

## General quality standards – cleaning services

| <b>Task ref.</b> | <b>Task title</b>       | <b>Task definition / Quality Standard</b>  |
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| <b>1</b>         | <b>Floors</b>           | In respect of Tasks 1(a) to 1(n) inclusive, the contractor is required to access as much of the floor area as possible, including under matting unless stated otherwise by the authorised officer, move all furniture and equipment other than computers and upon completion of the relevant tasks, and replace all such said furniture and equipment to their previous positions. Where relevant task involves wetting a floor, then matting, furniture and equipment is not to be replaced until the floor is dry. |
| <b>1(a)</b>      | <b>Sweep</b>            | Interior sweeping, including hand brushing of non-carpeted areas by way of broom, acrylic or nylon fibre mop, disposable 'masslin' type cloth or vee-sweeper as applicable. To remove for disposal all dirt, dust, organic matter, debris and litter (except embedded dirt and grit). This task is to be carried out in areas where vacuuming is impractical for example, due to restricted power supply with the prior consent of the authorised officer.   |
|                  | <b>Quality Standard</b> | Floor, including corners and edges, to be free from dust, debris, organic matter and litter. Skirting boards to be free from dust and debris.  |
| <b>1(b)</b>      | <b>Damp Mop</b>         | Accomplished using cotton or sponge yarn mops, approval stain removal agents or detergents, and low temperature water in the correct dilution. Use the minimum of water until the surface mopped is free from dirt, dust, debris, streaks, marks, organic matter and standing water, and has a uniform appearance. Separate colour-coded mops to be used in sanitary areas.  |
|                  | <b>Quality Standard</b> | Floor to be as dry as possible and be free from dust, debris, streaks, marks, organic matter and have a uniform appearance. Skirting boards to be free from dust, debris, organic matter and splash marks.   |
| <b>1(c)</b>      | <b>Wet Mop</b>          | In defined areas there will be a need to thoroughly wet the floor (including under matting) to remove dirt, dust, debris, removable streaks, marks and organic matter.   |

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|                  | <b>Quality Standard</b> | Floor to be left dry. Floor surface should be without dirt, dust, organic matter, marks, films, streaks or standing water and have a uniform appearance. Skirting boards to be free from dirt, dust, organic matter, debris and splash marks.       |
| <b>1(d)</b>      | <b>Suction Clean</b>    | Removal of debris, dust and fluff by way of mechanical vacuum equipment. Vacuuming under matting where applicable.  |
|                  | <b>Quality Standard</b> | Floor, including skirting boards, to be free from residual dirt, dust debris, organic matter and soil.  |
| <b>1(e)</b>      | <b>Buff</b>             | Machine buffing using appropriate nylon pad/brush to bring the floor to a uniform non-slip gloss appearance.  |
|                  | <b>Quality Standard</b> | Floor should be free from residual dirt, dust, organic matter and soil and have a non-slip high gloss uniform appearance. Skirting boards free from dirt, dust, debris, organic matter and splash marks.  |
| <b>1(f)</b>      | <b>Spray Clean</b>      | Routine cleaning of light/moderately soiled floors (in cases of doubt, the authorised officer to determine) using high speed machinery, nylon pad and appropriate cleaning solution to achieve a uniform non-slip high gloss appearance.            |
|                  | <b>Quality Standard</b> | Floor should be free from residual dirt, dust, soil, scuff marks, organic matter and have a non-slip high gloss uniform appearance. Skirting boards free from dirt, dust, organic matter, debris and splash marks.                                  |
| <b>1(g)</b>      | <b>Scrub</b>            | Cleaning of floor area with an approved agitating type machine using a detergent solution and vacuum pick up or deck scrubber.  |
|                  | <b>Quality Standard</b> | The surface scrubbed should be without embedded dirt, film, stains, organic matter, scuff marks and standing water. The floor edges should be free from build-up and skirting boards free from dirt, dust, organic matter, debris and splash marks. |

