

COMHAIRLE NAN EILEAN SIAR

CLEANING SERVICE

BUILDING

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1. INTRODUCTION

This GUIDE has been produced by the Building Cleaning Service. It gives guidelines on the provision of the Building Cleaning Service to various Comhairle establishments. We are committed to delivering a high quality service to our customers and this guide sets out the basic principles involved in monitoring the standard of the service we deliver.

Our monitoring will be tailored to meet the needs of our customers and may vary slightly from site to site. The approach is intended to be flexible so that it can be readily adapted to suite individual requirements at any time.

The guide has been designed to meet the Comhairle's need to have a Site reference document for information and enquiries.

The Building Cleaning Service section will issue amendments and updates as and when required.

Distribution

- All Schools
- All Education Establishment
- Other Council Establishments covered by the Building Cleaning Service
- External Bodies using the services of the Building Cleaning Service

Enquiries

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2. QUALITY MONITORING

2.1 Method

The Manager or the nominated Representative of the Manager, responsible for the service will, wherever possible, visit sites at regular intervals to visually monitor the service provided. These visits will be un-notified and will be varied as to time of day and day of month.

On visiting a site the manager will do all or some of the following:

- Complete prescribed checklist
- Discuss service delivery with the Nominated User Representative
- Consult staff
- Discuss service provision with Building Cleaning Operatives
- Check records kept on site
- Identify potential problem areas

Following the visit the manager will:

- Complete the checklist and hold on file for reference
- Keep a written record of action taken where appropriate
- Arrange any follow up action if required

2.2 Frequency of Service Specific Checks

Service specific checks will be carried out monthly, or as appropriate. Full details of the checks are contained in the "Performance Monitoring" section. Visits will be supplemented as required by telephone contact or by e-mail with staff on the sites. If a problem is identified the number of checks and method of checking will be adjusted to ensure that a high level of service can be assured as quickly as possible. The same would apply following any notified changes in office organisation to ensure that the service is not adversely affected.

2.3 Additional Checks

In addition to the prescribed service specific checks, a supervisor may carry out any other checks they feel are appropriate to ensure a quality service on any given site.

2.4 Overall checks on the Building Service Contract

General checks will be made as felt necessary. These may vary from time to time and could be guided by customer service initiatives. For example they may include identification checks.

2.5 Management Philosophy

We will continually review the service provision and will identify ways of further improving delivery and quality.

3. PERFORMANCE MONITORING

3.1 Check Lists

A check list for individual sites will be held by the Building Cleaning Service Manager, the Cleaning Supervisor or the Cleaning Operative; Examples of these are contained in the Appendices to this Guide.

These lists will be used to record all checks carried out over the period of the contract. Additional comments can also be recorded on the form. The completed forms will be retained by the Manager for at least 1 year following the end of the contract period.

3.2 Service Checks

Checks will be carried out to ensure that the service delivery conforms to the specification. The checks can be used to identify areas which could be improved to give a higher standard of service. On occasion, checks will include the work of relief cover, such as reserves covering absences, to ensure that service standards are consistently maintained.

3.3 Cleaning

A sample of all designated areas will be checked throughout each site. The number of each type of area checked will depend on the number of cleaners responsible for the cleaning and the size of the site. A check will be made on each individual cleaner's area to ensure uniformity of standards.

3.4 Check Reports

Completed returns will be input into the computer by the Building Cleaning Service support staff.

Reports can be requested for any period by site or area. A quarterly report will be produced which will highlight where requirements have been met/not met and also identifying checks not performed during this period.

3.5 Staffing Issues

All staffing issues are the direct responsibility of the Building Cleaning Service Manager and all matters relating to staffing should be directed to her.

4. SUPERVISION OF CLEANING OPERATIVES

4.1 Role of Senior Cleaner

A fully trained senior cleaner will be provided at the larger sites during all working shifts. The senior cleaner will be trained in supervisory skills and will be the link between the Operations Manager of the contract and the site staff. The senior cleaner will allocate work to ensure the specification requirements are met and will deal with the administration paper work relation to the site.

4.2 Role of Management

An Assistant Operations manager will be responsible for liaison and communication on all matters relating to the contract and will meet with users to discuss standards. The Assistant Operations Manager will be responsible for achieving specification standards by regular monitoring.

5. PROVISION OF CLEANING MATERIALS

5.1 Cleaning Materials

Sufficient materials to meet the specification will be available at all times. Each chemical will have appropriate COSHH (Control of Substances Hazardous to Health regulations) data sheets on the premises. Correct training will be given in the use and storage of the chemicals which will be locked away at all times.

Each establishment in the Contract will have a COSHH manual located in or as near to the cleaners cupboards as possible. This manual will be available for reference at all times.

6. CLEANING METHODS

- 6.1 The following provides a formal definition of the proposed cleaning methods and terms dictated in our specification.

Suction Cleaning/Sweeping

Removal of noticeable dust, debris, and refuse particles using suction machine/brush/dust control mop.

Dust Control Mopping

Removal of dust particles from surfaces.

Damp Mopping

Removal of all dirt and soil and spillage from entire floor area.

Damp Wiping

Removal of marks and dust using a damp cloth and detergent from horizontal and vertical surfaces.

Spot Mopping/Cleaning

Removal of marks smudges stains and spillage from floors and surfaces using damp cloth/mop and detergent.

Dry Shampooing

Removal of stains with a spot/stain remover.

Wet Shampooing

Machine shampooing whole area.

Stain Removal/Graffiti Removal

Removal of stain from any surface using recommended chemical.

Spray Cleaning (Hard Floor)

Apply solution and scrub using electrical scrubbing machine.

- 6.2 The following provides a formal definition of the proposed cleaning methods and terms dictated in our specification.

