

**LSE working in partnership with Resource**  
**Cleaning Specification 2011 to 2014**

## **Introduction to Outcome Criteria**

The cleaning service standards the LSE expects from the Contractor is defined by the Outcome Criteria provided.

This Outcome Criteria is set in two part and defines the type of areas found within a building / external area on the LSE Main Campus and the hygiene levels expected by the LSE.

1. Part 1 sets out the Areas Type and continuous standard required.
2. Part 2 set out the Areas and the Hygiene levels expected throughout the working/academic day/weekends at the LSE.

**The Outcome Criteria Part 2 shall be used as the basis for measuring performance when carrying out inspections by both the Contractor and the LSE.**

All policies and procedures of LSE in force at the time of service delivery will form part of this Contract.

LSE Policies and Procedures may be inspected at the School's Estates Division by the Contractor at a mutually agreed time.

## Outcome Criteria : Part 1 – Area Type and Frequency of Cleaning

Cleaning Outcome Criteria		
Number	Area / Room Type	Frequency of Clean Between 6-8am and 9am -10pm
1	<b>Educational Facilities Areas</b>	
	Lecture / Teaching Rooms	Throughout the academic working day in accordance with the specified room timetable
	Study Rooms	Throughout the academic working day see section 4.1.2 point 2
	Lecture Theatres	Throughout the academic working day in accordance with the specified room timetable
	Computer Laboratories	Throughout the academic working day see section 4.1.2 point 2
	Workshops	Throughout the academic working day see section 4.1.2 point 2
2	<b>Circulation / Traffic Areas</b>	
	Prayer Rooms	Throughout the academic working day see section 4.1.2 point 2
	Library Areas	Throughout the academic working day see section 4.1.2 point 2
	Sports Halls	Throughout the academic working day see section 4.1.2 point 2
	Changing Areas & Locker Rooms	Throughout the academic working day see section 4.1.2 point 2
	Pubs/Socials Clubs Front of House Areas	Throughout the academic working day see section 4.1.2 point 2
	Public Circulation/Entertainment Areas	Throughout the academic working day see section 4.1.2 point 2
	Lifts / Escalators	Throughout the academic working day see section 4.1.2 point 2
	Corridors / Staircases	Throughout the academic working day see section 4.1.2 point 2

	Storage Areas	Throughout the academic working day see section 4.1.2 point 2
	Restroom/Staffroom Areas	Throughout the academic working day see section 4.1.2 point 2
	Public Seating Areas	Throughout the academic working day see section 4.1.2 point 2
	Waiting Room Areas	Throughout the academic working day see section 4.1.2 point 2
	Public Refreshment Area	Throughout the academic working day see section 4.1.2 point 2
	Public Counter/Enquiry Point	Throughout the academic working day see section 4.1.2 point 2
	Kitchenette Areas	Throughout the academic working day see section 4.1.2 point 2
	Lounge Areas	Throughout the academic working day see section 4.1.2 point 2
	Emergency Exit Areas	Throughout the academic working day see section 4.1.2 point 2
	Retail - Front of House	Throughout the academic working day see section 4.1.2 point 2
	Retail - Back of House	Throughout the academic working day see section 4.1.2 point 2
	Reprographic Areas	Throughout the academic working day see section 4.1.2 point 2
	Post Room	Throughout the academic working day see section 4.1.2 point 2
	Conference Rooms	Throughout the academic working day see section 4.1.2 point 2
	Meeting Rooms	Throughout the academic working day see section 4.1.2 point 2

## Outcome Criteria : Part 1 – Area Type and Frequency of Cleaning

Cleaning Outcome Criteria		
Number	Area / Room Type	Frequency of Clean Between 6-8am and 9am -10pm
3	<b>Washroom Areas</b>	
	Public-Staff Washroom Areas	Throughout the academic working day see section 4.1.2 point 2
	Shower rooms	Throughout the academic working day see section 4.1.2 point 2
	Changing Areas	Throughout the academic working day see section 4.1.2 point 2
4	<b>Office Areas</b>	
	Cellular Offices	Twice a Week as per schedule
	Open Planned Office	Twice a Week as per schedule
5	<b>External Areas</b>	
	Vestibules	Throughout the academic working day see section 4.1.2 point 2
	Car Parks & Bays	Throughout the academic working day see section 4.1.2 point 2
	Pavements, Kerbsides, Plazas & Courtyards	Throughout the academic working day see section 4.1.2 point 2
	Waste Confinement Areas	Throughout the academic working day see section 4.1.2 point 2
	Smoking areas	Throughout the academic working day see section 4.1.2 point 2
	Roof Terraces	Throughout the academic working day see section 4.1.2 point 2
6	<b>Catering Areas</b>	
	Front of House	Throughout the working day
	Back of House	Daily
7	<b>Sustainable Waste Management</b>	
	General Waste	Daily from All areas in 1,2, 3,5,6,7. Offices twice a week as per schedule.
	Mixed Recyclable Waste	Daily from All areas in 1,2, 3,5,6,7. Offices twice a week as per schedule.

