

## **East Coast Facilities Cleaning Specification**

### **Site Profile and Cleaning Specification**

**The Facilities area is detailed on the lease plans but includes / comprises but is not limited to the following areas for which East Coast Main Line are responsible:**

1. Entrance and Access roads and Drop Off Points
2. Public and Staff Car Parks
3. Pavements, paths and all areas outside the station frontage but within the lease plan area.
4. Entrances
5. Franchise / Sub let areas
6. Porticos
7. Stairs
8. Footbridges
9. Lifts
10. Platforms & equipment
11. 1<sup>st</sup> Class Lounges
12. Waiting rooms
13. Travel Centres (both Public and Staff sides)
14. Offices & SMC Accommodation
15. Underpass/Subways
16. East Coast - Store Rooms
17. Retail
18. Waste compound areas
19. Smoking Bins
20. Waste Bins (waste bins, Euro bins)
21. Ramps
22. East Coast - Signage & Poster boards
23. Customer Toilets
24. Staff Toilets
25. Roller shutters
26. Waste Transportation and Recycling
27. East Coast - Mess/Locker Rooms
28. Public Phones
29. CIP Units
30. Graffiti, Fly posting & Stickers
31. Chewing Gum removal
32. Spillages
33. Vending machines
34. Bird excrement
35. Gateline equipment
36. Cycle racks
37. Planter boxes
38. Consumables
39. Equipment
40. Tanking Hoses - Replacements at Network Rail Managed Stations
41. Staff Mess Rooms / Kitchen Areas

## **CONTRACTORS RESPONSIBILITIES.**

1. The Contractor shall at all times ensure that any staff in his employ, including any sub-contractor, shall be dressed in the appropriate company PPM with company logo and where necessary shall wear the appropriate safety clothing and footwear. All staff shall meet an acceptable standard of personal hygiene.
2. All staff shall carry the appropriate identification showing the following:- Employer, Employers name and address. Emergency telephone contact number. Name of employee and staff/works number and duties, current photograph of employee. Date of issue.
3. Any member of contractor's staff or sub-contractor shall be held responsible for loss or damage to ECML property or other items in their possession. Should a key loss occur that results in the changing of numerous locks the contractor shall be held liable.
4. The contractor shall ensure suitable site management/supervision is on site at all times and the relevant operatives shall be contactable via mobile technology.
5. The relevant management/supervision shall comply with the ECML system of communication to be relayed at the commencement of the contract.
6. All cleaning staff and management must be trained by an external organisation to the minimum of the British Institute of Cleaning Science (BICS), COPC Stage 1, or equivalent with copies of Certificates lodged with ECML. Staff training must be on a continuous and rolling programme, records of which must be available for audit. All staff must be trained to the minimum standard within one month of commencing employment.
7. The contractor shall ensure that sufficient mechanical and electrical equipment as detailed in the specification and tender return is maintained and available at all times with relevant chemicals and ancillary equipment on site to ensure the cleaning operation can be carried out. All equipment must meet the required minimum legislation with service and maintenance reports, copies of test documents to be e-mailed to the East Coast document library on a regular monthly basis.
8. The contractor is responsible for the supply and safe use of all safety equipment needed to complete any task required under the specification. Any equipment used as a safety device must be suitable for the task and in good order with appropriate training records for each operative.

9. The contractor is responsible for the supply of all the necessary cleaning materials, chemicals, PPE and items of plant needed to carry out the tender / specification.
10. The contractor shall ensure the designated area for storage of their equipment is maintained to a clean and safe standard with chemical storage meeting the required COSHH & Health and Safety legislation.
11. All documents relating to the safe use and handling of chemicals should be kept on site and e-mailed to the East Coast document library and made available for inspection when requested.
12. All cleaning materials must be of a proprietary brand and the relevant data sheets to be held on site.
13. Copies of all risk assessments are to be available on site for the inspection of ECML representatives when requested and also issued to the East Coast document library for inclusion onto the Portal Document library.
14. The contractor shall provide a programme of work, scheduling all KPI/SLA work to be carried out. This shall be supplied annually one month after the contract commencement date. The scheduled dates and tasks shall be strictly adhered to with failure to carry out the programmed works invoking Service Level Agreement Performance Measurement Deduction.
15. The Contract Management /Site Supervisors shall attend regular reviews meetings with the East Coast or authorised client representatives at pre-arranged times and dates throughout the contract term.
16. Contractors staff must attend an Induction course for safe working practices prior to employment on site.