Reapply Seal

Applying floor seal – following the appropriate instructions.

Mirror & Glass Spot Cleaning

Apply recommended chemicals and dry buff.

Wall Washing

Removal of stain marks using recommended solution. Applicable only from floor level with an extendable tool.

Toilet Cleaning

Disinfecting all areas in toilets as detailed in methodologies.

Refuse Disposal

All refuse removed in black bags to given site. Do not place in corridor or exit which may be used as a fire escape route.

Replenishment of Consumables

Applies to toilet areas for paper towels, soaps etc.

Chemical Solution

Information on all chemicals held will be available on all sites. Do not decant chemicals into unlabelled containers/leave in original containers. Read and follow instructions carefully. Store materials securely and avoid placing heavy items on high shelves.

Work Schedules for Order of Work

All staff will have designate areas and tasks on a daily/weekly/monthly basis. They will have responsibility for the safe use of and return to storage of all equipment and cleaning materials.

Security

Close windows and turn off lights when you finish cleaning a room. Clarify arrangements for securing the premises after completion of work. Be aware of emergency procedures to be followed in the event of discovering a fire. Be aware of evacuation arrangements and exits.

7. STANDARDS

7.1 This Standards Directory is for:

- ❖ ALL AREAS EXCEPT TOILETS/CHANGING ROOMS
- ❖ TOILETS/CHANGING ROOMS

ALL AREAS EXCEPT TOILETS/CHANGING ROOMS

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Polished floors	No evidence of soiling or litter arising from the day's activities.	Accumulation of dust fluff dirt and other debris especially in areas difficult to reach.
	Slight scuff marks acceptable in traffic areas.	Scuffed throughout.
	Dressing intact.	Powdering and break up of dressing build up especially at edges.
	Even lustre	Streaks and mop marks.
	Free from non-removable stains.	Evidence of staining.
Unpolished floors	No evidence of soiling or litter arising from the day's activities.	Accumulation of dust fluff dirt and other debris especially in areas difficult to reach.
	Slight scuff marks acceptable in traffic areas.	Scuffed throughout.
	Free from stains	Evidence of staining. Mop marks. Streaks and dried removal stains. Scratches and soap residues. Pitted surfaces indicating incorrect treatments.
Carpets, rugs, foot mats	Free from grit, dust, dirt and debris with no removable stains.	Layer of dust within pile
	Brushed with pile evenly opened against the incoming traffic flow.	Matted pile
	Matt wells free from dust, dirt and debris and left clean and dry.	Accumulations in corners. Evidence of mildew.

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Hard furniture (excluding laboratory benches) desks not clear at time of cleaning will not be touched.	Free from dust, dirt, debris and stains.	Dust particularly on surfaces and vertical supports.
	Light finger marking.	Heavy finger marking particularly on and around handles and drawer fronts. Cleaning marks. Floor dressing stains and water marks around the base resulting from floor cleaning.
	Ink and carbon stains.	Grime and ingrained dirt deposits.
	Dried liquid stains and discoloration.	Dull appearance.
Tutorial aids and Equipment (writing surfaces/computers and related equipment will not be cleaned)	Service limited to the surrounds and supports of equipment. These surfaces will be left free from dust, grease marks and smears.	Visible dust especially chalk dust on surrounds and bases.
Wall fittings, ledges etc.	Free from dust to full height.	Accumulation of dust.
	Free from finger marks stains and cobwebs	Streaks on walls.
Shelves, bookcases and display cases (contents will not be cleaned)	No evidence of finger marks.	Dulled surfaces with evidence of cleaning marks.
	Evenly burnished surface.	
	Free from dust and dirt	Dust and debris.
	Glass clean without evidence of runs.	Smeared glass with dirty corners.
Soft furniture	Metal and wooden parts dust free.	Visible dust.
	No evidence of darkening at seat back and arms.	Accumulation of dust in fabric. Marks and smears on chair frames. Heavy discoloration of seat back and arms.
Waste receptacles	Empty, clean inside and out.	Malodorous dirt deposits
	Free from marks and smears. Bin liner fitted where required. Replaced in correct location.	
Doors including frames, glazed panels, vision panels, grilles, plaques and all door furniture.	Clean, dry, free from dust, dirt, verdigris, cobwebs, marks and smears.	Cleaning marks especially at the base of doors.
	Bright work burnished to an even lustre.	Tarnishing.

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Sinks including taps, overflows, outlets, chain plugs, pipework, draining boards and supports (excluding those in laboratories)	Free from scum, grease, scale, dust, soil, spillage and removable stains.	Scum, tidemarks and encrusted deposits.
	Bright work finished	Taps wholly or predominantly dull. Debris evident in plughole or overflow. Supports, pipes discoloured by ingrained dirt or coating of dust. Evidence of verdigris on metal fittings.
Handrails	Free from dust, dirt, marks and smears.	Accumulated grime especially underside rails.
	Free from verdigris	Dust and dirt on supports.
Internal surfaces of glass and glazing	Bright free from dust marks and smears.	Evidence of dust, runs on frames.

TOILETS/CHANGING ROOMS

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Floors	Free from spillage of every description – dust, dirt, debris, grease marks and smears.	Accumulation of dust, dirt, debris and fluff especially in corners under fixtures in places where access may be difficult.
	To be finished as polished or unpolished floors according to specified requirements.	
WCs and urinal bowls, seat, covers, hinges, tops, undersides, rims, brushed, toilet roll holders, cisterns, handles, chains, pipes supports etc.	Free from scum, grease, scale dust, soil, spillage and removable stains. Bright work finished to and even lustre.	Scale under rim and in bowl. Staining particularly below the water line. Dull appearance. Stains on seats Dust on pipes Cobwebs on cistern and supports.
	Bright work finished to an even lustre.	Taps wholly or predominantly dull.
		Debris evident in plughole or overflow. Supports, pipes discoloured by ingrained dirt or a coating of dust. Evidence of verdigris on metal fittings.

