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# Custodial, Mailing & Waste Standards

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## A. Service Areas & Loading Docks

### General

**This section applies to service areas and loading docks for new construction and major renovations.**

Minimum requirements: Defined custodial area, waste service area, and loading docks localized separation, collection, storage for waste containers as well as centralized pick-up areas for waste by floor or department. Provide access for window washing and exterior façade maintenance and repair.

All buildings shall be designed for ease of access to all equipment for maintenance and replacement of components.

Maximum requirements: For larger buildings or buildings with highly technical programs provide a highly refined custodial area, service area, and loading dock. Provide for the following typical services:

1. Custodial
2. Mail delivery and pick-up
3. Waste collection and storage
4. Recycling storage and pick-up
5. Physical Plant maintenance
6. Off-campus deliveries and pick-up with parking (UPS, Federal Express, etc.)
7. Local delivery and service with parking (food, beverages, etc.)
8. Equipment maintenance from off-campus vendors with parking
9. Bottled gas delivery, pick-up and storage
10. Large truck delivery of major equipment and/or apparatus
11. Special program related services and deliveries
12. Atypical waste and/or recyclable materials storage and pick-up. (Sharps, biological wastes, chemical wastes, hazardous wastes, etc.)

### Design Criteria

1. Separate pedestrian and vehicular traffic to eliminate conflicts and provide a safe environment for both uses. Provide for several major vehicles using the space simultaneously.
2. For wet laboratory areas in science buildings, coordinate with client and EH&S for hazardous material storage and waste collection/bulking requirements.
3. Waste containers and compactors at service areas shall be easily accessible from building interior from at-grade or by ramps.

4. University waste and recycling containers vary in size. Coordinate with UW Recycling and client. Provide a reinforced concrete slab for external waste containers and compactors. For compactor, design 40-yard waste container slabs for 60,000 pound loading.
5. Coordinate compactor requirements with UW Recycling.
6. Provide 60' 0" in front of compactor for truck loading.
7. Locate waste service area away from outdoor air intakes to protect from contamination. Corrective air filtration systems (e.g. charcoal filters) are unacceptable.
8. Maneuvering space for vehicles shall be on-site and not in public areas. Parking area at the loading dock shall be level to ensure the safety of the users.
9. Provide all-weather access with minimum clearance of 15' 0". Lifting of waste containers requires minimum 16' 6" clearance. Loading docks for buildings that generate large amounts of waste will require 22' overhead clearance.
10. Maximum dock height shall be 4' 0". Provide heavy-duty spring loaded dock leveler(s) or scissors lift(s) that will accommodate truck bed heights from 2' 0" to 4' 0". Provide continuous bumper strip.
11. If a forklift is required, provide a 40' 0" long x 5' 0" wide ramp for dock access.
12. Minimum stall width shall be 10' 0". Provide minimum two stalls—one for 24" step van and one for city or long-haul vehicles.
13. Provide for waste that requires special handling: e.g. acceptable "landfill" waste, recycling, cardboard, compost, chemical, radiation, biological, sharps, etc.
14. For buildings 25,000 g.s.f. and over provide a specifically designated service elevator.
15. Provide catch basins and/or trench drains and slope slab to drains to assure a water-free working area. Locate in accessible areas for maintenance.
16. Provide cold water hose bibb at all service areas and loading docks. At buildings with large containers and/or compactors, provide hot and cold water with a hose reel and sufficient hose length to reach the entire area.
17. Provide fire sprinklers.
18. Provide weather-resistant, industrial-quality light fixtures that will illuminate the area to a level that provides safety and security.
19. Provide GFIC, weather-resistant, 120 volt, 20 amp duplex outlets at the loading dock. Provide minimum of two and more as the program and size dictates. Compactors generally require 440 volt service; coordinate with manufacturer.
20. Service area walls shall be concrete or fully grouted CMU to resist damage. Protect finished walls with curbs, bollards, railings and/or dock bumpers. Protect the wall behind the waste containers from damage caused by opening waste container lids.
21. Provide heavy-duty floor covering in adjacent building areas.
22. Recess or enclose all protruding elements where birds could roost. Seal flush all cracks, crevices and separations between materials to prevent birds roosting.
23. Screen area from view in a manner that will not compromise the function of the area. Do not locate landscaping that requires regular maintenance in the service area.