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| <b>1(h)</b>      | <b>Strip and reseal</b>          | Removal of all polish/floor finish down to the original flooring material using approved solvents and nylon pads, followed by immediate vacuum pick up and removal of stains, deposits, solvent, polish and scuff marks. Apply neutralising agent, allow floor to dry before applying 3 applications of the approved floor finish. Buff each application when dry. |
|                  | <b>Quality Standard</b>          | When sealed the floor should have a uniform lustre and be free from dirt, streaks, scuffs, scratches and organic matter. Skirting boards free from dirt, dust, organic matter, debris and splash marks. The floor will have a uniform non-slip high gloss appearance.  |
| <b>1(i)</b>      | <b>Deep Clean Carpet</b>         | Use of hot water extraction equipment and approved cleaning fluid to remove all stains. To be preceded by suction cleaning, stain removal and the application of a pre-spotting chemical to the more heavily soiled areas.   |
|                  | <b>Quality Standard</b>          | The surface should be free from dirt, dust, debris, organic matter and stains, cleaning fluid must have been removed from carpet fibres and there should be minimum shrinkage of the backing. Skirting boards free from dirt, organic matter, debris and splash marks.   |
| <b>1(j)</b>      | <b>Anti-Static Treatment</b>     | (i) <u>Carpeted floors</u> – application of anti-static fluid when required. To be carried out after normal maintenance example, suction clean or deep clean.<br><br>(ii) <u>Hard floors</u> – routine cleaning to be carried out using natural detergent and the minimum of water.  |
|                  | <b>Quality Standard</b>          | Surface to be left dry and free from dirt, dust, organic matter, debris and build up static charge.  |
| <b>1(k)</b>      | <b>Entrance/ Barrier Matting</b> | Vacuumed to removal all soil, dirt, dust, organic matter, grit and debris.   |
|                  | <b>Quality Standard</b>          | Matting should be free from dirt, dust, organic matter, soil and grit.   |
| <b>1(l)</b>      | <b>Underneath Matting</b>        | Area underneath matting to be vacuumed to remove all soil and grit.  |
|                  | <b>Quality Standard</b>          | Area to be free from dirt, soil, grit and debris.  |

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| <b>1(m)</b>      | <b>Deep Clean Matting</b>         | Matting to be removed and hosed down (rubber/polyester type) or shampooed (carpet type) and replaced when dry.   |
|                  | <b>Quality Standard</b>           | Matting and area underneath to be free from dirt, soil, grit, marks, organic matter, stains and excess moisture.   |
| <b>1(n)</b>      | <b>High Pressure Clean</b>        | To be used remove accumulations of soil, dirt, organic matter, graffiti, chewing gum, removable marks, etc by the use of high-pressure water (hot/cold) and approved equipment and cleaning agents. To be preceded by suction clean.   |
|                  | <b>Quality Standard</b>           | Surface including surrounding areas to be clean and dry and free from dirt, organic matter, dust and all removable substances and marks.   |
| <b>1(o)</b>      | <b>Spot Clean Floors</b>          | Regular removal of marks, dirt, organic matter, spillages and debris (including chewing gum and graffiti). Any application of stain remover must not affect the colour fastness of the carpet.   |
|                  | <b>Quality Standard</b>           | Area should be free from dirt, soil, organic matter, debris, marks, spillages and stains.  |
| <b>1(p)</b>      | <b>Swill, Scrub and Disinfect</b> | Thoroughly wet floor with disinfectant solution and brush to remove direct debris and organic matter.  |
|                  | <b>Quality Standard</b>           | Floor should be left without dirt, organic matter, marks, standing water and without obnoxious smells.   |
| <b>1(q)</b>      | <b>Granwood Floor Reseal</b>      | <p>(i) The floor should be thoroughly scrubbed as for Task 1(g) using a detergent solution capable of breaking down and removing any build-up of body fats.</p> <p>(ii) The floor should be wet mopped using a suitable solution to effectively chemically neutralise the effects of (i).</p> <p>(iii) Once dry, the floor must be 'keyed' using a grit disc on an approved agitating machine.</p> <p>(iv) Sweep as for Task 1(g).</p> <p>(v) Apply two coats of 'Granguard' floor seal ensuring coverage is to Granwood Flooring recommended quantity per square metre.</p> |

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|                  | <b>Quality Standard</b> | When sealed, the floor should have a uniform lustre and be free from dirt, streaks, scuffs, scratches and organic matter. Skirting boards must be free from dirt, dust, organic matter, debris and splash marks. |

