

**PUBLIC WORKS AND
GOVERNMENT SERVICES CANADA
ASSET AND FACILITIES MANAGEMENT SERVICES**

**BUILDING CLEANING
MAINTENANCE SERVICE CONTRACT**

Description: Building Cleaning

Location: Joseph A. Ghiz Building
275 Pope Road
Summerside, P.E.I.
C1N 5Z7

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- 1. Inspection**
 - .1 The Contractor shall notify the Departmental Representative when each major operation listed in the Schedule of Operations is completed. Arrangements will be made to inspect the work to decide whether or not it is acceptable. Monthly inspections will be conducted with the on-site Supervisor and PWGSC Representative.

- 2. Examination of Premises**
 - .1 All parties tendering should examine the site of the proposed work prior to submitting their tenders, become thoroughly acquainted with same and obtain any and all information that may be necessary to properly execute contract.
 - .2 Make arrangements with Departmental Representative prior to site visit.

- 3. Codes and Legislated Requirements**
 - . The following codes and standards in effect at the time of award are subject to change/revision. The latest editions of each shall be enforced during the term of the contract:
 - .1 Canada Labour Code, Part II.
 - .2 National Building Code of Canada.
 - .3 National Plumbing Code.
 - .4 Canada Occupational Safety and Health Section of Part II of the Canada Labour Code.
 - .5 National Fire Code.
 - .6 Canadian Construction and Canada Labour Safety Codes; Provincial Government, Workers' Compensation Board; and Municipal Statutes and Authorities.
 - .7 Canadian Electrical Code, Part 1, CSA C22.1.
 - .8 Canadian Environmental Protection Act.
 - .9 Safety Code for Window Cleaning Operations, CAN/CSA-Z91.
 - .10 Fall - Arresting Devices and Vertical Lifelines CAN/CSA Z259.2.1.
 - .11 Safety Belts and Lanyards CAN/CSA Z259.1.
 - .12 Prince Edward Island Occupational Health & Safety Act.
 - .13 The Contractor is responsible to be familiar with the relevant Codes and Standards and to ensure that all work undertaken on behalf of the Department of Public Works and Government Services is completed in a safe manner.
 - .14 Materials and workmanship must conform to or exceed applicable standards of Canadian Government Specifications Board (CGSB), Canadian Standards Association (CSA), American Society for Testing Materials (ASTM) and referenced organizations.

- .15 The Contractor can obtain addresses for codes and standards from Departmental Representative upon request.
- .16 In the event of a conflict between any of the above codes or standards the most stringent shall apply.
- .17 These standards shall be considered an integral part of the specifications and shall be read in conjunction with the drawings and specifications. The Contractor shall be fully familiar with their contents and requirements as related to the work and materials specified.

4. Environmental .1 The Contractor will comply with all federal, provincial and municipal laws/regulations regarding Waste Watch initiatives. This will include supply of any special bags, eg., non-vented biodegradable bags used to line composting containers, or any other requirements. Green, low or scent-free products are encouraged,

5. Materials and Equipment

- .1 All materials used in the work shall conform to Canadian General Standards Board Standards.
- .2 The Contractor shall, on request, furnish a complete written statement of the origin, composition and/or manufacturer of any or all materials supplied by him/her for use in the work and he/she may be required to provide samples of materials from his/her stock for testing purposes.
- .3 Equipment and materials to be CSA certified and manufactured to standard quoted. Vacuum cleaners to be new or in new condition, be equipped with a power nozzle and have a filtration system capable of trapping 99% of the dust (i.e. Hepa or Microtex filter). A wet/dry vacuum cleaner is to be kept on site in each building for cleaning mats and accidental spills. These vacuum cleaners shall have an air flow of not less than 100 cfm and a noise level of less than 70 dB.
- .4 Where there is no alternative to supplying equipment which is not CSA certified, obtain special written approval from an independent testing agency recognized by the Provincial Department of Labour. Pay cost for obtaining approval.
- .5 Use products of one manufacturer or same type as existing, including classification, unless otherwise specified.

