

| Cleaning Services Standards of Cleanliness |  |  |  |
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| No.  | Element  | Performance Parameter  | Frequency  |
| 1  | Hard Floors  | All surface of floor is free from visible signs of dust, fluff, dirt and impacted or loose debris. The floor is left in a safe non-slip condition.   | Full clean fortnightly<br>Check clean daily  |
| 2  | Soft Floors  | All surface of floor is free from visible signs of grit, dust, fluff and loose debris.   | Full clean weekly<br>Monthly full clean in offices<br>Check clean daily<br>Carpet shampooing carried out at a frequency to maintain the standard |
| 3  | Waste bins   | The waste bin should be visibly clean including lid with no dust, dirt, debris, stains, or spillages.<br>Waste bin should be emptied frequently and not allowed to overflow.<br>Bags should be changed as necessary.                                     | Full clean weekly of external surfaces<br>Full clean quarterly of internal surfaces<br>Check clean daily   |
| 4  | All Chairs and Couches (soft furniture)  | All parts should be visibly clean with no dust, dirt, debris, stains or spillages  | Full clean annually<br>Check clean daily   |
| 5  | Switches, sockets and data points, trunking, hand rails and wall fixtures  | All wall fixtures, e.g switches and data points should be visibly clean with no dust, dirt, debris, adhesive tape or spillages   | Full clean monthly<br>Weekly check clean of touch points, e.g light switches, lift buttons and handrails   |
| 6  | Walls - accessible upto 2 metres   | All wall surfaces including skirting should be visibly clean with no dust, dirt debris, adhesive tape, or spillages  | Full clean annually<br>Check clean daily   |
| 7  | Doors  | All parts of the door structure should be visibly clean so that all door surfaces have no dust, dirt, debris, adhesive tape or spillages   | Full clean 6 months<br>Check clean daily   |
| 8  | All windows including frames where accessible  | All windows should be visibly clean and smear-free with no dust, dirt, debris, adhesive tape or spillages  | Full clean annually  |
| 9  | All internal glazing including partitions (excluding mirrors and windows)  | All internal glazed surfaces should be visibly clean and smear-free with no dust, dirt, debris, adhesive tape or spillages   | Full clean annually<br>Check clean bi-monthly  |
| 10   | Mirrors  | Mirrors should be visibly clean and smear-free with no dust, dirt, debris, adhesive tape or spillages  | Full clean daily   |
| 11   | Dispenser Cleaning - hand wash, paper towel, toilet roll dispensers and hand dryers  | All parts of the dispenser surface should be visibly clean with no dust, dirt, debris, adhesive tape or spillages  | Full clean external surfaces bi-weekly<br>Full clean internally on replenishment   |
| 12   | All elements of showers  | All shower elements and shower chairs should be visibly clean with no bodily substances, scum, dust, limescale or stains   | Full clean daily including touch points (tap/shower handles)<br>+ descale as local protocol  |
| 13   | Toilets, urinals, wudus, toilet brushes and emergency pull cords   | All toilets, urinals, wudus and toilet brushes should be visibly clean with no bodily substances, scum, dust, limescale or stains.<br>Toilet brushes to be replaced in line with local protocol<br>Emergency pull cord to be accessible from floor level | Full clean daily including touch points (flush handles)<br>+ descale as local protocol   |
| 14   | Sinks and taps   | Sinks and taps should be visibly clean with no dust, dirt, debris, limescale, stains or spillages.<br>Plugholes and overflows should be free from build-up   | Full clean daily including touch points (tap handles)<br>+ descale as local protocol   |
| 15   | Replenishment of consumables   | Always adequate quantity of consumable products, including hand soap and toilet paper  | Check and replenish daily  |
| 16   | Radiators including cover  | All parts of the radiator including covers should be visibly clean with no dust, dirt, debris, adhesive, tape, or spillages.   | Full clean quarterly external only<br>inside cover – full clean as local protocol  |
| 17   | Low surfaces - low level pipes, castors on chairs, and low level trunking  | All surfaces should be visibly clean with no dust, dirt, debris, adhesive tape, or spillages.  | Full clean 6 monthly   |
| 18   | Middle surfaces – windowsills, tables, desks, shelves and ledges, work surfaces and cupboard exteriors.<br>This does not include items covered by other elements in this list, i.e. switches and sockets | All surfaces should be visibly clean with no dust, dirt, debris, adhesive tape, or spillages   | Teaching - Full clean daily<br>Offices - Full clean monthly where accessible<br>Check clean daily  |
| 19   | High surfaces including curtain rails, staff locker tops that are accessible, and high surfaces in corridors   | All surfaces should be visibly clean with no dust, dirt, debris, adhesive tape, or spillages.  | Full clean monthly   |
| 20   | Dining Tables  | All parts of the table (including legs and underneath) should be visibly clean with no dust, dirt, debris, adhesive tape, stains, or spillages   | Full clean 6 monthly<br>Wipe top after each use  |
| 21   | Ventilation grilles extracts and inlets  | All external visible parts of the ventilation grill should be visibly clean with no dust, dirt, debris, or cobwebs   | Full clean annually<br>Check clean monthly<br>Internal cleaning as local protocol  |
| 22   | Staff Kitchens   | Staff kitchens should be visibly clean with no dust, dirt, debris, stains, spillages, or food debris.  | Full clean 6 monthly (excluding cupboards internally)<br>Check clean daily   |
| 23   | Cleaning equipment in sluice rooms   | Cleaning equipment should be visibly clean with no dust, dirt, debris, or moisture   | Full clean after each use  |