## **CLEANING SPECIFICATION**

### **METHODOLOGY/TERMINOLOGY**

#### **SWEEP**

Using mechanical or manual method sweep the entire designated area removing all dirt, dust, litter and waste material, paying particular attention to edges and corners.

#### **DUST**

Using hand brush, flicker (feather duster) or duster and remove all loose dirt, dust and debris from designated area.

#### **DAMP WIPE**

After dusting. using the correct cleaning agent, diluted and or used in accordance with the manufacturer's instructions, impregnate cleaning cloth with relevant cleaning agent damp wipe entire area designated for cleaning, leaving in a clean smear free condition.

### **SANITISE**

For use in areas where body contact is likely to occur, for example door handle, chair arms, telephones, toilets, etc. use of one of the following methods, ensuring manufacturers recommended contact time is observed.

1. Damp wipe method using the correct solution of an appropriate Disinfectant / Sanitise, leaving clean, dry, and smear free.
2. Spray – using the correct solution of an appropriate Disinfectant / Sanitiser wipe, leaving clean, dry, and smear free.
3. Kitchen areas. There will be a need to use a specific Food Hygiene Sanitiser in all catering areas.

### **DAMP MOP**

Using a correctly diluted solution of the appropriate floor cleaning agent in a wringer bucket, immerse the mop remove and wring out ensuring the mop is damp only, then using a figure of eight motion, damp mop the floor paying particular attention to edges and corners.

### **LITTER PICK**

Using the appropriate tool collect and remove all loose items of waste from designated areas and sort into recycling or landfill waste.

### **HAZARDOUS WASTE**

Ensure that the operative is fully trained, and with the appropriate equipment deal with the removal of body spillage/fluids, *sharps* and or needles. Store in the correct container and arrange for safe collection of items for disposal.

### **CHEWING GUM REMOVAL**

Using a specialist chewing gum removal machine (Mr Gummy or equivalent) inspect all areas noted in the SLA and remove in accordance with the manufacturer's instructions on a daily basis.

### **ROAD SWEEPER**

Using a "highways type" road sweeping machine out of hours (nights) carry out a full mechanical clean of the car parks and approach roads ensuring that all edges and corners of parking bays and kerbs are cleaned thoroughly.

### **WASTE DISPOSAL & RECYCLING**

All waste collected shall be segregated in to recyclable and land fill waste to assist with the East Coast targets and placed into waste sacks (clear bags), Euro bins or compactors in the designated area for disposal.

All the sacks are to be secured ensuring no spillage and not left unattended on platforms or any other area within the lease demise. All waste containers must be kept locked closed at all times.

### **WASHING**

This shall apply to designated areas as per the specification, for example, walls, columns, ceilings, light fittings, furnishings.

Ensure the item is free of dust with the correctly diluted solution of the appropriate cleaning agent. Immerse cloth in solution remove, wring out and wash item working from bottom to top, remove stubborn stains or debris using the appropriate agitator, i.e. green pad. Follow with the damp wiping process, leaving clean, dry and smear free taking care of the surrounding area.

### **MECHANICAL WASHING (FLOORS)**

With the relevant scrubber drier (walk behind and/or ride on) fill with the necessary cleaning agent diluted to the manufacturer's specification. Proceed to mechanically wash and dry the designated area ensuring the removal of all stubborn debris using overlapping passes with a mop to reach and clean areas inaccessible to the machine.

### **SPRAY CLEANING**

Where necessary carry out the damp mopping procedure first, then with the appropriate speed machine and the correct pad and chemical proceed to spray clean the designated area using overlapping passes, followed by mop sweeping to remove dirt and dust.

### **MOP SWEEPING**

Using a flat mop sweeping tool or kex mop sweep the designated area, collect and remove water, vacuum, clean head of sweeper and store.

