



WHAT IS ECOCLEAN?

ecoClean Version 3
BSCAA (Queensland):
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ecoClean is an environmental program that was developed by the cleaning industry to enable its participants to achieve increased eco-efficiency.

Goals of ecoClean

The main goal of ecoClean is to assist businesses within the cleaning industry to achieve best environmental management practice, while also being cost effective, for each participant.

The program has the goal of assisting each business to make steady, continuous improvement towards better overall business practice, bearing in mind that technology constantly offers improved options for doing business more sustainably.

The ecoClean certification and the use of the ecoClean logo are intended to acknowledge and promote those businesses that have made a commitment to adopting good environmental practices.

Outcomes

ecoClean is designed to achieve the following outcomes:

- Safe disposal of waste water and other harmful substances
- Reduction of the use of hazardous cleaning chemicals and substitution with environmentally friendly chemicals;
- Conservation of energy and reduction of greenhouse gas emissions
- Conservation of water
- Reduction in the amount of waste generated and an increase in recycling.

To achieve these outcomes participants in ecoClean are expected to:

- Comply with all existing environmental laws and regulations
- Show commitment to continuous improvement
- Engage actively with staff and clients to improve performance
- Ensure that staff are well trained in environmental care
- Measure and report on actual achievements
- Regularly review progress.

Overview of the ecoClean Program

ecoClean has entry attainment followed by four levels. To achieve and maintain certification each business must comply with the relevant requirements of all preceding levels. Each Business should choose the level of certification which best suits their business needs, while at the same time fulfilling the objective of continuous environmental improvement.

The program is designed so that all businesses will progress to the higher levels.

As each Business achieves higher levels of certification, it will become more environmentally friendly and gain a greater edge on competitors.

Commitment - Entry Attainment: This ensures a business is complying with all current mandatory environmental requirements for business operation and is the first step towards improving overall environmental performance. It involves businesses identifying current practices and making a positive commitment to improve their performance

Implementation - ecoClean Level 1: The goal is to demonstrate that the business has become environmentally responsible and is implementing actions to improve performance.

Sustainability - ecoClean Level 2: The goal is to embed the gains already made and make them part of regular practice.

Compliance - ecoClean Level 3: The goal is to demonstrate the achievement of ISO 14001 certification.

Leadership - ecoClean Level 4: The goal is industry sector leadership and adopting best practice in all activities.