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| <b>2</b>         | <b>Furniture, Fixtures, Fittings</b> |  |
| <b>2(a)</b>      | <b>Damp Wipe</b>                     | Use of clean cloth and neutral detergent solution or approved sanitising solution for specially designated areas to wipe clean the surface of eye level ledges and for windowsills and door frames, all furniture, fixtures and fittings unless stated otherwise (in particular the cleaning of computer hardware is the responsibility of the Client). The Authorised Officer may require the furniture once cleaned in accordance with this Task to be stacked in accordance with his/her instruction. |
|                  | <b>Quality Standard</b>              | All surfaces to be free from dirt, dust, organic matter, smears and film.  |
| <b>2(b)</b>      | <b>Clean Hard/PVC Chairs</b>         | Chair to be dusted/suction cleaned to remove all loose debris and cleaned using appropriate cleaning solution applied by cloth or spray. The authorised officer may require the furniture once cleaned in accordance with this task to be stacked in accordance with his/her instruction.  |
|                  | <b>Quality Standard</b>              | All surfaces, including arms, backs, edges and underside to be free from marks, dirt, dust, organic matter, films, stains or grease.   |
| <b>2(c)</b>      | <b>Deep Clean Fabric Chairs</b>      | Chair to be wet and dry dusted/suction cleaned to remove all loose debris, including under cushions where applicable. Cleaned using appropriate fabric cleaner applied by wet cleaning methods.  |
|                  | <b>Quality Standard</b>              | All surfaces, including arms, backs, edges and underside to be free from marks, dirt, dust, organic matter, films, stains or grease.   |
| <b>2(d)</b>      | <b>Polish Wooden Furniture</b>       | Where and insofar as possible to do so without removing papers and files from desks and shelves in offices, furniture to be wiped to remove dust, marks and debris with an approved polish applied with a clean cloth and buffed to a shine. The authorised officer may require the furniture once cleaned in accordance with this task to be stacked in accordance with his/her instruction.  |
|                  | <b>Quality Standard</b>              | Furniture should be free from dust, soil, stains, grease, dirt and organic matter and should display an even depth of shine.   |

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| <b>2(e)</b>      | <b>Glass</b>            | <p><u>I – Internal</u><br/>           (i) To be damp wiped with a cloth and neutral detergent solution or glass cleaning agent and remove.</p> <p>Includes display cases and mirrors, glazed partitioning, vision panels and all other glazed areas, below two metres but does not cover external windows.</p> <p>(ii) As for (i) above, but in respect of glass at 2 metres and above.</p> <p><u>E – External</u><br/>           (iii) As for I(a) above.</p> <p>(iv) As for I(b) above.</p> <p>(Except that this Task shall not include external windows.)</p> |
|                  | <b>Quality Standard</b> | Glass including the corners and edges to be clean and free from dirt smears, film, streaks and marks.  |
| <b>2(f)</b>      | <b>Metal Surfaces</b>   | <p>(i) <u>Aluminium and Other Metal Surfaces</u><br/>           Including inter alia push plates, kick plates, name plates and door handles to be damp wiped.</p> <p>(ii) <u>Brass Metal Surfaces</u><br/>           Including inter alia push plates, kick plates, name plates and door handles, to be wiped with an approved polish, applied with a clean cloth and buffed to a shine.</p>   |
|                  | <b>Quality Standard</b> | Metal surfaces to be clean and streak free with an even depth of shine.  |
| <b>2(g)</b>      | <b>Light Fittings</b>   | All wall light fittings to be dusted to remove all surface dust, dirt and debris. Includes ceiling light fittings below 2.5 metres.  |
|                  | <b>Quality Standard</b> | Surface to be free from marks, dust and debris.  |
| <b>2(h)</b>      | <b>Lampshades</b>       | To remove and clean with a neutral detergent solution and thereafter when dry replace.   |
|                  | <b>Quality Standard</b> | Surface to be free from marks, dirt and debris, and dry.   |

