

APPENDIX 1 - DEFINITIONS

TERM DEFINITIONS

- Damp Wipe:** The use of a thoroughly clean damp cloth to remove scum, dust and other foreign matter from any surface that will not be damaged by moisture.
- Dust:** The use of a treated clean dust cloth to remove dust, fingerprints, water/coffee rings and other foreign matter from horizontal and vertical surface that cannot take moisture. All movable objects shall be moved and the surface dusted underneath and items replaced.
- Horizontal Surface Cleaning:** Any flat surface including, but not limited to: filing cabinets, credenzas, desk and table tops, window sills, counter tops, shelved, etc., shall be cleaned without removal of papers left by employees.
- High Dust:** High dust areas are defined as areas that can be reached by a 10-foot ladder or with 16- foot extension pole.
- Policing:** Policing shall consist of picking up small pieces of paper, paper clips, staples, confetti, shreds of paper, etc.

- Polish:** The use of an approved wood, glass, metal or tile polish and/or wax to remove streaking lines and dull, dingy appearance to bring a clear or high shining appearance without streaking or buffing marks.
- Rinse:** The use of a thoroughly clean mop and water to rinse tile floors, base boards, and/or floor/wall adjoinments to ensure that no streaking or spotting occurs.
- Sanitize:** The use of an approved solution to kill germs on drinking fountains, shower and locker room floors, benches, toilet seats, etc.
- Scrub:** The use of an approved cleaning solution to remove dirt, scum, rust stains, soap buildup, lime buildup, green corrosion, wax buildup and foreign matter by forceful contact between the surface to be cleaned and a cleaning utensil (brush, cloth, etc.) in a back and forth or up and down motion.
- Servicing:** To replace soap, to refill toilet paper and paper towel dispensers. Contractor shall give a one week notice when restocking is required.
- Spot Cleaned:** The use of an approved cleaning method and/or solution to remove the obvious dirt, grime, dust, stains and all other foreign material from any surface or materials.
- Sweep:** The use of a broom and/or dust mop to completely remove all dirt, dust, paper, etc. prior to wet mopping.
- Vacuum:** The use of an approved commercial type vacuum machine to thoroughly remove from the surface being cleaned all dust, dirt, paper, paper clips, staples and all other foreign material. All movable objects shall be moved and the floor vacuumed underneath and the items replaced.
- Vertical Surface Cleaning:** Any vertical surface including but not limited to: walls, doors, partitions, shower walls, side of furniture, file cabinets, etc.
- Wash:** The use of an approved cleaning solution to remove dirt, grime, and all other foreign material for all surfaces which will accept moisture **WITHOUT CAUSING ANY DAMAGE.**
- Wet Mop:** The use of a wet mop, detergent, disinfectant and water to thoroughly remove from all floors all marks, scum, germs and all other foreign material.

STANDARDS

Wiping Standards - The Contractor(s) will be responsible for wiping counter tops, kitchen sinks, waste receptacles, tables, benches, vinyl chairs, light switches, doors, door handles, door edges and any other items that need wiping.

Metal Cleaning Standards - The Contractor(s) will be responsible for insuring that all metal surfaces are without deposits or tarnish and must have a uniformly bright appearance. The cleaner used shall be removed from all adjacent surfaces.

Disposal Standards - The Contractor(s) will be responsible for all trash receptacles to include, wastepaper baskets, trash cans, boxes, and bursters. The above receptacles shall be checked, and emptied daily. The above receptacles shall be re-lined a minimum of semi-weekly or as needed.

PLEASE NOTE: Before re-lining, waste receptacles shall be rinsed or wiped, as necessary.

Exterior smoking urns / receptacles shall be checked, sifted, and cleared of all debris on a weekly basis.

Sweeping Standards - After completion of sweeping, floors shall show no dust or dirt, dirt streaks, scuff marks, paper clips, staples, paper, confetti, insects or any other foreign objects. This includes areas behind or under furniture, benches, work tables, doors, corners, or any other object that is not installed or securely fastened in place.

Baseboards, furniture, walls and equipment shall not be disfigured or smeared by tools and materials used in performance of the work.

Resilient and wood floors shall be swept with clean chemically treated mops.

Gum and similar substances shall be completely removed within 48 hours.

Sweeping compounds shall not be used on "waxed" floors.

Sweeping shall be required behind or under moveable furniture, i.e. chairs, waste paper baskets and floor fans.