		Paper/Cardboard	Daily from All areas in 1,2, 3,5,6,7. Offices twice a week as per schedule.
		Food Waste	Daily for ALL areas inclusive of offices
		Glass	Daily from All areas in 1, 2, 3,5,6,7. Offices twice a week as per schedule.
		Other inc WEE, Hazardous, Wood, Metal, Small Electrical, Toner Cartridges	As Required
<b>8</b>		Contractor Equipment	Daily
<b>9</b>		Residential Lets(Accommodation)	Weekly + Additional Turnaround Cleans

## Outcome Criteria Part 2 – Hygiene Standard

### 01 Educational Facilities/Areas

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
<b>Furniture:</b> Desks/Tables Work/Drawing tables Chairs/Stools/Benches/ chairs with tablets Cabinets - High/Low Cupboards-Built In Podium Trolley tables Bookcases	Dust	Free from visible loose debris, dust and cobwebs.	Some debris and light dust arising from usage between cleans.	Vertical/horizontal surfaces. Edges & Ridges. Legs/Arms. Seats. Underside edges. Under keyboards, telephones, etc; Drawer handles. Table frames. Reposition all chairs & tables to the furniture layout drawing in each room.
	Damp wipe/ Wash Extraction for upholstered seating	Free from impacted debris, dust, cobwebs and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	
	Polish/ burnish	Free from removable stains, spillages and debris. Dry & smear free with a bright even sheen.	Some debris, light dust and marks arising from usage between cleans.	
<b>Fixtures &amp; Fittings:</b> Window sills Sockets / Switches Radiators Cupboards-Built in White/Blackboards Overhead projector Computer screens Computer bases Computer key boards	Dust	Free from visible loose debris, dust, foreign matter and cobwebs.	Some debris and light dust arising from usage between cleans.	Edges & Corners. Behind radiators. White/Blackboard pens, chalk, acetate rolls, flip charts & paper towels replaced.
	Damp wipe/ Wash	Free from impacted debris, foreign matter, dust, cobwebs and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust, marks and stains arising from usage between cleans.	
<b>Vertical surfaces:</b> Walls Doors & glass Partitions, incl; glass Air Conditioning /Extraction Vents external facia	Dust/ Damp wipe/ wash	Free from impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks and stains arising from usage between cleans.	Door frame edges. Inner side of door. Vision panels. Door handles, hand & kick plates & door returns. Fitments. Corners. Floor & steps edge treads.
<b>Edges &amp; Ridges:</b>	Detail Clean	Free from	Some debris, light	

Door frames Pipe work & tubing Skirting edges Cable Trunking Whiteboard top edges		impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	dust, marks and stains arising from usage between cleans.	
<b>Floors: Hard</b> Terrazzo Vinyl Safety Thermoplastic Wood Quarry Tile Concrete Rubber Raised floor tiles	spot mop/ wash	Free from dust, spillage, removable stains, superficial marks & loose debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	Surface dust removed prior to cleaning task. Marks/staining on walls, skirting and surrounding surfaces. Edges & corners. Behind bins & doors. Under display units. Under moveable items, i.e. furniture, mats, etc;
	Detail Clean	Free from dust, spillage, removable stains, ingrained dirt, scuff marks & impacted debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Full Vacuum	Free from visible loose debris, dust, fluff & lint. An overall even appearance.	Some debris & light dust arising from usage between cleans.	
	Burnish/ Polish (including stripping)	Free from dust, spillage, removable stains, superficial marks & debris. Dry & of uniform appearance with an even sheen.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
<b>Floors: Soft</b> Carpet Barrier Matting	Spot clean	Free from visible loose debris, dust, fluff & lint. Free from removable stains & matter.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	Edges & Corners. Behind bins & doors. Under desks/tables, other furniture, mats etc;
	Full Vacuum	Free from visible loose debris, dust, fluff & lint. An overall even appearance.	Some debris & light dust arising from usage between cleans.	
	Detail Clean including shampoo	Free from impacted debris, dust, fluff, lint & removable stains. An overall bright even appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	

		Odour free.		
<b>Other various:</b>	Dust	Free from visible dust, loose litter, & debris.	Some Litter, debris and light dust arising from usage between cleans.	Bins: Internal & external surfaces. Ear, mouthpiece & handset cradle.
General, Mixed Recyclable, Paper/Cardboard Waste Bins Fire appliance & stand. Lamp/Desk Lamp Fan casing Telephones		Damp wipe/ Wash	Free from impacted debris, dust, removable stains & marks. Dry & smear free.	
<b>FINAL PRESENTATION of all Academic/Teaching rooms Monday to Sunday</b> <b>1. Before 8.30AM (prior start of Academic working day)</b> <b>2. 9.00am to 10.00pm (Academic working day)</b>		<ol style="list-style-type: none"><li>1. White/Blackboard pens to be checked daily to ensure that they work and replaced where required, chalk, acetate rolls, flip charts &amp; paper towels replaced/replenished as required.</li><li>2. Fix following day booking sheets to all rooms where applicable.</li><li>3. Reposition all chairs &amp; tables as per the furniture layout drawing in each room.</li><li>4. Catering related utensils e.g. cups/saucers/ glasses/jugs/cutlery... are remove &amp; returned to the nearest catering outlet.</li><li>5. Report any furniture requirements</li><li>6. Report any damaged/faulty furniture and white boards daily.</li><li>7. Report any permanently marked white boards e.g. permanent marker has been used</li></ol>		
		<p>NOTE</p> <p>No other cleaning fluid is to be used on the white board besides the acetate cleaning fluid provided by the LSE.</p> <p>Use of permanent marker pens on white boards is to be reported.</p>		