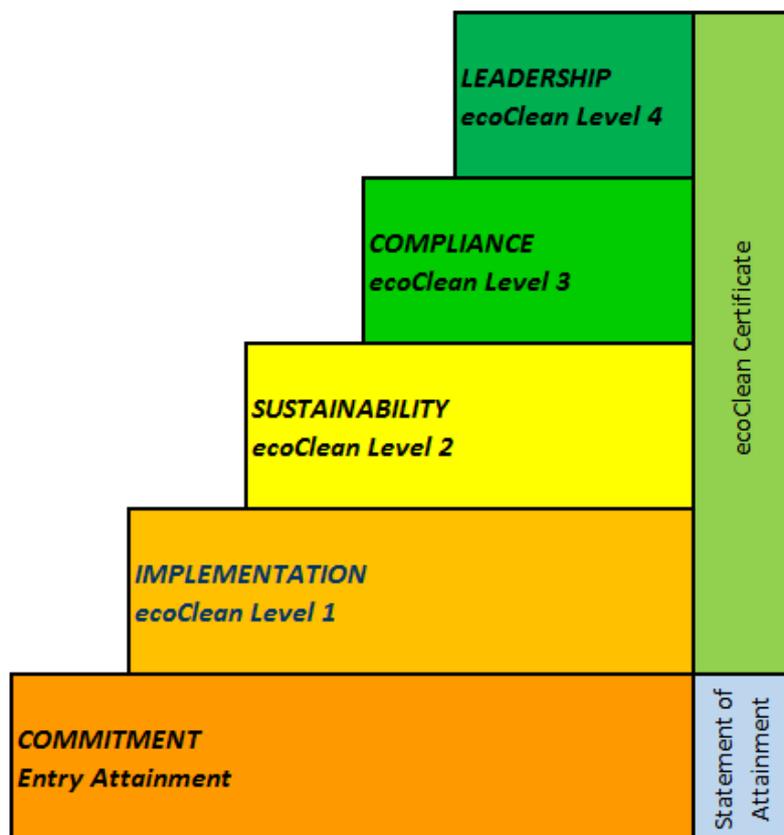


Figure 2: The ecoClean Levels

Relationship to the Roadmap

The scheme closely follows the achievement levels established in the Business Sustainability Roadmap (see Attachment 3).



ecoClean commences with Entry Attainment entitled "Commitment" which is seen as the first step towards excellent environmental practice. It broadly corresponds to the first Destination of the Roadmap and requires participants to focus on the environmental impact and actions they may take to improve performance.

This level is seen as an entry level stage which all commercial cleaning companies should meet. It is open to all commercial cleaning businesses and participation will not be restricted to BSCAA members. Each business must complete Entry Attainment before applying for certification under the first ecoClean Level. PLEASE NOTE: Achieving Entry Attainment does not allow businesses to use the ecoClean logo.

Figure 1: The Business Sustainability Roadmap

The ecoClean levels: Level 1 - **Implementation**, Level 2 - **Sustainability**, Level 3 - **ISO Accreditation** and Level 4 - **Leadership** broadly correspond to the Roadmap Destinations 2, 3, 4 and 5.

Many businesses have applied for and received internationally recognised certification under schemes such as ISO 14001. Accreditation under these schemes implies that a high standard of environmental care is already being achieved. It is not cost effective to repeat these certification procedures, therefore businesses which have relevant international accreditation will be deemed to have met most of the requirements for ecoClean Level Three, without the need to resubmit documentation or to undergo additional site inspections. There are some ADDITIONAL requirements for certification under ecoClean, mostly relating to industry leadership, actual achievement and reporting.

Table 1: Focus and purpose of each of the certification levels in ecoClean program – Items highlighted in RED are a requirement of the Level

Level	Entry Attainment Commitment	Level One Implementation	Level Two Sustainability	Level Three ISO Certification	Level Four Leadership
Commitment and engagement	Identify at least 2 actions to target over next 12 months Prepare an Environmental Policy	As for Entry Prepare a basic Environmental Action Plan Identify at least 5 actions to target over next 12 months Ensure that the Environmental Action Plan has clear targets and goals	As for level One Promote environmental commitment to clients and stakeholders Engage actively with suppliers to increase the number and variety of environmentally friendly products	Certification under ISO 14001 (All requirements for Level One are mandatory)	As for levels 1, 2 and 3 Show leadership in promoting environmentally responsible cleaning within the industry sector
Achievement	Not at this level, although desirable for recertification	Achieve some of the goals previously identified	Achieve most of the goals previously identified Demonstrate commitment to continuous environmental improvement	Level two goals are expected as part of ISO recertification	Implementation of best practice in all the areas of environmental impact including, chemicals handling, energy and water conservation and waste minimisation
Purchasing decisions for chemicals, products or equipment	Review purchases to determine where improvements could be made	Demonstrate at least one positive eco-efficient choice in purchasing	As for Level one Prepare a Purchasing Policy which emphasizes environmental care Develop clear preferences for environmentally friendly supplies and engage with suppliers to ensure these are delivered	Part of ISO recertification ISO14001:2015	As for Level Two Undertake Life Cycle Analysis of some major purchases Contractors e will also have basic environmental care management practices in place and Entry certification under the ecoClean program if relevant
Chemicals used		Identify at least one chemical cleaning product currently used and trial a less hazardous alternative chemical	As for level One Demonstrate commitment to phasing out environmentally hazardous chemicals by having 25% of chemicals meet GECA standards or equivalent	This is not mandatory for ISO certification	As for Level Two Demonstrate commitment to phasing out environmentally hazardous chemicals by having 50% of chemicals meet GECA standards or equivalent
Chemicals handling, on site and in stores	SDS for all chemicals and completed Risk Assessments Make required PPE available to all staff Clear instructions to staff about safe handling of chemicals	As for Entry Attainment Provide evidence staff are familiar with chemicals handling procedures. Wall charts and other guides to staff for safe handling of chemicals used. Review and implement good product dilution procedures to minimise wastage	As for Level One Records of training are expected to be in good order and up to date	Expected part of ISO recertification	As for Level Two Training Manuals, Safe Work Method Statements or Operating Procedures should emphasise safety when using chemicals.
Waste management	Compliance with all council and government waste disposal requirements for waste water, empty containers or unwanted products	As for Entry Attainment Evidence of training staff in waste management should be provided	As for level One Develop waste disposal policy and procedures -include all wastes i.e. used equipment, batteries, electronic equipment and any wastes created by the business or the staff	Probable part of ISO certification	As for Level Two
Recycling	Desirable but not essential for this level	Set up simple procedures to facilitate	Identify reuse or recycling options for all	Part of ISO certification but not	Recycling is a core element of the

