

## **Schedule 1 Specification for Corporate Cleaning Services**

### **1. Cleaning**

- 1.1 The Contractor shall provide a comprehensive Cleaning Service throughout the premises delivered in a safe and efficient manner. The Contractor shall take responsibility for maintaining all internal cleanable areas including floors, walls, ceilings, glazing, fixtures, fittings, furniture and finishes. The cleaning function will seek to minimise degradation, enhance asset life cycle and ensure the Customer's high standards and image are maintained. The Contractor is required to provide a high quality service as defined within the scope of this specification. The standard of cleaning as specified is to be evident at the agreed time of monitoring.
- 1.2 The Contractor shall undertake all tasks normally associated with a professional office cleaning contract, to ensure that the offices, toilets, shower rooms, kitchens, public areas, meeting and conference rooms and all other working areas, furniture and floor spaces, are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose. The Contractor shall also undertake cleaning activities in specialist/unique areas as directed by The City. These include but are not limited to public lifts and escalators, swimming pool and changing areas, Arts Studios etc. The Contractor shall be responsible for supervising and monitoring the provision of the Services on a daily basis to ensure premises are cleaned to a high quality. This is in addition to the audits undertaken in conjunction with the Client.
- 1.3 The Specification for Cleaning consists of the following documents:
- Schedule 1 Specification
  - Schedule 1 Specification Appendices - Site Data Packs (multiple files that include the name of the site in the file name)
- 1.4 The City's premises and assets are grouped into a number of asset groups, those being:
- a. Schools – prestigious independent day schools which are fee paying.
  - b. Police – operational and administrative sites occupied by the City of London Police.
  - c. Public Buildings – high profile public access and administrative sites within and outside the square mile, some of which are event/exhibition/performance spaces and/or generate income through ticket sales.
  - d. Managed Offices – offices managed and occupied by the City for administrative purposes, some of which are also historic buildings used for prestigious ceremonies/events by the City and for private hire.
  - e. Investment Properties – portfolio of income generating properties owned by the City and leased to commercial and residential tenants.

### **2. Cleaning Types**

#### **2.1 Routine Cleaning**

- 2.1.1 Routine cleaning of the internal and external areas will be delivered to the required service level, described in Cleaning Standards I to VI below.
- 2.1.2 The frequency of the cleaning is to be determined by the Contractor and agreed with the Authorised Representatives, ranging from several times per day to once per fortnight as is appropriate for the type of use and standard required. Where appropriate, the Site Data Packs give an indication of the required frequency of cleaning to meet the specified standards.

## **2.2 Periodic Cleaning**

- 2.2.1 The City recognises that despite best intentions and effort of routine cleaning some materials, coverings and surfaces will deteriorate over a period of time and will require an occasional “Deep Clean”, the frequency of which will be agreed with Authorised Representatives – an example of this is carpet washing.
- 2.2.2 There will also be other cleaning functions that will need to be undertaken 12, 6, 4, 3, 2 or 1 time(s) per annum or on an adhoc basis to maintain the asset and provide Value for Money.
- 2.2.3 The Periodic Cleaning of the internal and external areas described in 2.2.1 and 2.2.2 shall reflect the required service standards I to IV in addition to the routine cleaning. The Contractor shall provide a programme for the periodic/deep cleaning activities to the Authorised Representatives for approval. This programme will be discussed during the periodic progress meetings and revised when necessary. The Contractor shall take responsibility for ensuring the Authorised Representatives is informed prior to carrying out periodic cleaning activities.

## **2.3 Seasonal/Holiday Cleaning**

- 2.3.1 Sites that operate to set timetables, which result in an operational downtime. The school buildings are an example of this and the full list is set out in Schedule 1 Specification Appendix 1 - List of Site Data Packs.
- 2.3.2 By utilising the normal staffing resource during this operational downtime, The Contractor will undertake periodic cleaning as described in 2.2 and/or other specific cleaning duties in a flexible manner in agreement with the key contacts listed in the Site Data Packs.

## **2.4 Janitorial Service Cleaning**

- 2.4.1 Some of the properties require services of a janitor function to maintain the standards achieved in the routine cleaning. Where a janitorial service is required, this will be specified in the Site Data Pack for that site.

## **2.5 Additional and Chargeable Cleaning**

- 2.5.1 There may be additional cleaning duties and/or cleaning at additional times that the Contractor will be required to provide at either planned or unplanned intervals. The commercial properties are an example of this and the full list is set out in Schedule 1 Specification Appendix 1 - List of Site Data Packs.
- 2.5.2 All additional cleaning requirements will be priced as follows:

a. As costed in Schedule 4, or

b. As quoted by the Contractor following a request from Authorised Representatives, such quotes based on the unit costs set out in Schedule 4.

2.5.3 All quotes requested in accordance with 2.5.2b are to be supplied by the Contractor within 2 working days of the request. The additional cleaning is to be performed within 2 working days of acceptance of the quote.

2.5.4 All additional cleaning is to be separately invoiced following completion of the additional cleaning. This is particularly important for our tenanted properties to comply with service charge and accounting procedures.

## **2.6 Event Cleaning**

2.6.1 A number of sites hold events regularly as described in the Site Data Pack. The timing of events can start as early as 07.00 or finish late at night. The Contractor will support these with a cleaning and/or toilet attendant service as requested.

## **2.7 Reactive/Emergency Cleaning**

2.7.1 A reactive or emergency cleaning service is required to maintain the full and safe use of the facilities. Tasks can include, but are not limited to, responding to spillages, replenishing consumables and monitoring the cleanliness of the sanitary facilities.

2.7.2 The contractor will ensure that staff responding to bodily fluid or sharps emergencies are suitably trained with demonstrable records. The contractor will provide the necessary equipment to ensure the process can be completed safely.

2.7.3 All requests for reactive or emergency cleaning shall be routed through the Service Desk to ensure seamless and efficient service.

## **2.8 Graffiti and Stain Removal**

2.8.1 The Contractor is required to provide a service for the removal of staining from building fabric as caused by such events as atmospheric pollution, the accidental spillage of material and the application of unauthorised artwork.

2.8.2 An appropriate cleaning method will be applied to ensure the building fabric remains in its current condition. The cleaning method will be one approved by the Customer.

## **2.9 Colour Coding Equipment**

2.9.1 A management system should be in place to prevent cross contamination between the different types of areas cleaned. The British Institute of Cleaning Science (BICSc) recommend the following colour coding system for cleaning equipment. The cleaning contractor is required to adhere to this recommendation unless they can show an alternative acceptable process to prevent cross contamination.

2.9.2 All mopping equipment (including buckets), mops, floor cloths and dish cloths should be colour coded as below and strictly adhered to.

COLOUR	AREA OF USE
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Red (Disposable)	Sanitary appliances (urinals, WCs, etc.) and WC floors
Blue	General areas including offices, meeting rooms, teaching areas, corridors, stairs etc.
Green	Kitchen, food prep, vending areas, canteens etc.
Yellow	Clinical

### 3. Cleaning Standards

- 3.1 To enable the requirements of the Customer to be met as well as introducing an opportunity for the Contractor to use their skill and judgement to achieve a cost effective and efficient service, six colour-coded standards of cleaning have been developed which are listed below. These standards will be applied across the premises included in this contract as standard I (Green), II (Orange), III (Pink), IV (Blue), V (Yellow) or VI (Purple). The standards are to be applied to both routine and periodic cleaning activities.
- 3.2 Room categories are assigned to the areas within the premises identifying the type of the accommodation. A cleaning standard (I, II, III, IV, V or VI) has been allocated to each category of accommodation. The schedules of accommodation, including an overview of the categories and its allocated cleaning standard, are contained in the Site Data Pack.

Standard 1 Green

Standard 2 Orange

Standard 3 Pink

Standard 4 Blue

Standard 5 Yellow (External Areas)

Standard 6 Purple (Specialist areas)

### 3.3 Standard I (Green on the plans)

Standard (I) is the minimum level of cleanliness and appearance required at all times. This standard will normally be applied to areas such as fire exits, secondary stairways, goods lifts, loading bays, car parking areas and external side entrances.

