**Product / Service:** Cleaning & Washroom (Outsourced Cleaning Services / Cleaning Consumables / Personal Hygiene Vending & Services)

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|  | **Negative Impacts / Risks** |  | **Positive Opportunities** |
| **Environmental** | * Use of water (natural resource) * Impact of cleaning products (chemicals) on environment * Use of paper disposables – deforestation (loss of biodiversity / climate change) * Energy use of cleaning equipment (carbon impact) * Vehicle fuel & emissions (carbon impact) – frequent deliveries of cleaning & vending products & personal hygiene service visits * Disposal of packaging from cleaning products e.g. bottles – landfill impact * Hazardous waste (chemicals / personal hygiene) | * Less frequent & standardised cleaning schedules (less cleaning products, water and energy used by equipment) * Sustainable cleaning products & supplies (e.g. eco-friendly cleaning solutions, recycled paper disposables, biodegradable waste sacks, microfibre cloths) * Energy efficient equipment (e.g. EnergyStar) * Consolidated deliveries & personal hygiene service visits (or shared contracts) reduce vehicle fuel & emissions * Low CO2 delivery & service vehicles * Recycling packaging from cleaning products & re-using containers |
| **Social** | * Working conditions of cleaning staff (health & safety / long hours / unsocial hours / low pay) * Frequency & timing of deliveries / service vehicles – congestion & noise impacting residents | * Cleaning staff - local employment / living wage * Consolidated deliveries or service visits (or shared contracts) reduce congestion & noise * Staff/students/local community benefit from clean environment |
| **Economic** | * Potential duplication of purchases across multiple sites - disconnected orders / multiple delivery charges * Poor inventory management may result in over-ordering of consumables / leftover stock / high storage costs * High wastage of cleaning products * Sustainable cleaning products may be more expensive | * Rationalise suppliers & deliveries * Reduce waste through effective inventory management / redistribute over-orders of consumables internally * Local supply base – benefits local economy & job market |

**RELATED PROC HE:** HB / HD / HE / HJ / HK / HP / HZ / MS / WT