Level	Entry Attainment Commitment	Level One Implementation	Level Two Sustainability	Level Three ISO Certification	Level Four Leadership
		recycling of paper, cardboard, glass and plastics in Head Office	waste streams including electronic waste and batteries.	mandatory This should be addressed in the EMS	operation and all waste types are recycled wherever possible.
Client waste handling	Compliance with State, council or client waste handling requirements	As for Entry Ensure staff always use client waste recycling facilities	Promote good recycling and waste handling practices to clients wherever possible	Probable part of ISO certification	As for Level Two This should be addressed in the EMS
Water conservation	Comply with all water use restrictions Use of recycled waters where required	Identify water conservation options Write up water conservation procedures Implement basic water conservation measures where applicable	As for level One Cost effective measure and any low cost measures to minimise water use should have been implemented	Part of ISO certification but not mandatory	As for level Two Major steps towards reducing overall water consumption. Probable steps will be gurneys and washers water efficient, tank water in use, no dripping taps etc.
Energy conservation (Carbon footprint)	Desirable but not essential for this level	Identify energy conservation options Write up energy conservation procedures for use by all staff Implement some basic energy efficiency measures in the office, vehicles or equipment	As for level One Cost effective measure and any low cost measures should have been implemented.	Part of ISO certification but not mandatory	As for level Two Major steps towards reducing the overall electricity consumption e.g. energy efficient lighting and appliances. Vehicles will be energy efficient and unnecessary travel will be avoided
Environmental nuisances	Comply with OHS noise regulations Comply with Local government noise restrictions	As for Entry	Develop a noise policy if work involves impact on clients or the public Address any unusual effects such as impact of chemicals on sensitive client or tenant staff	Part of ISO certification but not mandatory	As for level Two Noise levels in all equipment should be well below mandatory requirements.
Training		Training material provided to all staff, addressing environmental care and responsibility, chemicals handling and waste management Training registers are set up for all staff showing the dates on which training was received	Training material is documented and there is evidence that staff have understood it Ensure the training program is rolled out to all parts of the business and to all regions and staff levels	Mandatory part of ISO Certification	As for Level Two and Three Well documented training as required for ISO 14001 certification Provide additional environmental training for senior managers and supervisors. .
Measurement and reporting		Provide electricity and water use bills for head office	As for Level One provide information on waste disposal, fuel use and chemical purchases		As for Level One Demonstrate real improvement in performance over time. Annual data compared
Assessment and review		Report of achievements against targets	Show evidence or review procedures	As for Level Two Mandatory for ISO Certification	As specified in ISO14001 or equivalent

CERTIFICATION PROCESS

Overview of the certification process

The ecoClean certification process is structured around continuous improvement in environmental performance, with each participating business making gradual improvements in their processes and management until best environmental practices are achieved.