### **VACUUM CLEANING**

Remove all loose debris and waste from designated area then with the correct vacuum cleaner proceed to vacuum area using overlapping passes, paying particular attention to heavily used traffic areas, corners and ledges, where necessary use an open ended tube or small tool.

### **STAIN REMOVAL**

All floor areas to be examined when cleaning takes place for any new stains which may have appeared. Using the appropriate cleaning agent and in accordance with the manufacturer's directions remove the stain immediately, or within twenty-four hours.

### **STAIR CLEANING**

Remove all loose debris and waste, vacuum horizontal sections with particular attention to corners and ledges, carry out damp mop, wash/clean, spray clean DDA coloured markings to step risers and treads.

### **Entrance and Access Roads and Drop Off Points**

The entrance and access roads & car parks are detailed on the lease plans and should be cleaned as per the schedules detailed below:

<b>Entrance and Access Roads</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
<b>Access Roads &amp; pavements</b>				
Mechanical Sweep		X		
Litter pick	X			
Mechanical Clean using Road Sweeper – Night Works				X
<b>Public Parking Spaces – Exec / Long Stay</b>				
Mechanically Sweep		X		
Litter Pick	X			
Mechanical Clean using Road Sweeper – Night Works				X
Ticket Machines – damp wipe	X			
<b>Public Parking Spaces – Short Stay</b>				
Litter Pick	X			
Mechanical Sweep – walk behind		X		
Mechanical Sweep using Road Sweeper – Night works				X
Ticket Machines – damp wipe	X			
<b>Entrance, Access Roads, Car Parks and Fitted Street Furniture including Signs, Bollards, Pay Machines, Barriers, Waste Bins.</b>				
Wash/Wipe		X		
Smoking Bins	X			
Graffiti & fly poster removal	X			

### **Entrance to Stations**

The entrance to a station is classed as the area outside the station (both frontage and rear) and parallel with the platform side comprising of the pavement and footpaths, doorways, stairs and alcoves, office entrances, porticos and inner porticos. The entrance to the station should including pavements, paths, terrazzo and all flat surfaces which should be machine cleaned using a ride on and or walk behind machine on a daily basis. Removal of chewing gum on a daily basis should also be included.

<b>Entrance to Station</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
<b>Sweep</b>	X			
<b>Litter pick</b>	X			
<b>Graffiti &amp; fly posters removal</b>	X			
<b>Mechanically Sweep</b>	X			
<b>Entrance doors &amp; frames</b>	X	X		
<b>Entrance mats &amp; wells – Vacuum</b>	X			
<b>Chewing gum removal</b>	X			
<b>Mechanical Sweep – ride on / walk behind</b>	X	X		
<b>Apply winterisation products when asked by Management team</b>	X			
<b>Quarterly mechanical sweep using road sweeper</b>				X

### **Franchise / Sub-Let Areas**

The outside of these areas, e.g., coffee kiosks, WH Smiths etc to be checked, cleaned, dusted and litter picked and swept daily.

<b>Franchise / Sub Let areas</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
<b>Sweep</b>	X			
<b>Litter pick</b>	X			
<b>Graffiti &amp; fly posters removal</b>	X			

### **Porticos**

The Portico to a station is classed as the area immediately outside the station (both frontage and rear) and parallel with the platform side comprising of the pavement and footpaths, doorways, stairs and alcoves, office entrances, porticos and inner porticos. The entrance to the station should including pavements, paths, terrazzo and all flat surfaces which should be machine cleaned using a ride on and or walk behind machine on a daily basis. Removal of chewing gum on a daily basis should also be included.

<b>Porticos</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
<b>Sweep using both manual and mechanical equipment</b>	X			
<b>Litter pick</b>	X			
<b>Chewing gum removal</b>	X			
<b>Graffiti &amp; fly posters removal</b>	X			
<b>Wash / clean using ride on / walk behind scrubber dryer</b>	X			
<b>Empty smoking bins &amp; clean external surfaces</b>	X			

Empty & recycle waste from litter bins	X			
Wash & Sanitise litter bins		X		

### Staircase Cleaning

Remove all loose debris and waste, vacuum horizontal sections with particular attention to corners and ledges, carry out damp mop, wash/clean, spray clean DDA coloured markings to step risers and treads.