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| <b>2(i)</b>      | <b>Telephones</b>                                  | Telephones and ancillary equipment to be damp wiped using an approved sanitising solution.  |
|                  | <b>Quality Standard</b>                            | Equipment to be free from dust, smears, film and build up.  |
| <b>2(j)</b>      | <b>Hoppers</b>                                     | Single and double hoppers to be scraped where necessary inside and out to remove litter, dirt and debris and wiped over with an approved sanitising solution. Rubbish adjacent to Hoppers that does not fit within the hopper for disposal down the chute to be placed in paladin bins at ground level. All other rubbish to be disposed of down the chute. Areas surrounding hopper to be wiped down with sanitising solution also.          |
|                  | <b>Quality Standard</b>                            | Surface should be free from removable marks, stains, dirt and debris.   |
| <b>2(k)</b>      | <b>Blind Cleaning</b>                              | (i) <u>Regular</u> – the blind’s surface dust and debris to be removed by vacuum or wipe.<br><br>(ii) <u>Deep Clean</u> – blinds should be vacuumed to remove all surface dust, dirt, lint and foreign objects. Surfaces on both sides of slats (where a slatted blind) on cloth (where a cloth or non-slatted blind of any type of material) to be washed using neutral detergent to remove dirt, marks, soil and stains. Cords to be wiped. |
|                  | <b>Quality Standard</b>                            | Surfaces on both sides to be free from all dirt, marks and smears. Cords left in working order. Surfaces should be left dry.  |
| <b>2(l)</b>      | <b>Spot Clean Furniture, Fixtures and Fittings</b> | Removal of all stains, spots and spillages (including chewing gum and graffiti), from furniture, fixtures and fittings, using an approved stain remover where applicable, ensuring the stain remover is cleaned away. Absorbent surfaces to be checked for colour fastness and staining before the use of the stain remover.  |
|                  | <b>Quality Standard</b>                            | Stains to be removed as soon as possible without undue damage to surfaces, leaving surface free from marks.   |
| <b>3</b>         | <b>Walls and Ceilings</b>                          |   |
| <b>3(a)</b>      | <b>Low Level Dust</b>                              | Damp wiping of all low level (i.e. 2 metres pipework, windowsills, frames, from the floor ledges, skirtings and radiators and below).   |

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|                  | <b>Quality Standard</b>                         | All surfaces to be free from dirt, dust, debris, cobwebs, stains and marks.  |
| <b>3(b)</b>      | <b>High Dust</b>                                | All dusting above two metres using remove dust and cobwebs from pipework, ledges, corners, curtain rails, cupboard tops, flat surfaces, glass partitions and ceilings.   |
|                  | <b>Quality Standard</b>                         | All surfaces to be free from dust, cobwebs and removable marks.  |
| <b>3(c)</b>      | <b>Wall Washing</b>                             | It will be the authorised officer's responsibility to remove posters, staples, drawing pins etc in order to leave a clear surface prior to washing except for public conveniences where the contractor will be required to remove and replace if appropriate or otherwise dispose of all such items prior to cleaning. Washing of the entire wall surface to remove accumulations of soil, dirt, organic matter, graffiti, chewing gum, removable marks, etc. To be preceded by dusting/suction cleaning. Undertaken manually/through use of specialist equipment and cleaning solution, appropriate to the wall finish and approved by the Authorised Officer. Wall surface should be rinsed afterwards, care to be taken to prevent excess wetting of surfaces. Furniture and carpets should be protected with waterproof dust covers. |
|                  | <b>Quality Standard</b>                         | Wall surface including behind radiators to be clean, dry and free from dirt, dust, organic matter and all removable marks.   |
| <b>3(d)</b>      | <b>High Pressure Clean (Walls and Ceilings)</b> | To be used on wall and ceilings to remove accumulations of soil, dirt, organic matter, graffiti, chewing gum, removable marks, etc, by use of high-pressure water (hot/cold) and approved equipment and cleaning agents. To be preceded by dusting.  |
|                  | <b>Quality Standard</b>                         | Surface including surrounding areas to be clean, dry and free from dirt, organic matter, dust and all removable substances and marks.  |
| <b>3(e)</b>      | <b>Spot Clean (Walls and Ceilings)</b>          | Removal of dirt, finger marks, stains, grime, graffiti and chewing gum as they occur on wall surfaces, on and around light switches, doors, vision panels, glass partitions, window blinds etc, up to a height of 2 metres using detergent solution or approved graffiti remover product. Paint out graffiti where necessary.  |