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Soap dispensers	Filled, operating correctly. Nozzles clear, cabinet free from grease, marks and smears.	Empty dispensers. Blocked outlet. Encrusted soap deposits.
Towel dispensers	Filled, cabinet free from grease, finger and other marks and smears.	Empty dispensers. Marked cabinet.
Drinking fountains	Free from debris, scale and finger marks.	Smears and splash marks evident. Dirt in bowl, verdigris on metal fittings and general tarnishing.
Mirrors	Free of dust splash marks and smears resulting from the day's use.	
Showers and cabinets, duck boards, walls, top shower heads, soap holders, plugs, curtain rails, pipes, supports and the like	Free from scum, grease, scale, dust, soil, spillage, removable strains and deposits.	Scale in tray and surrounds. Stains at or below the water line. Soap residues evident. Debris evident. Supports, pipes discoloured by ingrained dirt or a coating of dust. Evidence of verdigris on metal fittings.

CLASSROOMS, OFFICES, STAFF AREAS/ENTRANCES/FOYERS/RECEPTION AREAS/TEAPOINTS/CORRIDORS/CLOCKROOMS/LIFTS/STAIRS/
ASSEMBLY HALLS.

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Polished Floors	No evidence of soiling or litter arising from the day's activities.	Accumulation of dust, fluff, and other debris, especially in areas difficult to reach.
	Slight scuff marks acceptable in traffic areas.	Scuffed throughout
	Dressing intact	Powdering break up of dressing. Build up especially at edges.
	Even lustre	Streaks and mop marks. Dried removable stains. Pitting indicating incorrect treatment.
	Free from stains	Evidence of staining.
Unpolished floors	No evidence of soiling or litter arising from the day's activities.	Accumulation of dust, fluff, and other debris, especially in areas difficult to reach.
	Slight scuff marks acceptable in traffic areas.	Scuffed throughout.
	Free from stains	Evidence of staining. Mop marks. Dried removable stains, (scratches and soap residue. Pitting indicating incorrect treatment.

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Carpets, Rugs, and Foot mats	Free from Grit, dust, dirt and debris with no removable stains. Brushed with pile evenly opened against the incoming traffic flow. Matt wells free from dust, dirt and debris and left clean and dry	Layer of dust within pile Matted pile Accumulations in corners Evidence of mildew
Hard Furniture	Free from dust, dirt, debris and stains	Dust, particularly on vertical surfaces and supports.
	Light finger marking	Heavy finger marking, particularly on and around handles and drawer fronts. Cleaning marks.
		Floor dressing stains and water marks around the base resulting from door cleaning.
	Ink and carbon stains	Grime and ingrained dirt deposits.
	Dried liquid stains and discoloration	Dull appearance
Tutorial aids and equipment	Service limited to the surrounds and supports of equipment. These surfaces will be left free from dust grease marks and smears.	Visible dust especially chalk dust on surrounds and bases.
	Writing surfaces will not be cleaned.	
	Computers and related equipment will not be cleaned.	
Walls/fittings/sills ledges skirtings	Free from dust to full height	Accumulation of dust
	Free from finger marks stains and cobwebs.	
Display cases, shelves and bookcases (contents will not be cleaned)	No evidence of finger marks.	Dulled surfaces with evidence of cleaning marks
	Evenly burnished surface	
	Free from dust and dirt	Dust and debris
	Glass clean without evidence or runs	Smearred glass with dirty corners.
Soft Furniture	Metal and wooden parts dust free	Visible dust
	No evidence of darkening at seat back and arms	Accumulation of dust in fabric
		Marks and smears on chair frames
		Heavy discoloration of seat back and arms.

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Waste Receptacles	Empty clean inside and out	Malodorous, dirt deposits
	Free from marks and smears	
	Bin liner fitted where required	
	Replaced in correct location	
WHBs sinks including taps, overflows, outlets chains, plugs, Pipework draining boards, supports etc. Note Sinks in Science Labs/Art/Technical Rooms – clean only if left empty.	Free from scum, grease, scale, dust soil, spillage and removable stains	Scum tidemarks and encrusted deposits.
		Bright work finished taps wholly or predominately dull.
		Debris evident in plug hole or overflow
		Supports, pipes discoloured by ingrained dirt or a coating of dust.
		Evidence of verdigris on metal fittings.
Handrails	Free from dust, dirt, marks and smears	Accumulated grime especially underside rails.
	Free from verdigris	Dust and dirt on supports.
Doors including frames glazed panels, vision panels, grilles, plaques and all door furniture	Clean free from dust, dirt, verdigris, cobwebs marks and smears.	
	Bright work burnished to an even lustre	
Internal Surfaces of Glass and Glazing	Bright free from dust and smears	Evidence of dust, smears or staining.
		Runs on frames.
Telephones (not Including a sanitising service)	Free from dust and smears	Evidence of dust, smears or staining.
		Runs on frames
Telephone Booths/ Cubicles including any associated door furniture, kickplates etc.	Clean, free from dirt, dust, verdigris, cobwebs, marks and smears.	Marks and smear on glass.