## C. Mailing Services

1. Mail, campus generated and from off campus, is delivered by Mailing Services to University owned buildings on and off campus. The type of facilities required depend on the size of the building population and how many departments are housed within a building.
2. Minimum requirements: Provide a Mail Cabinet in a public area, i.e. reception area. Coordinate size with Mailing Services. <https://finance.uw.edu/c2/mailing/contact-us>  
Minimum size is Type A cabinet. (See SD-A-46) Cabinet shall be keyed to Mailing Services key only. Do not key to building system.
3. For buildings with a large population or with several departments, provide a Mail Room located on the ground floor. Minimum size shall be 10'-0" by 10'-0". Locate within 50'-0" from a loading dock or for buildings without a loading dock, 50'-0" from the nearest entry accessible by a Mailing Services vehicle. Provide adequate lighting, ventilation and heat. Provide cooling if provided in building. The Mail Room shall be keyed to allow Fire and Police personnel access in event of emergencies.
4. Do not locate the Mail Cabinet or Mail Room where access requires the use of stairs. Stairs are not used by Mailing Services personnel to prevent injuries caused by carrying, pushing or pulling deliveries up and down stairs.
5. If Mail Service is affected by construction projects, service shall be maintained to those areas unaffected by construction. Mail service may be delivered to an adjacent building if arranged with Mailing Services.

## D. Custodial

### Design Criteria

#### General Building Design – Custodial Servicing

1. Provide electrical outlets per Electrical-Wiring Devices at corridors and stairwells every 50 feet. Mounting height (36"). Provide circuits separate from offices, labs or other building uses.
2. Provide electrical outlets at one side of building entrances and at stair landings. See the Wiring Devices section of the [Electrical Standards](#) document for further outlet design info.
3. Provide weatherproof electrical outlets and hose bibs at building parapets every 75 ft. o.c. for maintenance and window washing. Provide separate circuits for outlets.
4. Avoid placing wood flooring or wood steps in interior building design. UW custodial staff cannot maintain flooring and the sponsoring department will need to contact an outside contractor to refinish the floors.
5. Concrete steps in interior buildings shall have a finish to prevent stains. Do not incorporate bare concrete steps in design. (Finished concrete steps are acceptable.) Bare concrete absorbs spills, which creates a permanent stain that cannot be removed.
6. Provide glass whiteboards for all new and replacement whiteboard installations.
7. Avoid interior slip-resistant metal grates in vestibules, building entrances and walk-off areas because they are difficult for custodial staff to maintain.

#### Custodial Closets

All new buildings must have each of the following three categories of custodial closets – Bulk Supply Closets, Equipment Closets, and Primary/Supplemental Closets.

##### Bulk Supply Closet

1. Provide a Bulk Supply Closet – a 200 s.f. room near the loading dock for storage of case paper products and drum chemicals in new construction and renovations (25,000 s.f. or larger).
2. Provide a pair of out-swinging doors, 60 inches wide, minimum.
3. Provide a center floor drain.
4. Provide mechanical exhaust with more than 10 air changes per hour (ACH). Consult the Mechanical and EH&S Laboratory and Ventilation Standards.
5. All storage rooms for waste containers and chemical cleaning products shall have non-recirculating exhaust systems to minimize contamination of adjacent rooms.
6. Provide 16-inch deep adjustable shelving with heavy duty brackets to the ceiling, full length at the longest wall.
7. Provide an electrical outlet with GFCI. Mounting height 36".
8. In historical building renovations or smaller building renovations, the Building Services custodial unit must be consulted and grant approval on any variances to the bulk supply closet.