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|                  | <b>Quality Standard</b>                         | Wall surfaces to be free from visible marks and stains.   |
| <b>Task Ref.</b> | <b>Task Title</b>                               | <b>Task Definition / Quality Standard</b>   |
| <b>4</b>         | <b>Toilets and Bathrooms</b>                    |   |
|                  |   | In respect of tasks 4(a) to 4(d) inclusive and 4(g) colour-coded cloths must be used as an aid to ensure that, in the interests of hygiene, a cloth used for one task is not used for another task.   |
| <b>4(a)</b>      | <b>Toilets, Pans and Urinals</b>                | To be cleaning using appropriate colour-coded cloths/toilet brush, solution of approved non-abrasive cleaner and germicidal cleaner/sanitiser with residual action. Deposits and stains to be removed from all surfaces and fittings to be wiped clean to remove foreign matter including inter alia organic matter and to prevent the accumulation of dirt. Solid obstructions to be removed from troughs. Toilet chairs to be removed prior to cleaning operation and replaced tidily. Blockages and faults to be reported to the authorised officer forthwith. |
|                  | <b>Quality Standard</b>                         | All surfaces and fittings to be clear of organic matter, debris, film and smears, ceramic and stainless-steel surfaces should be free from limescale build up and encrusted deposits.   |
| <b>4(b)</b>      | <b>Baths and Showers</b>                        | Clean using appropriate colour coded cloths and solution of non-abrasive cleaner and germicidal cleaner/sanitiser to remove all dirt, deposits and stains. All brass and chrome fittings to be wiped clean to remove foreign matter and prevent accumulation of dirt. Shower curtains to be damp wiped and left hanging, spread out to dry.   |
|                  | <b>Quality Standard</b>                         | All surfaces, fittings, overflow traps and drainage to be clear of dirt, debris, film, smears, solid objects and soap deposits. Taps and nozzles polished dry. Ceramic and stainless-steel surfaces dried off and free from limescale build up and encrusted deposits.  |
| <b>4(c)</b>      | <b>Sinks, Washbasins and Drinking Fountains</b> | Clean using appropriate colour-coded cloths and solution of non-abrasive cleaner and germicidal cleaner/sanitiser to remove all deposits and stains. All fittings to be wiped clean to remove foreign matter and kept in a hygienic condition.  |

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|                  | <b>Quality Standard</b>                        | All surfaces, fittings, overflow traps and drainage to be clear of debris, film, smears and soap deposits. Taps to be polished dry. Ceramic and stainless-steel surfaces dried off and free from limescale and encrusted deposits.  |
| <b>4(d)</b>      | <b>Sanitary Furniture</b>                      | Surfaces to be wiped clean using appropriate colour-coded cloths, non-abrasive cleaner and sanitiser to remove dirt, organic matter, stains, dust and debris. (Includes outside surfaces of incinerators, dispensers, towel holders and ST bins.) All to be maintained in a hygienic condition. |
|                  | <b>Quality Standard</b>                        | Surface should be free from dirt, organic matter, stains, dust and debris.  |
| <b>4(e)</b>      | <b>Descale Sanitary Furniture and Fittings</b> | Use of approved descaling solution to prevent/remove limescale deposits occurring on/in toilets, urinals, baths, showers, sinks, hand basins and associated fittings.   |
|                  | <b>Quality Standard</b>                        | Units and fittings should be free from all limescale build up and any other long-term staining or encrustation.   |
| <b>4(f)</b>      | <b>Drainage Gullies, Gratings, Outlets</b>     | To be maintained in a clean, hygienic condition and ensure the removal of visible obstructions and debris, such as litter and leaves.   |
|                  | <b>Quality Standard</b>                        | Areas should be clean and clear of litter, debris and visible obstructions.   |
| <b>4(g)</b>      | <b>Spot Clean (Toilets and Bathrooms)</b>      | Removal of all stain spots and spillages including organic matters using appropriate colour-coded cloths/toilet brush and a solution of approved non-abrasive cleaner and germicidal cleaner/sanitiser with residual action.  |
|                  | <b>Quality Standard</b>                        | All surfaces and fittings to be clear of organic matter, debris, film and smears.   |
| <b>5</b>         | <b>Porches</b>                                 |   |
| <b>5(a)</b>      | <b>Porch Areas</b>                             | (i) <u>Glazed areas to entrance doors, porch doors, entrance areas, including both the internal and external glass</u> – to be damp wiped with a cloth and neutral detergent solution or glass cleaning agent and remove.   |
|                  | <b>Quality Standard</b>                        | Glass to be clean and free from smears, film, streaks and marks. Corners and edges free from build-up.  |

