

National Manual of Assets and Facilities Management

Volume 5, Chapter 15

Cleaning Horizontal / Vertical Procedure for Offices

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Cleaning Horizontal / Vertical Procedure for Offices

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1.0 PURPOSE

The purpose of this document is to aid office facilities in establishing Entity-specific, standardized cleaning procedures, compliant with industry standards and best practice. Guidance contained herein is designed for the Entity's facility management department, led by the Facility Manager (FM). However, it should also be read and understood by third party Cleaning Service Providers (CSPs) such that cleaning levels meet the expectations of staff, and visitors.

Applying this document across all cleaning operations will enable the Entity to effectively implement, operate, maintain, and continuously improve its cleaning procedures. Additionally, the document features the duties, roles, and responsibilities of the strategic team involved in the cleaning process; management of cleaning equipment, and consumables; Health, Safety, Quality, and Environment (HSQE); quality management; and training. It will further enable the stakeholders to focus on services areas and the cleaning targets, cleaning task processes, detailed work instructions, schedules and frequencies to meet the goal of cleaning excellence in the office facilities.

2.0 SCOPE

The scope of this document covers all functional areas within the facilities. However, catering facilities, if they exist within the facility, are covered by food hygiene laws and are not covered under the scope of this document, except where the catering facility forms an integral part of another functional area for which catering is not the primary purpose (e.g. small kitchenette or beverage bay). The Entity will be responsible for determining whether the size of specific catering facilities is governed by guidance contained in this document, or by regulations falling outside the scope of this document.

Topics covered in this document include:

- Internal service areas and cleaning targets
- External service areas and cleaning targets
- Frequency and form of cleaning
- Cleaning tools, equipment, and consumables
- Quality management and auditing
- Work instructions (also known as cleaning procedures, or Standard Operating Procedures (SOPs))
- HSQE Requirements
- Training

For the purpose of this document, an "office facility" has been defined as a building, portion of a building or space where businesses operate including, but not limited to:

- High rise buildings
- Low rise buildings
- Commercial blocks
- Business centers/hub

Guidance included herein does not cover the cleaning of internal parts of mechanical and electrical equipment. For example, cleaning interiors of Heating, Ventilation, and Air Conditioning (HVAC) systems, and lift shafts form part of the Planned Maintenance (PM) activities undertaken by Mechanical, Electrical, and Plumbing (MEP) staff.

3.0 DEFINITIONS

Term	Definitions
Consumables	Items such as: disinfectants, chemicals, paper towels, hand soap liquid and treatment agents that are used as part of cleaning
Deep Clean	Deep Clean is a periodic cleaning activity that removes equipment from a space to enable a greater depth of cleaning than normal frequency cleaning
Frequency	Time period between the repetition of an activity



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Inspection	Visual observation of a stationary or operating asset
Job Hazard Analysis (JHA)	A checklist referred by operatives at the work location immediately before carrying out a task
Kentucky Mop	The traditional mop used in many facilities in the KSA. It has a head made of looped cotton that becomes heavy when wetted and is notorious for moving dirt from one area of a facility to another, rather than removing it
Microfiber	Used in cleaning extensively due to its characteristics, which include softness, toughness, absorption, water repellency. The use of washable microfiber cloths, as well as detachable and washable microfiber such as on mops and sweeping tools collect far more dirt than traditional cleaning equipment
Personal Digital Assistant (PDA)	An electronic device that connects the Work Management Center (WMC) and other approved users to the Supervisor or Operative
Permit to Work (PTW)	A safety management and work control documented system, adopted by most organizations for the management of work activities
Point of Work Risk Assessment (POWRA)	A checklist referred by operatives at the work location immediately before carrying out a task
Schedule	Cleaning activities and resource requirements presented in a tabular format against time
Tool	Manual or powered hand-held cleaning tools and equipment used in cleaning
Unplanned Work	Any piece of work that requires emergency or urgent response, or that is prompted when a 'Quick Work' opportunity arises
Work Order (WO)	Formal, uniquely identifiable, documented instruction to work
Acronyms	
BICSc	British Institute of Cleaning Science
CBAHI	Saudi Central Board for Accreditation of Healthcare Institutions
CCU	Cardiac Care Unit
CMMS	Computerized Maintenance Management System
COSHH	Control of Substances Hazardous to Health
FM	Facilities Management/Manager
HSQE	Health, Safety, Quality, and Environment
ISO	International Organization for Standardization
KPI	Key Performance Indicator
KSA	Kingdom of Saudi Arabia
NMA & FM	National Manual of Assets and Facilities Management
OEM	Original Equipment Manufacturer
OOH	Out of Hours
OSHA	Occupational Safety and Health Administration
PPE	Personal Protective Equipment
RAMS	Risk Assessment and Method Statements
SDS	Safety Data Sheet
SLA	Service Level Agreement
WHSWR	The Workplace (Health, Safety and Welfare) Regulations 1992
WMC	Work Management Center

Table 1: Definitions and Acronyms

4.0 REFERENCES

- British Institute of Cleaning Science (BICSc)
- Cleaning Industry Management Standard (CIMS 3000:2008)
- Control of Substances Hazardous to Health (COSHH) Regulations (UK, 2002)
- International Organization for Standardization (ISO 45001:2018) – Standard for Occupational Health and Safety
- International Organization for Standardization (ISO 9001:2015) – Quality System Standard



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- National Manual of Assets and Facilities Management (NMA & FM) Volume 14, Chapter 2 – Emergency Management Procedure – EOM-ZE0-PR-000001
- The Personal Protective Equipment Regulations (1992) as updated
- US organization National Institute of Governmental Purchasing (NIGP) – Principles and Practices of Public Procurement
- Work at Height Regulations (2005)
- Workplace (Health, Safety and Welfare) Regulations (WHSWR, 1992)

5.0 RESPONSIBILITIES

This section outlines the roles and associated responsibilities of all personnel directly or indirectly involved in the successful establishment and delivery of cleaning within office facilities.