Staircase cleaning is required to all internal and external stairs to include handrails, ledges, nosing's and risers with particular attention to maintaining the DDA markings to riser and edge detail. Chewing gum removal is a daily requirement.

<b>Stairs</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Handrails – damp wipe	X			
Ledges – dust and damp wipe	X			
Nosing's -	X			
Risers -	X			
Stair treads	X			
Walls – damp wipe		X		
Signage – damp wipe	X			
Chewing gum - removal	X			
Graffiti & fly poster removal	X			

### Footbridge Cleaning

Footbridge cleaning is required to all internal and external footbridges to include handrails, ledges, nosing's and risers with particular attention to maintaining the DDA markings to riser and edge detail. Chewing gum removal is a daily requirement.

<b>Footbridges</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Handrails – damp wipe	X			
Ledges – dust and damp wipe	X			
Nosing's -	X			
Risers -	X			
Windows	X			
Walls – damp wipe		X		
Mechanical Sweep – ride on / walk behind	X			
Signage – damp wipe	X			
Chewing gum - removal	X			
Graffiti & fly poster removal	X			

### Lift Cleaning



Lift cleaning is required to all passenger and goods lifts to include handrails, ledges, doors, mirrors and floors. Chewing gum removal is a daily requirement.

<b>Lifts</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Handrails – damp wipe	X			
Ledges – dust and damp wipe	X			
Walls – damp wipe	X			
Doors – internal and external	X			
Floor	X			
Signage – damp wipe	X			
Chewing gum - removal	X			
Graffiti & fly poster removal	X			
Clean and spray burnish floors		X		

### **Platform Cleaning & Equipment**

Platforms are required to be cleaned daily using a ride on machine with other smaller areas being cleaned using a walk behind unit. Platform cleaning is required to all areas of the platforms within the lease (excluding 1.25m from the platform edge) Chewing gum removal is also to be included and litter picking.

<b>Platforms</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
<b>Floor area</b>				
Sweep	X			
Spot Mop as required	X			
Litter pick	X			
Chewing gum removal	X			
Spillages attendance within “core hours” as requested	X			
Mechanically Wash – Terrazzo Tiles	X			
Mechanically wash & clean all platforms using a ride on and walk behind machine	X			
Remove Pigeon Excrement	X			
Damp Wipe and Sanitise	X			

### **1<sup>st</sup> Class and Standard Lounge Cleaning**

Lounge cleaning is required to be carried out of “normal hours” with chewing gum removal a daily requirement.

<b>1<sup>st</sup> Class &amp; Standard Lounges</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Litter pick	X			

Remove chewing gum	X			
Daily vacuum to floors	X			
Damp wipe ledges, sills, skirts,				
Empty & recycle waste bins	X			
Wash & Sanitise door furniture	X			
Full Vacuum	X			
Spot & Stain remove chairs	X			
Weekly spray burnish to hard floors		X		
Wash/vacuum seating		X		
Wash and sanitise waste bins		X		
Clean and damp wipe to window blinds			X	
Monthly dust and wipe to air conditioning grills and vents			X	

### Waiting Rooms

Waiting rooms are required to be cleaned out of “normal hours” with chewing gum removal a daily requirement.

<b>Waiting Rooms</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Litter pick	X			
Remove chewing gum	X			
Daily vacuum to floors	X			
Damp wipe ledges, sills, skirts,	X			
Empty bins & recycle waste	X			
Wash & Sanitise door furniture	X			
Full Vacuum	X			
Spot & Stain remove chairs	X			
Weekly spray burnish to hard floors		X		
Wash/vacuum seating		X		
Wash and sanitise waste bins		X		
Clean and damp wipe to window blinds			X	
Monthly dust and wipe to air conditioning grills and vents			X	

### Travel Centre

Travel Centre Cleaning must be completed out of “normal” hours – night works.

