NGU Outsourced Services Sustainability Policy

Policy Name	Outsourced Services Sustainability Policy
Effective Date	January 2025
Review Cycle	Every 2 years
Approved By	NGU University Council

1. Overview

Many of the services on Newgiza University (NGU) campus are delivered by outsourced companies, including catering, canteens, cafés, vending, cleaning, security, landscaping, maintenance, transport, and event services. These contractors buy and use a large share of the plastic and disposable items found on campus and generate much of the campus waste. NGU's commitments to plastic and disposable items can only succeed if they apply equally to the companies that provide services on their behalf. This policy, therefore, extends the NGU Plastic Minimization Policy and the NGU Disposable Items Minimization Policy, together with NGU's waste policies, to all outsourced services and their supply chains.

2. Purpose and Scope

This policy aims to:

- Make sure that all outsourced services on NGU premises follow the same rules on minimizing plastic and disposable items as NGU itself
- Make these requirements binding through tenders, contracts, and contract renewals
- Extend the requirements to the suppliers and subcontractors that outsourced service providers use to deliver services to NGU
- Monitor contractor compliance and take action where requirements are not met

This policy applies to all companies and individuals contracted to provide services on NGU premises or at NGU events, and to their subcontractors and suppliers, including:

- Food and beverage services: catering, canteens, cafés, kiosks, vending machines, and event catering
- Cleaning and housekeeping services, including washroom supplies
- Security services
- Landscaping and gardening services
- Facilities maintenance, technical, and construction services
- Transport and shuttle services
- Event management, printing, and promotional services
- Waste collection and recycling services
- Any other service outsourced by NGU in the future

3. Definitions

3.1 Outsourced Services

Contracted services on campus, such as food catering and canteens, cleaning, security guards, landscaping, maintenance, and transport, that are delivered by an external company instead of by NGU staff.

3.2 Service Provider

Any company or individual contracted by NGU to deliver an outsourced service, including its staff working on NGU premises.

3.3 Supply Chain

The suppliers and subcontractors from which a service provider buys the goods, materials, and services it uses to deliver services to NGU.

3.4 Covered Policies

The NGU Plastic Minimization Policy, the NGU Disposable Items Minimization Policy, the NGU Waste Measurement, Recycling, and Landfill Diversion Policy, and the NGU Hazardous Materials Waste Disposal Policy.

4. Policy Statement

NGU requires every outsourced service provider to comply with the Covered Policies in the same way as NGU's own schools and offices. Plastic and disposable item minimization requirements are included in all tenders, contracts, and contract renewals for outsourced services, and service providers must pass these requirements on to their own suppliers and subcontractors. NGU will monitor compliance and will treat serious or repeated failures as a breach of contract.

5. Requirements for Service Providers

5.1 All Service Providers

- Comply with the Covered Policies while working on NGU premises or at NGU events
- Avoid single-use plastic and disposable items wherever a reusable alternative exists
- Buy goods with minimal, recyclable, or returnable packaging, and in bulk where this reduces packaging
- Separate waste at source and use NGU recycling and waste systems correctly
- Never dispose of hazardous materials in general waste or drains
- Train their staff working at NGU on these requirements
- Pass these requirements on to their suppliers and subcontractors serving NGU

5.2 Catering, Canteens, Cafés, and Vending

- Do not supply plastic straws, stirrers, cutlery, polystyrene foam containers, or plastic bags
- Use recyclable or compostable packaging for take-away food and drinks, provided only on request

- Use bulk dispensers instead of individual sachets for sugar, sauces, and condiments
- Accept customers' own cups and containers
- Separate food waste for composting and report the weight of waste generated

5.3 Cleaning and Housekeeping

- Use concentrated cleaning products in large refillable containers
- Use reusable microfiber cloths and mops instead of disposable wipes
- Use recycled-content bin liners and paper products, and use bin liners only where needed
- Keep recyclable waste separate from general waste during collection

5.4 Security, Landscaping, Maintenance, and Transport

- Compost garden waste or hand it to NGU for composting
- Return packaging, used parts, oils, and batteries to suppliers or licensed recyclers
- Separate construction and demolition waste for recycling

5.5 Events, Printing, and Promotional Services

- Organize NGU events without single-use plastic bottles, cups, plates, cutlery, balloons, or decorations
- Provide reusable banners, badges, and signs, and digital alternatives to printed materials
- Avoid plastic promotional items and supply only useful, durable items when requested

6. Procurement and Contracts

6.1 Tenders

- All tender documents for outsourced services include the requirements of this policy
- Bidders must describe how they will minimize plastic and disposable items, and this is scored as part of the technical evaluation

6.2 Contracts

- Each service provider signs the Service Provider Declaration before starting work
- Existing contracts are brought into line with this policy at their next renewal, and service providers are asked to comply in the meantime

6.3 Supply Chain

- Service providers must make sure that their suppliers and subcontractors serving NGU meet the same requirements
- On request, service providers must give NGU information on the products and packaging they buy for NGU services

7. Monitoring and Compliance

- Facilities Management checks contractor compliance through regular site inspections, at least once each semester

- Service providers report to NGU each year on the plastic and disposable items they used, the reusable alternatives introduced, and the waste they generated and recycled
- Students, staff, and visitors can report non-compliance to Facilities Management or the Sustainability Committee
- Where a service provider does not meet the requirements, NGU first agrees a corrective action plan with clear deadlines; serious or repeated failures may lead to financial penalties under the contract or to termination of the contract

8. Responsibilities

8.1 University Council

- Approve this policy and review the annual report on contractor compliance

8.2 Procurement Department

- Include this policy in all tenders and contracts for outsourced services, collect signed declarations, and keep records

8.3 Facilities Management

- Manage service providers on campus, inspect their compliance, and agree on corrective actions

8.4 Sustainability Committee

- Advise service providers, review their annual reports, and report progress to the University Council

8.5 Service Providers

- Comply with this policy and the Covered Policies, train their staff, report to NGU each year, and pass the requirements on to their supply chain

9. Communication

- This policy is published on the NGU website and shared with all current service providers and with all bidders for outsourced services
- Service provider staff receive a short induction on NGU plastic, disposable items, and waste requirements before starting work on campus

10. Reporting

The Sustainability Committee reports each year to the University Council:

- The number and share of outsourced service contracts that include the standard clause
- The number of service providers that have signed the Service Provider Declaration
- The number of inspections carried out, non-compliances found, and corrective actions taken
- The main plastic and disposable items removed by service providers during the year

11. Review

This policy will be reviewed every two years, together with the Covered Policies, taking into account monitoring data, feedback from service providers, staff, and students, and changes in Egyptian law, to ensure that NGU's commitments on plastic and disposable items are applied fully across all outsourced services.