5.1 Entity Director

The Entity Director is a member of the Entity's senior leadership team who sponsors and enables the delivery of policies and procedures associated with maintaining a clean environment. The Entity Director holds overall accountability of the activities and staff associated with the cleaning.

Responsibilities of this role include, but are not limited to:

- Secure and monitor the facility's financial budget for cleaning activities sufficient to meet cleanliness standards within each facility, based on input from the FM
- Review and approve contractor performance reports and driving change across the Entity based on feedback from staff, contractors, visitors, and general public
- Approve budgets for resources (e.g. consumables, equipment, staffing) as per Entity-prescribed budgetary approval thresholds
- Oversee the selection of facilities service providers with a proven track record in the Kingdom of Saudi Arabia (KSA) government sector and a demonstrable credibility of the service quality standards through a transparent procurement process

5.2 Facility Manager (FM)

FM is responsible for the successful delivery of cleaning operations in the office facilities.

Key responsibilities of this role include, but are not limited to:

- Achieve staff, visitor, and general public satisfaction by maintaining the cleanliness standards of the facility
- Successful delivery of cleaning activities and the achievement of Key Performance Indicators (KPIs)
- Appointment of Contractors, CSP, and third parties associated with cleaning activities within the facility
- Leadership of Supervisors under whom the Cleaning Teams operate
- Prepare and present cleaning budgets to the Entity Director
- Identify remedial works and areas of improvement
- Identify staffing requirements, and conduct interviews
- Write cleaning related specifications and requirements in-line with latest standards and best practice
- Define departmental objectives
- Monitor contractor performance
- Manage the appropriate bidding and award of contract agreements

5.3 Cleaning Supervisors

The Cleaning Supervisor is accountable for the actions of cleaning personnel and holds overall responsibility for the implementation of cleaning plans and procedures.

Other key responsibilities include, but not limited to:



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- Manage and monitor cleaning staff performance
- Prepare and set cleaning schedules for approval by the FM
- Identify resource requirements and areas of improvement
- Ensure all equipment, plant, and machinery are operational and safe to use, with maintenance carried out in-line with Original Equipment Manufacturer (OEM) instructions

There is no definitive benchmark for the ratio of Supervisors to Work Area, but the number of Supervisors should be sufficient to allow for each specific zones and overall functional areas to maintain acceptable cleaning levels.

5.4 Cleaners

Cleaners are responsible for executing the work instructions that meet the guidance contained in this document and that comply with British Institute of Cleaning Science (BICSc) standards.

Core responsibilities include, but are not limited to:

- Vertical and horizontal cleaning of fixed and portable assets
- Clean the spillages
- Replenish the consumables

Cleaners shall accept reasonable instruction from the Cleaning Supervisor, or from the FM. The Cleaner shall also be trained in knowing when to directly accept verbal requests for cleaning activities from stakeholders, and when to consult the Cleaning Supervisor.

5.5 Health, Safety, Quality, and Environment (HSQE) Officer

Responsibilities of the HSQE Officer include, but not limited to the following:

- Oversee appropriate implementation of all industry HSQE standards including the Control of Substances Hazardous to Health (COSHH) within the operation
- Oversee and monitor the quality reporting systems for contracted services
- Ensure Risk Assessment and Method Statements (RAMS) and Job Hazard Analysis (JHA) are in place
- Identify hazards to building users, equipment, and the environment
- Recommend and support the implementation of risk mitigation and control measures
- Ensure compliance with appropriate policies, procedures, standards, and best practice
- Monitor and control the facility's safety performance by carrying out quality and safety audits, setting thresholds, and employ reporting and feedback as a part of continuous improvement

5.6 All Employees

Staff operating within the facility have a personal responsibility to keep their workplace safe, clean, and tidy. Staff shall, as a minimum:

- Support the aims and objectives of the Entity's cleaning procedures by employing behavioral best practice
- Under no circumstances exhibit unsafe behavior
- At all times report unsafe practices, hazards, and near-miss incidents through the Entity's reporting protocols

5.7 Contractors

All cleaning tasks delegated by the Entity to a CSP will fall under a Service Level Agreement (SLA). The CSP shall conform to the requirements of the SLA and be aware that their performance will be measured via contractually-agreed KPIs.



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The CSP appointed under an SLA is responsible for managing and operating cleaning services throughout the office facilities in compliance with Entity requirements.

Deliverables associated with the SLA may include, for example:

- An organization structure suitable to the needs of managing the delivery of cleaning in the Entity's facility
- RAMS and JHA covering all cleaning activities
- Task descriptions, work schedules, and cleaning plans
- Emergency plans for cleaning activities

It is essential to hire professional cleaning contractors with extensive experience in the cleaning industry, who possess staff with adequate training and qualifications in the field.

6.0 PROCESS

Figure 1 shows the process that should be followed in order to successfully implement a cleaning procedure for office facilities:

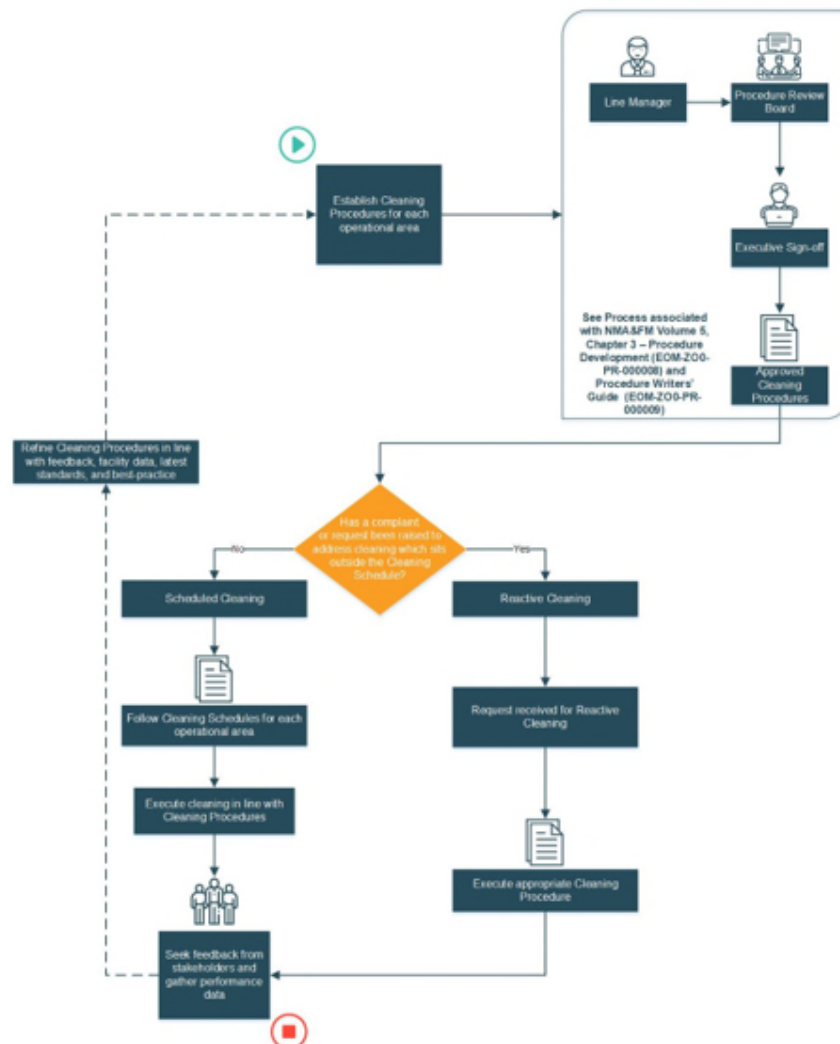


Figure 1: Cleaning Procedure for Office Facilities

6.1 Frequency and Form of Cleaning



6.1.1 Service Frequencies

Frequencies of cleaning activities should be specific to each facility and be developed based on inputs, such as cleaning standards, best practice, and cleaning related data (e.g. stakeholder feedback, number of incidents, satisfaction surveys). Cleaning schedules should be reviewed regularly and refined through continuous improvement.

The CSP should work in collaboration with the Entity's in-house staff to reach a cleaning program that is optimized for the specific facility.

The CSP's responsibility extends to all areas of the facility (i.e. internal areas and external areas) with a cleaning schedule featuring Daily, Weekly, Monthly, and Reactive Cleaning Services. Additional guidance is offered in NMA & FM Volume 6, Chapter 20 – Cleaning Horizontal/Vertical Plan for Offices – EOM-ZM0-PL-000070 – Section 6.2.3.

6.1.2 Cleaning Tasks and Acceptable Levels

The achievement of acceptable levels related to cleaning is dependent on the implementation of an effective Quality Assurance (QA) program led by the HSQE Officer. The QA program shall function in accordance with the established inspection criteria and should be subject to periodic review. Table 2 shows acceptable levels to be achieved for a particular task.



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Cleaning Tasks	Acceptable Levels of Cleanliness
Wet Mopping	After wet mopping, an area shall be clear of surface stains, mop streaks, and mop strands. Walls, skirting boards, and other surfaces shall be free of watermarks and splashed water. Water shall not be allowed to collect under furniture. Areas shall be left dry
Buffing	After buffing, an area shall be free from dust and dirt. There shall be no muddying or rippling effect caused by over spraying. The floor shall present an overall appearance of cleanliness. Skirting boards and equipment shall be free of residue
Cleaning	After cleaning, surfaces shall be free of noticeable marks
Disinfecting	After disinfecting, a surface shall be left clean from marks, stains or smears and shall be disinfected
Dispensers	All dispensers shall be cleaned and replenished with adequate and appropriate consumables
Dusting	After dusting, surfaces shall be free from dust, finger marks, and stains. Corners and crevices shall be free from dust. Dusting shall result in a clean surface
Dust Mopping	After dust mopping, an area shall be free from dirt, waste, and debris with attention paid to corners, areas under furnishings, behind doors, and other accessible areas
Finishing	After finishing, an area shall be free of streaks, mop strands, missed areas, and other evidence of improper application. The floor shall be clean and bright looking including corners, areas under furniture, and others. There shall be no residue on walls, skirting boards, furniture, and other surfaces
Glass Cleaning	After glass cleaning, there shall be no streaks/smears or unwashed places on glass, and all framing shall be clean. There shall be no water on the floor or sills
Polishing	After polishing, items shall be clean and polished to a sheen finish, but not unsafe to walk on (slip free)
Plumbing Fixture Cleaning	Plumbing fixtures shall be free of stains, soap build up, dust, and mold including areas around floor and wall fixings
Rubbish	After rubbish removal, all waste containers shall be empty and clean
Scraping	Scraping a surface shall mean that a blade be used to remove all adherents to that surface without damaging the surface itself
Scrubbing	After scrubbing or stripping an area, there shall be no wax or finish build up on the stripped floor surface following the operation. The furniture shall be moved to provide complete floor coverage. Walls, skirting boards, and other surfaces shall be free of watermarks
Shampooing	After shampooing, an item shall be left damp but not wet, and shall look clean to the eye and free from general dirt and stain
Toilet Fixture Cleaning	After cleaning, toilet fixtures shall be free of dust, hand marks, water streaks, mop marks; and fittings shall be free of mold including areas around floor and wall fixings
Vacuuming	After vacuuming, carpets and rugs shall be clean. Barrier mats shall be clean and carpets or rugs around and under barrier mats shall also be clean
Washing	After washing, an item or area shall have had a cleaning solution applied and the residue created by that application removed. The item or area shall then be dried and left free from residual marks
Wiping	After wiping, surfaces shall be free of finger marks, smudges, and other marks. Wiping shall result in a clean surface

Table 2: Acceptable Levels

An acceptance levels template for office facilities is contained within NMA & FM Volume 6, Chapter 20 – Cleaning Horizontal/Vertical Plan for Offices – EOM-ZM0-PL-000070.

