

# 20 VIADUCT HARBOUR AVE CLEANING CONTRACT 2021



In partnership with

## Collaborative partnering with TPS to make a real difference in the cleaning industry.



### The Story

To date a large portion of AT's sustainable procurement activities have taken place in the infrastructure sector. Although our major infrastructure projects have the largest spend, some of AT's smaller contracts can make the biggest impact to smaller businesses and workers.

In 2019 the Government Rules Procurement Rules identified 4 priority Broader Outcomes that must be considered when government agencies are making procurement decisions. Broader Outcome 3 called out the cleaning industry as a sector that government procurers ought to work with to improve the conditions for workers.

The contract for cleaning services for AT's office at VHA, Albany and Downtown carpark came up for renewal in 2021. Given the new government direction, and the growth in AT's own sustainable procurement program, the AT procurement and corporate accommodation teams took the opportunity to test how they could try and achieve Broader Outcomes through the cleaning sector.

The tender was won by Total Property Services (TPS) who brought a range of sustainability initiatives and Broader Outcomes to the tender process. Not only did they propose an excellent tender, they really hit the ground running in delivery. Shortly after the contract being awarded, TPS have already commenced delivery on several of these proposed initiatives.

TPS and the corporate accommodation team are really raising the bar on what good sustainable procurement and Broader Outcomes looks like in practice.

### The impacts

TPS have brought several impressive ideas to the table across social, economic and environmental sustainability. Initiatives include:

- Working with the AT women's network to onboard Dignity a social enterprise into the AT offices. Dignity provides period products to the AT bathrooms. At the same time, they have a buy-one-give-one model where they give period items to people who don't have access around NZ. The aim is to address period poverty in NZ. A win for AT staff and other women around NZ
- As soon as the contract was awarded TPS has begun measuring the quantity of waste that AT staff send to landfill. In the next couple of months alongside the AT Green Team they will commence waste auditing where they identify specific waste streams for AT. We can then set meaningful targets for the organisation to reduce our waste
- Within the first month TPS have onboarded Will & Able another social enterprise to deliver our kitchen cleaning products. Will&Able provide meaningful employment to people with disabilities. Beyond this, Will&Able products come in recycled milk bottles and the bottles are refilled by TPS when they run out (rather than a new bottle each time).



Aine Conlan and Kaitlyn Relf from our Women's Network - excited to be involved in this initiative to help people who have periods@ AT

TPS have agreed to pay all their staff in the contract the New Zealand living wage. TPS is in the process of embedding several other sustainability initiatives over the next couple of months including:

- Setting up a circular economy solution with Will&Able, our kitchen milk bottles will get collected and then turned into bottles that store the Will and Able product
- Establishing worm farms for our staff's green waste and coffee grinds (second half of 2021)
- Switching chemical cleaning products to enzyme based cleaning products (happening now), this has resulted in more positive feedback about the cleanliness of our facility whilst also reducing our environmental impact
- Working with the facilities team to score a Neighbours and/or Green Star rating for the building
- Investigating the possibility to set up a garden / green space in the AT office (that the compost would be used in)
- Running education and training programmes and lunch & learns for AT staff.

It's easy to talk-the-talk through a tender process however in our experience when it comes to delivery, several initiatives identified through the tender process get lost and not implemented. However, TPS have really stepped up in this contract and walked-the-walk! The true impact of these outcomes is still being measured, but we are looking forward to keeping track of the long term success of these changes!

## Sustainable Procurement Approach

In 2020 the AT corporate accommodation team approached the procurement team to work through a renewal of the office cleaning tender. Harry, the lead procurement advisor knew that this was an important tender to consider sustainability outcomes in. He sought out help from the AT sustainable procurement team to support including sustainability through the process.

The teams worked together to identify just what we wanted to achieve through this sector considering the direction from the Government Procurement Rules, Broader Outcomes. The sustainability areas that were most important to achieve through the contract were environmental outcomes and improving the working conditions for workers.

The tender included specific questions asking how the tenderer was planning to address:

- Waste minimisation and circular economy
- Emissions reduction
- Water stewardship
- The living wage
- Training and education for staff

The tender was an open market, competitive tender process with a price & quality weighted evaluation. Sustainability was weighted 10% which was high enough to sway the outcome of the tender if a high-quality response was submitted. The Sustainable Procurement team was brought in to provide a subject matter review of the sustainability components of the tender.

There were several high quality responses, however TPS shone through as a supplier that could deliver high quality work at the right price and proposed several ways they could bring sustainability to life in the AT offices and in early-2021 were identified as the preferred supplier to AT.

It was initially a challenge to incorporate sustainable procurement outcomes into the tender as it's not currently part of the norm. However, by working with our sustainable procurement lead and applying some creativity, we were able to implement a detailed Social and Sustainable tender attribute, combined with people and planet-focused contract reporting requirements. It's great to see the initiatives that have come out of this which will have a meaningful impact for our supplier as well as our staff.

Harry Glynn, AT Procurement Advisor



## Lessons learnt

1. TPS have taken a true partnership approach to this contract. As soon as the tender was awarded, TPS invited the sustainable procurement team to the table to discuss how they would bring the sustainability components of the tender to life. The AT corporate accommodation team have also been leaning into the partnership. The value of having two proactive teams that are so open and honest conversations has super charged the delivery of sustainability.
2. Upon talking to TPS a lot of the sustainability initiatives they are bringing to the table are things that were possible by TPS in the past (they do a lot of this good work with other organisations already). However, the AT tender and contract did not facilitate their ability to deliver all this good work. The lesson for AT is that we have several innovative suppliers out there who are ready and willing to do amazing sustainability initiatives for us. We need to structure our contractual mechanisms to facilitate them to deliver.
3. Even through this contract is small in the scheme of AT spend, it has a huge impact. Firstly, for the likes of Dignity and Will&Able, having long term partnerships can play a big role in their ability to grow the work they do in their communities. Also, because cleaning is so visible to AT staff it really showcases what sustainable procurement is, in a tangible and visible way. It really shows how we can do this and should be doing it more broadly.