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|             |                                    | (ii) <u>External floor areas immediately adjacent to the porch</u> – (a) sweep, as described in Task 1(a), (b) empty cigarette butt containers), (c) wet mop, as described in Task 1(c).  |
|             | <b>Quality Standard</b>            | Floor to be as dry as possible and be free from dust, debris, streaks, marks, organic matter and have a uniform appearance. Skirting boards to be free from dust, debris, organic matter and splash marks.  |
|             |                                    | (iii) <u>Eye level ledges</u> – to damp wipe both internal and externally, as described in Task 2(a).   |
|             | <b>Quality Standard</b>            | All surfaces to be free from dirt, dust, organic matter, smears and film.   |
|             |                                    | (iv) <u>Overhangs immediately above entrance door(s)</u> – (a) Low level dust, as described in Task 3(a).   |
|             | <b>Quality Standard</b>            | All surfaces to be free from dirt, dust, debris, cobwebs, stains and marks.   |
|             |                                    | (b) High level dust, as described in Task 3(b).   |
|             | <b>Quality Standard</b>            | All surfaces to be free from dust, cobwebs, and removable marks.  |
| <b>6</b>    | <b>General</b>                     |   |
| <b>6(a)</b> | <b>Removal of Rubbish and Dust</b> | Wastepaper bins to be emptied (in separate containers in the case of rubbish already sorted for recycling as hereinafter stated) washed and wiped clean with approved sanitising solution. Bin liners to be replaced where applicable. All rubbish bags to be securely tied and delivered to the rubbish collection points approved by the authorised officer. Rubbish adjacent to bins (other than in offices) shall be removed and disposed of. Rubbish in coded bins for recycling will be emptied separately; kept and delivered separately to the rubbish collection point and placed in the appropriate rubbish contained as directed by the authorised officer to satisfy the requirement to recycle waste material. |
|             | <b>Quality Standard</b>            | All wastepaper bins to be free from marks, spillages, dirt, dust and debris (both inside and outside).  |

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| <b>6(b)</b>      | <b>Cleaning Equipment</b>        | Cleaning equipment to be cleaned after every use and maintained in a safe and serviceable condition in accordance with the manufacturer's instructions. Mop heads to be thoroughly washed in detergent and sanitising solution after every use.   |
|                  | <b>Quality Standard</b>          | Equipment to meet health and safety requirements and to be free from dust, dirt and grime. Mop heads to be sanitised and have a clean appearance.   |
| <b>6(c)</b>      | <b>Additional Cleaning</b>       | To be used in high usage areas where more frequent cleaning is necessary and will be in addition to the main cleaning Tasks indicated and at a separate time during the day. To consist of removal of stains, spots and spillages, cleaning of sanitary units and furniture, and emptying of wastepaper bins and public litter bins and removal of rubbish (other than in offices where unless the authorised officer directs otherwise, the only rubbish to be removed is that already in ashtray and wastepaper bins).<br><br>All bags containing rubbish to be securely tied and delivered to the rubbish collection points approved by the authorised officer. The rubbish collected is to be sorted to satisfy the requirement to recycle waste materials. |
|                  | <b>Quality Standard</b>          | Area to be free from dirt, debris, spillages and litter.  |
| <b>6(d)</b>      | <b>Visual Check</b>              | All contract areas to be visually checked before the end of any period of attendance in the contract Area by the cleaning operative to ensure that all the contract areas meet the standard required by the specifications. Contract areas failing to meet the specification must be given the appropriate spot clean, such as tasks 1(o), 2(l), 3(e) and 4(g).   |
|                  | <b>Quality Standard</b>          | At the end of any period of attendance all the areas in the schedule of cleaning tasks and quality standards must be to the standard required in the specification.   |
| <b>6(e)</b>      | <b>Provision of non-durables</b> | Ensure that all non-durables as listed in the second schedule or otherwise approved in writing by the authorised officer are provided as appropriate and so as to be sufficient for the needs of users of the appropriate contract area in accordance with the instructions of the authorised officer.  |