6.1.3 Reactive Cleaning and Response Times

Table 3 offers recommended response times for Reactive Cleaning categories e.g., P1, P2, P3, and P4 where “P” stands for “Priority”. The Entity will be responsible for determining facility-specific priorities and response times then building such response times into KPIs and contractual reward/penalty mechanisms.



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Priority Category	Priority	Example Response Time	Example of Completion/Rectification Time	Work Request
P1	Emergency/ Critical	10 Minutes	15 Minutes to 30 Minutes	Spillages Waterlogging due to bursting of water main/pipes/sewage pipes
P2	Urgent	20 Minutes	30 minutes to 1 Hour	Cleaning an area of broken glass Unhygienic restroom Overflowing toilet causing wet floor
P3	Important	01 Hours	24 Hours	Foul smelling garbage rooms Wiping of specific high glass structure
P4	Routine	4 Hours	48 Hours	Scrubbing of scales on washroom floor Carpet shampoo for rigid stains

Table 3: Reactive Cleaning and Response Times

6.2 Internal Service Areas and Cleaning Process Targets

The specifications and sections provided in Table 4 below is an indication of the internal areas of the facilities to be serviced for cleaning purposes. Additionally, the targets and guideline that are designed as minimum requirements and may be adjusted to ensure better service delivery.

6.2.1 Entrances, Corridors, Stairs, Entries, Exits, Lifts and Escalators

Internal Service Areas	Cleaning Procedure Targets
Floors	<ul style="list-style-type: none"> Free from litter, debris, dust, grit, chewing gum, and other foreign matter Carpeted areas and dust control mats should additionally have a bright, stain free appearance Vinyl, wood, and wooden floors should additionally be dry and free from spillages, stains, marks, ground dirt, and have a uniform sheen Quarry tiled, marble, terrazzo, stone and non-slip vinyl and rubber floors should additionally be dry and free from spillages, stains, marks, ground dirt and have a uniform clean appearance
Waste bins	Emptied and dried, with inner and outer surfaces free from dirt and stains that can be removed by washing
All surfaces including windows and other ledges, furniture, exposed shelving, decorative items, other items	<ul style="list-style-type: none"> Free from debris, dust, cobwebs, stains and smears, and of an even streak free appearance. Silicone wax furniture polishes should not be used unless for specific items of wooden furniture Fabric covered furniture should be free from dust and stains
All vertical surfaces including walls, furniture, roller blinds, internal glass, mirrors, skirting boards, fire appliances, electrical switches, doors, door surrounds, and other door furniture all under 3 meters	Free from visible dust, cobwebs, particularly ceiling corners, free from smears, finger marks, stains, graffiti, and scuff marks



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6.2.2 Office Areas, Prayer Rooms, Meeting Rooms

Internal Service Areas	Cleaning Procedure Targets
Floors	<ul style="list-style-type: none">Free from litter, debris, dust, grit, chewing gum, and other foreign matterCarpeted areas and dust control mats should additionally have a bright, stain free appearanceVinyl, wood, and wooden floors should additionally be dry and free from spillages, stains, marks, ground dirt and have a uniform sheenQuarry tiled, marble, terrazzo, stone and non-slip vinyl, and rubber floors should additionally be dry and free from spillages, stains, marks, ground dirt and have a uniform clean appearance
Waste bins	Emptied and dried, with inner and outer surfaces free from dirt and stains that can be removed by washing
Sinks/hand basins/splashes	<ul style="list-style-type: none">Free from dirt, dust, marks, smears, body fats, water marks, and splash marksOutlets and overflows should be free from debrisMetal should be shiny and free from marks and smears, buildup of scale, particularly around the base of tapsPlugs and chains should be free from grease and dirtStainless steel and ceramic fittings and tiles should be dry, of an even bright appearancePlastic fittings should be dry and uniform in appearancePaper towel holders should be clean and adequately stocked
All surfaces including windows and other ledges, furniture, exposed shelving, decorative items, other items	<ul style="list-style-type: none">Free from debris, dust, cobwebs, stains and smears, and of an even streak free appearance. Silicone wax furniture polishes should not be used unless expressly requested for specific items of wooden furnitureFabric covered furniture should be free from dust and stains
All vertical surfaces including walls, furniture, roller blinds, internal glass, mirrors, skirting boards, fire appliances, electrical switches, doors, door surrounds, and other door furniture all under 3 meters	Free from visible dust, cobwebs particularly ceiling corners, free from smears, finger marks, stains, graffiti, and scuff marks

6.2.3 IT Rooms, Libraries, Pool Areas, Internal Leisure Areas, Medical Rooms

Internal Service Areas	Cleaning Procedure Targets
Floors	<ul style="list-style-type: none">Free from litter, debris, dust, grit, chewing gum, and other foreign matterCarpeted areas and dust control mats should additionally have a bright, stain-free appearanceVinyl, wood and wooden floors should additionally be dry and free from spillages, stains, marks, in-ground dirt and have a uniform sheenQuarry tiled, marble, terrazzo, stone and non-slip vinyl and rubber floors should additionally be dry and



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Internal Service Areas	Cleaning Procedure Targets
	free from spillages, stains, marks, ground dirt and have a uniform clean appearance
Waste bins	Emptied and dried, with inner and outer surfaces free from dirt and stains that can be removed by washing
Sinks/hand basins/splashes	<ul style="list-style-type: none">Free from dirt, dust, marks, smears, body fats, water marks, and splash backsOutlets and overflows should be free from debrisMetal work should be shiny and free from marks and smears, buildup of body fats and scale, particularly around the base of tapsPlugs and chains should be free from grease and dirtStainless steel and ceramic fittings and tiles should be dry, of an even bright appearancePlastic fittings should be dry and uniform in appearancePaper towel holders should be clean and adequately stocked
All surfaces including windows and other ledges, furniture, exposed shelving, decorative items, other items	<ul style="list-style-type: none">Free from debris, dust, cobwebs, stains and smears, and of an even streak free appearance. Silicone wax furniture polishes should not be used unless expressly requested for specific items of wooden furnitureFabric covered furniture should be free from dust and stains
All vertical surfaces including walls, furniture, roller blinds, internal glass, mirrors, skirting boards, fire appliances, electrical switches, doors, door surrounds, and other door furniture all under 3 meters	Free from visible dust, cobwebs particularly ceiling corners, free from smears, finger marks, stains, graffiti, and scuff marks