Each business needs to complete each of the preceding levels before proceeding to the next level. It will be possible to apply for more than one level at a time in which case the certifier will determine which levels the business has achieved.

Applying for certification

What ecoClean path can you take?

Option 1:
Work through each level.



Option 2:
If you prefer not to do ISO 14001* you can skip it.



Option 3:
Do you have ISO 14001*? If YES start here!



*For more information on ISO 14001 click here: <http://www.bestpracticecertification.com.au/product-and-services/iso14001>

To seek certification each business needs to

1. Complete an application form at: <http://www.queensland.bscaa.com/ecoClean>
2. Once this has been done you will receive further information on the level you are going to complete and an Invoice for payment. Further information includes;
 - a. A check list of requirements for the level of certification sought
 - b. A list of documents required to be emailed to bscaaqld@bscaa.com to achieve certification
 - c. An checkbox to indicate any areas where you may need assistance to create the documents required
3. Once payment has been received along with the documentation listed in the checklist (or the checkbox ticked to indicate assistance is required) an auditor will assess the documentation. If you are completing Level 1, Level 2 or Level 4 a site inspection will also be scheduled.
4. Areas of non-compliance are then to be rectified.
5. Receive certification.

Applications will remain valid for one year following receipt. Current ecoClean members are eligible to nominate for ecoClean Awards at the BSCAA Excellence Awards. You do not need to be a BSCAA Member to nominate.

Role of Certifier

Review of application

Once the documentation has been reviewed BSCAA will:

1. Advise the applicant of any additional documents needed,
2. Where additional assistance has been requested:
 - a. Liaise with the certifier to directly assist the applicant to complete required documentation or
 - b. Contact any other BSCAA nominated service provider for any necessary additional documents,
3. Make an appointment for a site audit.

Site Audit

A site audit is needed for ecoClean certification Levels 1, 2 and 4. The purpose of the site audit is to check that documents are physically present where required, and that required standards are met. It will also be possible to look at documents which are not suitable for submission because of size, location, commercial confidentiality or other reasons.

Where a business already has ISO 14001 certification, the requirement for a site inspection is not required, although businesses may opt to request an inspection. Additional charges may be applied.

Achieving certification

Once all documentation has been submitted and meets the required standard, the Certifier will make a recommendation to BSCAA for the Level of Certification achieved and provide each applicant with a report showing opportunities for improving their performance.

Certificates and Statements of Attainment

It is the responsibility of BSCAA to send each successful applicant advice of the achievement level and appropriate certificates and logos.

Participants who have completed requirements for Entry Attainment will be given a statement of Attainment. They WILL NOT be entitled to use the ecoClean logo.

Applicants who have met requirements for any of the ecoClean levels will be given a Certificate and an electronic copy of the ecoClean logo which they are encouraged to use on letterhead and company documentation. All ecoClean members are shown in the ecoClean online directory on the BSCAA Website at: <http://www.queensland.bscaa.com/page-18078>

BSCAA may withhold certification or certificates if relevant fees and charges have NOT been paid.

Timing

Entry Attainment, ecoClean Level One, Two, Three and Four Certificates will last for ONE year and need to be renewed annually.

Re-certification

Annual recertification is required for each level of the program. It is expected that applicants will show some demonstrable improvement for successful recertification. The program is structured so that by making even a small improvement each year, all businesses will gradually progress through the ecoClean levels.

Terms and Conditions

1. Applications will remain valid for one year following receipt.
2. Participation in the scheme is open to ALL commercial cleaning contractors, regardless of membership of BSCAA, although fees may vary.
3. No business may use the ecoClean label without permission and a certificate issued by BSCAA indicating the level achieved and the period for which the Certificate is current.
4. The Entry Statement of Attainment will commence from the date the completed form is submitted and will remain valid for one year.
5. ecoClean Certificates will remain valid for one year from the nominated date.
6. Where applicable certification at ecoClean levels requires the certifier to conduct at least one site audit. To keep costs down for BSCAA and participants, the timing of applications will be restricted.
7. Application forms include check lists for the documents which must be supplied. These documents will be kept confidential. Regional locations may incur additional fees for travel.
8. Recertification must be completed a minimum of 2 months prior to the previous year's expiration date.

Restrictions on use of the ecoClean label

1. Participants must not use the ecoClean logo without relevant certification. Registering as a participant does not give any right to use of the ecoClean logo.
2. No business may use the ecoClean label without permission and a certificate will be issued by BSCAA, indicating the level achieved
3. Participants must not use any logo other than the one they have been given permission to use as a result of achieving a particular level of certification.
4. Where a participant seeks re-certification for a further 12 months the ecoClean logo may not be utilised by the participant until recertification has been completed.

WHAT DOES ECOCLEAN INCLUDE?

Scope

The complete ecoClean program includes all aspects of business operations, from the time products are purchased, through typical business activities and when products are no longer needed. The full scope of potential actions under ecoClean therefore includes:

- Purchasing decisions for chemicals, products or equipment,
- Chemicals handling on site and in stores,
- Waste Management and Disposal,
- Waste handling of client waste,
- Water consumption in your office and on site,
- Electricity use in your office and on site,
- Travel to sites and for management,
- Noise and dust and odours.

Other business activities which form part of the ecoClean certification process include:

- Company environmental commitment,
- Achievement,
- Staff training in environmental responsibility,
- Measurement and Reporting,
- Assessment and performance review.

The lower levels of the program address only some of these aspects and the level of detail and action required increases gradually across the program.

Company environmental commitment

This is about overall commitment to environmental sustainability and to the ecoClean program. The key elements involve having environmental policies and action plans. It will also involve engagement with staff. At the higher levels, commitment involves taking demonstrable steps towards engagement with clients, suppliers and the wider community.

Achievement

This is simply a statement of what actually has been achieved by the business. It is usually assessed using the Environmental Action Plan i.e. by determining if the goals have been achieved.

Purchasing decisions for chemicals, products or equipment

The areas where most commercial cleaning businesses are likely to have an immediately positive improvement in performance relate to:

- Selection of chemical products, with those with a lower hazard (especially those with lower environmental toxicity being selected in preference to current alternatives,
- Choice of products to supply (e.g. products made from recycled materials),
- Container sizes set to minimise packaging wastes,
- Choice of cleaning equipment e.g. more energy efficient vacuum cleaners,
- Choice of fuel efficient vehicles and efficient office equipment.

At the highest levels of the ecoClean program, businesses may start to consider Life cycle analysis which takes into account the way a product is made, where it comes from, as well as its waste disposal choices, Life Cycle Assessment (LCA) provides a way of assessing the environmental burdens associated with the whole life cycle of a product or service, from its cradle to its grave.

Chemicals Handling and risk assessment

Cleaning is an activity which requires high usage of a variety of chemicals, including degreasers, disinfectants, solvents and some corrosive substances. The issues which are considered focus on the way chemicals are handled so accidental release into the environment is prevented and also on ways that actual chemical consumption is minimised.

There is a big overlap with occupational health and safety so by preventing environmental damage you also reduce risk to staff. Issues such as use of Personal Protective Equipment (PPE), spill kits, good chemical storage and compliance with safety requirements, such as having Safety Data Sheets and substance risk assessments are also part of this criterion.

Waste management and disposal

This criterion is about how the business handles its own wastes i.e. the ones that it creates itself. The typical wastes produced by those in the cleaning industry are:

- Empty chemical containers,
- Packaging materials,
- Water waste from mopping and pressure cleaning,
- Used mops, cloths and gloves,
- Used equipment, and
- Office waste including paper.

Waste handling of client wastes

Handling client wastes is discussed separately for the cleaning industry, because this is an activity undertaken at a client's site and largely governed by the facilities and systems set up by the client. The nature of the wastes handled and their quantity and even the location of skips etc are not directly within the control of the cleaning contractor.

