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