- .5 Use only materials, equipment and products that have been approved by the Department Representative for work under this Contract.
- .6 Unless otherwise specified, comply with manufacturer's latest printed instructions for materials and installation methods.
- .7 Deliver, store and maintain materials with manufacturer's seals and labels intact.
- .8 Store materials in accordance with manufacturer's and supplier's instructions.
- .9 Do not store materials on-site without Departmental Representative's approval.
- .10 The Department of Public Works and Government Services Canada accepts no responsibility for materials or equipment stored on-site.
- .11 Cleaning equipment must be of appropriate capacity to carry out the work; e.g. Industrial quality vacuum cleaners, polishers, mops, etc.

6. Safety

- .1 The Contractor shall adhere to all safety measures respecting personnel and fire hazards recommended by National and Provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures.
- .2 In particular, the Contractor shall comply with the WHMIS legislation which requires the employer to provide detailed worker education about potential health effects of hazardous materials in their work environment and how they can be handled and disposed of safely.
- .3 The Contractor shall ensure that all equipment used to perform the work is in a state of good repair. The Director reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor shall be responsible to supply suitable replacement equipment.
- .4 The Contractor shall provide proof that employees are WHMIS trained. Employees shall be retrained in accordance with Provincial and Federal standards as required.

- .5 The Contractor shall provide proof that employees have received training in fall protection if the employees are required to work off of an unprotected work surface higher than 2.1 meters.
7. **Conversion of Floor Covering** .1 There will be no adjustment to the Contract amount where the existing floor covering is converted to another type during the term of the Contract.
8. **Space Assigned** .1 The Director shall provide the Contractor with such space as is considered necessary by the Director for the performance of the Contractor's duties.
- .2 The Contractor must not list, publicize or use the address of the building owned by the Government of Canada in any fashion for business purposes. A telephone may be installed at the expense of the Contractor but must be unlisted and must not under any circumstances appear in telephone directories or advertised as a business telephone.
- .3 The Department will not be responsible for damage to the Contractor's supplies, material or equipment in the building nor for employees' personal belongings brought into the building while employed by the Contractor.
- .4 The Contractor shall supply all devices deemed necessary to store, handle and transport the Contractor's equipment and supplies.
9. **Personnel** .1 The Contractor will provide the Departmental Representative with a list of all people working on PWGSC premises, complete with a copy of their licences, where applicable, and will update the list immediately when personnel changes.
- .2 The Contractor and his/her personnel must adhere to the Federal Government "NO SMOKING" policy while in Federal facilities.
10. **Security Clearance** .1 The security clearance level for this Contract is reliability status.
1. Prior to commencing work, the Contractor shall provide PWGSC site representative with proof positive that all submissions

required by Public Works and Government Services Canada to initiate security clearance procedures have been completed.

- .2 The Contractor shall submit his/her name and the names of all employees, including new employees engaged during the Contract who will be working under this Contract to the Departmental Representative immediately following notification of Contract award.
- .3 The Contractor and his/her employees may be required to provide personal information, such as address and date of birth;
- .4 Only those employees who receive the required clearance level will be allowed on-site.
- .5 The Contractor shall provide proof of the information contained within the list to PWGSC Representative upon demand. PWGSC reserves the right to have removed from the site those personnel who do not meet security requirements.

11. Access to Buildings

- .1 Only those employees whose names appear on the Contractor's payroll will be allowed access to the site of work. No other persons accompanying employees will be allowed on-site.
- .2 All cleaning staff employed by the Contractor, regardless of hours of work **must sign IN and OUT**; and enter the times of arrival and departure in registers or on sheets so provided at the security guard's control desk or other designated area. In the event of a dispute and the absence of other evidence, the register will be regarded as evidence of hours of work. **Failure to sign "OUT" will render the entry invalid.**

12. Security - Keys

- .1 All keys entrusted to the Contractor for the fulfillment of his/her Contract must be fully protected at all times
- .2 **Duplication of keys is strictly prohibited.**

13. Log

- .1 A log will be maintained in the building by the Contractor in which he/she shall record on a daily basis, all of the work performed other than the normal day-to-day cleaning. The log shall be made available for inspection by the Director as required.