TOILETS, CHANGING ROOMS SHOWERS

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Soap Dispensers	Filled operating correctly nozzles clear, cabinet free from grease, marks and smears	Empty dispensers
		Blocked outlet
		Encrusted soap deposits
Towel Dispensers	Filled cabinet free from grease, finger and other marks and smears	Empty Dispensers
		Marked cabinet
Drinking Fountains	Free from debris, scale and finger marks	Smears and splash marks evident

		Dirt in bowl, verdigris on metal fittings and general tarnishing.
ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Showers and Cabinets Duck boards, Walls, Tops, Shower heads, soap holders, plugs, curtain rails, pipes, supports and the like	Free from scum, grease, scale, dust, soil spillage, removable stains and deposits	Scale in tray and surrounds
		Stains, at or below the water line.
		Soap residues evident.
		Debris evident.
		Supports, pipes discoloured by ingrained dirt or a coating of dust.
Evidence of verdigris on metal fittings.		

TOILETS, CHANGING ROOMS, SHOWERS

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Floors	Free from spillages of every description, dust, dirt debris, grease marks and smears	Accumulation of dust dirt, debris and fluff especially in corners under fixtures and in places where access may be difficult.
	To be finished as polished or unpolished floors according to specified requirements.	
Carpets, Rugs, and Foot mats	Free from grit, dust, dirt and debris with no removable stains.	Layer of dust within pile
	Brushed with pile evenly opened against the incoming traffic flow.	Matted pile
	Matt wells free from dust dirt and debris and left clean and dry.	Accumulations in Corners.
Equipment and hard furniture	Free from dust, dirt, debris and stains.	Dust particularly on vertical surfaces and supports.
	Light finger marking.	Heavy finger making particularly on and around handles and drawer fronts.
		Cleaning marks.
		Floor dressing stains and water marks around the base resulting from floor cleaning.
	Ink and carbon stains	Grime and ingrained dirt deposits.
	Dried liquid stains and discoloration	Dull appearance.
Accumulation of dust.		
	Finger marks.	

TOILETS, CHANGING ROOMS, SHOWERS

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Partitions, Walls fittings ledges including tiled surfaces etc.	Free from dust to full height	Accumulation of dust
	Free from finger marks and stains	Streaks on walls
Soft Furniture	Metal and wooden parts dust free.	Visible dust
	No evidence of darkening at seat back and arms	Accumulation of dust in fabric.
		Marks and smears on chair frames
Heavy discoloration of set back and arms.		
Waste Receptacles	Empty, clean inside and out.	Malodorous, dirt deposits
	Free from marks and smears.	
	Bin liner fitted where required.	
	Replaced in correct location.	
Doors including frames glazed panels, vision panels grilles, plaques and all door furniture	Clean dry free from dust dirt, verdigris, cobwebs, marks and smears.	Cleaning marks Especially at the base of doors.
	Bright work burnished to an even lustre.	Tarnishing
Internal surfaces of glass and glazing	Bright free from dust marks and smears.	Evidence of dust.
		Runs on frames.
WCS and Urinals bowls seat, covers, hinges, rims, brushes, toilet roll holders cisterns, handles, chains, pipes supports etc.	Free from scum, grease, scale, dust, soil, spillage and removable stains.	Scale under rim and in bowl. Staining particularly below the water line.
	Bright work finished to an even lustre	Dull appearance
		Stains on seats
		Dust on pipes
	Cobwebs on cistern and supports	

CLASSROOMS/OFFICES

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Polished floors	No evidence of soiling or litter arising from the day's activities.	Accumulation of dust fluff dirt and other debris especially in areas difficult to reach.
	Slight scuff marks acceptable in traffic areas.	Scuffed throughout.
	Dressing intact.	Powdering and break up of dressing build up especially at edges.
	Even lustre.	Streak and mop marks.
	Free from stains.	Evidence of staining.
	Slight scuff marks acceptable in traffic areas.	Scuffed throughout
	Free from stains	Evidence of staining.

		Mop marks.
ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Unpolished floor cont.		Streaks and dried removable stains.
		Scratches soap residues pitted surfaces indicating incorrect treatments.
		Dulled appearance on Terrazzo and Marble floors.
Carpets, Rugs and Foot mats	Free from grit, dust, dirt and debris with no removable stains.	Layer of dust within pile.
	Brushed with pile evenly opened against the incoming traffic flow.	Matted pile.
	Mat wells free from dust dirt and debris and left clean and dry.	Accumulations in Corners. Evidence of mildew.
Hard furniture (excluding laboratory benches) (desks not clear at time of cleaning will not be touched)	Free from dust, dirt, debris and stains.	Dust particularly on vertical surfaces and supports.
	Light finger marking.	Heavy finger marking particularly on and around handles and drawer fronts.
		Cleaning marks.
Hard Furniture contd.		Floor dressing stains and water marks around the base resulting from floor cleaning.
	Ink and carbon stains.	Grime and ingrained dirt deposits.
	Dried liquid stains and discoloration.	Dull appearance.
		Accumulation of dust. Finger marks.
Tutorial aids and equipment.	Service limited to the surrounds and supports of equipment. These surfaces will be left free from dust grease marks and smears.	Visible dust especially chalk dust on surrounds and bases.
	Writing surfaces will not be cleaned. Computers and related equipment will not be cleaned.	
Walls fittings ledges etc.	Free from dust to full height.	Accumulation of dust
	Free from finger marks stains and cobwebs.	
Shelves Bookcases and Display cases (contents will not be cleaned).	No evidence of finger marks.	Dulled surfaces with evidence of cleaning marks.
	Evenly burnished surface	
	Free from dust and dirt.	Dust and debris.
	Glass clean without evidence of runs.	Smearred glass with dirty corners.