6.2.4 Washroom Areas, Changing Rooms, Sports Rooms, Gymnasia

Internal Service Areas	Cleaning Procedure Targets
Floors	<ul style="list-style-type: none">Free from litter, debris, dust, grit, chewing gum, and other foreign matterCarpeted areas and dust control mats should additionally have a bright, stain free appearanceVinyl, wood and wooden floors should additionally be dry and free from spillages, stains, marks, and ground dirt and have a uniform sheenQuarry tiled, marble, terrazzo, stone and non-slip vinyl and rubber floors should additionally be dry and free from spillages, stains, marks, ground dirt and have a uniform clean appearance



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Internal Service Areas	Cleaning Procedure Targets
WC, urinals and urinal channels, showers/surrounds	<ul style="list-style-type: none"> Internal and external surfaces should be free from dust, debris, dirt, stains limescale cleaning, chemicals, buildup of dirt around seat hinges and associated pipe work Ceramic fittings to be of a uniform bright appearance WC seats to be dry WC paper holders should be clean and adequately stocked Free from dust, debris, dirt, stains, lime-scale including the buildup around shower furniture and associated pipework Chromed metalwork should be shiny and free from marks, smears, and scale Outlets to be free from debris and dirt Ceramic fittings and tiles to be of a uniform bright appearance Shower heads to be free from buildup of limescale
Waste bins	Emptied and dried, with inner and outer surfaces free from dirt and stains that can be removed by washing
Sinks/hand basins	<ul style="list-style-type: none"> Free from dirt, dust, marks, smears, splashes, body fluids and water marks Outlets and overflows should be free from debris Metal work should be shiny and free from marks and smears, buildup of scale, particularly around the base of taps Plugs and chains should be free from grease and dirt Stainless steel and ceramic fittings and tiles should be dry, of an even bright appearance Plastic fittings should be dry and uniform in appearance Paper towel holders should be clean and adequately stocked
All vertical surfaces including walls, furniture, roller blinds, internal glass, mirrors, skirting boards, radiators, fire appliances, electrical switches, doors, door surrounds, and door furniture all under 3 meters	Free from visible dust, cobwebs particularly ceiling corners, free from smears, finger marks, stains, graffiti, and scuff marks

6.2.5 Common Rooms, Hall Rooms, Dining Rooms, Kitchenettes

Internal Service Areas	Cleaning Procedure Targets
Floors	<ul style="list-style-type: none"> Free from litter, debris, dust, grit, chewing gum, and other foreign matter Carpeted areas and dust control mats should additionally have a bright stain free appearance Vinyl, wood and wooden floors should additionally be dry and free from spillages, stains, marks, ground dirt, and have a uniform sheen Quarry tiled, marble, terrazzo, stone and non-slip vinyl and rubber floors should additionally be dry and free from spillages, stains, marks, ground dirt, and have a uniform clean appearance
Waste bins	Emptied and dried with inner and outer surfaces free from dirt and stains that can be removed by washing



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Internal Service Areas	Cleaning Procedure Targets
All surfaces including window and other ledges, furniture, exposed shelving, water filters tops and below areas	<ul style="list-style-type: none">Free from debris, dust, cobwebs, stains and smears, and of uneven streak free appearance. Silicone wax furniture polishes should not be used unless expressly requested for specific items of wooden furnitureFabric covered furniture should be free from dust and stains
All vertical surfaces including walls, furniture, roller blinds, internal glass, mirrors, skirting boards, radiators, fire appliances, electrical switches, doors, door surrounds, and door furniture all under 3 meters	Free from visible dust, cobwebs particularly ceiling corners, free from smears, finger marks, stains, graffiti and scuff marks

6.2.6 Utility Rooms, Visitors Rooms, Workshops, Laboratories

Internal Service Areas	Cleaning Procedure Targets
Floors	<ul style="list-style-type: none">Free from litter, debris, dust, grit, chewing gum, and other foreign matterCarpeted areas and dust control mats should additionally have a bright, stain free appearanceVinyl, wood and wooden floors should additionally be dry and free from spillages, stains, marks, and ground dirt and have a uniform sheenQuarry tiled, marble, terrazzo, stone and non-slip vinyl and rubber floors should additionally be dry and free from spillages, stains, marks, ground dirt and have a uniform clean appearance
Waste bins	Emptied and dried, with inner and outer surfaces free from dirt and stains that can be removed by washing
All surfaces including window and other ledges, furniture, exposed shelving, water filters tops and below areas	<ul style="list-style-type: none">Free from debris, dust, cobwebs, stains and smears, and of uneven streak free appearance. Silicone wax furniture polishes should not be used unless expressly requested for specific items of wooden furnitureFabric covered furniture should be free from dust and stains
All vertical surfaces including walls, furniture, roller blinds, internal glass, mirrors, skirting boards, radiators, fire appliances, electrical switches, doors, door surrounds, and door furniture all under 3 meters	Free from visible dust, cobwebs particularly ceiling corners, free from smears, finger marks, stains, graffiti, and scuff mark

Table 4: Internal Service Areas Targets

6.3 External Service Areas and Cleaning Process Targets

The external areas of any facility symbolize the positive feel and represents overall aesthetic values of any facility. The CSP along with the FM should develop a cleaning schedule for the external areas of the premises, the frequencies of which are to be determined as per the requirements and condition of the local environment.

The specification and sections provided in Table 5 are an indication of the external areas of facilities to be serviced, as well as the targets and the guidelines are designed for a minimum requirement and may be adjusted to ensure better service delivery by the Entity.