<b>Travel Centre's, Public Side</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Floors (carpet)				
Litter pick	X			
Carpets Full Vacuum	X			
Carpets Remove Chewing Gum	X			

Carpets Spot & Stain removal	X			
<b>Hard Floors</b>				
Litter pick	X			
Sweep	X			
Vacuum	X			
Chewing gum removal	X			
Damp Mop	X			
Spray Clean	X			
<b>Furnishings / Fixtures &amp; Counters</b>				
Spot Wipe as required	X			
Damp Wipe	X			
Polish	X			
Fabric Chairs - Vacuum		X		
Fabric Chairs - Stain Removal	X			
Chair frames & fittings Wash		X		
Chairs – spot clean	X			
Non Fabric Chairs Wash		X		
<b>Advertising / Notice &amp; Leaflet Boards</b>				
Damp wipe and Sanitise	X			
<b>Fast Ticket Machines</b>				
Dust	X			
Damp wipe & clean	X			
<b>Door Furniture, switches etc</b>				
Clean and Sanitise	X			
<b>Low Level Walls</b>				
Remove marks as required	X			
<b>High Level Cleaning</b>				
Walls Wash		X		
Air conditioning vents			X	
Window blinds			X	

### Office & SMC Cleaning

General office cleaning can either be carried out during normal hours or out of hours on nights.

<b>Office Accommodation including rear of Travel Centres</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
<b>Waste Bins</b>				
Empty & recycle waste	X			
Wash & Sanitise		X		

<b>Floors (carpets)</b>				
Spot Vacuum	X			
Full Vacuum		X		
Spot & Stain remove	X			
Litter pick	X			
<b>Floors (Hard Surface)</b>				
Sweep	X			
Vacuum	X			
Damp mop	X			
Spray Clean		X		
<b>Furnishings and Fixtures.</b>				
Damp Wipe & Sanitise		X		
Telephones Sanitise		X		
Fabric Chairs Vacuum			X	
Fabric Chairs Stain Remove		X		
Chair Frames & Fittings Wash			X	
Non fabric chairs Wash & Sanitise			X	
Fire Extinguishers – Dust		X		
<b>Door Furniture, Switches', etc.</b>				
Clean & Sanitise		X		
<b>Glass Clean.</b>				
Security Screens		X		
<b>Low Level Sills &amp; Ledges</b>				
Damp Wipe		X		
<b>Low Level Walls.</b>				
Remove marks as required	X			
<b>AC &amp; Ventilation Grills.</b>				
Dust and damp wipe			X	
<b>Door Frames</b>				
Clean & damp wipe			X	
<b>Blinds</b>				
Clean & damp wipe			X	

### Underpasses & Subways

Underpass & Subway cleaning is required to all internal and external footbridges to include handrails, ledges, nosing's and risers with particular attention to maintaining the DDA markings to riser and edge detail. Chewing gum removal is a daily requirement.

<b>Underpasses &amp; Subways</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Litter pick	X			
Chewing gum removal	X			
Graffiti & fly poster removal	X			
Handrails – damp wipe	X			
Ledges – dust and damp wipe	X			
Nosing's -	X			
Risers -	X			
Walls – damp wipe		X		
Mechanical Sweep – ride on /	X			

walk behind				
Signage – damp wipe	X			

### Store Rooms

Store Rooms can be cleaned during normal hours.

Store Rooms	Daily	Weekly	Monthly	Quarterly
Litter pick		X		
Sweep using both manual and mechanical equipment		X		

### Retail

Retail areas should be cleaned “out of normal hours”

Retail	Daily	Weekly	Monthly	Quarterly
Litter pick	X			
Sweep using both manual and mechanical equipment	X			
Graffiti & fly poster removal	X			

### Waste Compound Areas

Waste compounds can be cleaned during normal hours.

Waste compound areas	Daily	Weekly	Monthly	Quarterly
Waste Bins				
Litter pick	X			
Sweep using both manual and mechanical equipment		X		
Mechanical Sweep – ride on / walk behind		X		
Wash & Sanitise		X		

### Smoking Bins

Smoking bins can either be cleaned during normal hours or on nights.