- .2 The Contractor will log any activities they were unable to complete or perform as a result of refused access.
- 14. Quality Standards** .1 The Quality Standards, where applicable, shall be adhered to strictly. Inspections made by the Director will be based on these standards.
- 15. Bidders/Tenderers Qualifications** .1 Prior to award bidder/tenderer will provide;
1. Certification letter of good standing from Worker's Compensation.
 2. Signed statement by Owner of the company that the company will maintain Worker's Compensation Board coverage for the life of the contract, including sub-contractor.
- .2 Before work begins bidders/tenderers are to provide documentation;
1. A copy of the company's site-safety plan.
 2. Certification of training for safety for all personnel that will be involved with the contract. Updated list complete with licenses shall be kept on site including personnel changes.
 3. All sub-contractors shall adhere to the above qualifications.
- 16. Disciplinary Procedures for Safety Violations** .1 Disciplinary Procedures for Safety Violations are :
- .1 First violation: Verbal warning issued to the Contractor for the first violation of a safety regulation. Violation shall be documented on the contract file, copy to Contractor and a copy to PWGSC.
 - .2 Second violation: Written warning to Contractor for the second infraction of a safety regulation. Violation will be documented on the contract file, copy to Contractor and a copy to PWGSC.
 - .3 Third violation: May result in the termination of the contract with a recommendation that the Contractor be denied being able to tender on future PWGSC-produced tenders. Violation shall be documented on the contract file, copy to Contractor and a copy to PWGSC.

.4 Immediate Loss of Contract: A serious violation of safety regulation as deemed by a Regulator, Project Manager or Safety Officer. Violation shall be documented on the contract file, a copy to the Contractor and a copy to PWGSC.

.5 Denied Opportunity to Tender: Infractions of safety regulations that result in charges being laid by the Regulator and the Contractor being found guilty by the Courts may result in the Contractor being denied consideration to tender on future PWGSC projects.

17. Product Approvals

- .1 The Contractor shall ensure that all controlled products used in the performance of the work are classified and labelled according to the Workplace Hazardous Materials Information System (WHMIS).
- .2 The Contractor shall submit for approval the Material Safety Data Sheets (MSDS) for all controlled products that will be used in the performance of this work.
- .3 No controlled products are to be brought on-site without prior approved Material Safety Data Sheets (MSDS).
- .4 Material Safety Data Sheets (MSDS) to remain on-site at all times.
- .5 The contractor is to:
 - .1 supply a copy of MSDS sheets for Building WHMIS station.
 - .2 mark these MSDS sheets with their company name.
 - .3 maintain and update these MSDS as required.
 - .4 Strive for a scent free workplace.
 - .5 Use green products whenever possible.

18. Contractor Responsibilities

- .1 The Contractor shall maintain and provide PWGSC with current phone, fax and pager numbers to be able to provide response to requests for service from the local Departmental Representative and/or the National Service Call Centre (NSCC) 1-800-463-1850 on a twenty-four (24) hour, seven (7) day per week basis. This involves ensuring that cellular phones and pagers are of a type that can be contacted from the National Service Call Centre in Toronto. If the request for service is from the NSCC, the Contractor shall, immediately upon completion of the service, report back to the NSCC describing the action taken to correct the problem.
- .2 The Contractor shall provide service during regular working hours, silent hours and weekends.
- .3 The Contractor will advise the Departmental Representative of the telephone number at which he/she or his/her representative may be contacted at any time.
- .4 The Contractor shall not refuse any call for service requested by a Departmental Representative and the time lapse between call out and start of work shall **not exceed four (4) hours**.
- .5 Contractor prior to commencement of work, shall report to the security desk to log in.
- .6 The Contractor will be notified, on award of the Contract, the name and phone number of the Departmental Representative.
- .7 Cost of emergency services shall be included in the Contract amount.
- .8 The Contractor shall supply the on site "Lead Hand" with a pager to permit immediate access to services if and when required.