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Soft Furniture	Metal and wooden parts dust free.	Visible dust.
	No evidence of darkening at seat back and arms.	Accumulation of dust in fabric.
		Marks and smears on chair frames.
		Heavy discoloration of seat back and arms.
Waste Receptacles	Empty, clean inside and out.	Malodorous, dirt deposits
	Free from marks and smears.	
	Bin liner fitted where required.	
	Replaced in correct location.	
Doors including frames glazed panels, vision panels grilles, plaques and all door furniture.	Clean dry free from dust, dirt, verdigris, cobwebs, marks and smears.	Cleaning marks especially at the base of doors.
	Bright work burnished to an even lustre.	Tarnishing.
Telephones (not including a sanitising service).	Free from dust and smears.	
Internal surfaces of glass and glazings	Bright free from dust marks and smears	Evidence of dust Runs on frames.
Sinks including taps overflows outlets chains plugs pipework draining. Boards and supports (excluding those in laboratories)	Free from scum, grease, scale, dust, soil, spillage and removable stains.	Scum, tidemarks and encrusted deposits.
		Bright work finished taps wholly or predominately dull.
		Debris evident in plughole or overflow.
		Supports, pipes discoloured by ingrained dirt or a coating of dust.
		Evidence of verdigris on metal fittings.

ASSEMBLY HALL/GYMNASIUMS

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Polished Floors	No evidence of soiling or litter arising from the day's activities	Accumulation of dust fluff dirt and other debris especially under wall bars and in areas difficult to reach.
	Slight scuff marks acceptable in traffic areas.	Scuffed throughout.
	Dressing intact.	Powdering and break up of dressing build up especially at edge.
	Even lustre	Streaks and mop marks.
	Free from stains.	Evidence of staining.

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Unpolished Floors	No evidence of soiling or litter arising from the day's activities	Accumulation of dust fluff dirt and other debris especially under wall bars and in areas difficult to reach.
	Slight scuff marks acceptable in traffic areas.	Scuffed throughout.
	Free from stains.	Evidence of staining. Mop marks.
Unpolished Floors Cont.,		Streaks and dried removable stains.
		Scratches soap residues pitted surfaces indicating incorrect treatments.
		Dulled appearance on Terrazzo and Marble floors.
Carpets, Rugs and Foot mats	Free from grit, dust, dirt and debris with no removable stains.	Layer of dust within pile.
	Brushed with pile evenly opened against the incoming traffic flow.	Matted pile.
	Mat wells free from dust dirt and debris and left clean and dry.	Accumulations in corners. Evidence of mildew.
Equipment and Hard Furniture	Free from dust, dirt, debris and stains.	Dust particularly on vertical surfaces and supports.
	Light finger marking.	Heavy finger marking particularly on and around handles and drawer fronts. Cleaning marks.
Equipment and Furniture Contd.		Floor dressing stains and water marks around the base resulting from floor cleaning.
	Ink and carbon stains.	Grime and ingrained dirt deposits.
	Dried liquid stains and discoloration.	Dull appearance. Accumulation of dust.
		Finger marks.
Tutorial aids and equipment.	Service limited to the surrounds of equipment. These surfaces will be left free from dust grease marks and smears.	Visible dust especially chalk dust on surrounds and bases.
	Writing surfaces will not be cleaned.	
Walls fittings ledges etc. (excluding gym equipment)	Free from dust to full height.	Accumulation of dust.
	Free from finger marks stains and cobwebs.	
Shelves Bookcases and Display cases (contents will not be cleaned)	No evidence of finger marks.	Dulled surfaces with evidence of cleaning marks.
	Evenly burnished surface.	
	Free from dust and dirt.	Dust and debris.
	Glass clean without evidence or runs	Smearred glass with dirty corners.

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Soft Furniture	Metal and wooden parts dust free.	Visible dust.
	No evidence of darkening at seat back and arms.	Accumulation of dust in fabric.
		Marks and smears on chair frames.
		Heavy discoloration of seat back and arms.
Waste Receptacles	Empty, clean inside and out.	Malodorous, dirt, deposits.
	Free from marks and smears.	
	Bin liner fitted where required.	
	Replaced in correct location.	
Doors including frames glazed panels, vision panels grilles, plaques and all door furniture.	Clean dry free from dust, dirt, verdigris, cobwebs, marks and smears.	Cleaning marks especially at the base of doors.
	Bright work burnished to an even lustre.	Tarnishing.
Telephones (not including a sanitising service).	Free from dust and smears	
Internal Surfaces of glass and glazing	Bright free from dust marks and smears	Evidence of dust.
		Runs on frames.

CORRIDORS/STAIRCASES

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Polished floors (including those in lifts and on stairs)	No evidence of soiling or litter arising from the day's activities	Accumulation of dust fluff dirt and other debris especially in lift door tracks and in areas difficult to reach.
	Slight scuff marks acceptable.	Scuffed throughout.
	Dressing intact.	Powdering and break up of dressing build up especially at edges.
	Even lustre.	Streaks and mop marks.
	Free from stains.	Evidence of straining.
Unpolished floors (including those in lifts and on stairs).	No evidence of soiling or litter arising from the day's activities.	Accumulation of dust fluff dirt and other debris especially in lift door tracks and in areas difficult to reach.
	Slight scuff marks acceptable in traffic areas.	Scuffed throughout.
	Free from stains.	Evidence of staining.
Mop Marks.		

