <li>Detail Cleaning of all parking management equipment, directional signage and other traffic management equipment – including pay stations, boom gates, signs and mirrors.</li> <li>Detailed clean all pedestrian crossing, walkways &amp; ramps</li> <li>Removal of cobwebs from all fixtures, fittings and signage</li> <li>Clean all handrails, guard rails &amp; traffic management barriers</li> <li>Remove all rubbish and other debris collected</li> <li>Clean all fire stairs and exits</li> <li>Degrease and pressure wash – significant oil stains</li> <li>Check all grate and drains are clear of debris</li> </ul>	Monthly		
<b>Site 34 - Waverley Early Education Centre</b>			
<b>Deep Clean</b> – Cleaning task to include:			
<ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> <li>Fridge Cleaning,</li> </ul>	Quarterly		

Periodical Cleaning Pricing Schedule			
FACILITY	FREQUENCY	PRICE PER SERVICE	ANNUAL CHARGE
<ul style="list-style-type: none"> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets and rugs</li> <li>Strip and seal all hard floor surfaces</li> <li>Commercial Kitchen Cleaning</li> <li>Degrease of kitchen floor including rubber floors mats</li> <li>Kitchen Exhaust Canopies cleaning to include filter exchange)</li> <li>Outdoor surfaces to be pressure cleaned –</li> <li>Detail clean of all accessible internal/external - windows, glass doors, balustrades and partitions</li> <li>Detail clean of all bathrooms, showers &amp; lockers – pans, urinals, basins, tapware and other fixtures</li> <li>*** Furniture to be removed and replaced when floors are cleaned ***</li> </ul>			
Glass Cleaning (High glazing internal and external, not included in general cleaning scope)	Annually		
Strip & Seal Vinyl flooring in accordance with manufacturers cleaning specifications	6 Monthly		
<b>Site 35 - Waverley Park Amenities Building</b>			
<b>Deep Clean</b> – Cleaning task to include:			
<ul style="list-style-type: none"> <li>Bin Cleaning – Internal and wheelie bins</li> <li>Detailed dusting of fixtures and fittings e.g. fans, blinds, vents etc.</li> <li>High dusting – Ledges, sills and fixtures</li> <li>Removal of cobwebs internal and external.</li> <li>Kitchen Appliance Cleaning – Microwave, Dishwasher, Oven etc</li> <li>Steam cleaning and deodorising of carpets</li> <li>Strip and seal all hard floor surfaces</li> <li>Outdoor surfaces to be pressure cleaned – building exterior &amp; pathways</li> <li>Detail clean of all accessible internal/external - windows, glass doors and partitions</li> <li>Detail clean of all bathrooms – pans, urinals, basins, tapware and other fixtures</li> </ul>	6 Monthly		
		<b>Total Amount</b>	<b>\$145,842.00</b>

Hygiene Services Pricing Schedule:

Hygiene Services Pricing Schedule							
Site #	Site Name	Service	Asset Type	Qty	Frequency	Services per annum	Total Annual Cost
1	The Terraces - 28 Ebley St	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13	
4	Alexandria Integrated Facility (Depot)	SANITARY SERVICE	PREMIUM HYGIENE UNIT	8	Every 4 weeks	13	
4	Alexandria Integrated Facility (Depot)	SANITARY SERVICE	FRESH Air	8	Every 8 weeks	6	
5	Bondi Beach Amenities (North)	SANITARY SERVICE	PREMIUM HYGIENE UNIT	8	Weekly	52	
6	Bondi Beach Amenities (South)	SANITARY SERVICE	PREMIUM HYGIENE UNIT	7	Weekly	52	
7	Bondi Park Sub Depot	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13	
8	Bondi Pavilion	SANITARY SERVICE	NAPPY UNIT 40L BLACK	1	2 per week	104	
8	Bondi Pavilion	SANITARY SERVICE	NAPPY UNIT 40L BLACK	1	2 per week	104	
8	Bondi Pavilion	SANITARY SERVICE	NAPPY UNIT 40L BLACK	1	2 per week	104	
8	Bondi Pavilion	SANITARY SERVICE	NAPPY UNIT 40L BLACK	1	2 per week	104	
8	Bondi Pavilion	SANITARY SERVICE	NAPPY UNIT 40L BLACK	1	2 per week	104	
8	Bondi Pavilion	SANITARY SERVICE	PREMIUM HYGIENE UNIT	4	2 per week	104	
8	Bondi Pavilion	SANITARY SERVICE	PREMIUM HYGIENE UNIT	5	2 per week	104	
8	Bondi Pavilion	SANITARY SERVICE	PREMIUM HYGIENE UNIT	5	2 per week	104	
8	Bondi Pavilion	SANITARY SERVICE	PREMIUM HYGIENE UNIT	8	2 per week	104	
8	Bondi Pavilion	SANITARY SERVICE	PREMIUM HYGIENE UNIT	1	Every 4 weeks	13	
8	Bondi Pavilion	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13	
9	Bronte Community Centre and Amenities South	SANITARY SERVICE	PREMIUM HYGIENE UNIT	4	Every 2 Weeks	26	
10	Bronte Early Education Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	1	Every 4 weeks	13	
11	Bronte Park Amenities and Staff Facilities North	SANITARY SERVICE	PREMIUM HYGIENE UNIT	14	Every 4 weeks	13	
12	Council Chambers	WASHROOM SERVICE	FRESH Air	7	Every 8 weeks	6	
12	Council Chambers	SANITARY SERVICE	PREMIUM HYGIENE UNIT	13	Every 4 weeks	13	
13	Customer Service Centre	WASHROOM SERVICE	FRESH Air	1	Every 8 weeks	6	
13	Customer Service Centre	WASHROOM SERVICE	FRESH Air	1	Every 8 weeks	6	
13	Customer Service Centre	WASHROOM SERVICE	FRESH Toilet Seat Sanitiser Spray	2	Every 4 weeks	13	