Smoking Bins	Daily	Weekly	Monthly	Quarterly
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Empty & removal of waste to landfill	X			
Wash & clean external	X			

### Waste Bins

General office cleaning can either be carried out during normal hours or on nights.

Waste Bins	Daily	Weekly	Monthly	Quarterly
Empty & recycle waste into recycling or landfill and transport to central location	X			
Check and exchange waste bags	X			
Check and exchange/empty Euro bins	X			
Wash & sanitise waste/Euro bins		X		
Wash & sanitise area below waste bins/Euro bins		X		

### Ramps

Ramps must be completed out of “normal” hours – night works.

Ramps	Daily	Weekly	Monthly	Quarterly
Litter pick	X			
Chewing gum removal	X			
Graffiti & fly poster removal	X			
Clean to handrails, ledges, signage.	X			
Spot clean to walls, decorative panels.	X			
Sweep using manual and mechanical equipment	X			
Mechanical Sweep – ride on / walk behind	X			
Wash walls, ledges and steelwork		X		

### Signage & Poster Boards

Signage and poster boards cleaning can either be carried out during normal hours or on nights.

Signage & Poster Boards	Daily	Weekly	Monthly	Quarterly
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Damp wipe and sanitise	X			

### Customer Public Toilets Areas

Customer toilets must be cleaned out of “normal hours” and then attended to every hour during the “core” hours.

Customer Public Toilet Areas	Daily	Weekly	Monthly	Quarterly
<b>Floors</b>				
Litter pick	X			
Sweep	X			
Waste Bins	X			
Sanitary Bins (Outside Sanitise)	X			
Damp Mop	X			
Machine Scrub		X		
<b>Sanitary Ware</b> (Comprises hand basins, urinals toilet pans, cisterns)				
Wash	X			
Descale (per manufacturer's instructions)		X		
Tiled Splash backs Wash	X			
W.C. Seats Wash	X			
Mirrors	X			
Light Switches (Sanitise)	X			
Cubicle Doors (Sanitise)	X			
Cubicles (Entire - Sanitise)		X		
Replenish Consumables as required	X			
<b>Walls</b>				
Clean tiled splash backs, cubicle doors and walls	X			
Graffiti, stickers and fly posters to be removed	X			
Entire wall surfaces to be washed & sanitised			X	
All Gullies, traps, wastes and drain outlets to be descaled using the appropriate solution leaving to work then rinse with clean water				X

### Staff Toilets Areas

Staff toilets can be cleaned either during normal hours or out of normal hours.

<b>Staff Toilet Areas</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
<b>Floors</b>				
Litter pick	X			
Check and replenish consumables	X			
Check and report defects	X			
Wipe and disinfect toilet bowls & seats				
Clean sinks, taps, mirrors & worktops	X			
Waste Bins	X			
Sanitary Bins (Outside Sanitise)	X			
Wipe and disinfect doors and furniture		X		
Mop and clean floor		X		
Clean tiled splash backs, cubicle doors and walls		X		

### **Roller Shutters**

Roller shutters must be cleaned out of “normal hours” or on nights.

<b>Roller shutters</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Litter pick	X			
Wash & Damp wipe			X	

### **Waste Transportation & Recycling**

Waste recycling and transportation should be carried out during “core hours”.

<b>Waste Transportation &amp; Recycling</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Litter pick to waste areas	X			
Check and exchange waste bags/recycling containers/waste bins	X			
Empty & recycle waste into recycling or landfill and transport to collection/disposal point area within lease boundary area.	X			
Check and exchange/empty of Euro bins	X			
Wash and sanitise waste bins/Euro bins		X		



Wash and sanitise area below waste bins/Euro bins		X		
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### Mess Rooms & Locker Rooms

Mess Rooms & Locker rooms can either be carried out during “normal hours” or on nights.

Mess Rooms & Locker Rooms	Daily	Weekly	Monthly	Quarterly
Litter pick	X			
Vacuum to floors (hard & soft)	X			
Empty & recycle waste	X			
Damp wipe to ledges, sills, skirtings		X		
Spray burnish hard floors		X		
Wash & sanitise waste bins		X		
Sanitise handrails, handles, door furniture, phones		X		
Clean and damp wipe window blinds			X	
Dust & clean air condition grills and vents			X	

### Public Pay Phones & Booths

Pay phones & booths cleaning can either be carried out during “normal hours” or on nights.