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External Service Areas	Cleaning Procedure Targets
External building fabric, lighting, and fixtures and fittings	The external building fabric and lighting are free from an accumulation of dirt, litter, moss, vegetation, and graffiti
External wall, claddings, design structure and roof tops	High pressure water wash to remove all surface stains and marks
External signage	All external signs including traffic signs are clean in order to maintain readability and visibility
Canopies, domes, and other external structures	To be free from dead leaves, dust, debris, marks and stains from bird droppings and nests
Squares, tiled areas, car parks, pavements and driveways	To be free from debris, litter, spillage, leaves, and sand deposits
Ponds, gutter, manholes and uncovered drains	Free from debris, litter, and drains to clear without blockages
Memorials, statues, and decorative structures	Free from debris, leaves, graffiti
Water features and fountains, landscaped areas, playgrounds, cycling tracks and children's play areas	Free from branches, leaves, litter, and cans
External windows and glazing (above 3 meters)	Ensure that all external windows, lights, and vision panels, including frames, sills, and ledges are clean internally and externally, free from an accumulation of dirt, dust, marks, smudges, and stains
Balconies and staircases	Free from branches, leaves, litter and cans

Table 5: External Service Areas and Targets

6.4 Cleaning Tools, Equipment, and Consumables

6.4.1 Chemicals and Consumables

A wide range of dirt, including microbial soils, require the use of chemicals to facilitate its removal.

6.4.1.1 Chemicals

- **Neutral Detergents** – Used for general cleaning of hard surfaces (e.g., floors, walls, furniture, glass). Neutral detergents are those with a pH of 6-8
- **Acid Cleaners** – Used for removing lime scale, water stains, scale from toilets and sanitary ware. Acid cleaners are those with a pH of less than 6
- **Alkaline Cleaners** – Used for the removal of grease. Alkaline cleaners are those with a pH between 9-11. Alkaline cleaners with a pH higher than 11 should be used only under strict supervision by competent and trained professionals
- **Solvent Cleaners** – Used for dry cleaning and stain removal
- **Disinfectants** – Only to be used to disinfect and are not to be used as a general cleaning chemical. However, the cleaning of organic fluids could require the use of a sodium hypochlorite solution
- **Deodorants** – Used as an odor suppressant only and have no cleaning or disinfection capabilities
- **Sealer/Finishes** – Used to protect floor surfaces prior to polish being applied
- **Floor Polish** – Applied to floor surfaces to protect and prolong floor life

6.4.1.2 Consumables

Products classed as consumables include paper-based, vinyl, and plastic products e.g., dry wipes, wet wipes, c-fold, max-rolls, toilet rolls, auto cut rolls, sanitary napkins, face masks, head covers, gloves, aprons, foot covers.

All cleaning products shall be correctly labelled and securely stored to eliminate the risk of contamination, inhalation, skin contact, or personal injury.

Preference should be given to dispensing systems in place of bulk containers to ensure integrity of dilution ratios and to eliminate the need for decanting.



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Risks to cleaning staff using hazardous chemicals should be minimized through risk management activities. Staff, visitors, and facility users must be protected against hazardous chemicals and unsafe work practices. Hazard warnings shall include multilingual signs together with appropriate information regarding remedial and mitigating actions. Signage shall be clear, concise, and easy to understand.

Safety Data Sheets (SDS) are required for all cleaning chemicals in use within the facility and shall be readily available for reference.

All chemicals shall feature the manufacturer's original label showing the chemical properties, warning signs, and expiration dates.

Regular inspections shall be undertaken by the FM and the HSQE Officer to monitor chemical safety and should include the following criteria:

- Correct labelling/signage
- Correct handling/application
- PPE inventories and proper use
- Latest SDS
- Security

Additional guidance is offered in NMA & FM Volume 6, Chapter 20 – Cleaning Horizontal/Vertical Plan for Offices – EOM-ZM0-PL-000070 – Section 6.2.1.

6.4.2 Cleaning Tools and Equipment

Equipment used by cleaning staff to carry out cleaning of external and internal areas include e.g., vacuum cleaners, auto-scrubbers, water extracting machines, and high speed buffing machines. Other heavy equipment such as lifts, cranes, scaffolding, and working platforms shall be kept in designated areas.

All assets shall be maintained in-line with manufacturer's recommendations.

The CSP shall be responsible for maintenance of cleaning equipment and shall ensure availability of spares.

The maintenance schedule shall include checking of:

- Calibration and test certificates
- Equipment wear
- Wiring
- Portable Appliance Test (PAT)

Defects found through operation, maintenance, or inspection shall be immediately reported. The equipment shall not be used until repairs are complete.

6.5 Quality Management and Auditing

6.5.1 Quality Management

The CSP shall implement a Quality Management System (QMS) in accordance with standards ISO 9001, ISO 14001 – Environmental Management System, and ISO 45001:2018 – Occupational Health and Safety, the QMS shall include all products and services delivered to the office facility.

The HSQE Officer is responsible for ensuring that the QMS is being applied, that it aligns with latest standards and best practice, and that a Continuous Improvement Model (CIM) is in place.

The HSQE Officer shall have full access to CSP certifications and should carry out planned and spot-check audits to verify the upkeep of records.

The CSP shall be obliged to submit monthly reports featuring, as a minimum, details of all incidents, accidents, inventories, requests, stakeholder feedback, and staffing levels.



6.5.2 Cleaning Audits

Facilities shall develop a documented audit system consisting of both an internal and external audit.

During the cleaning duty, the Cleaning Supervisor shall:

- Check cleanliness meet acceptable standards
- Observe service delivery
- Seek feedback from stakeholders (i.e. facility staff and visitors) regarding satisfaction
- Undertake systematic recording of walkthrough audits.

Remedial action arising from audits is often a useful indicator of supervision sufficiency.

6.5.2.1 Internal Audits

Office facilities require a continuous comprehensive approach for measuring cleaning outcomes. Internal audits should be performed in all operational areas. This systematic program of internal auditing, including outcomes, must be clearly documented.