Policing Standards - Policing shall consist of picking up small pieces of paper, paper clips, staples, confetti, shreds of paper, cups, cigarette butts, *etc*:

Mopping Standards - Floors, baseboards, kickplates, and floor/ chair mats, shall be clean and free from film, mop streaks and scuff marks, including hard to reach places. Gum, oil, food and similar substances shall be completely removed within 48 hours.

Water seepage under baseboards, bumping baseboards, corners of furniture, and splashing water on walls, baseboards or furniture shall not be permitted.

Scrubbing and Stripping Standards - Scrubbing and stripping shall be performed using professional floor cleaning equipment. A minimum amount of water containing a neutral detergent for washing, or a stripping solution for stripping, shall be used. Hard to reach places shall be done by hand with a scrubbing brush or pad. Do not use any solution, equipment or pads which will damage the floors.

Water seepage under baseboards, bumping baseboards, corners of furniture, carpet and under adjacent areas and the splashing of water, wax or similar liquid on walls, baseboards or furniture shall not be permitted.

Floor shall be rinsed so that all film is removed, including adjacent areas.

Finishing Standards - (After Stripping) - Before applying floor finish, floors need to be clear of all scuff marks, dirt, dust etc.

A minimum of two coats of floor finish shall be applied with a clean applicator. The first coat shall be thoroughly dry before applying second coat. The top coat when thoroughly dry, shall be buffed in accordance with manufacturer's instructions and buff to a hard luster finish.

No heavy accumulations of floor finish around walls, vending machines, under furniture, radiators, and doors leading to adjacent areas will be permitted. If accumulated, it shall be removed and the area refinished.

Any water, wax or finish splashed on furniture, office equipment, walls or baseboard shall be removed immediately.

Buffing Standards - All buffing shall be to a hard luster finish. Floors shall be maintained to a high luster finish at all times.

Toilet Room Cleaning Standards - Every toilet, urinal, shower, lavatory, mirrors, restroom partition, dispensers and sink, associated fixtures and floors shall be properly cleaned, wiped, mopped and disinfected each day.

Toilet bowl exteriors shall be washed, disinfected and wiped clean. All water scale shall be removed immediately. If there is a problem with the toilet, please note this discrepancy in the log and provide a written (email is acceptable) report to the Project Manager. Toilet bowl interiors and underside of rims shall be cleaned thoroughly with an acceptable toilet bowl cleaner. Toilet brush cleaning of interiors of toilets bowls shall include working the brush as far into the trap as it will reach. Toilets shall be flushed after cleaning to rinse. Toilet seats shall be cleaned with germicidal detergent.

Urinal exteriors and adjacent walls shall be washed, disinfected and wiped clean. All water scale shall be removed immediately. If there is a problem with the urinal, please note this discrepancy in the log. Urinal interiors and underside of rims shall be cleaned thoroughly with a toilet bowl cleanser. Urinals shall be rinsed after cleaning. Chrome-plated hardware shall be cleaned to a high luster finish.

Toilet Room Floors shall be washed with suitable disinfectant cleanser and ample solution to thoroughly clean the floor. All water scale shall be removed immediately. If there is a problem with any toilets, showers, fixtures or urinals please note the discrepancy in the log. This washing shall be done well enough to ensure that all dirt, scuffs, and mildew will be removed with special care given to all edges and corners. The floor shall be thoroughly rinsed and dried after each cleaning. The floor drain p-traps shall be kept sufficiently filled to prevent sewer gases from entering the facility.

Toilet Room Mirrors, Shelves, and miscellaneous fixtures shall be cleaned thoroughly, using non-abrasive cleaner.

Walls and toilet partitions shall be washed with a neutral cleaner. Grout joints shall also be kept clean. This shall be done to keep the walls and partitions free from streaks and soap film with a high luster finish. All graffiti shall be removed immediately.

Carpet Cleaning Standards - All carpeted areas shall be vacuumed as specified. Vacuum all carpet under desks, tables, chairs, wastepaper baskets, floor fans, corner edges and behind doors.

All caster furniture and light furniture shall be moved for vacuuming and replaced in its original position, taking care not to disturb work or projects.

Carpet Cleaning Standards (*continued*)

Gum, oil, food or any other substance shall be completely removed within 48 hours.

Spot Cleaning Carpets, all spots shall be removed daily. Contractor(s) shall use an approved carpet cleaner and spot remover. A carpet adequately spot cleaned is free of all stains, deposits, gum, and spills. Care will be taken to use a product that will not harm the carpet fibers. Carpet should be cleaned according to the included schedule.