## 02 - Circulation / Traffic Areas

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
<b>Furniture:</b> Tables/Desks Chairs/Seats/Benches/ Upholstered seating  Cupboards/Cabinets- High/Low/Built in  Wall Furniture, e.g. Pictures <b>Fixtures &amp; Fittings:</b> Gallery spectator seats Window sills Shelving/Racking Lockers Sockets / Switches Wall lights Radiators Cookers/Ovens Sinks incl; Taps Counter tops/work surface Information display stands Coat hooks/stands Mirrors <b>Soft Furnishings:</b> Curtains Blinds Fabric covered surfaces	Dust	Free from visible loose debris, dust and cobwebs.	Some debris and light dust arising from usage between cleans.	Vertical/horizontal surfaces. Edges & Ridges. Legs/Arms. Seats & seat fittings. Underside edges. Under keyboards, telephones, etc; Drawer handles.
	Detail Clean/Extraction for upholstered seating	Free from impacted debris, dust, cobwebs and removable stains. Dry & smear free and of uniform appearance.	Some debris and light dust arising from usage between cleans.	
	Damp wipe/Wash	Free from impacted debris, dust, cobwebs and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Edges & Ridges. Corners. Rails. Fitments. Behind radiators. Sink drain points & outlets.
	Detail Clean	Free from spillage, removable stains, ingrained dirt, scuff marks & impacted debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	Taps (& tap to sink edges-scale). Base/underside of gallery seating. Counter vertical surfaces. All sides of elements.
	Polish/burnish	Free from removable stains, spillages and debris. Dry & smear free with a bright even sheen.	Some debris, light dust and marks arising from usage between cleans.	
	Vacuum clean	Free from visible loose dust and cobwebs.	Some debris, light dust arising from usage between cleans.	Both sides of curtains & blinds. Underneath cushions.
<b>Vertical surfaces:</b> Walls / Lift walls Doors incl; glass/Lift doors Partitions, incl; glass Air Conditioning /Extraction Vents	Dust/ Damp wipe/ wash	Free from impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks and stains' arising from usage between cleans.	Inner side of door. Vision panels. Door handles, hand & kick plates & door returns. Fitments. Surfaces under dispensers. Surfaces surrounding sinks & waste bins. Corners.

external facia				
<b>Edges &amp; Ridges:</b> Door frames/Channels Handrails/Balustrades Stairs Pipe work & tubing Cable Trunking Skirting edges	Detail Clean	Free from impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks and stains' arising from usage between cleans.	Door frame edges. Door returns. Fitments. Curtain/blind rails. Stairs tread edges. Lift door channels.
<b>Floors: Hard</b> Ceramic Vinyl Safety Terrazzo Rubber Wood	spot mop/ wash	Free from dust, spillage, removable stains, superficial marks & loose debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	Surface dust removed with dust control mop, prior to cleaning task. Marks/staining on walls, skirting and surrounding surfaces. Edges & corners. Behind bins & doors. Under moveable items, i.e. furniture, mats, etc;
	Burnish/ Polish (inclusive of stripping)	Free from dust, spillage, removable stains, superficial marks & debris. Dry, of uniform appearance with an even sheen.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Spot clean	Free from visible loose debris, dust, fluff & lint. Free from removable stains & matter.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Detail Clean(inclusive of wet extraction)	Free from impacted debris, dust, fluff, lint & removable stains. An overall bright even appearance. Odour free.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Full Vacuum	Free from visible loose debris, dust, fluff & lint. An overall even appearance.	Some debris & light dust arising from usage between cleans.	
<b>Floors: Soft</b> Carpet Barrier Matting				
<b>Other various:</b> General, Mixed Recycling, Mixed Paper/Cardboard & Food Composting Waste bins Electrical appliances Telephones Vending machines Fire appliance & stand	Dust	Free from visible dust, loose litter & debris.	Some litter, debris and light dust arising from usage between cleans.	Bins: Internal & external surfaces. Handsets: Ear & mouth pieces. Keypad. Appliances: Inner surfaces, where possible & outer surfaces. Ashtrays: Should be free from debris, tar & nicotine stains. Inner & outer
	Damp wipe	Free from impacted debris, dust and removable stains. Dry & smear free and of uniform	Some debris, light dust and stains arising from usage between cleans.	

Television casing & screen Lamps/Lighting Ashtrays		appearance.		surfaces: Microwaves, Fridges etc;
	Detail Clean	Free from impacted debris, dust fluff, lint & removable stains. An overall bright even appearance. Odour free.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
Catering utensils e.g. cups/saucers/glasses/jugs/cutlery...	Remove	Returned to the nearest catering outlet within the building	No catering utensils left in this area	Catering utensils found.

### 03 - Washroom Areas

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
<b>Sanitary Fittings:</b> Toilet pans Toilet seat, hinges, crevices  Cisterns & Flush device	Damp wipe/ Wash	Free from impacted debris, dust, cobwebs, removable stains, body fats & fluids. Odour free. Dry, smear free and of uniform appearance with no visible waterline.	Some debris, light dust and stains arising from usage between cleans.	Outer/lower & inner surfaces of fittings. Flushing device. U bends & under rims. Seat, cover, hinges & crevices. Overflows, Outlets, plugs, drainage points. Undersides of tap outlet & lower edge at basin. Shower heads descaled. All surfaces of shower installation unit. Debris springs
Toilets Pans	Unblock	Free from blockage, if unable to unblock Reported to LSE Maintenance Via Estates Helpdesk , Door Locked Off & Out of order notice placed on door	Reported to LSE Maintenance and locked off.	When discovered, cubicle(s) to be locked off, correctly completed signage to be put on cubicle door and LSE Estates to be notified.
<b>Water Free Urinals*</b> Washbasins Taps Shower Installation Shower tray  Bath	Detail Clean	Free from impacted debris, dust, cobwebs, removable stains, body fats & fluids, limescale and verdigris. Descaling must be carried out monthly or as required in high usage areas Odour free. Dry, smear free and of uniform appearance with no visible waterline.	Some debris, light dust and stains arising from usage between cleans.	Outer/lower & inner surfaces of fittings. Flushing device. U bends & under rims. Seat, cover, hinges & crevices. Overflows, Outlets, plugs, drainage points. Undersides of tap outlet & lower edge at basin. Shower heads descaled. All surfaces of shower installation unit. Debris springs. Checked for odour
<b>Fixtures &amp; Fittings:</b> Window sills Shelving Light Switches	Dust/ Damp wipe/ wash	Free from impacted debris, dust, cobwebs, removable stains, body fats & fluids. Odour free. Dry, smear free and of uniform	Some debris, light dust and stains arising from usage between cleans.	Underside/Base of all dispensers. Underside/Base of hand driers. Soap outlets & contact points. Tops & vertical surfaces of vending