1. **Exterior**
 - .1 **Daily**
 - .1 Remove graffiti and posters from exterior walls, doors, and windows at street level.
 - .2 Clean and polish, aluminum fittings, signs, ornamental metal work, metal entrance doors and push bars.
 - .3 Clean glass and sashes on both sides in entrance doors and side lights.
 - .4 Sweep and keep clear of debris all entrances and loading platforms.
 - .2 **Weekly**
 - .1 Sweep and remove excess salt from sidewalks during winter months.
 - .2 Clean glass and sashes on both sides in entrance sidelights.
 - .3 **Monthly**
 - .1 Remove dust, litter and cobwebs from light wells, vent openings and service passages.
2. **Interior - General**
 - .1 The operations specified in this section are more particularly defined in Section 5 titled the Glossary of Terms.
3. **Floors - General**
 - .1 **Preliminary Instructions**
 - .1 Chairs, wastepaper baskets, etc. must not be placed on desks, tables or work branches during cleaning operations.
 - .2 Care must be taken not to allow cleaning solutions to seep under furniture legs, file cabinets or partitions.
 - .3 Supply and visibly locate bilingual **danger** signs when performing all floor cleaning operations.
 - .4 Electronic data processing equipment is not to be moved or relocated without prior authorization of the PWGSC representative.
4. **Floors - Resilient**
 - .1 **General**
 - .1 Remove gum and other foreign residue daily.
 - .2 **Office Areas**
 - .1 Sweep all floors daily.

- .2 Damp mop or wipe all floors to remove spillages, salt (sodium and calcium chloride), etc. Daily during months of November through March.
- .3 Spray buff in front and behind counters in desk wells and traffic lanes.
- .4 Wet or dry scrub and refinish on a full floor basis three times per year.
- .5 Strip and refinish on a full floor basis once per year in the first month of the contract.

.3 Corridors and Elevator Lobbies

- .1 Sweep all floors daily.
- .2 Damp mop or wipe all floors to remove spillages, salt (sodium and calcium chloride), etc., daily during months of November through March
- .3 Damp mop and buff twice per week (Tuesday and Friday).
- .4 Spray buff.
- .5 Wet or dry scrub and refinish on a full floor basis three times per year.
- .6 Strip and refinish on a full floor basis.

.4 Active Storage Space

- .1 Maintain as per Office space.

5. Walk-Away Mats

.1 General

- .1 The Contractor will use an industrial type, wet and dry vacuum cleaner equipped with the proper floor tools and of sufficient suction to remove wet or dry sand, water, etc. from the mat.
- .2 Vacuum mats daily. Vacuum mats more often if necessary as a result of inclement weather.
- .3 Mats shall be in place from November 1 to April 30 inclusive. In case of unusual weather conditions, the Director may shorten or extend the period.
- 4 The Contractor will supply **new** Walk-Away mats, install, maintain, remove, clean and store mats in a designated area when not in use. Approximately 50 metres is required.
- .5 Mats shall be fabricated of nylon fibre on a rubber backing, treated with a nontoxic dirt absorbent and have a water retention capacity of approximately 3.41 litres per square metre, subject to PWGSC Representative's approval.

- .6 Mats are to be removed or rolled up to complete floor cleaning operations. Clean underside of mats before replacing or storing.
- .2 **Daily**
 - .1 Vacuum and remove salt stains from all mats.
- .3 **Weekly**
 - .1 Shampoo all large mats in place. Smaller mats are to be removed to a designated location for this operation.
- 6. **Miscellaneous**
 - .1 **Daily**
 - .1 Damp wipe window stools and draft deflectors.
 - .2 Dust open radiators, remove litter from behind and underneath.
 - .3 Dust display cases and spot clean glass.
 - .4 Dust public telephone booths and clean glass.
 - .2 **Every Two Weeks**
 - .1 Clean exterior sash of notice boards and wash glass.
 - .2 Wash display case glass.
 - .3 **Monthly**
 - .1 Clean and polish all decorative metal fittings.
 - .4 **Quarterly**
 - .1 Dust or vacuum ledges, tops of partitions, pipes and other high areas including tops of hanging light fixtures and conduit 1.8 metres or more above floor level.
 - .2 Clean all air intake grills, air diffusers and metal surrounds using a detergent solution or solvent.
 - .3 Wash all open radiators.
 - .4 Clean exposed radiator and convactor covers.
 - .5 **Semi-Annually**
 - .1 Wash exterior surfaces of exposed air ducts.
- 7. **Entrances and Lobbies**
 - .1 **General**
 - .1 Keep free of litter.
 - .2 Clean furniture as per office furniture.
 - .3 Mats are to be removed or rolled up to complete floor cleaning operation.
 - .2 **Daily**