Internal audits can be undertaken by any member of Entity staff. They need a thorough knowledge of both cleaning standards and Entity-specific cleaning processes and procedures as well as a suitable level of H&S awareness (i.e. the ability to identify Risks and mitigations, along with reporting requirements and remedial actions). The Auditor should always be accompanied by either the FM or the Cleaning Supervisor to ensure that issues are identified, endorsed, and validated.

Cleaning staff should also be engaged in the audit process such that staff can understand areas of non-compliance and their role in rectifying these.

In High Risk Areas, a minimum of 50% of the space shall be audited during a 1-month period. The other 50% shall be audited in the subsequent month. The Auditor shall always refer to the previous audit to understand which areas were audited, identify previous actions, and plan the next audit, this includes following up on remedial actions.

6.5.2.2 External Audits

In addition to internal audits, Facilities should undertake an external audit every 6 months.

External audits shall be conducted by a qualified Auditor who is not employed by the Entity or CSP. The external auditor should be a person operating within the sector or employed by a third party external agency such as BICSc.

6.6 Work Instructions

Work instructions for cleaning activities shall be simple, clear, and customized to each facility. The work instruction for each operating area shall feature, as a minimum:

- Step-by-step instructions detailing how to perform cleaning activities for the specific area
- Required tools, equipment, machinery, chemicals, consumables, and PPE
- Assurance checks (e.g. prompts as to whether JHA has been carried out)
- Date of issue and date of next review (every six (6) months, or as required)
- Document number and revision

A master copy of each work instruction shall be held by the FM showing display locations of all copies.

It is the responsibility of the CSPs to ensure that work instructions are established and approved (by the FM) for each service areas within the facility. Cleaning staff shall be trained in the execution of work instructions for their designated areas such that each is competent to perform cleaning activities and reach the required acceptable levels.



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Steps contained within work instructions shall take into account constraints, such as financial budget, availability of cleaning tools and equipment, and criticality of areas.

Refer to **Attachment 1** and **Attachment 2** for examples of work Instructions for washroom and buffing areas.

6.7 Health, Safety, Quality, and Environmental (HSQE) Requirements

This section offers guidance in applying HSQE principles that should be applied to cleaning procedures (also known as work instructions or SOPs). Further guidance is offered in NMA & FM Volume 6, Chapter 20 – Cleaning Horizontal/Vertical Plan for Offices – EOM-ZM0-PL-000070.

Risks assessments should follow guidance outlined in Risk Management Procedure EXP-EM0-PR-000001.

6.8 Training

The CSP shall have a robust training program in place for its staff and shall provide training for key Entity personnel.

The training program shall include, but not limited the following content:

- Code of conduct
- Risk management**
- Working at height**
- Manual handling
- Facility-specific training
- Cleaning task-specific courses*
- Cleaning techniques*
- Use of chemicals*
- Courses for the use of specific equipment*
- HSQE training**
- Infection control
- Preventing sharps Injuries
- Hand hygiene

* Cleaning task-specific courses, cleaning techniques, and use of chemicals should be tailored to facility requirements

** The Entity can consider delivering risk management, working at height, and HSQE training as a combined training course

Further guidance on topics not assigned with an asterisk are is provided in this section.

In addition to the list of basic training provided above, a robust facility-specific induction shall be established. A separate induction shall be delivered to Entity staff than the one which is delivered to Service Providers and visitors.

Minimum content for all site inductions should include, but not be limited to the following:

- Reaching the facility (e.g., travelling to site, parking arrangements)
- Accessing the facility (e.g., security requirements, access/egress, site map)
- Emergency action plans (e.g., fire exits, fire alarms, drills, muster points)
- Key contacts (e.g., FM, Cleaning Supervisor, security, emergency)
- Code of conduct
- Rules regarding supervision whilst working

6.8.1 Code of Conduct

This element describes the Entity's policies regarding, for example, the following subjects:

- Entity vision and values



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- Professional behavior
 - Sleeping while on duty
 - Eating while on duty
 - Use of mobile phone while on duty
 - Ethics
 - Etiquette
- Smoking
- Drugs and alcohol
- Absence from work

6.8.2 Manual Handling

Manual handling training shall be formulated around movements that shall typically be undertaken whilst executing cleaning procedures. Such movements include, but shall not be limited to:

- Lifting
- Pushing
- Pulling
- Holding
- Restraining

Elements to be addressed shall include, but not be limited to:

- JHA
- Manual handling techniques (e.g., body posture, weight counterbalance, safe methods of carrying, assessment, sharing of loads)
- Use of appropriate mitigation measures to avoid/reduce hazards associated with manual handling (e.g. trolleys, aids, cranes, working platform supports)

6.8.3 Facility-Specific Training

The CSP and other Contractors working at the facility shall collaborate with the Entity to identify facility-specific training requirements.

Examples include, but not limited to the following:

- Cleaning in a car park may involve working at height and also the closure of access to the car park to vehicles. This must be planned in conjunction with the Entity so that the minimal number of parking spaces are lost at any one time. It could be that this work takes place out of hours
- Emergency cleaning within a public area where there has been a spillage that might require closure of a building entrance, and the diversion of visitors to an alternative route

6.8.4 Preventing Sharp Injuries

The CSP shall suitably identify and mitigate risks from sharps (devices that are capable of causing a cut or a puncture wound). Examples of sharps include metals, blades, and glass.

In most cases, cleaning staff will not be required to handle sharps, however, all staff shall be made aware of the following:

- Use of suitable PPE and instruments associated with handling sharps
- Proper use of sharps containers
- Reporting requirements related to incidents associated with sharps

6.8.5 Hand Hygiene



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Hand hygiene refers to any form of hand cleansing and includes washing hands with water and liquid soap or applying antimicrobial solution. The Entity shall base training upon BISCs “Six Steps to Hand Hygiene” as follows:

1. Cover all cuts or abrasions with a colorless waterproof dressing
2. Remove any finger rings and jewelry
3. Hand hygiene using soap and water hand hygiene technique
4. The duration of the hand hygiene step of rubbing hands with soap should be 15 to 20 seconds
5. The whole process of hand washing should take 40 to 60 seconds
6. Wash hands when they are visibly dirty or visibly soiled with organic fluids, chemicals and after cleaning the toilet

Hand Hygiene best-practice is applicable to all facility visitors.

7.0 ATTACHMENTS

1. EOM-ZM0-TP-000218 – Safe Work Instructions – Washroom – Offices
2. EOM-ZM0-TP-000219 – Safe Work Instructions – Buffing – Offices



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Attachment 1 – EOM-ZM0-TP-000218 – Safe Work Instructions – Washroom – Offices

SAFE WORK INSTRUCTIONS	
Proposed Actions	Details
Description of Task Give brief description of activity (floor, fittings, and fixtures)	Washrooms (including accessible toilets), wash hand basins, urinals, and washroom furniture
Description of Location Name of contract, building, and floor level	
Manager/Supervisor in Charge Person in charge of project with overall responsibility	Qualified Department trainer or Certified Trainer with BICSc License is recommended
Minimum Competence Level of Operative/Minimum Training Requirements of Operative (date of training and by whom)	No assumptions are made that the candidate has any prior experience. Trainer to check before undertaking any form of training
Pre Site Preparation Does work area need any associated safety documentation or special procedures before task is undertaken	Where applicable, COSHH data, and any special instruction should be obtained where the trainer is unfamiliar with equipment and materials
Equipment Required	Trainer to check against task code list in assessment kit Bin liner Bucket Cleaning agent(s) Cloths of appropriate color COSHH data sheets Hand buckets Measuring apparatus Non - abrasive pad PPE (Personal Protective Equipment) Refuse sack - appropriate color Risk Assessment Spray bottle Supply of soaps/paper towels (where used) Toilet brush Warning signs
Method of Work Step by step task procedure	1. Wash hands, (remove finger rings jewelry, to avoid damage of gloves) dry and put on appropriate gloves 2. Put on personal protective equipment 3. Plan work area 4. Place warning signs, ensuring all signs are visible 5. Ventilate the area, if appropriate 6. Assemble equipment and check for safety 7. Carry out visual check and report damage to line manager 8. Check floor area and if excessively wet mop before beginning 9. Toilet - Flush the toilet (lower lid first if attached) 10. Lower the water level by way of pumping with the toilet brush. 11. Spray cleaning agent to the inside of the bowl including under the rim, allow the cleaning agent a reaction time (do not allow to dry out) 12. Wash hand basin - Spray cleaning agent directly on to dampen cloth & wipe clean following the outside to inside, clean to dirty, high to low rule 13. Rinse appliance and ensure to take in mirror if applicable 14. Urinals - Turn off flush system if possible or wait for urinal to flush 15. Remove debris from urinal and place in bin or bag 16. Apply chemical agent to urinal 17. Wash surrounding wall from top to bottom 18. Wash appliance from the top working to the under carriage, pay attention to trap 19. Rinse using same direction as washing 20. Agitate chemical in urinal 21. Turn on flush unit and allow to flush 22. Replace blocks or fresheners if applicable 23. Toilet Area - Spot clean marks & splashes from walls, doors & door furniture, fixings & fittings 24. Wash pedestal from the outside coming in 25. Clean the seat from the outside going inward toward the top of the toilet bowl.



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Attachment 2 – EOM-ZM0-TP-000219 – Safe Work Instructions – Buffing – Offices

SAFE WORK INSTRUCTIONS	
Proposed Actions	Details
Description of Task Give brief description of activity (Mopping, Buffing etc.)	Buffing
Description of Location Name of contract, building and floor level	
Manager/Supervisor In Charge Person in charge of project with overall responsibility	Qualified Department trainer or Certified Trainer with BICSC License is recommended
Minimum Competence level of Operative/Minimum Training Requirements of Operative (date of training and by whom)	No assumptions are made that the candidate has any prior experience. Trainer to check before undertaking any form of training
Pre Site Preparation Does work area need any associated safety documentation or special procedures before task is undertaken	Where applicable, COSHH data, PAT certificates and any special instruction should be obtained where the trainer is unfamiliar with equipment and materials
Equipment Required	Appropriate rotary floor machine, Drive disc & pad or brush Mop sweeper and suction cleaner with hose or suction unit fitted to appropriate rotary floor machine (Personal Protective Equipment) PPE Warning signs Circuit breaker Measuring apparatus Cloth
Method of Work Step by step task procedure	<ol style="list-style-type: none"> 1. Wash hands, dry (remove finger rings jewelry, to avoid damage of gloves) and put on appropriate gloves 2. Put on personal protective equipment 3. Plan work area 4. Place warning signs, ensuring all signs are visible 5. Ventilate the area, if appropriate 6. Assemble equipment and check for safety 7. Remove any movable furniture 8. Dust control the area (with appropriate Mop sweeping procedure) 9. Damp mop if necessary (Single solution mopping) ensuring the floor is dry before spray cleaning 10. Attach the floor pad to the machine (refer to manufacturers' instructions) 11. Unwind cable and plug into a mains socket and a circuit breaker if appropriate 12. Adjust handle to a suitable/comfortable height making sure arms are straight 13. Ensure the machine is held firmly in contact with the body and the cable is behind you 14. Buff area adjacent to skirting by 'cutting in' parallel to skirting 15. Buff the floor area by moving the machine in continuous, small side to side movements and from front to walking backwards, 16. On completion or if the floor pad is dirty, remove the floor pad and continue with the remaining area 17. Remove the plug from the mains socket and re-wind the electricity cable 18. When the area is completely dry, return the furniture to original position 19. After use, all equipment should be checked, cleaned, dried and returned to the storage area 20. Close ventilation if appropriate 21. Remove warning signs and wipe 22. Remove PPE and wash hands.
Control of Operations Has client officer been notified of work	Trainer should not enter site without informing client Client to indicate area where training and assessments can take place.
Storage/Materials/Handling/Cleaning Any special requirements while undertaking task	Work area should be clean and free from any visible debris that can affect the training or the outcome of a task undertaken by the candidate Pad should be washed and air dried