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Unpolished Floors contd.		Streaks and dried removable stains.
		Scratches soap residues pitted surfaces indicating incorrect treatments.
		Dulled appearance on Terrazzo and Marble floors.
Carpets, Rugs and Foot mats	Free from loose soiling, and debris with no removable stains.	Layer of dust within pile.
	Brushed with pile evenly opened against the incoming traffic flow.	
	Mat wells free from dust dirt and debris and left clean and dry.	Accumulations in corners. Evidence of mildew.
Equipment and Hard Furniture	Free from dust, dirt, debris and stains.	Dust particularly on vertical surfaces and supports.
	Light finger marking.	Heavy finger marking particularly on and around handles and drawer fronts.
		Cleaning marks.
Equipment and Furniture Contd.		Floor dressing stains and water marks around the base resulting from floor cleaning.
	Ink and carbon stains.	Grime and ingrained dirt deposits.
	Dried liquid stains and discoloration	Dull appearance.
		Accumulation of dust. Finger marks.
Tutorial aids and equipment	Service limited to the surrounds and supports of equipment. These surfaces will be left free from dust grease marks and smears.	Visible dust especially chalk dust on surrounds and bases.
	Writing surfaces will not be cleaned.	
Walls fittings ledges indicator panels call buttons etc.	Free from dust to full height.	Accumulation of dust.
	Free from fingers marks stains and cobwebs.	Streaks on walls.
Shelves bookcases and display cases (contents will not be cleaned).	No evidence of finger marks.	Dulled surfaces with evidence of cleaning marks.
	Evenly burnished surface.	
	Free from dust and dirt.	Dust and debris.
	Glass clean without evidence of runs.	Smearred glass with dirty corners.

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Soft furniture	Metal and wooden parts dust free.	Visible dust.
	No evidence of darkening at seat back and arms.	Accumulation of dust in fabric.
		Marks and smears on chair frames.
		Heavy discoloration of seat back and arms.
Waste Receptacles	Empty, clean inside and out.	Malodorous, dirt deposits.
	Free from marks and smears.	
	Bin liner fitted where required.	
	Replaced in correct location.	
Doors including frames glazed panels, vision panels grilles, plaques and all door furniture.	Clean dry free from dust, dirt, verdigris, cobwebs, marks and smears.	Cleaning marks especially at the base of doors.
	Bright work burnished to an even lustre.	Tarnishing.
Handrails	Free from dust, dirt, marks and smears.	Accumulated grime especially underside rails.
	Free from verdigris.	Dust and dirt on supports.
Telephones (not including a sanitising service).	Free from dust and smears.	
Internal surfaces of glass and glazing	Bright free from dust marks and smears.	Evidence of dust. Runs on frames.

TOILETS CHANGING ROOMS DOMESTIC SCIENCE ROOMS AND TEA POINTS

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Floors	Free from spillage of every description dust, dirt, debris, grease marks and smears.	Accumulation of dust dirt, debris and fluff especially in corners under fixtures and in place where access may be difficult.
Carpets, Rugs and foot mats	Free from loose soiling and debris with no removable stains.	Layers of dust within pile.
	Brushed with pile evenly opened against the incoming traffic flow.	Matted pile.
	Mat wells free from dust dirt and debris and left clean and dry.	Accumulations in corners.
Evidence of mildew.		

ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
Equipment and Hard Furniture	Free from dust, dirt, debris and stains.	Dust particularly on vertical surfaces and supports.
	Light finger marking.	Heavy finger marking particularly on and around handles and drawer fronts.
Equipment and Furniture contd.		Floor dressing stains and water marks around the base resulting from floor cleaning.
	Ink and carbon stains.	Grime and ingrained dirt deposits.
	Dried liquid stains and discoloration.	Dull appearance.
		Accumulation of dust.
	Finger marks.	
Tutorial aids and equipment.	Service limited to the surrounds and supports of equipment. These surfaces will be left free from dust grease marks and smears.	Visible dust especially chalk dust on surrounds and bases.
	Writing surfaces will not be cleaned.	
Partitions walls fittings ledges including tiled surfaces etc.	Free from dust to full height.	Accumulation of dust.
	Free from finger marks and stains.	Streaks on walls.
Shelves bookcases and display cases (contents will not be cleaned).	No evidence of finger marks.	Dulled surfaces with evidence of cleaning marks.
	Evenly burnished surface.	
	Free from dust and dirt.	Dust and debris.
	Glass clean without evidence of runs.	Smearred glass with dirty corners.
Soft Furniture	Metal and wooden parts dust free.	Visible dust.
	No evidence of darkening at seat back and arms.	Accumulation of dust in fabric.
		Marks and smears on chair frames.
	Heavy discoloration of seat back and arms.	
Waste Receptacles	Empty, clean inside and out.	Malodorous, dirt deposits.
	Free from marks and smears.	
	Bin liner fitted where required.	
	Replaced in correct location.	
Doors, including frames glazed panels, vision panels, grilles, plaques and all door furniture.	Clean dry free from dust, dirt, verdigris, cobwebs, marks and smears.	Cleaning marks especially at the base of doors.
	Bright work burnished to an even lustre.	Tarnishing.
Telephones (not including a sanitising service).	Free from dust and smears.	
Internal surfaces of glass	Bright free from dust marks	Evidence of dust.

		Runs on frames.
ITEM/SURFACE	ACCEPTABLE	NOT ACCEPTABLE
WCS and Urinals bowls seats, covers, hinges, tops, undersides, rims, brushes, toilet roll holders cisterns, handles, chains, pipes, supports, etc.	Free from scum, grease, scale, dust, soil, spillage and removable stains. Bright work finished to an even lustre.	Scale under rim and in bowl.
		Staining particularly below the water line.
		Dull appearance.
		Stains on seats.
WHBs, sinks including taps, overflows, outlets, chains, plugs, pipework, draining boards, supports etc.	Free from scum, grease, scale, dust soil, spillage and removable stains.	Dust on pipes.
		Cobwebs on cistern and supports.
		Scum, tidemarks and encrusted deposits.
		Bright work finished taps wholly or predominately dull.
		Debris evident in plug hole or overflow.
		Supports, pipes discoloured by ingrained dirt or a coating of dust.
Soap Dispensers	Filled, operating correctly nozzles clear, cabinet free from grease, marks and smears.	Evidence of verdigris on metal fittings.
		Empty dispensers.
		Blocked outlet.
Towel Dispensers	Filled, cabinet free from grease, finger and other marks and smears.	Encrusted soap deposits.
		Empty dispensers. Marked cabinet.
Drinking Fountains	Free from debris, scale and finger marks.	Smears and splash marks evident.
		Dirt in bowl, verdigris on metal fittings and general tarnishing.
Showers and Cabinets duck boards, walls, tops, shower heads, soap holders plugs, curtain rails, pipes, supports and the like.	Free from scum, grease, scale, dust, soil, spillage, removable stains and deposits.	Scale in tray and surrounds.
		Stains, at or below the water line.
		Soap residues evident.
		Debris evident.
		Supports, pipes discoloured by ingrained dirt or a coating of dust.
		Evidence of verdigris on metal fittings.