There are compliance issues involved in handling client wastes, which focus on ensuring bins are clean and vermin proof. There are also important restrictions of the types of wastes allowed in bins. Additionally there are environmental benefits in ensuring staff use recycling skips when available.

At the higher levels business are encouraged to be pro-active with clients and to encourage the client to promote waste minimisation.

Water consumption in your office and on site

Reducing overall environmental impact by reducing water consumption has benefits for each business, for clients and for the environment. The cost of water means that businesses will save money if water use efficiency can be improved. There are many actions which each business can take to improve their water efficiency, mostly relating to the use of washing machines, pressure cleaners, carpet cleaners and routine mopping.

Electricity and gas consumption

Reducing overall environmental impact by reducing energy consumption has substantial benefits for each business, for clients and for the environment. The cost of electricity means that businesses stand to benefit substantially if electricity use efficiency can be improved. There are many actions which each business can take to improve their efficiency, starting with the electricity consumption within their own offices as well as the electricity consumption while on site. Where businesses use gas equipment, the same general approach applies.

Travel

The other aspect of reducing of energy consumption involves travel to sites and for management. For some businesses transport is just a small part of their overall environmental footprint, while for others the relative impact may be significant. There are once again many actions which can be taken to reduce fuel consumption, including purchase of fuel efficient vehicles and good job scheduling to minimise unnecessary travel.

Noise, dust and odour

These are mostly nuisance issues which may apply in certain cleaning situations, although there may also be significant OHS implications for staff. There may be some OHS noise compliance issues for businesses doing external cleaning.

Dust is primarily an OHS issue, although in some special situations there may be environmental impacts through the effect on indoor air quality or on construction sites.

Similarly there may be some special clients for which odour from chemicals used may pose an indoor air quality issue which needs to be addressed.

Staff training in environmental responsibility

Training is a key to successful implementation of the ecoClean program. A steady improvement in the quality of training material and in the number and frequency of staff training is one of the measurable outcomes of the ecoClean program.

Assessment, measurement and performance review

The key to continual improvement and ongoing participation in the program lies in taking key steps to understand current practices and identifying opportunities to improve. This involves:

- Knowing what you currently are doing – measuring understanding,
- Identifying the things you can do to improve,
- Developing an Action Plan,
- Implementing an Action Plan,
- Continuously improving.

What types of documents are needed to get certification

There are a range of different types of documents which will need to be prepared or collected as businesses progress through ecoClean.

Policies and planning documents

These are the documents which the business uses to tell everyone what it hopes to achieve and what its goals are. The key documents are:

- Environmental Policy: Outlines the business principles and objectives,
- Environmental Action Plan: Identifies the actions which the business plans to take over the next 1-3 years,
- A summary statement identifying the eco-efficiency and environmental responsibility actions already implemented by the business,
- At higher levels a Purchasing Policy stressing life cycle environmental impact considerations in product choices may be expected,
- Company prospectuses and public documents which promote the “green” credentials of the business,
- Environmental Management System Manual and any associated EMS documents are needed at the higher levels.

Procedures

These are a little more detailed than policies but set out HOW the business will do things to minimise environmental impact and achieve goals. A way to think of it is that procedures are the instructions you give to office staff and senior management and some supervisors. The key documents are:

- Waste disposal policy and procedures,
- Product dilution procedures or practices which ensure products are not overused,
- Noise policy prepared if relevant,
- Head office energy and recycling procedures
- An Environmental Impact Register which identifies current environmental impact and assesses whether the impact is small medium or large relative to other local businesses.

Training material

The training information given to staff is the best way to show that the business is making an effort to reduce environmental impacts. The training notes need to be provided in a way staff can understand. There is a range of different ways that this can be provided. They include

- Training manuals – most common
- Instructions given by email or notice
- Wall charts
- Videos

Training instructions will focus on aspects of environmental care and responsibility that are implemented directly by staff such as minimising water and energy use and recycling wherever possible.

