

SECTION A - SPECIFICATION

LOCATION

The provision of a Cleaning Service is required at the following locations :

University of Kent at Medway

Chatham Maritime Campus
Main Address:
University of Kent at Medway
Medway Building
Chatham Maritime
Kent
ME4 4AG

Chatham Historic Dock Yard
Main Address:
The Historic Dockyard
Chatham,
Kent,
ME4 4TY

Cargo
Liberty Quays Medway
Blake Avenue
Medway ME7 1FL

Medway Park
Mill Road
Gillingham
Kent
ME7 1HF

BUILDING INFORMATION

A list of each building included in the contract is shown in Appendix 1/1a. This includes the number of floors, approximate area to be cleaned and a general description of the activity carried out in our premises. Plans are also available on request for each building, which show room numbers.

Bidder's submissions should be based on this information. Bidders are offered the opportunity to visit the site. The details below relate to buildings that are currently in use.

Chatham Maritime

- Medway Building: Medway is the main flag ship building for the University of Kent at Medway and houses the main University of Kent Reception for the site. It is a brass clad building that was opened in 2005. It contains a mixture of offices, seminar rooms, IT rooms, sports therapy, fitness testing, music recording studios, a first aid room and WCs.
- Gillingham Building: Gillingham opened in 2006, contains a mixture of offices, teaching, IT rooms and WCs.

- Rochester Building: Rochester is one original naval building which was refurbished and opened in 2007 to provide a cafe/ kitchen on the ground floor and meeting rooms on the 1st floor.
- Drill Hall: This is shared with the Universities of Greenwich and Christ Church providing information and Library Services. This will not be part of this cleaning contract.
- Pilkington Building: This is a teaching facility with a large catering outlet and is shared with the University of Greenwich. *This will not be part of the UoK cleaning contract.*

Chatham Historic Dock Yard

- The Clock Tower (Bridge Wardens College): A historic building now housing offices, a small lecture theatre, seminar rooms and WCs.
- Galvanising Shop: a historic building housing a performance space, café, social learning space and WCs.
- The Smithery A: an historic building now used for a workshop studio
- The Smithery B: an historic building now used for a workshop studio.
- Central Boiler House: specialising in print making, metal work and sculpture.
- Engineers' Workshop: an historic building with workshop / art studio facilities.
- Fire Station: an historic building equipped with spatial audio studio, Foley studio for film sound effects and audio dubbing.
- Old Surgery: an historic building used as reception and staff offices.
- The Royal Dockyard Church housing a state-of-the-art lecture theatre and performance space.
- Sail and Colour Loft housing offices, teaching spaces and WCs.
- Foundry: an historic building housing a flagship recording studio.

Cargo

- Cargo is a bar and bistro, right next to Liberty Quays accommodation. It is a nautical and industrial-style venue with live music acts and LCD TV screens showing music and sporting events.
- The kitchen in Cargo is outside this contract as it is cleaned by Hospitality Services staff.

Medway Park

- The University leases space at Medway Park which includes a sports therapy clinic and staff offices.

CONTRACT MANAGEMENT

The overall contract will be managed by the Head of Facilities Management Operations (Canterbury & Medway):

Management of day to day operations and attendance of Review/ Progress Meetings with the Contractor for all the buildings at the Medway Campus will be undertaken by;
Facilities Manager (Medway): Lee Montgomery. His contact details are: Lee Montgomery, Facilities Manager, University of Kent, Medway Building, Chatham Maritime, Kent, ME4 4AG. Direct line 01634 888906, email l.v.montgomery@kent.ac.uk.

Purpose and General Scope of the Contract

The University places a high priority on Sustainability and Health & Safety and seeks to appoint a suitable Contractor to provide cleaning services in an environmentally responsible manner as well as a safe, competent, efficient and cost-effective manner, which causes the minimum disruption to the University, its students, staff and visitors.

The Contractor is required to provide a low environmental impact cleaning service **throughout the calendar year (January to December excluding the University's closure period over the Christmas/New Year period)** at the University's Medway Campus (Chatham Maritime and Chatham Historic Dockyard), Cargo and Medway Park as outlined in Section A - Specification, in the buildings outlined in Appendix 1/1a. This service will commence on 12 April 2017.

The services at the Chatham Maritime Campus are to be provided generally during the hours of 6.00 am and 9.00 am and 5.00 pm and 8.00 pm, Monday to Friday. The cleaning service at Cargos will take place on Mondays to Sundays during term time between 8:30am – 12:00pm The cleaning service at Medway Park will take place 6am-9am Mon to Fri. There may be a need for services at other times and days including deep cleaning.

The University currently operates a system of banking hours at the Chatham Maritime Campus, Medway Park and Cargo when the Cleaning Contractor is occasionally unable to supply the full quota of cleaning staff due to absence/illness.

These banked hours are often used for cleaning for special events that sometimes take place at weekends, such as Arrivals Weekend (Sept); Congregations; Open Days etc. Additional requirements to the contract can be covered either via "banked" hours, through a separate agreement, or through a combination of both.

The Contractor will be required to meet the Facilities Manager (Medway) at the outset of the contract to agree a service level agreement to meet the outputs specified in Section A - Specification, the periodic cleaning and deep cleaning. Following this it will be expected that monthly meetings will be held by the contractor with the Facilities Manager Medway to review the previous month's performance and compliance with the Key Performance Indicators (Appendix 3). Action notes being taken at the meeting and distributed by the Contractor. A quarterly meeting will be held with the Contractor, the Facilities Manager Medway and the Head of Facilities Management.

Example of Term Dates for 2016/17 Academic Year

For guidance the following shows a typical academic year. Please note the dates of the academic year change each year. The dates up to 2021 can be found on the University's web pages at: <https://www.kent.ac.uk/academic/University-term-dates/Menutermdates.html>

Academic Year - 19 September 2016 to 16 June 2017

Welcome Week 19 September 2016 – 23 September 2016

Autumn Term 26 September 2016 - 16 December 2016

Student Vacation 17 December 2016 – 15 January 2017

University Closure 22 December 2016 – 3 January 2017

Spring Term 16 January 2017 – 7 April 2017

Student Vacation 8 April 2017 – 7 May 2017

Summer Term 8 May 2017 - 16 June 2017

Summer Vacation 17 June - 17 September 2017

Transfer of Undertakings (Protection of Employment) TUPE

Contractors will need to be aware of the potential TUPE implications under this contract and ensure that their obligations under TUPE are met and that these are costed into any pricing proposal.

The service at the Chatham Maritime Campus, Medway Park and Cargo is currently provided by a Contract Cleaning Company. An overview of the current workforce is at Appendix 5. Detailed information regarding the current workforce will be provided to the successful contractor 28 days before the start of the new contract by the existing Contractor as required under the Transfer of Undertaking (Protection of Employment) Regulations 2006" as amended by the "Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014".

GENERAL REQUIREMENTS

These are elements of the Contract which do not relate to the physical process of carrying out the cleaning services. They encompass procedures, staff issues, contract administration etc etc.

CONTRACT MANAGEMENT

Review Meetings

To ensure quality standards are maintained throughout the life of the contract the University requires the contractor to attend review meetings on a regular basis.

Supervision and Management

All staff working at University premises must be adequately managed and supervised at all times.

The Contractor must provide for proper management of the Service including: close supervision of the Contractor's own employees; keeping adequate records (including health and safety and training); providing all necessary documentation. The Contractor's management and supervisory personnel must be competent to liaise effectively with the University Facilities Management representative, and all others concerned with the provision of the Service as necessary.

Attendance books will be supplied by the University in which all contract staff must sign each day and record the time of arrival and departure. At the Chatham Maritime site these books are to be kept at the Medway Building Reception. At the Dockyard site these books are kept at the Clock Tower Building Reception. Attendance books will remain the property of the University.

Contract staff must follow the arrangements in place for the collection of keys. All keys must be returned by the end of the shift to the Supervisor who secures via Trakka secure key safe. Keys must not be taken off site. This requirement applies equally to supervisory and managerial staff.

The Contractor will ensure that all of their supervisory and management staff has current First Aid at Work Certificates. The First Aid qualification must be equivalent to the three day First Aid at Work qualification provided in accordance with the HSE's guidance "First-aid training and qualifications for the purposes of the Health and Safety (First Aid) Regulations 1981 – A guide for training, Health and Safety at Work Act 1974 and COSHH regulations adhered to.

Staff Behaviour

Staff must be in a fit state to perform their duties and not be under the influence of alcohol or drugs. All staff will be instructed to minimise disruption in the workplaces or accommodation in which they operate, particularly at exam times.

Staff must not use University telephones to make personal calls. The University reserves the right to remove any person ignoring this requirement and to charge the contractor for the cost of any personal calls which can reasonably be demonstrated to have been made.

Security

The contractor's staffs are responsible for the safe keeping of access control cards and sub master or other keys issued to them. Access codes must not be disclosed to any other members of University or contract staff.

Keys, Access Control Cards and PIN codes can be obtained from the Facilities Manager.

In the event that a member of staff loses or otherwise mislays any card or key they must immediately notify the Facilities Manager. The contractor will be liable for any costs incurred in the replacement of locks in order to secure the premises to the satisfaction of the University. The contractor will be held liable and be required to provide appropriate compensation for any theft that occurs through the misuse of security items such as keys, cards or access codes that have been issued to the contractor's staff.

The names and telephone numbers of the contractor's senior personnel to be contacted in emergencies must be provided to the University prior to commencement of contract.

All staff must be in possession of and display a photo ID card whenever they are working on University premises. This card should, as a minimum, display the name and photograph of the staff member and the contractor's name and logo.

QUALITY CONTROL

Procedures

The successful contractor must ensure that standards of cleaning are maintained throughout the lifetime of this contract.

Staff Training

The University is committed to selecting a contractor who is compliant with all health & safety legislation and staff training is a key element of this.

- All of the contractor's staff working on University premises must be fully trained in the use of all relevant equipment and materials and they must have the necessary skills to fulfil their duties to the highest possible standard. Proof of training may be requested by the University at any time
- All cleaning staff should be trained to a standard equivalent to level 1 BICS, or NVQ 1 Cleaning within 6 months of their appointment. Training should cover cleaning agents, methods, equipment and machines used; waste management and aspects of health, safety and the environment.

- The Contractor will ensure all of their supervisory staff are trained to a standard equivalent to Level 2 of the British Institute of Cleaning Science (BICS) within 3 months of their appointment.
- Staff must be instructed in the economic and sustainable use of the University's utilities to prevent wasteful practices
- Relevant personal protective equipment (PPE) must be provided to all staff and they must be trained how to use it. Staff should sign for receipt of all PPE equipment.
- All contractors' employees must be fully trained on matters relating to health and safety, in particular COSHH and manual handling regulations.
- All contractors' employees are fully trained in the current health & safety procedures relating to cleaning sanitary ware with particular reference to colour coding. A copy of these training records must be kept with the University's Facilities Manager (Medway).
- The Contractor will ensure that all of their supervisory and management staff has current First Aid at Work Certificates. The First Aid qualification must be equivalent to the three day First Aid at Work qualification provided in accordance with the HSE's guidance "First-aid training and qualifications for the purposes of the Health and Safety (First Aid) Regulations 1981 – A guide for training, Health and Safety at Work Act 1974 and COSHH regulations adhered to.
- All employees are informed of the local safety arrangements by their supervisor including fire alarms and evacuation procedures. Supervisors will be trained by a member of staff from the University.
- All new staff should attend an Induction course on their first day covering Health & Safety, fire awareness and basic cleaning methods. All cleaners must either read or be taken through by their manager the University Health and Safety Policy. <http://www.kent.ac.uk/safety/hs/pages/policy/policy.html>

CLEANING METHODOLOGY

Timing & Frequency of Cleans

Cleaning should be carried out at each site at the times and frequencies specified below.

Site	Time of Daily Cleaning	Frequency
Medway Campus (Chatham Maritime)	Between 0600 and 0830	Monday - Friday
Medway Campus (CHDY)	Between 0700 and 2100	Monday - Friday (some buildings a.m., some buildings p.m.)
Cargo	Between 0830 and 1200	Monday – Sunday (during term time)

Deep cleaning can be carried out during the vacation periods i.e. outside the academic teaching year, when teaching areas such as seminar, meeting rooms, workshops, studios and some academic offices are not used on a daily basis, and will therefore not require daily cleaning.

Sick Absence Cover and Banked Hours

The University currently operates a system of banking hours when the Cleaning Contractor is occasionally unable to supply the full quota of cleaning staff due to absence/ illness.

These banked hours are often then used for cleaning for special events that sometimes take place at weekends, such as Arrivals Weekend (Sept); Congregations; Open Days or other high profile events.

Provision of Equipment, Machinery & Consumables

The University will provide all consumables (toilet rolls, hand towels, soap etc.). The precise mechanism of delivery will be agreed prior to contract commencement.

The contractor will need to provide all cleaning machinery, chemicals and cleaning consumables. Details of costs for these to be indicated in Section D - Pricing Schedule.

SUSTAINABILITY

Waste Removal/ Recycling

The contractor shall be responsible for moving all waste (if any) from the premises to the skip area but are not responsible for providing any waste removal services or equipment. The contractor's responsibility ends with the placing of waste in the relevant receptacle. If waste cannot be placed in the receptacle because it is full the contractor's staff must immediately notify the Facilities Management Office.

The University implements recycling schemes and the contractor would be expected to adopt which ever scheme the University is using.

HEALTH & SAFETY

In carrying out the obligations under the Contract the Contractor shall comply with the University's local code of "Safe Working Practice for Contractors" (See Appendix 2) and any notices or instructions issued by the University's Safety Unit or Estates Department or Facilities Management Office.

Risk Assessments, Method Statements and Assignment Instructions must be completed and must be approved by the Facilities Management Office (Medway) prior to any work commencing. Risk Assessments must be reviewed annually or as required to take account of any change in local circumstances, etc.

Prospective Contractors should note that at no time should fire extinguishers or wedges be used to hold open doors.

Further information and advice on potential hazards to be encountered, specific access difficulties, etc., will be made available to prospective Contractors during the Site Visits or prior to commencing any work.

Any of the Contractor's staff who are found to be exposing the University and its staff and students to risk shall be instructed to cease undertaking the Service and leave the University's premises immediately.

Access restrictions may apply in some locations, particularly in teaching rooms, lecture theatres, and out of normal working hours. The Facilities Management Office may notify changes to these restrictions from time to time. Any restrictions or specific access arrangements must be complied with by all employees of the Contractor.

Protocols regarding cleaning Fine Art Studios and Sports facilities at the Medway Campus will need to be agreed with a representative of the Facilities Management Office at Medway prior to commencement of the contract.

Smoking is prohibited on all University campuses apart from within certain designated locations.

Incident Reporting

All breakages, malfunctioning of fixtures, fittings or equipment, leaks, blockages or acts of vandalism are reported immediately to the University's designated Site Contact. (Any malfunctioning equipment must be labelled and taken out of use immediately.

Staff who suffer an injury in the course of their duties must report this to their supervisor who must then report it to the Facilities Manager (Medway) immediately for investigation.

COSHH

COSHH sheets must be provided for all chemicals used by the contractor on the University's premises prior to the commencement of the contract. This information should be kept with the Facilities' Manager (Medway). The contractor shall also provide copies which are to be kept within all cleaning cupboards/stores.

OUTPUT SPECIFICATION

Services Areas

Corridors, lobby's, wc's, bath/shower rooms, changing rooms

Task	Result After Clean
Waste bins	<ul style="list-style-type: none"> Empty and with an unsoiled liner.
Visible Surfaces E.g. windowsills, framework and Ledges	<ul style="list-style-type: none"> Free from dust and smear free No accumulation of dust/ dirt
Sanitary Fittings	<ul style="list-style-type: none"> Toilet bowls, washbasins to be left free from stains and lime scale. No build up of dirt or lime scale around base of taps, overflow or plughole. Bright work to be uniformed in appearance suitable to its finish. Outside surfaces of toilet bowls, tops, underside of toilet seats. and wash basins to be clean and free from soil. All other surfaces to be dust, dirt and smear free. No soap deposits.
Showers	<ul style="list-style-type: none"> Free from debris and dirt including cubical doors. No build up of soiling to plughole and corners of shower tray No soap deposits present No accumulation of lime scale and mildew.
Mirrors	<ul style="list-style-type: none"> Free from streaks and smears
Low level cabinets, ledges & Surfaces	<ul style="list-style-type: none"> Free from removable marks Free from visible dust No accumulation of dust or dirt.

High level surfaces and ledges	<ul style="list-style-type: none"> • Free from visible dust. • No accumulation of dust / dirt.
Walls	<ul style="list-style-type: none"> • Free from removable marks and spillages • No build up of dust or dirt on skirting.
Doors	<ul style="list-style-type: none"> • Door push plates to be free from finger marks, smears and stain free • No accumulation of dirt. • Surfaces to be smear free.
Other Fixtures & Fittings	<ul style="list-style-type: none"> • Free from visible dust and marks • No build up of dust / dirt.
Consumables	<ul style="list-style-type: none"> • No shortage of consumables including soap, hand towels and toilet tissue • Items in appropriate dispensers
Hard Flooring	<ul style="list-style-type: none"> • Free from litter, free from dust / dirt build up, scuff marks and dry spillage's. • No build up in corners or behind doors. • Left dry and smear free.

Vertical Areas : Stairways and Lifts

Task	Result After Clean
Waste bins	<ul style="list-style-type: none"> • Empty and with an unsoiled liner.
Visible Surfaces E.g. windowsills, framework and Ledges	<ul style="list-style-type: none"> • Free from dust and smear free • No accumulation of dust/ dirt
Tables	<ul style="list-style-type: none"> • Free from dust, debris and smear free. • No accumulation of dust / dirt on furniture bases or framework.
Chairs	<ul style="list-style-type: none"> • Upholstery free from visible dust, debris and stains. • No accumulation of dust on chair legs and feet.
Telephones	<ul style="list-style-type: none"> • Dust/smear free with no grease or dirt accumulation,
Low level cabinets, ledges & Surfaces	<ul style="list-style-type: none"> • Free from removable marks • Free from visible dust • No accumulation of dust or dirt.
High level surfaces and ledges	<ul style="list-style-type: none"> • Free from visible dust. • No accumulation of dust / dirt.
Walls	<ul style="list-style-type: none"> • Free from removable marks and spillages • No build up of dust or dirt on skirting.
Doors	<ul style="list-style-type: none"> • Door push plates to be free from finger marks, smears and stain free • No accumulation of dirt, surfaces to be smear free.
Carpet	<ul style="list-style-type: none"> • Free from removable stains with no accumulation of dust around edges and corners. • Debris free.
Glass vision Panels	<ul style="list-style-type: none"> • Free from dust, debris and smear free.

Polished hard floor	<ul style="list-style-type: none"> • Free from dust, stains, debris, spillages and chewing gum. • Uniformed gloss appearance
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Offices (Admin and Academic) and Reception Areas

Task	Result After Clean
Waste bins *	<ul style="list-style-type: none"> • Empty and with an unsoiled liner.
Visible Surfaces E.g. Windowsills, framework and Ledges	<ul style="list-style-type: none"> • Free from dust and smear free • No accumulation of dust/ dirt
Chairs	<ul style="list-style-type: none"> • Upholstery free from visible dust, debris and stains. • No accumulation of dust on chair legs and feet.
Desks/Tables	<ul style="list-style-type: none"> • Free from dust, debris and smear free. • No accumulation of dust / dirt on furniture bases or framework.
Telephones	<ul style="list-style-type: none"> • Dust/smear free with no grease or dirt accumulation,
Low level cabinets, ledges & Surfaces	<ul style="list-style-type: none"> • Free from removable marks, visible dust with no accumulation of dust or dirt.
High level surfaces and ledges	<ul style="list-style-type: none"> • Free from visible dust. • No accumulation of dust / dirt.
Walls	<ul style="list-style-type: none"> • Free from removable marks and spillages • No build up of dust or dirt on skirting.
Doors	<ul style="list-style-type: none"> • Door push plates to be free from finger marks, smears and stain free • No accumulation of dirt, surfaces to be smear free.
Carpet	<ul style="list-style-type: none"> • Free from removable stains with no accumulation of dust around edges and corners. • Debris free.
Glass vision Panels	<ul style="list-style-type: none"> • Free from dust, debris and smear free.
Hard Floor	<ul style="list-style-type: none"> • Free from dust, stains, debris, spillages and chewing gum • Uniformed gloss appearance

*** there is a move away from personalised bins in each office to centralised waste bins. The Contractor will be advised of areas where there are still personalised bins.**

Seminar and Meeting Rooms

Task	Result After Clean
Waste bins	<ul style="list-style-type: none"> • Empty and with an unsoiled liner.
Visible Surfaces E.g. Windowsills, framework and Ledges	<ul style="list-style-type: none"> • Free from dust and smear free • No accumulation of dust/ dirt

Chairs	<ul style="list-style-type: none"> • Upholstery free from visible dust, debris and stains. • No accumulation of dust on chair legs and feet.
Desks/Tables	<ul style="list-style-type: none"> • Free from dust, debris and smear free. • No accumulation of dust / dirt on furniture bases or framework.
Telephones	<ul style="list-style-type: none"> • Dust/smear free with no grease or dirt accumulation,
Low level cabinets, ledges & Surfaces	<ul style="list-style-type: none"> • Free from removable marks, visible dust with no accumulation of dust or dirt.
High level surfaces and ledges	<ul style="list-style-type: none"> • Free from visible dust. • No accumulation of dust / dirt.
Walls	<ul style="list-style-type: none"> • Free from removable marks and spillages • No build up of dust or dirt on skirting.
Doors	<ul style="list-style-type: none"> • Door push plates to be free from finger marks, smears and stain free • No accumulation of dirt, surfaces to be smear free.
Carpet	<ul style="list-style-type: none"> • Free from removable stains with no accumulation of dust around edges and corners. • Debris free.
Glass vision Panels	<ul style="list-style-type: none"> • Free from dust, debris and smear free.
Whiteboards	<ul style="list-style-type: none"> • Wiped down to remove writing

Workshop/ Specialist: Workshops, specialist teaching areas, laboratories

Task	Result After Clean
Waste bins	<ul style="list-style-type: none"> • Empty and with an unsoiled liner.
Visible Surfaces E.g. Windowsills, framework and Ledges	<ul style="list-style-type: none"> • Free from dust and smear free • No accumulation of dust/ dirt
Chairs	<ul style="list-style-type: none"> • Upholstery free from visible dust, debris and stains. • No accumulation of dust on chair legs and feet.
Desks/Tables	<ul style="list-style-type: none"> • Free from dust, debris and smear free. • No accumulation of dust / dirt on furniture bases or framework.
Telephones	<ul style="list-style-type: none"> • Dust/smear free with no grease or dirt accumulation,
Low level cabinets, ledges & Surfaces	<ul style="list-style-type: none"> • Free from removable marks, visible dust with no accumulation of dust or dirt.
High level surfaces and ledges	<ul style="list-style-type: none"> • Free from visible dust. • No accumulation of dust / dirt.
Walls	<ul style="list-style-type: none"> • Free from removable marks and spillages • No build up of dust or dirt on skirting.
Doors	<ul style="list-style-type: none"> • Door push plates to be free from finger marks, smears and stain free • No accumulation of dirt, surfaces to be smear free.

Carpet	<ul style="list-style-type: none"> Free from removable stains with no accumulation of dust around edges and corners. Debris free.
Hard floor	<ul style="list-style-type: none"> Free from grease, dust, stains, debris, spillages and chewing gum. Uniformed appearance
Glass vision Panels	<ul style="list-style-type: none"> Free from dust, debris and smear free.
Whiteboards	<ul style="list-style-type: none"> Wiped down to remove writing
Glass vision Panels	<ul style="list-style-type: none"> Free from dust, debris and smear free.

Lecture Theatres

Task	Result After Clean
Waste bins	<ul style="list-style-type: none"> Empty and with an unsoiled liner.
Visible Surfaces E.g. Windowsills, framework and Ledges	<ul style="list-style-type: none"> Free from dust and smear free No accumulation of dust/ dirt
Chairs	<ul style="list-style-type: none"> Upholstery free from visible dust, debris and stains. No accumulation of dust on chair legs and feet.
Desks/Tables	<ul style="list-style-type: none"> Free from dust, debris and smear free. No accumulation of dust / dirt on furniture bases or framework.
Telephones	<ul style="list-style-type: none"> Dust/smear free with no grease or dirt accumulation,
Low level cabinets, ledges & Surfaces	<ul style="list-style-type: none"> Free from removable marks, visible dust with no accumulation of dust or dirt.
High level surfaces and ledges	<ul style="list-style-type: none"> Free from visible dust. No accumulation of dust / dirt.
Walls	<ul style="list-style-type: none"> Free from removable marks and spillages No build up of dust or dirt on skirting.
Doors	<ul style="list-style-type: none"> Door push plates to be free from finger marks, smears and stain free No accumulation of dirt, surfaces to be smear free.
Carpet	<ul style="list-style-type: none"> Free from removable stains with no accumulation of dust around edges and corners. Debris free.
Glass vision Panels	<ul style="list-style-type: none"> Free from dust, debris and smear free.
Whiteboards	<ul style="list-style-type: none"> Wiped down to remove writing

Computer/ IT Rooms

Task	Result After Clean
Waste bins	<ul style="list-style-type: none"> Empty and with an unsoiled liner.
Visible Surfaces	<ul style="list-style-type: none"> Free from dust and smear free No accumulation of dust/ dirt

E.g. Windowsills, framework and Ledges	
Chairs	<ul style="list-style-type: none"> • Upholstery free from visible dust, debris and stains. • No accumulation of dust on chair legs and feet.
Desks/Tables	<ul style="list-style-type: none"> • Free from dust, debris and smear free. • No accumulation of dust / dirt on furniture bases or framework.
Telephones	<ul style="list-style-type: none"> • Dust/smear free with no grease or dirt accumulation,
Low level cabinets, ledges & Surfaces	<ul style="list-style-type: none"> • Free from removable marks, visible dust with no accumulation of dust or dirt.
High level surfaces and ledges	<ul style="list-style-type: none"> • Free from visible dust. • No accumulation of dust / dirt.
Walls	<ul style="list-style-type: none"> • Free from removable marks and spillages • No build up of dust or dirt on skirting.
Doors	<ul style="list-style-type: none"> • Door push plates to be free from finger marks, smears and stain free • No accumulation of dirt, surfaces to be smear free.
Carpet	<ul style="list-style-type: none"> • Free from removable stains with no accumulation of dust around edges and corners. • Debris free.
Glass vision Panels	<ul style="list-style-type: none"> • Free from dust, debris and smear free.
Whiteboards	<ul style="list-style-type: none"> • Wiped down to remove writing

Catering – kitchenettes, servery, seating areas relating to catering

Task	Result After Clean
Centralised waste bins	<ul style="list-style-type: none"> • Empty and with an unsoiled liner.
Visible Surfaces E.g. windowsills, framework and Ledges	<ul style="list-style-type: none"> • Free from dust and smear free • No accumulation of dust/ dirt
Tables	<ul style="list-style-type: none"> • Free from dust, debris and smear free. • No accumulation of dust / dirt on furniture bases or framework.
Chairs	<ul style="list-style-type: none"> • Upholstery free from visible dust, debris and stains. • No accumulation of dust on chair legs and feet.
Cabinets, ledges & Surfaces inside and out	<ul style="list-style-type: none"> • Free from removable marks • Free from visible dust • No accumulation of dust or dirt.
High level surfaces and ledges	<ul style="list-style-type: none"> • Free from visible dust. • No accumulation of dust / dirt.
Walls	<ul style="list-style-type: none"> • Free from removable marks and spillages • No build up of dust or dirt on skirting.

Doors	<ul style="list-style-type: none"> • Door push plates to be free from finger marks, smears and stain free • No accumulation of dirt, surfaces to be smear free.
Kitchen*/ Kitchenette Sinks	<ul style="list-style-type: none"> • No build up of dirt or lime scale around base of taps, overflow or plughole. • Bright work to be uniformed in appearance suitable to its finish. • All other surfaces to be dust, dirt and smear free. No soap deposits.
Glass vision Panels	<ul style="list-style-type: none"> • Free from dust, debris and smear free.
Hard floor	<ul style="list-style-type: none"> • Free from grease, dust, stains, debris, spillages and chewing gum. • Uniformed appearance

***this excludes the Galvanising Workshop Kitchen and the No 1 Café Kitchen which are cleaned by Hospitality Services staff.**

Additional Periodic Cleaning

Urinals/ Toilet Bowls	<ul style="list-style-type: none"> • Add descaler as required
Entrances (Ground Floor)	<ul style="list-style-type: none"> • Clean windows inside and outside once per week
Hard Floors	<ul style="list-style-type: none"> • Strip and reseal during vacations
Deep Clean	<ul style="list-style-type: none"> • During vacation periods (Summer/ Easter/ Christmas)

NOTE: Outside the Academic Terms areas such as “Seminar & Meeting Rooms”; Workshop/ Specialist Areas”; “Lecture Theatres” and a proportion of academic “Offices”, will not require a daily clean. This will enable deep clean work to take place without any additional charge to the University.