		appearance.		machine.
Wall lights	Detail Clean	Free from impacted debris, dust, cobwebs, removable stains, body fats & fluids, scale and verdigris. Odour free. Dry, smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Edges & ridges & vertical surfaces of cubicles. Vertical surface & behind radiators.
Radiators				
Coat hooks/stands				
Dispensers				
Mirrors	Polish/ burnish	Free from removable stains, spillages and debris. Dry & smear free with a bright even sheen.	Some debris, light dust and marks arising from usage between cleans.	
Hand driers				
Vending machines				
Vanity Unit/Counter tops				
Shower cubicle				
Shower mats				
<b>Vertical surfaces:</b> Walls Doors & vision panels Partitions Ceramic wall tiles(inclusive of splash back) Air Conditioning /Extraction Vents external facia	Dust/ Damp wipe/ wash	Free from impacted debris, dust, cobwebs, removable stains, body fats & fluids. Odour free. Dry, smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Walls at critical points: near urinals, toilet pans, basins, under hand-driers & dispensers. Partition vertical & top edges. Critical contact points of door. Door frames, handles, hand & kick plates & door returns. Grout between tiles
<b>Edges &amp; Ridges:</b> Door frames Pipe work & tubing Partitions Skirting edges.	Detail Clean	Free from impacted debris, dust, cobwebs, removable stains, body fats & fluids. Odour free. Dry, smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Soil pipes behind toilet pan. Pipes leading from toilets basins & radiators. Fitments. Edges & Corners. Curtain/blind rails.
<b>Floors: Hard</b> Quarry/Ceramic tiles Vinyl Safety Terrazzo Rubber Wood	spot mop/ wash	Free from dust, spillage, removable stains, superficial marks & loose debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	Surface dust removed with Dust control mop, prior to cleaning task. Behind sanitary fittings, bins, doors. Edges & corners. Marks/staining on walls, skirting and surrounding surfaces. Floor drain-away points. Under slip mats.
	Detail Clean	Free from dust, spillage, removable stains, ingrained dirt, scuff marks & impacted debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	

	Burnish/ Polish (including stripping)	Free from dust, spillage, removable stains, superficial marks & debris. Dry & of uniform appearance with an even sheen.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
<b>Other various:</b>  General Waste Bins Sanitary waste units Toilet brush & holder	Dust/ Damp wipe/ wash	Free from impacted debris, dust and removable stains. Free from visible dust, loose litter & debris. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans. Litter & debris arising from usage between cleans.	Internal & external surfaces of waste bins, including lids. Top surfaces of sanitary bin.
<b>Consumables:</b>  Hand Soap Bin Liners Toilet tissue Roller Towels	Replenish	Filled to capacity. Free running from dispenser with no obstruction.	Decreased amount of products arising from usage between replenishing. Some snagging from dispenser.	Check for obstructions; ensure all dispensers are free running. Congealing of soap, replace old soap after a given time.

#### IMPORTANT NOTES

**\* Water Free Urinals - under no circumstances must water be used to clean the inside of any individual urinal.**

1. Environmental friendly biodegradable cleaning product is provided by the Client for the cleaning of all urinals.
2. The urinal & dome should be sprayed sparingly with the LSE issued cleaning product & wiped with a cloth.
3. Bleaches, de-scalers or citrus-based cleaners must NEVER be used to clean the urinals.
4. The Debris springs inside the bowl of the urinal (where present) must be removed at least daily for cleaning. In heavy usage areas they are to be checked more frequently.

#### **\*Wash Room Check Sheets**

1. It is mandatory for the Contractor operatives who service the toilets to accurately fill these in at every service.
2. They are required to confirm that all consumables have been restocked, bins emptied, toilet cubicles checked, fittings and fixtures checked with the outcome criteria hygiene standard being met in full.
3. Fraudulently filling in Wash Room Check Sheets is considered a disciplinary offence. If proven this will result in an immediate rectification notice to the Contractor.