Public Payphones & Booths	Daily	Weekly	Monthly	Quarterly
Clean and sanitise	X			
Clean booth	X			
Graffiti, Sticker & fly poster removal	X			

### CIP Units

CIP units cleaning can either be carried out during “normal hours” or on nights.

CIP Units	Daily	Weekly	Monthly	Quarterly
Litter pick	X			
Chewing gum removal	X			
Graffiti, sticker & fly poster	X			

removal				
Clean to counter, handrails, ledges, signage	X			
Spot clean to walls, decorative panels, glass panels	X			
Damp wipe to walls, ledges and steelwork		X		

### **Graffiti, Fly Posters & stickers**

Graffiti, fly posters & stickers can either be carried out during “normal hours” or on nights.

<b>Graffiti &amp; Fly Posting</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Graffiti , sticker & fly poster removal to all areas within the lease areas	X			

### **Chewing Gum Removal**

Chewing gum removal is a daily requirement using a specialist machine either “normal hours” or “nights” depending upon areas affected.

<b>Chewing Gum Removal</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Removal of chewing gum to all areas within the lease area using a specialist machine (Mr Gummy) equivalent	X			

### **Spillages**

Spillages are to be attended to within 10 mins during “core hours”.

<b>Spillages</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Attendance during “core hours” within 10 mins to all requests to erect warning bollard, clean spillage and ensure area is dry and safe	X			

### **Vending Machines**

Vending machines can either be cleaned during “normal hours” or on nights.

<b>Vending Machines</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>

Litter pick, especially top section	X			
Damp wipe the horizontal section	X			
Removal of stickers, fly posters	X			

### **Bird Excrement**

Bird excrement removal and cleaning should be carried out of “normal hours”.

<b>Bird Excrement</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Removal and sanitisation of areas affected within the lease areas	X			

### **Gateline Equipment**

Gateline equipment cleaning should be carried out of “normal hours”.

<b>Gateline Equipment</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Clean, damp wipe and sanitise	X			
Clean mat wells	X			
Graffiti, sticker and fly poster removal	X			

### **Cycle Racks**

Cycle racks can either be cleaned during “normal hours” or on nights.

<b>Cycle Racks</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Litter pick	X			
Sweep using both manual and mechanical equipment		X		
Damp wipe down of racks		X		

### **Planter Boxes**

Planter box's cleaning can either be carried out during “normal hours” or on nights.

<b>Planter Boxes</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Litter pick	X			
Wipe clean ledges	X			

Wash sides of planter		X		
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### Consumables

Consumables, cleaning materials and spares should be checked daily to ensure stock levels are maintained to avoid shortfalls.

Consumables	Daily	Weekly	Monthly	Quarterly
Check and replenish stocks of cleaning materials, spare parts as required	X			

### Equipment

Equipment should be serviced and maintained on a regular basis to ensure availability 24/7 or replaced within 24 hours.

Equipment	Daily	Weekly	Monthly	Quarterly
Maintain equipment levels in full working order	X			

### Tanking Hoses

Tanking hose replacements should be carried out within 24 hours of the request.

Tanking hoses at NR Stations	Daily	Weekly	Monthly	Quarterly
Replace tanking hoses upon request	X			

### Staff Mess Rooms & Kitchens

Staff mess rooms and kitchen cleaning can either be carried out during “normal hours” or on nights.

Staff Mess Rooms & Kitchens	Daily	Weekly	Monthly	Quarterly
Litter pick	X			
Check and replenish consumables	X			
Check and report all defects	X			
Wash and degrease floors	X			
Clean and sanitise sinks, taps, mirrors, & worktops	X			

<b>Clean and sanitise kitchen equipment</b>		<b>X</b>		
<b>Wipe and disinfect doors and furniture</b>		<b>X</b>		
<b>Clean tiled splash backs, cubicle doors &amp; walls</b>		<b>X</b>		
<b>Wash &amp; Sanitise</b>		<b>X</b>		