Lists

Providing lists of various items is an easy way to show how the business is achieving environmental sustainability goals. The typical lists which are requested are:

- List of chemicals used, associated SDS and any Risk Assessments which are required by law,
- List of cleaning machines used to ensure they meet OHS noise standards, and also showing their energy, and water efficiency ratings,
- List of vehicles uses and their makes and mode.

Evidence

Sometimes evidence will be requested to show that the business is actually doing what it says it is doing. This is especially the case for the entry levels where a site audit is not required. The areas where evidence is needed are:

- Evidence to show appropriate PPE are used,
- Training Register, showing dates on which staff have been given training in environmental responsibility, and chemicals handling,
- Evidence that individual staff members have understood training material and have demonstrated competency,
- Evidence of eco-efficient purchases.

Data and reports

Data is used for reporting and calculating improvements. The types of data requested are usually quite easily found and include:

- Electricity and water bills showing electricity and water consumption for head office,
- Waste bills,
- Fuel consumption – e.g. from BAS.

Higher levels will complete a baseline report for all environmental impacts including energy consumption, water consumption, product use and waste generation, and calculate carbon foot print based on the reported data, and may prepare a Life Cycle Analyses of some major purchases.

APPLICATION

Entry Attainment: Application

The Entry Attainment Application is online.

To complete the application please click here: <https://queensland.bscaa.com/ecoClean>

The Questionnaire is broken down into the following sections:

Part A: Essential Compliance

- Chemicals
- Waste Management
- Equipment
- Other environmental issues

Part B: Commitment

- Environmental
- Training

Each section has several questions to answer.

The following list of attachments will then be required:

- Safety Data Sheet – Hazardous Chemical
- Safety Data Sheet – Non-Hazardous Chemical
- Risk Assessment Example
- Safe Operation Procedure Example x 2
- Environmental Policy of your Business

It is required that you then declare that all information provided in the application and within the documents submitted is true and correct.

Entry Attainment does not give permission to use the ecoClean logo.

BSCAA Queensland ecoClean can revoke the certificate if any information is found to be false or misleading.

Level 1-4 Applicant Details

To apply for Levels 1, 2, 3 or 4 please complete the application here: <https://queensland.bscaa.com/ecoClean>
Alternatively you can fill out the below form and email to bscaagld@bscaa.com

Name of Organisation _____

Address _____

Contact Person _____

Position _____

ABN _____

Telephone Number _____ Mobile Number _____

Email _____

Type of application New Application
 Recertification at the same level
 Advancing to a higher level of certification

What level of ecoClean certification do you currently have?
 Entry Attainment
 ecoClean Level One
 ecoClean Level Two
 ecoClean Level Three – ISO 14001
 ecoClean Level Four

Level of ecoClean certification required Entry Attainment – Apply online here: <http://www.queensland.bscaa.com/ecoClean>
 ecoClean Level One
 ecoClean Level Two
 ecoClean Level Three
 ecoClean Level Four

Declaration I have read and understand the ecoClean Terms and Conditions

Signature: _____ Date: _____

SEND COMPETED APPLICATION TO

Building Services Contractors Association of Australia – Queensland Division

Email: bscaagld@bscaa.com

Website: www.bscaagld.com

Phone: 07 3088 2209

Pricing Schedule

Initial Certification

	Members	Non-Members
Entry Attainment	Free	Free
Level 1	\$1430.00	\$1650.00
Level 2	\$975.00	\$1125.00
Level 3 - ISO	\$500.00	\$700.00
Level 4	\$1950.00	\$2250.00

Annual Surveillance Audit

	Members	Non-Members
Entry Attainment	\$400.00	\$500.00
Level 1	\$650.00	\$750.00
Level 2	\$650.00	\$750.00
Level 3 - ISO	\$250.00	\$350.00
Level 4	\$975.00	\$1125.00

All prices are GST Inclusive

TRAVEL COSTS outside of Brisbane City are additional



This program has been developed by the Building Service Contractors Association of Australia – Queensland Division (BSCAA) in partnership with the Queensland Department of Environment and Heritage Protection (EPC)

For further information please contact:

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