8. HEALTH AND SAFETY

8.1 Building Cleaning Service Health and Safety Policy

The CNES have an agreed policy on Health and Safety at Work; a copy of the policy is available on the Comhairles Intranet site. Building Cleaning Service as a direct service provider endorses the Comhairles policy, recognises and accepts its responsibilities to provide and maintain a safe healthy environment for all staff and persons affected by its activities.

We will take all the steps necessary to meet our responsibilities paying particular attention to:-

- Provision and maintenance of plant, equipment and systems of work that are safe and without risks to health;
- provision of such information, instruction, training and supervision as necessary;
- arrangements for ensuring safety and the absence of risks in connection with the use, handling, storage and transport of substances or articles;
- maintenance of any place of work in a condition that is safe and without risks to health.

We will provide appropriate training, guidance, safety devices and protective clothing as is necessary to safeguard the welfare, health and safety of our staff.

8.2 Health and Safety Responsibilities

Overall and final responsibility for health and safety within the Council rests with the Chief Executive.

The operations responsible for ensuring that all Service Managers and Supervisors are provided with the information, instruction and training to enable them to undertake their responsibilities and monitor the implementation of the policy at each contract location, where the service is provided. The Direct Service Organisation Manager will be assisted in these duties by the Health and Safety Officer and Training Officer.

The Operations Manager and Supervisors are responsible for this policy being carried out in each of the contract locations. The Manager/Supervisor will also be responsible to ensuring the nominated officer for the premises, which are the responsibility of the client, is immediately made aware in writing, of any aspect which may affect the health, safety and welfare of staff.

All staff have the responsibility to co-operate with Managers/Supervisors to achieve a healthy and safe workplace and to take appropriate care of themselves, their colleagues and others.

Wherever a member of staff Supervisor/Manager notices a health and safety problem which they are unable to correct they must straight away notify the client's appropriate nominated officer.

The Manager/Supervisor has a responsibility for ensuring that notices required in connection with this policy and in compliance with health and safety legislation are clearly displayed in appropriate locations and are maintained in a good state of repair.

APPENDICES

CUSTOMERS MONTHLY QUALITY PERFORMANCE REVIEW		
Month:		Performance Index Rating
Site:		5 Very High Standard
Area / Building:		4 High Standard
Date Issued:		3 Acceptable Standard
To be returned by:		2 Below Required Standard
Completed by:		1 Failure
Representative		
<u>Office Cleaning General Areas</u>	Score	Remarks
Fixtures and fittings		
Toilets		
Soft floors		
Hard floors		
Stairs/lifts		
Kitchens		
Entrances		
Others (please specify)		
Signed for Authority:		Date:
Signed for the contractor:		Date:
Comments:		

Cleaning Operatives Daily Tasks

Scope of Work

TASKS	FREQUENCY	M	T	W	T	F
Classrooms/Offices/ Corridors/Entrances.						
Hard Floors						
Remove Debris	Daily					
Dust Control Mop	Daily					
Spot Mop/Damp Mop	Daily					
Spray Clean	2 Times Week					
Chewing Gum/Graffiti	Daily Check					
Carpeted Floors						
Remove Debris	Daily					
Full Suction Clean	Per 2 Days					
Check suction clean	Daily					
Remove Stains & Spillages	Daily Check					
Stairs						
Dust Control Mop	Daily					
Damp Mop	Daily					
Damp Wipe Handrails	Daily					
Damp Wipe Surfaces	Weekly					
Furniture and Fittings						
Damp Wipe Furniture	Per 2 Days					
Damp Wipe Desks	3 times weekly					
Damp Wipe Desk Accessories	Per 2 days					
Damp Wipe Ledges	Weekly					
Suction Clean Soft Furnishes	Weekly					

Cleaning Operatives Daily Tasks

Scope of Work

Daily Tasks continued:

TASKS	FREQUENCY	M	T	W	T	F
Walls, Doors, Paintwork						
Spot Clean Glass Panels	Daily					
Spot Clean Walls	Weekly					
Damp Wipe & Dry Metalwork	Weekly					
Spot Clean Skirtings	Weekly					
Waste Bins						
Empty Waste Bins	Daily					
Replace Bin Liners	Daily					
Wash & Dry Bins (inside and outside)	Weekly					
Telephones						
Damp Wipe Telephone	Daily					
Damp Wipe Hoods	Daily					
Blinds						
Damp Wipe	Weekly					
Lifts						
Remove Debris	Daily					
Damp wipe indicator panels	Daily					
Suction	Weekly					
Damp Wipe Walls	Weekly					
Stains and Spillages	Check Daily					
Skirtings, Low Level Surfaces						
Damp Wipe	Weekly					

Cleaning Operatives Daily Tasks

Scope of Work

Daily Tasks continued:

TASKS	FREQUENCY	M	T	W	T	F
Toilet Areas [Cloakrooms & Toilets]						
Floors						
Remove debris	Daily					
Dust Control Mop	Daily					
Damp Mop	Daily					
Spray Clean	Weekly					
Machine Scrub	Weekly					
W C's ,Urinals						
Scrub bowls with toilet cleaner	Daily					
Disinfect and wipe fixtures	Daily					
Flush	Daily					
Other areas						
WHB surrounds and Towel dispensers	Daily					
Disinfect wipe	Daily					
Polish dry	Daily					
Replenish soap, towels etc	Daily					
Empty bins	Daily					
Replace bin liners	Daily					
Wash and dry bins	Weekly					
Paintwork and doors						
Spot clean glass door panels/doors	Daily					
Damp wipe paintwork	Per 3 weeks					
Colour coded equipment and materials used in toilets						

CONTRACTOR/SUPERVISOR CHECK

OFFICES

Month:	Site:
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Area	Date of Check	Comments
Toilets		
Kitchens		
Offices		
Entrance		
Public Area		
Stairwells		
Lifts		
Corridors		

General Comments:

Signature: Date:

BUILDING CLEANING SERVICES

APPENDIX D

SUPERVISORS INSPECTION RECORD

Inspected by:

Date:

Area:

Classrooms Staffrooms/Offices	Pass	Fail	Comment
Floor Surface			
Hard (Lino)			
Soft Carpet			
Fixtures & Fittings			
Furnishings			
Desks			
Chairs			
Shelves			
Bookcases/Cabinets			
Waste bins			
Telephones			
Blinds			
Surfaces			
Walls			
Doors			
Glass			
Skirtings			
OVERALL STANDARD			

BUILDING CLEANING SERVICES

APPENDIX D

SUPERVISORS INSPECTION RECORD

Inspected by:

Date:

Area:

	Pass	Fail	Comment
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Corridor Entrance			
Floor Surface			
Skirtings			
Glass Panels			
Doors			
Walls			
Radiators			
Telephone Kiosks			
OVERALL STANDARD			

BUILDING CLEANING SERVICES

APPENDIX D

SUPERVISORS INSPECTION RECORD

Inspected by:

Date:

Area:

	Pass	Fail	Comment
Toilets			
Floors			
W.C.S.			
Seat Cover			
Flush pipes/cistern			
Partitions/doors/ Walls			
Sinks			
Urinals			
Soap dispensers			
Mirrors/ Splashbacks			
Towel/Toilet Roll Dispensers & Receptacles			
OVERALL STANDARD			

BUILDING CLEANING SERVICES

APPENDIX D

SUPERVISORS INSPECTION RECORD

Inspected by:

Date:

Area:

	Pass	Fail	Comment
Stairs			
Floors			
Doors			
Handrails			
Display Cases			
Glass Panels			
Fire Appliances			
OVERALL STANDARD			

BUILDING CLEANING SERVICES

APPENDIX D

SUPERVISORS INSPECTION RECORD

Inspected by:

Date:

Area:

Offices			
Room Number	Pass	Fail	Comment
Floor Surface			
Hard (Lino)			
Soft (carpet)			
<u>Fixtures & Fittings</u>			
Furnishings			
Desks			
Chairs			
Shelves			
Bookcases/ Cabinets			
Waste bins			
Telephones			
Blinds			
Surfaces			
Walls/Charts			
Doors			
Glass			
Skirtings			
OVERALL STANDARD			

BUILDING CLEANING SERVICES

APPENDIX D

SUPERVISORS INSPECTION RECORD

Inspected by:

Date:

Area:

Offices			
Room Number	Pass	Fail	Comment
Corridor/Entrance			
Floor Surface			
Skirtings			
Glass Panels			
Doors			
Walls			
Radiators			
Telephone Kiosks			
OVERALL STANDARD			

BUILDING CLEANING SERVICES

APPENDIX D

SUPERVISORS INSPECTION RECORD

Inspected by:

Date:

Area:

Offices			
Room Number	Pass	Fail	Comment
Toilets			
Floors			
W.C.S.			
Seat Cover			
Flush pipes/ Cistern			
Partitions/door/ Walls			
Sinks			
Urinals			
Soap dispensers			
Mirrors/ Splashbacks			
Towel/Toilet Roll Dispensers & Receptacles			
OVERALL STANDARD			

BUILDING CLEANING SERVICES

APPENDIX D

SUPERVISORS INSPECTION RECORD

Inspected by:

Date:

Area:

Offices			
Room Number	Pass	Fail	Comment
Kitchens			
Sinks			
Walls			
Surfaces			
Floors			
Stairs			
Floors			
Doors			
Handrails			
Display Cases			
Glass panels			
Fire appliances			
OVERALL STANDARD			

BUILDING CLEANING SERVICES

APPENDIX E

SUPERVISORS MONITORING REPORT

Establishment:

		Floors		Fixtures & Fittings		Furniture & Equipment		Surfaces		General		Comments
		Pass	Fail	Pass	Fail	Pass	Fail	Pass	Fail	Pass	Fail	
1	Entrance/Foyers/Reception areas											
2	Classrooms/Offices											
3	Assembly Halls/Gyms/G.P Rooms											
4	Corridors/Cloakrooms/Stairs etc											
5	Toilets/Changing Rooms/Showers											
6	Medical/H.E. Rooms/kitchens											
7	Overall											

Inspected by:

Signature:

BUILDING CLEANING SERVICES

APPENDIX E

SUPERVISORS MONITORING REPORT CONT:

Establishment:

	Offices		Corridor		Toilet		Entrance		Comments
	Pass	Fail	Pass	Fail	Pass	Fail	Pass	Fail	
Floor									
Fixtures and Fittings									
Furniture									
Surfaces									
Overall									

Inspected by:

Signature: