

APPENDIX 2

BUILDING CLEANING SERVICES SERVICE SPECIFICATION

Function of Service Building Cleaning Services

Provision of a high quality commercial cleaning service to buildings within the Barnsley borough, through the delivery of a full range of routine, periodic 'one off' and specialist cleaning services. The service is broadly delivered to Schools, Education Centres, Libraries, Administrative buildings and others.

Building Cleaning provides industry expertise, management supervision including for example Health and Safety, labour, chemicals and necessary equipment, including purchase and repair, to each individual contract.

Routine cleaning is carried out to agreed frequencies and is provided in accordance with the cleaning specification. Periodic cleaning is carried out on an occasional basis and is cleaning which falls outside the normal scope of daily routine cleaning. Areas such as wall washing and carpet cleaning, this is provided in line with the customer's specific requirements and as outlined in the cleaning specifications, see attached.

In addition, the service provides:

- Cleaning with security, where the cleaning staff secures the building after cleaning
- Cleaning with caretaking, where cleaning staff provide specific caretaking duties within their daily routine
- Cleaning staff replenish washroom consumables within their daily routine.

Resource

The service employs over 500 staff, breakdown down as follows: Schools - 40 Buildings -

Staffing allocation 1857 cleaning hours per week

Admin Buildings - 23 Buildings - Staffing allocation 695 Cleaning Hours per week

Other Buildings - 78 Buildings including Libraries, Community Centres & Children's Centres
Staffing allocation -1459 Cleaning Hours per week

The staffing compliment for the service is as follows:

- 2 FT Cleaning Operations Managers
- 39 site based Cleaning Supervisors.
- 4011 cleaning hours per week

Separate documents will show the standards that would be expected to be met in the following areas:

Appendix A; Schools Cleaning Appendix B: Building Services Cleaning Appendix C:
Library Services Cleaning

Capacity

Schools - Cleaned Monday to Friday 6am to 7pm as agreed with the customer and in line with the building opening. The service will not be provided on weekends or Bank Holidays, unless by request

Admin Buildings - Cleaned Monday to Friday 6am to 8pm as agreed with the customer and in line with the building opening. The service will not be provided on weekends or Bank Holidays, unless by request

Other Buildings — Cleaned Monday to Saturday 6am to 10.30pm as agreed with the customer and in line with the building opening. The service will not be provided on Sunday or Bank Holidays, unless by request

Additional requirements outside these core hours can be accommodated on request. The service has a minimum 2 hour response time for emergency cleaning requests.

Variations

All requests outside this agreement will be dealt with through the Facilities Management Service Desk and charged at day work rates.

GENERAL SPECIFICATION REQUIREMENTS

A number of general requirements exist which cover all specifications and which the Contractor will be required to comply with. These are indicated below:-

- The methods of cleaning utilised shall maximise the life expectancy of all surfaces and shall not lead to the deterioration of the surface or associated furniture and fabric and shall reduce or eliminate dust from the environment.
- All accumulations of waste are disposed of by the Contractor at the locations specified by the Building Manager before the completion of any work period in any day.
- In relation to the cleaning of any item or area, the item or area should be left in such a condition that it does not cause any danger, loss, injury or damage to persons or property.
- In all cleaning operations it is essential that such operations are carried out in a manner that shall not re-soil any area already cleaned or result in the cross contamination of soiling between areas.
- All building defects impeding or distracting the Contractor's staff from carrying out their duties within premises shall immediately be reported to the Building Manager or his representative.
- Whenever water, liquid polish or other liquid chemicals are used in cleaning operations, the Contractor must ensure that all surfaces so created are dry at the conclusion of the appropriate shift. The Contractor must advise the Building Manager or his representative of any area being left in other than dry condition and ensure that notices are prominently displayed warning of danger and the area cordoned off where necessary. The Contractor's staff may be requested to continue working beyond normal finishing time to complete such operations at no cost to the Client.
- Small items lying on shelves or desks should be removed during surface cleaning then restored to position. Prior to cleaning/shampooing the colourfastness of any upholstery fabric or carpeting must be established and any fabric and carpet not colourfast must not be cleaned and the matter advised to the Building Contract Officer.
- Aggressive chemicals, which will remove, or are likely to remove maintenance dressings, shall not be used.
- Floor surfaces having a slip-resistant property, shall remain slip-resistant and particularly when there is dampness or a water spillage evident.
- Cleaning up to 2 metres in height allows for the normal reach of operative not using access equipment. Where possible, cleaning above 2 metres should be carried out using telescopic dust control equipment.