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|                  | <b>Quality Standard</b>                 | Maintain a minimum of 24 hours supply in the appropriate places and holders.  |
| <b>6(f)</b>      | <b>Cleaning of Air Grills and Ducts</b> | All grills at high and low levels to air conditioning system to be removed after steps have been taken to ensure all affected area have been suitably protected from dust damage. Grills to be cleaned by washing using solution approved by the authorised officer and ducts so far as reasonably practicable to be vacuumed clean. Grills to be replaced. |
|                  | <b>Quality Standard</b>                 | All grills to be free from dust and left in clean condition and refitted securely.  |
| <b>6(g)</b>      | <b>Cleaning of Sauna Furniture</b>      | Clean using appropriate scrubbing brush and solution of non-abrasive cleaner and germicidal cleaner/sanitiser to remove all dirt, deposits and stains. All brass and chrome fittings to be wiped clean to remove foreign matter and prevent the accumulation of dirt. Shower curtains to be damp wiped and left hanging spread to dry.                      |
|                  | <b>Quality Standard</b>                 | All surfaces and fittings to be clear of dirt, debris, film, smears, solid objects and soap deposits and body fats.   |
| <b>7</b>         | <b>Cleaning of Cookers</b>              | External surfaces to be wiped clean using appropriate colour coded cloths and non-abrasive cleaner to remove dirt, organic matter, stains, dust and debris.<br><br>Oven to be wiped clean using appropriate non-abrasive cleaner and cloth.   |
|                  | <b>Quality Standard</b>                 | Surfaces to be free from dirt, organic matter, stains, dust and debris.   |
| <b>8</b>         | <b>Rifle Range Butt Area</b>            | Floor should be cleared of wood, paper, lead fragments and dust using appropriate vacuum in accordance with health and safety requirements.   |
|                  | <b>Quality Standard</b>                 | Floor to be clear of wood, paper, lead and dust.  |
| <b>9</b>         | <b>Internal Cupboards</b>               | To remove contents of base and wall cupboards and clean all internal surfaces and ledges with a neutral detergent solution and thereafter when dry replace.   |

| <b>Task Ref.</b> | <b>Task Title</b>   | <b>Task Definition / Quality Standard</b>   |
|------------------|---|---|
|                  | <b>Quality Standard</b>   | Surfaces and ledges should be dry, free from dust, removable marks and stains with contents replaced as before task completion.<br><br>Items to be clear of dirt, stains and smears.  |
| <b>10</b>        | <b>Extractor Grill</b>  | Grills to be removed where possible and cleaned by using an appropriate detergent, removing all accumulations of dirt and foreign or organic matter. Where appropriate, grills to be refitted securely.   |
|                  | <b>Quality Standard</b>   | Grills to be free of dirt, debris or smears and left in a clean condition.  |
| <b>11</b>        | <b>Removal of Blood Spillages/ Collection of Clinical Waste</b> | All Clinical Waste to be removed from the site and properly disposed of using appropriate personal protective equipment and safe working practices. All Clinical Waste shall be removed from all surfaces and disposed of in accordance with paragraph four of the seventh schedule. Any blood and/or body fluid spillages shall be mopped up with a suitable absorbent example, paper, cloth or granules, and all waste should be disposed of in yellow containers. All surfaces should then be thoroughly cleaned and decontaminated using appropriate disinfectants. |
|                  | <b>Quality Standard</b>   | All surfaces shall be free from all clinical waste and be cleaned and decontaminated in accordance with the provision of the Council's safe working practice clinical waste collection procedure attached in Appendix A and any recommendations of NAWDO, the environment agency and other appropriate statutory body relating to safe working practices.   |
| <b>12</b>        | <b>Cleaning of Personal Computers</b>                           | It will be our responsibility to ensure both PC and monitors must be switched off at the mains and unplugged before starting cleaning operation. The cleaning will be accomplished using the correct methods and equipment required in cleaning PC's.   |
|                  | <b>Quality Standard</b>   | The PC and equipment will be free from dust, dirt, smears and film.   |
| <b>1</b>         | <b>Cleaning of Louvre Slats/Glass</b>                           | The louvre slats/glass are for ventilation in some high-rise blocks situated on each floor above ground level.  |
|                  | <b>Quality Standard</b>   | The louvre slats/glass will be free from dust, dirt, smears and any other substance.  |