#### 04 - Office Areas

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
<b>Furniture:</b> Desks/Tables Chairs/Upholstered Chairs Bookcases Cabinets - High/Low Coat stands Pictures	Dust  Damp wipe/Wash(Extraction)  Polish/burnish	Free from visible loose debris, dust and cobwebs.  Free from impacted debris, dust, cobwebs and removable stains. Dry & smear free and of uniform appearance.  Free from removable stains, spillages and debris. Dry & smear free with a bright even sheen.	Some debris and light dust arising from usage between cleans.  Some debris, light dust and stains arising from usage between cleans.  Some debris, light dust and marks arising from usage between cleans.	Vertical/horizontal surfaces. Edges & Ridges. Legs/Arms. Seats. Underside edges. Under keyboards, telephones, etc; Drawer handles.
<b>Soft Furnishings:</b> Curtains Blinds Fabric covered surfaces	Vacuum clean  Dust	Free from visible loose dust and cobwebs.  Free from visible loose dust and cobwebs.	Some light dust arising from usage between cleans.  Some light dust arising from usage between cleans.	All sides of elements.
<b>Fixtures &amp; Fittings:</b> Window sills Shelving Sockets / Switches Wall lights Radiators Coat hooks Partitions Doors Mirrors	Dust  Damp wipe/Wash  Polish/burnish	Free from visible loose debris, dust and cobwebs.  Free from impacted debris, dust, cobwebs and removable stains. Dry & smear free and of uniform appearance.  Free from removable stains, spillages and debris. Dry & smear free with a bright even sheen.	Some debris and light dust arising from usage between cleans.  Some debris, light dust and stains arising from usage between cleans.  Some debris, light dust and marks arising from usage between cleans.	Edges & Ridges. Corners. Rails. Inner side of door. Vision panels. Door handles, hand & kick-plates & door returns. Fittings. Behind radiators.
<b>Vertical surfaces:</b> Walls Doors & glass Partitions, incl; glass Air Conditioning /Extraction Vents external facia.	Dust/ Damp wipe/ wash	Free from impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks and stains' arising from usage between cleans.	Door frame edges Inner side of door. Vision panels. Door handles, hand & kick plates & door returns. Fittings. Surfaces under dispensers.
<b>Edges &amp; Ridges:</b> Door frames Pipe work & tubing Skirting edges.	Detail Clean	Free from impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks and stains' arising from usage between cleans.	Surfaces surrounding waste bins. Corners. Curtain/blind rails.

#### 04 Office Areas - Continued

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
<b>Floors: Hard</b> Tiled Vinyl Wood	spot mop/ wash	Free from dust, spillage, removable stains, superficial marks & loose debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	Surface dust removed with dust control mop, prior to cleaning task. Marks/staining on walls, skirting's and surrounding surfaces. Edges & corners. Behind bins & doors. Under desks/tables, other furniture, mats, etc;
	Detail Clean	Free from dust, spillage, removable stains, ingrained dirt, scuff marks & impacted debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Burnish/ Polish (inclusive of stripping)	Free from dust, spillage, removable stains, superficial marks & debris. Dry & of uniform appearance with an even sheen.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
<b>Floors: Soft</b> Carpet Barrier Matting	Spot clean	Free from visible loose debris, dust, fluff & lint. Free from removable stains & matter.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	Edges & corners. Behind bins & doors. Under desks/tables, other furniture, mats, etc;
	Full Vacuum	Free from visible loose debris, dust, fluff & lint. An overall even appearance.	Some debris & light dust arising from usage between cleans.	
	Detail Clean (inclusive of wet extraction )	Free from impacted debris, dust, fluff, lint & removable stains. An overall bright even appearance. Odour free.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
<b>Office equipment:</b> Table lamps Television casing & screen Telephones Computer bases Computer screens & keyboards	Dust	Free from visible loose dust.	Some debris and light dust arising from usage between cleans.	Handsets: Ear & mouth pieces. Keypad.
	Damp wipe	Free from impacted debris, dust and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	
<b>Other various:</b> General, Mixed Recyclable, Food Composting, Mixed Paper/Cardbo ard Waste Bins Cooling fans	Dust	Free from visible dust, loose litter & debris.	Some Litter, debris and light dust arising from usage between cleans.	Bins: Internal & external surfaces.
	Damp wipe	Free from impacted debris, dust and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	

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### 05 - External Areas

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
<b>Grounds:</b>  Parking bays Pavements & kerbing Vestibules & entrances Courtyards and Plazas Waste confinement area Main highways e.g. Houghton street	Litter pick	Free from removable debris.	Some debris arising from usage between cleans.	Behind doors. Under & behind waste containers. Around trees and shrubs
	Sweep	Free from removable dust, dirt & debris.	Some debris, dirt & dust arising from usage between cleans.	
	Detail Clean	Free from spillage, removable stains, superficial marks & loose or impacted debris. Free from chewing gum* Weeding around trees in the public highway	Some debris, weeds, dust, marks, spillages and stains arising from usage between cleans.	
<b>Vertical surfaces:</b>  Walls  Doors  Door glass  External Building Facias inclusive of air conditioning /extraction vents	Dust/Damp wipe/wash/ Jet wash	Free from impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance. Free from Unauthorised posters and out of date LSE posters	Some debris, light dust, marks and stains arising from usage between cleans.	Door frame edges Inner side of door. Vision panels. Door handles, hand & kick plates & door returns. Fitments. Corners. Poster boards and walls
<b>Edges &amp; Ridges:</b>  Door frames  Pipe work & tubing  Barriers  External signage & Poster Boards		Free from impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.		
Horizontal Surfaces: Steps, Ramps, Plaza, courtyards  Stone Benching	Litter pick	Free from removable debris.	Some debris arising from usage between cleans.	
	Sweep	Free from removable dust, dirt & debris.	Some debris, dirt & dust arising from usage between cleans.	

	Detail Clean (includes jet washing)	Free from spillage, removable stains, superficial marks & loose or impacted debris.	Some debris, dust, marks, spillages and stains arising from usage between cleans.	
<b>Other various:</b> General Waste Bins Mixed Recyclable Waste Bins Food Composting Bins Glass recycling Bins Mixed Paper/Cardboard Recycling Bins Compactor(s) Ashtrays Flower tubs/boxes	Dust	Free from visible dust, loose litter, & debris.	Some Litter, debris and light dust arising from usage between cleans.	Bins: Internal & external surfaces. Ashtrays: Should be free from debris, tar & nicotine stains.
	Damp wipe/Wash	Free from impacted debris, dust, removable stains & marks. Dry & smear free.	Some debris, light dust, marks and stains arising from usage between cleans.	

\*1. Chewing Gum: an important aspect of this contract is the appearance and maintenance of LSE external grounds. An agreed schedule of chewing gum removal will be set up to bring the external grounds up to an acceptable standard, and then chewing gum removal will form part of the normal daily grounds maintenance duties.

### 06 - Catering Areas

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
<b>Furniture:</b>	Dust	Free from visible loose debris, dust and cobwebs.	Some debris and light dust arising from usage between cleans.	Vertical/horizontal surfaces. Edges & Ridges. Legs/Arms. Seats & seat fittings. Underside edges. Under keyboards, telephones, etc; Drawer handles.
Tables				
Chairs/Seats/Benches/Upholstered chairs				
Cupboards/Sideboards-High/Low/Built in				
Wall Furniture, e.g. Pictures – Mirrors	Damp wipe/ Wash(Wet Extraction for upholstered)	Free from impacted debris, dust, cobwebs and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Edges & Ridges. Corners. Rails. Fitments. Behind radiators. Sink drain points & outlets. Taps (& tap to sink edges-scale). Base/underside of gallery seating. Counter vertical surfaces. All sides of elements. Fountain outlet & tray
<b>Fixtures &amp; Fittings:</b>				
Ledges				
Window sills				
Shelving/Racking				
Brass Fittings	Detail Clean	Free from spillage, removable stains, grease, ingrained dirt, scuff marks & impacted debris. Dry & of uniform appearance.	Some debris, light dust, marks, grease, spillages and stains arising from usage between cleans.	
Sockets / Switches				
Wall lights				
Radiators				
Water Fountain				
Servery Fronts				
Bar Front	Polish/ burnish(cluding stripping) and degreasing	Free from removable stains, spillages and debris. Dry & smear free with a bright even sheen.	Some debris, light dust and marks arising from usage between cleans.	
Info; display stands				
Coat hooks/stands				
Shutters				
Extract Canopy				
Extract Filter Air Conditioning/Extraction vents outer facia only.				
<b>Soft Furnishings:</b>	Vacuum clean	Free from visible loose dust and cobwebs.	Some debris, light dust arising from usage between cleans.	Both sides of curtains & blinds. Underneath cushions.
Curtains				
Blinds				
Books				
Upholstered surfaces	Dust/ Damp wipe/ wash	Free from impacted debris, dust, grease, cobwebs, removable stains & marks. Dry, smear free and of uniform	Some debris, light dust, marks, grease and stains' arising from usage between cleans.	Inner side of door. Vision panels. Door handles, hand & kick plates & door returns. Fitments.
<b>Vertical surfaces:</b>				
Walls / Lift walls				
Doors incl; glass/Lift doors				

Partitions, incl; glass		appearance.		Surfaces under dispensers. Surfaces surrounding sinks & waste bins. Corners.
<b>Edges &amp; Ridges:</b>  Door frames Pipe work & tubing Partitions Skirting's	Dust/ Damp wipe/ wash	Free from impacted debris, dust, grease, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks, grease and stains' arising from usage between cleans.	Door frame edges. Door returns. Fitments. Curtain/blind rails. Stairs tread edges.
<b>Floors: Hard</b>  Quarry/Ceramic tiles Linoleum Vinyl Safety Terrazzo Rubber Wood	spot mop/ wash	Free from spillage, removable stains, grease, superficial marks, dust & loose debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages, grease and stains arising from usage between cleans.	Surface dust removed with dust control mop, prior to cleaning task. Use Degreasing agent on hard floors.  Behind furniture, fittings, bins, doors. Under sinks, fittings & other equipment. Edges & corners. Marks/staining on walls, skirting and surrounding surfaces from burnishing machine. Under furniture, fittings, slip, barrier mats etc; Edges & Corners.
	Detail Clean	Free from dust, spillage, removable stains, grease, ingrained dirt, scuff marks & impacted debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages, grease and stains arising from usage between cleans.	
	Burnish/ Polish(including Stripping)	Free from dust, spillage, removable stains, grease, superficial marks & debris. Dry & of uniform appearance with an even sheen.	Some debris, light dust, marks, spillages, grease and stains arising from usage between cleans.	
<b>Floors: Soft:</b>	Spot clean   Full Vacuum   Detail Clean(including wet extraction)	Free from visible loose debris, dust fluff & lint. Free from removable stains & matter.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
Carpet Barrier Matting		Free from visible loose debris, dust fluff & lint. An overall even appearance.	Some debris & light dust arising from usage between cleans.	
		Free from impacted debris, dust fluff, lint & removable stains. An overall bright even appearance. Odour free.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
<b>Other various:</b>	Dust	Free from visible dust, loose litter & debris.	Some Litter, debris and light dust arising from usage between cleans.	Bins: Internal & external surfaces.
General, Mixed Recyclable, Mixed Paper/Cardboard, Food Composting & Glass Waste Bins				

	Damp wipe	Free from impacted debris, dust and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.
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## 07 – Sustainable Waste Management