<b>General</b>	All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees. Where applicable, cleaning of surface materials and other items will be undertaken in accordance with the manufacturer's specification.
<b>Hard Floors</b> <i>Examples include but are not limited to marble, terrazzo, vinyl sheet, tile, linoleum, timber, painted concrete, epoxy screeds, etc.</i>	<p>All floor surfaces shall be free from debris, clean and dry. Surfaces shall be maintained to preserve the existing state of condition and appearance.</p> <p>Back stairs including treads, risers, nosings, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust and debris.</p>
<b>Soft Floors</b> <i>Carpets, entrance mats, etc.</i>	All floor surfaces and dust mats shall be free from debris, clean and dry. Surfaces shall be maintained to preserve the existing state of condition and appearance.
<b>Vertical and Horizontal Surfaces</b> <i>Examples include but are not limited to Walls, skirting dado/picture rails, coving, radiator, pipes, vents/grills, doors, doorframes, windows, ledges, glazed screens, ceilings, architraves, picture rails, ventilation grilles, etc.</i>	All surfaces and ledges must be free of dust, cobwebs, graffiti, gum, ash, marks, lime scale etc.
<b>Bins</b>	No litter or rubbish shall be present and all waste bins and receptacles emptied regularly

### 3.4 Standard II (Orange on the plans)

Standard (II) requires the contractor to maintain a good standard of cleaning at all times with evidence of a regular (routine) cleaning programme at all times. Areas to which this service standard applies include, but are not limited to, all office accommodation, service areas, post rooms and photocopying areas.

<b>General</b>	All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees. Where applicable, cleaning of surface materials and other items will be undertaken in accordance with the manufacturer's specification.
<b>Hard Floors</b> <i>Examples include but are not limited to marble, terrazzo, vinyl sheet, tile, linoleum, timber, painted concrete, epoxy screeds, etc.</i>	<p>All hard floors must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All floor coverings are to be cleaned by the manufacturer's recommended methods and at recommended intervals</p> <p>Back stairs including treads, risers, nosings, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust and debris.</p> <p>Passenger, Goods and Goods/Passenger lift floors must be free from grit, dust, debris, litter, offensive odours and staining. Care should be taken not to use excessive quantities of solutions to prevent liquid penetration through the lift car floor. Landing/door tracks should be free of debris and dirt build-up. External lifts will have litter and debris free areas within a 2 m radius of the doors on all levels that the lift serves.</p> <p>Escalator stair treads, where accessible/visible and the landing plates at the top and bottom of the stairs will be free from grit, dust, debris, litter, offensive odours and staining. Care should be taken not to use excessive quantities of solutions to prevent liquid penetration through the stair blocks. Note stair blocks can only be cleaned when the escalator has been switched off.</p>
<b>Soft Floors</b> <i>Carpets, entrance mats, etc.</i>	<p>All carpets, carpet tiles and dust mats must be free from grit, dust and debris with no stains. They must be clean and dry. All floor coverings are to be cleaned by the manufacturer's recommended methods and recommended intervals</p> <p>Carpets and carpet tiles are to be vacuumed</p>
<b>Vertical and Horizontal Surfaces</b> <i>Examples include but are not limited to Walls, skirting dado/picture rails, coving, radiator, pipes, vents/grills, doors, doorframes, windows, ledges, glazed screens, ceilings, architraves,</i>	<p>All surfaces must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height.</p> <p>All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, marks, dust and cobwebs. They must be dry with no evidence of residual cleaning agents.</p> <p>All internal surfaces of passenger and goods passenger lifts</p>

<p><i>picture rails, ventilation grilles, etc.</i></p>	<p>must be free of dust, debris, finger prints, marks and stains with no evidence of residual cleaning agents. Care must be taken to avoid excessive use of solutions around controls to prevent any damage to the operation of lift.</p> <p>All accessible external areas of the passenger and goods/passenger lifts, including doors, door surrounds, external control pads and call button stands and where appropriate glass lift walls will debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs</p> <p>All internal and external accessible non-moving parts of escalators must be free of dust, debris, finger prints, marks and stains with no evidence of residual cleaning agents. Care must be taken to avoid excessive use of solutions to prevent any damage to the operation of the escalator.</p>
<p><b>Furniture, Fixtures and Fittings</b> <i>Examples include but are not limited to Desks, tables, chairs, bookcases, shelves, coat stands, computers, printers, photocopiers, hand dryers, soap dispensers, paper towel dispensers, local exhaust ventilation, etc.</i></p>	<p>All chairs and soft furnishings shall be clean, dry and free from dust. All work stations, screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents</p> <p>Note: Workstations, cabinets etc., will not be cleaned unless they are free of clutter. Cleaning staff are not required to move papers, files etc. in to clean the surface. All fittings shall be free from dust, marks and smears. Light fittings must be free from dust. All signage, including emergency signage shall be clean, dry and free of stains, marks, cobwebs and dust.</p> <p>All dust, dirt, stains and soiling is to be removed from window blinds and curtains. In the event that the blinds are unstrung during cleaning they shall be re-strung, and when curtains are removed from rails they shall be re-hung.</p>
<p><b>Bins</b></p>	<p>No litter or rubbish shall be present and all waste bins and receptacles emptied regularly</p> <p>All waste receptacles shall be emptied daily as a minimum. Bins must be empty, clean and dry inside and out, bin-liners replaced and bins placed in their original locations.</p>

### 3.5 Standard III (Pink on the plans)

Standard (III) is defined for areas where the standard of cleaning will impact on the City's image and or reputation due to the location and type of use. High volume areas require a high standard of cleanliness and appearance at all times. Areas to which this service standard applies include, but are not limited to, Chief Officer's accommodation, public foyers and reception areas, conference rooms, passenger lifts and public walkways.

<b>General</b>	<p>All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees. Where applicable, cleaning of surface materials and other items will be undertaken in accordance with the manufacturer's specification.</p>
<b>Hard Floors</b> <i>Examples include but are not limited to marble, terrazzo, vinyl sheet, tile, linoleum, timber, painted concrete, epoxy screeds, etc.</i>	<p>All hard floors must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All floor coverings are to be cleaned by the manufacturer's recommended methods and at recommended intervals</p> <p>Floor surfaces must have a uniform appearance, be free from removable stains, spillages, ingrained dirt, scuffmarks and superficial marks.</p> <p>Back stairs including treads, risers, nosings, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust and debris.</p> <p>Passenger, Goods and Goods Passenger lift floors must be free from grit, dust, debris, litter, offensive odours and staining. Care should be taken not to use excessive quantities of solutions to prevent liquid penetration through the lift car floor. Landing/door tracks should be free of debris and dirt build-up. External lifts will have litter and debris free areas within a 2 m radius of the doors on all levels that the lift serves.</p> <p>Escalator stair treads, where accessible/visible and the landing plates at the top and bottom of the stairs will be free from grit, dust, debris, litter, offensive odours and staining. Care should be taken not to use excessive quantities of solutions to prevent liquid penetration through the stair blocks. Note stair blocks can only be cleaned when the escalator has been switched off.</p>
<b>Soft Floors</b> <i>Carpets, entrance mats, etc.</i>	<p>All carpets, carpet tiles and dust mats must be free from grit, dust and debris with no stains. They must be clean and dry. All floor coverings are to be cleaned by the manufacturer's recommended methods and at recommended intervals</p> <p>Remove spills from carpets and other floor coverings and treat to minimise damage and reduce the risk of staining. Use only approved specialist materials within any indicated timescales for the removal and treatment of spills. The pile of the carpets in the</p>



	<p>main traffic areas must be evenly brushed and opened against the flow of incoming traffic.</p> <p>All carpets must be fully vacuumed from wall to wall</p>
<p><b>Vertical and Horizontal Surfaces</b>  <i>Examples include but are not limited to Walls, skirting dado/picture rails, coving, radiator, pipes, vents/grills, doors, doorframes, windows, ledges, glazed screens, ceilings, architraves, picture rails, ventilation grilles, etc.</i></p>	<p>All walls, skirting, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height.</p> <p>All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, marks, dust and cobwebs. They must be dry with no evidence of residual cleaning agents.</p> <p>Stainless steel, bronze, copper, marble and wood surfaces must be treated with an appropriate cleaning and/or polishing agent.</p> <p>All internal surfaces of passenger and goods/passenger lifts must be free of dust, debris, finger prints, marks and stains with no evidence of residual cleaning agents. Care must be taken to avoid excessive use of solutions around controls to prevent any damage to the operation of lift.</p> <p>All accessible external areas of the passenger and goods/passenger lifts, including doors, door surrounds, external control pads and call button stands and where appropriate glass lift walls will debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs</p> <p>All internal and external accessible non-moving parts of escalators must be free of dust, debris, finger prints, marks and stains with no evidence of residual cleaning agents. Care must be taken to avoid excessive use of solutions to prevent any damage to the operation of the escalator.</p>
<p><b>Furniture, Fixtures and Fittings</b>  <i>Examples include but are not limited to Desks, tables, chairs, bookcases, shelves, coat stands, computers, printers, photocopiers, hand dryers, soap dispensers, paper towel dispensers, local exhaust ventilation, etc.</i></p>	<p>All chairs and soft furnishings shall be clean, dry and free from dust. All work stations, screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents</p> <p>All fittings shall be free from dust, marks and smears. Light fittings must be free from dust. All signage, including emergency signage shall be clean, dry and free of stains, marks, cobwebs and dust.</p> <p>All dust, dirt, stains and soiling is to be removed from window blinds and curtains. In the event that the blinds are unstrung during cleaning they shall be re-strung, and when curtains are</p>

	removed from rails they shall be re-hung.
<b>Bins</b>	<p>No litter or rubbish shall be present and all waste bins and receptacles emptied regularly</p> <p>All waste receptacles shall be emptied daily. Bins must be empty, clean and dry inside and out, bin-liners replaced and bins placed in their original locations.</p> <p>All waste and other rubbish receptacles removed frequently to central rubbish collection/disposal arrangements.</p>

### 3.6 Standard IV (Blue on the plans)

The Hygiene Standard (IV) shall be applied to areas that include toilets, bathrooms, shower rooms, kitchens, vending areas and first aid rooms. The Contractor shall employ a colour coding or other management system to prevent cross contamination between toilet and other areas. See below example where red equipment is only permitted for use in toilet areas and must not be used in other areas.

<b>General</b>	All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees. Where applicable, cleaning of surface materials and other items will be undertaken in accordance with the manufacturer's specification. All areas are to be cleaned to a standard that complies with the legislative requirements for that space.
<b>Hard Floors</b> <i>Examples include but are not limited to marble, terrazzo, vinyl sheet, tile, linoleum, timber, painted concrete, epoxy screeds, etc.</i>	<p>All floor surfaces shall be free from debris, clean and dry. Floors must be safe and not slippery. Surfaces shall be maintained to preserve the existing state of condition and appearance.</p> <p>Floor surfaces must have a uniform appearance and is free from removable stains, spillages, ingrained dirt, scuffmarks and superficial marks</p>
<b>Soft Floors</b> <i>Carpets, entrance mats, etc.</i>	<p>Carpets, carpet tiles and dust mats must be free from grit, dust and debris with no stains. They must be clean and dry. All floor coverings are to be cleaned by the manufacturer's recommended methods and at recommended intervals</p> <p>Remove spills from carpets and other floor coverings and treat to minimise damage and reduce the risk of staining. Use only approved specialist materials within any indicated timescales for the removal and treatment of spills. The pile of the carpets in the main traffic areas must be evenly brushed and opened against the flow of incoming traffic.</p> <p>All carpets must be fully vacuumed from wall to wall</p>
<b>Vertical and Horizontal Surfaces</b> <i>Examples include but are not limited to Walls, skirting dado/picture rails, coving, radiator, pipes, vents/grills, doors, doorframes, windows, ledges, glazed screens, ceilings, architraves, picture rails, ventilation grilles, etc.</i>	<p>All surfaces must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height.</p> <p>All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, marks, dust and cobwebs. They must be dry with no evidence of residual cleaning agents.</p> <p>Stainless steel bronze, copper, marble and wood surfaces must be treated with an appropriate cleaning and polishing agent.</p> <p>Walls, doors, cubicle partitions and surfaces shall be washed by a</p>

	disinfectant solution regularly.
<b>Furniture, Fixtures and Fittings</b> <i>Examples include but are not limited to Desks, tables, chairs, bookcases, shelves, coat stands, computers, printers, photocopiers, hand dryers, soap dispensers, paper towel dispensers, local exhaust, ventilation, etc.</i>	<p>All chairs and soft furnishings shall be clean, dry and free from dust. All work stations, screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents</p> <p>All fittings shall be free from dust, marks and smears. Light fittings must be free from dust. All signage, including emergency signage shall be clean, dry and free of stains, marks, cobwebs and dust.</p> <p>All dust, dirt, stains and soiling is to be removed from window blinds and curtains. In the event that the blinds are unstrung during cleaning they shall be re-strung, and when curtains are removed from rails they shall be re-hung. Mirrors must be clean and free from smears.</p>
<b>Sanitary Fittings - WC's, urinals, showers, baths, sinks, wash hand basins, etc.</b>	<p>All sanitary ware, including showers, shower heads, sinks, wash hand basins, baths, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and stains. The areas shall be dry and clean and no residue of cleaning agent shall be present. Soap dispensers must be filled, operating correctly with clean nozzles, and the external surfaces must be clean dry and free from smears. Solid bars of soap must be clean and replaced as necessary.</p> <p>All toilets, bathrooms and shower rooms shall be kept fully stocked with supplies and shall be made available at all times. Towel holders/dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. The external surface of hand dryers must be clean, dry and free from smears.</p> <p>Toilet brushes will kept be free from debris and other matter and the bristles will be in good condition to be able to perform its function adequately</p>
<b>Bins</b>	<p>No litter or rubbish shall be present and all waste bins and receptacles emptied regularly</p> <p>All waste receptacles shall be emptied daily. Bins must be empty, clean and dry inside and out, bin-liners replaced and bins placed in their original locations.</p> <p>All waste and other rubbish receptacles removed frequently to central rubbish collection/disposal arrangements.</p>
<b>Feminine Hygiene Facilities</b>	<p>Feminine Hygiene Facilities are required in the premises. The Contractor shall provide regular collections of the Feminine Hygiene receptacles and will ensure receptacles are not</p>

	overflowing or become foul smelling. The feminine hygiene receptacles are to be kept free of marks, stains and dust. The Contractor is also required to ensure that the feminine hygiene vending machines are fully stocked and the external surfaces are clean, dry and free from smears and dust. A schedule of feminine hygiene vending machines is included in the Data Pack.
<b>Kitchens, Food Preparation Areas, Kitchenettes, Eating Areas and Tea-Points</b>	In addition to cleaning standard specified in Standard Blue, floors, walls and work surfaces shall be disinfected. Fridges within the areas shall be kept clean inside and out, and defrosted. Microwaves and ovens within the kitchenettes and tea-points are required to be cleaned inside and out.
<b>Vending Areas</b>	The vending areas shall be kept free from stains and spills. Floors and walls shall be disinfected at appropriate intervals. This cleaning Standard is to be in evidence daily before the start of business activity, and ongoing.
<b>First Aid Rooms</b>	<p>Cleaning of first aid rooms is required at the premises that have a designated area/room. In addition to the Blue Cleaning Standard, floors, walls, work surfaces, furniture, fittings and equipment shall be disinfected ensuring that any bloodstains or stains caused by other bodily fluids are removed by appropriately qualified/trained staff.</p> <p>The Contractor is required to provide a service for the disposal of medical wastes and will be required to provide suitable receptacles for this type of waste. This service also includes the provision of sharps bins.</p>

### 3.7 External Areas Standard V (Yellow on the plans)

The Yellow Standard (V) for external areas is specified within Site Data Packs where appropriate. The following standard shall apply:

<b>General</b>	All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees. Where applicable, cleaning of surface materials and other items will be undertaken in accordance with the manufacturer's specification/recommendation for cleaning external building fabric.
<b>External Areas</b>	<p>Entrances, car parks, paving, paths, steps, ramps, walkways, terraces, ledges, fixed seating, lighting columns and bollards and the outside premises must be maintained so that no debris, litter, cigarette ends, chewing gum, dirt, bodily fluids, spillages or stains are apparent after cleaning. Disinfectant should be used where appropriate.</p> <p>Empty all waste bins and replace in their original locations.</p> <p>Empty and clean cigarette receptacles</p> <p>Any areas protected by security screening, netting or protective cages may have the protection removed temporarily to remove debris, dirt, dust and litter. The protection must be replaced to the original standard prior to removal</p>
<b>Exterior Building Fabric</b>	<p>The Contractor shall operate a regular external cleaning programme, using the appropriate equipment at all times, following Safe Working Procedures in accordance with all current relevant legislation.</p> <p>The Contractor must ensure that all cleaning solutions employed for the cleaning of cladding and louvers is suitable for the purpose so as not to cause any damage to the finishes.</p>

### 3.8 Specialist Areas Standard VI (Purple on the plans)

The City Of London own and operate a variety of premises, often with unique attributes. These could be either specialised building fabric that must be cleaned as dictated in the O+M manual, or there could be specialist areas that require particular cleaning technique and/or present additional hazards. Where there is a requirement for a cleaning function in the specialised areas, the Cleaning Contractor will be aware of the requirements and work to risk assessments and method statements agreed between the Client and the Contractor to eliminate any risk to Client or Contractor personnel and also eliminate any risk to CoL property. Individual site packs for each property will identify these specialist areas/fabric and the implications of cleaning those areas.

<b>General</b>	All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees. Where applicable, cleaning of surface materials and other items will be undertaken in accordance with the manufacturer's specification.
<b>Communication and Equipment Rooms</b>	<p>Cleaning of these areas will be by arrangement with the Customer - see Site Specific Data Packs. Communication and equipment rooms are required to be cleaned following the Orange Standard of cleaning, and the following additional cleaning requirements:</p> <p>These areas must be free from dust.</p> <p>Where possible, removable items of furniture should not to be cleaned within the area. They are to be removed, cleaned outside the area and returned in a clean anti-static state.</p> <p>The use of brooms is expressly forbidden; suction cleaners when used must conform in full with British Standard BS 5415 parts 1 &amp; 2. All non-computer equipment and furniture must be suction cleaned and left free from dust and free from grease and smears. Switch areas at the front of tape units or disk drives must not be dusted.</p> <p>Dusters shall be of chemically impregnated or of other approved dust-absorbent type, except where used for dry polishing of glass when they shall be lint-free. They shall be changed at frequent intervals before they have become fully charged with dust. The use of water for cleaning in these areas is forbidden.</p> <p>The Contractor will not touch, move or disturb any computer or computer related equipment. The contractor must ensure that only the correct power sockets are used for cleaning equipment, not those specifically dedicated for computer use.</p>
<b>Plant Rooms (as identified by site) and Technical</b>	Floors will be swept to be kept free of dust and debris. Water spillages will be mopped or wet vacuumed. Cleaning

<b>Areas</b>	operatives are not expected to move materials. Entrance to plant rooms will always be with a maintenance operative in attendance. Controls and plant are not to be touched/cleaned. Lift motor rooms are NOT to be cleaned by the cleaning contractor.
<b>Site Specific Areas</b>	Please see Site Specific Data Packs

### 3.10 Window Cleaning

3.10.1 The diversity of property owned and managed by the City of London include Operational properties and Public Buildings for which window cleaning services are required as part of the Corporate Cleaning Contract. The Contractor is to be aware of access, logistic, operational, safety and sensitivity issues associated with window cleaning, the latter of which particularly pertains to working on and inside homes.

3.10.2 The Contractor shall clean all internal and external glazing, internally and externally. The Data Pack provides information in relation to glazing at the individual premises. The following cleaning standard shall be applied:

- All floors, furniture and fittings are to be adequately protected before the commencement of work.
- All glazing throughout the premises shall be cleaned. Glass shall mean both sides of glass of every description, including, but not limited to, internal partition glazing, display case (external surface only) and panel glazing, glass balustrades, exterior glazing, exterior windows, glazing surrounding scenic lifts and escalators, internal and external staircases or walkways.
- The Contractor shall leave glazing clean, dry and free from smears. There must be no evidence of run marks, verdigris, stains or finger marks on glass, window ledges, sills, paintwork or surrounds.
- Adjacent surfaces, including sills, mullions, frames and structural parts associated with the glass, shall also be left free from liquid spillage, smears and cleaning marks.

3.10.3 The Contractor must ensure that he satisfies himself as to the proper working order of any cleaning access equipment. Where such equipment is not provided by the Customer or available on site the Contractor shall provide the specialist access equipment. The cost of providing such access equipment shall be borne by the Contractor.

3.10.4 The Contractor must ensure that all staff carrying out this work are aware of and comply with, the Health and Safety Executive Guidance Note GS 25 "Prevention of falls to window cleaners". Risk assessments must be carried out and a site specific method statement must be submitted and agreed with the Customer prior to the commencement of service.



3.10.5 The contractor is required to submit a condition report on windows to repair as identified following window cleaning. This is to include:

- Essential - Health & Safety requirement - immediate repair / replacement essential
- Desirable - Decorative require repaint etc.

3.11.6 The Contractor is also required to report on:

- High level access to report on other aspects of Building repair such as Guttering repair / cleanse
- Pigeon / rodent infestations
- To cover conditions of Stained Glass Windows
- Application of Bomb Blast films or removalCleaning Products

#### 4. Cleaning Products

4.1 The Contractor is required to offer cleaning products on the basis of three price lists that conform with the following environmental standards:

- **Basic** environmental requirements (those already mandatory for UK Central Gov contracts under the [Government Buying Standards](#)) for **all purpose, sanitary and window** cleaning products:
  - NO ingredients deemed of “high concern” under REACH Regs
  - NO sprays using propellants
  - NO paradichlorobenzene or APE content
  - Clear dosing instructions
  - Easily separable primary packaging
  - Supplied as concentrates requiring dilution before use
  - Trigger spray products must be sold as part of a refillable system (*for all purpose and sanitary products*)
- **Best practice** for all purpose, sanitary and window cleaning products covers the above environmental requirements in addition to compliance the EU Ecolabel criteria:
  - Substances that must not be more than 0.01% by weight of final product in all-purpose cleaning products include:
    - Those deemed of “high concern” under REACH Regs
    - Those classified as Hazards or Risk-phrases in accordance with Reg (EC) No 1272/2008 or Directive 67/548/EEC, including toxic, very toxic, sensitising, mutagenic, carcinogenic substances, those causing organ damage or irreversible effects, or those harmful to aquatic organisms or hazardous to the ozone layer.
    - Phosphorous (0.02g per litre) or biocides (unless they are non-bioaccumulative or used as preservatives)

See [EU GPP criteria](#) for further detail on restricted ingredients and verification requirements.

**Cruelty-free** which is Basic /Best practice requirements that are also “**cruelty-free**” **products**, within which no ingredients have been tested on animals, verified by Cruelty Free International’s Leaping Bunny logo (or equivalent).

## **5. Washroom Hygiene Services**

5.1 The Contractor is required to offer washroom hygiene services on the basis of a comprehensive price list that is clear on unit costs, frequencies of service, minimum orders, delivery costs, delivery locations and volume discounts. The consumables for this service may include but not be limited to;

- Paper Towels
- Roller Towels
- Toilet Rolls
- Liquid Soap
- Bin Liners
- Washing Up Liquid
- Cloths/Sponges
- Dishwasher Supplies (tablets/salt/rinse-aid)

5.2 The Contractor shall ensure compliance with all COSHH Regulations and will ensure that all consumables used by him shall cause no harm to the environment and comply with the Customer's policy on Greening Operations.

## **6. Linen & Laundry**

6.1 The Contractor shall be responsible for the laundering, organisation and control of all linen stocks). The Contractor shall ensure that an adequate stock of all linen is available and in good repair at all times.

6.2 The Contractor shall provide a dry cleaning service and despatch submitted items for dry cleaning and shall ensure collection and return to customers in accordance with procedures agreed with the Customer.