### Equipment Closet

1. Provide an Equipment Closet – a 200 s.f. room for storage and charging of bulk equipment.
2. Provide a pair of out-swinging doors, 60 inches wide, minimum.
3. Provide 16-inch deep adjustable shelving with heavy duty brackets to the ceiling, full length at the longest wall.
4. Provide 8 GFCI electrical outlets on its own dedicated circuit with a dedicated EMT conduit homerun. Outlets shall be duplex and spaced throughout the room to allow space for large equipment charging. Mounting height 36".
5. All storage rooms for waste containers and chemical cleaning products shall have non-recirculating exhaust systems to minimize contamination of adjacent rooms.
6. Provide mechanical exhaust with more than 10 air changes per hour (ACH). Consult the Mechanical and EH&S Laboratory and Ventilation Standards.
7. Provide a center floor drain and floor-mounted custodial sink with splash shield located adjacent to door.
8. Provide two water fixtures at custodial closets – one faucet at the mop sink level for bucket filling, and one mounted higher for soap feed connection (hose bibb acceptable for upper fixture).
9. Provide an eyewash station with a dedicated drain per the EH&S [Emergency Washing Equipment requirements](#).
10. Provide mop hanger/drying rack adjacent to sink by Bobrick or approved substitution.
11. Do not locate closet within restrooms.
12. Do not locate pipe chases or utility panels within closet.

### Primary and Supplemental Working Custodial Closets

1. Provide a Primary Working Closet - a 120 s.f. (10' x 12') room at one per 25,000 to 30,000 s.f. of floor area assigned to custodial department.
2. Provide Supplemental Working Closets sized 70 to 80 s.f. (10' x 7' or 8') on floors that do not include a Primary Working Closet. Each floor shall have at least one Primary or Supplemental Working Closet. In major buildings and renovations, alternate between Primary and Supplemental Working Closets by floor, based on the total number of floors and the area requirements for Primary closets. Supplemental Working Closets shall also be provided in historical building renovations or smaller building renovations where a Primary Working Closet cannot be provided.
3. Provide an out-swinging door, 42 inches wide, minimum.
4. Provide both a center floor drain and floor-mounted custodial sink with splash shield located adjacent to door.
5. Provide two water fixtures at custodial closets – one faucet at the mop sink level for bucket filling, and one mounted higher for soap feed connection (hose bibb acceptable for upper fixture).
6. Provide an eyewash station with a dedicated drain per the EH&S [Emergency Washing Equipment requirements](#).
7. Provide mechanical exhaust with more than 10 air changes per hour (ACH). Consult the Mechanical and EH&S Laboratory and Ventilation Standards.

8. All storage rooms for waste containers and chemical cleaning products shall have non-recirculating exhaust systems to minimize contamination of adjacent rooms.
9. Provide mop hanger/drying rack adjacent to sink by Bobrick or approved substitution.
10. Provide 16-inch deep adjustable shelving with heavy duty brackets to the ceiling, full length at the longest wall.
11. Provide an electrical outlet with GFCI. Mounting height 36".
12. Do not locate closet within restrooms.
13. Do not locate pipe chases or utility panels within closet.

**Custodial Dispatch Office**

1. Provide a Custodial Dispatch Office for projects 300,000 g.s.f. or more. Consult with the custodial unit about space requirements.

## E. Restrooms

### Accessibility in restrooms

The University has specific guidelines for accessibility in restrooms. Please refer to the University's [Accessibility Guidelines](#) for more detailed information.

### Design Criteria

#### Hand Drying

1. Provide one wall-mounted hand dryer per every two sinks in multi-stall and single-occupancy restrooms (required unless patient care area). Reference the [Preferred Manufacturer List](#) or contact the custodial department for product specifications.
2. Do not incorporate both hand dryers and paper towel dispensers in multi-stall restroom design.

#### Soap Dispensers

1. Provide one wall-mounted soap dispenser per every two sinks in multi-stall restrooms. Contact the custodial unit for product specifications. See [Preferred Manufacturer List](#).
2. Do not incorporate countertop-mounted/deck-mounted soap dispensers in design.

#### Waste Containers

1. Restroom waste containers are separate and free-standing. Consult with UW Recycling for product specifications.
2. Do not incorporate grommets / trash drops in restroom counter design or recessed waste containers into walls.

#### Menstrual product dispensers

1. One menstrual product dispenser must be installed in all-gender restrooms and restrooms designated for female students. This is to adhere to Washington state law ([RCW 28B.170.010](#)), that requires higher education institutions to provide free menstrual products in these restrooms. See [Preferred Manufacturer List](#) for preferred dispenser.

#### Restroom stalls

1. Provide a menstrual product/sanitary napkin disposal container in each stall in all-gender and women's restrooms. See [Preferred Manufacturer List](#).
2. Magnetic rigid doorstops must be installed on the inside of each restroom stall, to improve ergonomics of custodial staff servicing the stalls. [See the Preferred Manufacturer List](#) for product.