Elements	Task	Acceptable on Completion of Task	Acceptable between daily task	Inspection Points
General Waste Bins	Empty bins. Replace waste sack. Removed content transport to designated disposal /collection point & disposed of in compactor or 1100 Euro bin for that waste stream.	Free from odour, visible dust, loose litter, impacted debris, graffiti, stickers, removable stains & marks. Dry & smear free. Clean Clear waste sack in place.	Some light debris, dust, litter, stains & marks arising from usage between cleans.	Bins: Internal & external surfaces.
Bulk Cardboard	Collect cardboard. Sort content into appropriate waste stream. Flatten cardboard if required. Removed and transport to the designated disposal/collection point & disposed of in 1100L /660L Euro Bin for that waste stream	Area clear of cardboard & free from debris.		
Mixed Paper Waste Bins	Empty bins. Replace the reusable waste sack. Transport sack & its content ,to designated disposal/ collection point & empty content of sack into of in 1100L/660L Euro bin for that waste stream. Pack and store the reusable sack.	Free from odour, visible dust, loose litter, impacted debris, graffiti, stickers, removable stains & marks. Dry & smear free. Clean white reusable waste sack in place.	Some light debris, dust, litter, stains & marks arising from usage between cleans.	
Food Composting Waste Bins	Empty bins. Replace the compostable waste sack. Removed content , transport to designated disposal/ collection point & disposed of in 240L or 140L wheelie bin for that waste stream.	Free from odour, visible dust, loose litter, impacted debris, graffiti, stickers, removable stains & marks. Dry & smear free. Clean Composting waste sack in place.	Some light debris, dust, litter, stains & marks arising from usage between cleans	

Mixed Recycling Waste Bins	<p>Empty bins. Replace waste sack.</p> <p>Removed content transport to designated disposal /collection point &amp; disposed of in compactor or 1100 Euro bin for that waste stream.</p> <p>Empty liquids container and dispose of content via a butlers sink within cleaning cupboards provided.</p>	<p>Free from odour, visible dust, loose litter, impacted debris, graffiti, stickers, removable stains &amp; marks.</p> <p>Dry &amp; smear free.</p> <p>Clean Clear waste sack in place.</p>	<p>Some light debris, dust, litter, stains &amp; marks arising from usage between cleans</p>	
Glass Recycling Bins	<p>Empty bins.</p> <p>Removed from designated collection point &amp; taken to waste confinement area.</p>	<p>Free from odour, visible dust, loose litter, impacted debris, graffiti, stickers, removable stains &amp; marks.</p> <p>Dry &amp; smear free.</p> <p>Clean Clear waste sack in place.</p>	<p>Some light debris, dust, litter, stains &amp; marks arising from usage between cleans.</p>	
Specialist Waste pallets, confidential, lamps/bulbs, Ink tubs, Stamps tubs, CD/DVD tubs, Batteries tubs toner, mobile phone tubs, printer cartridges, paints, catering oil, WEEE, metal & wood, furniture, stationery, books and textiles.	<p>Remove and take to the designated waste confinement areas. This is specified in section 4.4.2 of this contract.</p>	<p>Collection area clear &amp; free from debris, &amp; dust.</p>		
Hazardous Waste / Body Spills	<p>Contain &amp; clear using the appropriate body spill kit.</p> <p>Remove to secure waste receptacle for collection from approved contractor.</p>	<p>Free from evidence stains, smears &amp; odours. Area cleaned &amp; disinfected.</p>		Body spill kit replaced.
Waste Confinement Areas Internal & External (inc. Compactor)	Sweep ground	Free from removable dust, dirt & debris.	Some debris, dirt & dust arising from usage between cleans.	Under & behind: waste containers & compactor.
	Litter Pick			

	Detail Clean (includes Jet washing)	Free from spillage, removable stains, superficial marks & loose or impacted debris.	Some debris, dust, marks, spillages and stains arising from usage between cleans.	Evidence of vermin, e.g. Rats, animals or birds etc; should be reported immediately.  Any faults with equipment must be reported immediately.
	Bin Security	All external waste receptacle lids must be kept locked at all times unless in use. They must also be kept secured either to the railings/eyebolts provided where applicable.	Only open when disposing of waste.	
	Daily Detail Clean of Catering Food Waste Bins only (includes Jet washing)	Free from spillage, removable stains, superficial marks & loose or impacted debris.	Some debris, dust, marks, spillages and stains arising from usage between cleans.	Under & behind: waste containers & compactor.  Evidence of vermin, e.g. Rats, animals or birds etc; should be reported immediately.  Any faults with equipment must be reported immediately.

#### **NOTE**

- The Contractor must ensure that all waste is disposed of in accordance with the terms of the LSE waste license and complies with the Environmental Protection act 1990.
- Locations of the Waste disposal /Confinement areas of the LSE Main Campus are detailed in Section 4.4.2 under Tables 3 and 4 Sustainable Waste Management.
- All Office Food Composting bins are to be emptied daily
- All other office waste bins are to be emptied when the office is cleaned on a twice-per-week basis as per the defined building schedule.
- All bins types located within Academic (teaching rooms, study room etc - not offices), Catering, Washroom, External Circulation/Traffic area are to be emptied throughout the academic working day as specified in Section 4.1.2 point 2.
- All specialist waste streams require removing and depositing at their waste confinement area(s) on an as-and-when-required basis. Confinement locations are set out in Table 4 section 4.4.2.
- All waste sacks (Clear, White Reusable & Composting) are provided by the LSE.