Hygiene Services Pricing Schedule							
Site #	Site Name	Service	Asset Type	Qty	Frequency	Services per annum	Total Annual Cost
13	Customer Service Centre	WASHROOM SERVICE	FRESH Toilet Seat Sanitiser Spray	2	Every 4 weeks	13	
13	Customer Service Centre	WASHROOM SERVICE	FRESH Toilet Seat Sanitiser Spray	6	Every 4 weeks	13	
13	Customer Service Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 2 Weeks	26	
15	Eastgate Level 4 Office	SANITARY SERVICE	PREMIUM HYGIENE UNIT	3	Every 4 weeks	13	
15	Eastgate Level 4 Office	SANITARY SERVICE	FRESH Air	2	Every 8 weeks	6	
16	Gardiner Early Education Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13	
18	Hugh Bamford Reserve Hall	WASHROOM SERVICE	FRESH Air	2	Every 4 weeks	13	
19	Kimberley Reserve Hall	SANITARY SERVICE	PREMIUM HYGIENE UNIT	1	Every 4 weeks	13	
20	Margaret Whitlam Recreation Centre	SANITARY SERVICE	NAPPY UNIT 40L BLACK	1	Every 4 weeks	13	
20	Margaret Whitlam Recreation Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	18	Every 4 weeks	13	
21	Marks Park	SANITARY SERVICE	PREMIUM HYGIENE UNIT	7	Every 4 weeks	13	
22	Mill Hill Community Centre	WASHROOM SERVICE	FRESH Air	6	Every 8 weeks	6	
22	Mill Hill Community Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	11	Every 4 weeks	13	
22	Mill Hill Community Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT		Every 4 weeks	13	
22	Mill Hill Community Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT		Every 4 weeks	13	
22	Mill Hill Community Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT		Every 4 weeks	13	
23	Mill Hill Early Education Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	3	Every 4 weeks	13	
25	School of Arts	SANITARY SERVICE	PREMIUM HYGIENE UNIT	3	Every 4 weeks	13	
25	School of Arts	SANITARY SERVICE	FRESH Air	2	Every 8 weeks	6	
27	PPC Depot	SANITARY SERVICE	PREMIUM HYGIENE UNIT	1	Every 4 weeks	13	
28	Tamarama Amenities and Staff Facilities	SANITARY SERVICE	PREMIUM HYGIENE UNIT	5	Every 2 Weeks	26	
29	Thomas Hogan Reserve	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13	
30	Wairoa Community Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	1	Every 4 weeks	13	
30	Wairoa Community Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13	
31	Waverley Cemetery	SANITARY SERVICE	PREMIUM HYGIENE UNIT	1	Every 2 Weeks	26	
31	Waverley Cemetery	SANITARY SERVICE	PREMIUM HYGIENE UNIT	3	Every 8 weeks	6	

*Handwritten signature and date 10*

Hygiene Services Pricing Schedule							
Site #	Site Name	Service	Asset Type	Qty	Frequency	Services per annum	Total Annual Cost
32	Waverley Council Library	DEEP CLEAN SERVICE	DEEP CLEAN URINAL	5	Every 4 weeks	13	
32	Waverley Council Library	WASHROOM SERVICE	FRESH Air	10	Every 4 weeks	13	
32	Waverley Council Library	WASHROOM SERVICE	FRESH Toilet Seat Sanitiser Spray	6	Every 4 weeks	13	
32	Waverley Council Library	SANITARY SERVICE	NAPPY UNIT 40L BLACK	2	Weekly	52	
32	Waverley Council Library	SANITARY SERVICE	PREMIUM HYGIENE UNIT	9	Every 2 Weeks	26	
34	Waverley Early Education Centre	SANITARY SERVICE	PREMIUM HYGIENE UNIT	2	Every 4 weeks	13	
35	Waverley Park Amenities Building	SANITARY SERVICE	PREMIUM HYGIENE UNIT	5	Every 4 weeks	13	
							\$49,829.12