

**Concurrent Session B**  
**Monday 12 September 2016**  
**11:45am – 12:35pm**



**Session 1**  
**Triple Bottom Line Benefits of Day Cleaning at the University of Queensland Rhetoric to Reality**  
**Leigh Burgess**  
*University of Queensland*

*Leigh has a Bachelor of Environmental Management in Sustainability and a passion for simplifying processes and increasing efficiency. She has worked in facilities management across the areas of environmental management, sustainability and cleaning services for fifteen years.*

*Whilst working in the area of sustainability, Leigh was nominated for a Vice Chancellors Award for Excellence in 2010. Leigh has worked on projects in the areas of environmental awareness, water management, waste management, sustainable furniture procurement and environmental licensing.*

*After ten years in the Sustainability space, Leigh took on the challenge of Managing the Cleaning Services Section at The University of Queensland, managing large service based contracts, in-house cleaning staff and professional staff. Leigh's sustainability ethos led her to look at improving resource efficiency and adding value to Cleaning Services. The outcome was a triple bottom line business case for daytime cleaning and an implementation plan to enact it.*

The presentation offers a multi-stakeholder insight into how rhetoric became reality for day cleaning at The University of Queensland.

As a world class University, The University of Queensland needs to present its facilities and buildings at a very high standard. More space and complex building designs have been accompanied by a move towards increased activity in student learning spaces and greater use of facilities at weekends. Together, these factors increase demand on the cleaning budget and the need to provide added value. This combined with a push to reduce energy consumption and increase sustainability outcomes across UQ led Cleaning Services to develop a triple bottom line business case for the implementation of daytime cleaning across its campuses and sites.

UQ executive level commitment and a collaborative relationship between cleaning services and the cleaning contractor ensured a shared vision and approach to the planning. The strengths and opportunities identified across operational, financial and environmental aspects far outweighed weaknesses and threats. To limit any potential issues, the weaknesses and threats which were identified, were managed through careful planning and communication. The vision was simple: reduce the contract cleaning costs and transfer funds to periodic cleaning to provide a better overall quality of cleaning, reduce carbon emissions from HVAC and lighting and improve safety and health and wellbeing for contract cleaning staff.

Day Cleaning was incrementally implemented between October 2014 and September 2015 across The University of Queensland campuses and sites. Communication with executive level management and building managers prior to implementation in addition to information sessions held for staff in

each precinct ensured that staff were informed of the process and that identifiable issues were addressed prior to implementation. During implementation communication at the operational level, between contract supervisors and university cleaning services staff was critical to ensuring that issues with timing and/or safety were managed immediately and effectively.

After implementation, feedback was sought from multiple stakeholder groups to determine their views on the successes and/or failures during the process. In addition, audits on cleaning quality were undertaken prior to and after implementation and the results of both feedback and audits will be discussed during the presentation.

The measures of successful implementation are based on the vision. The presentation will explore the planning process and answer four key questions which determine whether the vision from rhetoric to reality has been achieved. They are;

1. Have contract cleaning costs decreased and have redirected funds had a positive impact on cleaning outcomes?
2. Have carbon emissions been reduced through the reduction in use of lighting and HVAC?
3. Has the health and wellbeing of the cleaning staff increased?
4. Have the strengths and opportunities identified during planning been realised?