### 08 –Contractor Cleaning Equipment

Elements	Task	Acceptable during & after cleaning tasks
<b>Cleaning equipment:</b>	Dust/Damp wipe/wash	<p>During &amp; after use, all cleaning equipment should be visibly clean with no blood or body substances, dust, dirt, debris or water/moisture.</p> <p>All parts including underneath &amp; framework of trolley &amp; refuse container should be clean &amp; free from impacted debris, dust and removable stains. Free from visible dust, loose litter &amp; debris.</p>
Mops & buckets		
Cloths		
All electrical equipment e.g vacuums, rotary scrubbers...		
Trolley	Storage / Launder / Dispose	<p><i>All cleaning equipment should be thoroughly cleaned after use, well maintained and stored in a locked area.</i></p> <p>Buckets should be rinsed in clean water, dried &amp; stored upside down. Mops should be rinsed in clean water, wrung out &amp; stored upside down to air dry or laundered or disposed off as per local policy states. Cloths should be rinsed in clean water, wrung out &amp; hung vertically to air dry or laundered or disposed off as per local policy states.</p>
Warning signs		
Refuse bag/container		
All electrical equipment e.g vacuums, rotary scrubbers...		

### 09 Residential Lets (Accommodation) Areas

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
<b>Furniture:</b> Tables Chairs/Seats/B/Upholstered chairs Cupboards/Sideboards-High/Low/Built in  Wall Furniture, e.g. Pictures – Mirrors Bedstead Bedside cabinets Desk  <b>Fixtures &amp; Fittings:</b> Ledges Window sills Shelving Brass Fittings Sockets / Switches Wall lights Radiators Door Handles Intercom Lamps Mirrors Pictures inc.frames  <b>Soft Furnishings:</b> Curtains Cushions Blinds Books Upholstered surfaces	Dust	Free from visible loose debris, dust and cobwebs.	Some debris and light dust arising from usage between cleans.	Vertical/horizontal surfaces. Edges & Ridges. Legs/Arms. Seats & seat fittings. Underside edges. Under keyboards, telephones, etc; Drawer handles.
	Damp wipe/ Wash(Wet Extraction for upholstered)	Free from impacted debris, dust, cobwebs and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Edges & Ridges. Corners. Rails. Fittings. Behind radiators. Sink drain points & outlets. Taps (& tap to sink edges-scale). Base/underside of gallery seating. Counter vertical surfaces. All sides of elements. Fountain outlet & tray
	Detail Clean	Free from spillage, removable stains, grease, ingrained dirt, scuff marks & impacted debris. Dry & of uniform appearance.	Some debris, light dust, marks, grease, spillages and stains arising from usage between cleans.	
	Polish/ burnish(including stripping)	Free from removable stains, spillages and debris. Dry & smear free with a bright even sheen.	Some debris, light dust and marks arising from usage between cleans.	
	Vacuum clean	Free from visible loose dust and cobwebs.	Some debris, light dust arising from usage between cleans.	Both sides of curtains & blinds. Underneath cushions.
<b>Vertical surfaces:</b> Walls / Splashbacks	Dust/ Damp wipe/ wash	Free from impacted debris, dust, grease, cobwebs, removable	Some debris, light dust, marks, grease and stains	Inner side of door. Vision panels.

Doors incl; glass shower doors/entrance doors & internal room doors		stains & marks. Dry, smear free and of uniform appearance.	arising from usage between cleans.	Door handles, hand & kick plates & door returns. Fitments. Surfaces under dispensers. Surfaces surrounding sinks & waste bins. Corners.
Partitions, incl; glass				
<b>Edges &amp; Ridges:</b>  Door frames Pipe work & tubing Partitions Skirting's	Dust/ Damp wipe/ wash	Free from impacted debris, dust, grease, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks, grease and stains' arising from usage between cleans.	Door frame edges. Door returns. Fitments. Curtain/blind rails. Stairs tread edges.
<b>Floors: Hard</b>  Quarry/Ceramic tiles Linoleum Vinyl Safety Terrazzo Rubber Wood	spot mop/ wash	Free from spillage, removable stains, grease, superficial marks, dust & loose debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages, grease and stains arising from usage between cleans.	Surface dust removed with dust control mop, prior to cleaning task. Use Degreasing agent on hard floors. Behind furniture, fittings, bins, doors. Under sinks, fittings & other equipment. Edges & corners. Marks/staining on walls, skirting and surrounding surfaces from burnishing machine. Under furniture, fittings, slip, barrier mats etc; Edges & Corners.
	Detail Clean	Free from dust, spillage, removable stains, grease, ingrained dirt, scuff marks & impacted debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages, grease and stains arising from usage between cleans.	
	Burnish/ Polish(including Stripping)	Free from dust, spillage, removable stains, grease, superficial marks & debris. Dry & of uniform appearance with an even sheen.	Some debris, light dust, marks, spillages, grease and stains arising from usage between cleans.	
<b>Floors: Soft:</b>  Carpet/ Barrier Matting Rugs	Spot clean	Free from visible loose debris, dust fluff & lint. Free from removable stains & matter.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Full Vacuum	Free from visible loose debris, dust fluff & lint. An overall even appearance.	Some debris & light dust arising from usage between cleans.	
	Detail Clean(including wet extraction)	Free from impacted debris, dust fluff, lint & removable stains. An overall bright even appearance. Odour free.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
<b>Other various:</b>	Dust	Free from visible dust,	Some Litter,	

General, Mixed Recyclable, Mixed Paper/Cardboard, Food Composting & Glass Waste Bins Sanitary Waste		loose litter & debris.	debris and light dust arising from usage between cleans.	Bins: Internal & external surfaces.
	Damp wipe	Free from impacted debris, dust and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	