- .1 Clean both sides of door glass, windows and metal surrounds.
- .2 Clean surface and between bars of foot grills.
- .3 Remove gum and other foreign residue.
- .4 Sweep, wash and buff floors. Provide additional damp mopping of floors if necessary as the result of inclement weather.
- .5 Vacuum on a full floor basis.
- .6 Clean directory board glass and frame.
- .7 Sweep exterior area of entrances daily to remove cigarette butts.
- .3 **Weekly**
 - .1 Sweep, spray buff and resweep floors.
 - .2 Clean both sides of all glass windows and metal surrounds.
- .4 **Monthly**
 - .1 Remove foot grills and clean out recessed pan and drain.
 - .2 Scrub and refinish floors.
- .5 **Annually**
 - .1 Strip and refinish floors.
- 8. **Floors - Terrazzo
Marble and Quarry
Tile (Excluding
Entrances,
Lobbies,
Washrooms and
Stairways)** .1 **General**
 - .1 Sweep all floors daily.
 - .2 Remove gum and other foreign residue.
 - .3 Damp mop all floors to remove spillage, etc., daily.
 - .4 Wash and buff all floors weekly.
 - .5 Machine scrub all floors quarterly.
 - .6 Strip and reseal all floors annually.
- 9. **Floors - Concrete** .1 **General**
 - .1 Sweep all floors using a dust control method daily.
 - .2 Remove gum and other foreign residue daily.
 - .3 Damp mop to remove spillage daily.
 - .4 Wash all floors monthly.
 - .5 Machine scrub and reseal unpainted floors annually.
- 10. **Carpeting and
Rugs** .1 **General**
 - .1 Vacuuming must take place as per scheduled hours and areas.

- .2 Remove spots daily and report to the Director spots on carpeting or rugs that cannot be removed by normal means and any damage to or lifting of carpeting.
- .3 Clip loose threads during vacuuming operation.
- .4 Dust bases of free standing screens.
- .5 Pick up debris daily.
- .6 Vacuum daily the areas surrounding photocopiers, shredders, and other paper handling areas.

.2 Offices

- .1 Vacuum daily traffic lanes and desk wells in general working areas and private offices. Remove litter from remainder of area and sweep exposed flooring around rugs.
- .2 Vacuum weekly all carpeting and rugs on a full floor basis.
- .3 Where T mats are in use, remove, vacuum carpet, clean T mat and replace.

.3 Corridors

- .1 Vacuum twice per week (Tuesday and Friday) on a full floor basis.

11. Stairs and Landings

.1 Daily

- .1 Sweep stairs and landings.
- .2 Remove gum and other foreign residue.
- .3 Damp mop.
- .4 Dust handrails, vertical grills, baseboards, stringers and ledges.
- .5 Vacuum carpeted stairs and landings

.2 Semi-annually

- .1 Strip and refinish terrazzo, marble or resilient surfaces.

12. Washroom - Public and Private

.1 General

- .1 All washrooms shall be cleaned by 1000 hours daily. Washrooms shall be patrol cleaned and empty dispensers replenished at midday.
- .2 Blocked toilets, sinks, urinals and drains to be cleared immediately by use of plunger or flex snake (supplied by Contractor). If plumbing work necessary, notify the Departmental Representative

- .3 The Contractor is responsible for replenishing the coin operated feminine napkin dispenser. The dispensers are surfaced mounted units and are combination napkin and tampon, key locked. Money received will become the property of the contractor. Supplies must be approved by PWGSC.
 - .4 The Contractor is responsible to supply and install dispenser units the same as or equal to Wood Wyant QFS foam soap dispenser, subject to the approval of the PWGSC Representative. Approximately 24 dispensers are required. Dispenser units and sufficient amount of supplies are to be delivered on-site 7 days prior to contract start date. The Contractor shall maintain in inventory four dispensers on site at all times for replacement as necessary.
 - .5 The Contractor is responsible to supply and install dispenser units, same as or equal to, Scott J.R.T.(R), (double-roll) Junior Bathroom Tissue Dispenser, subject to the approval of the PWGSC Representative. Approximately 26 dispensers are required. Dispenser units and sufficient amount of supplies are to be delivered on-site 7 days prior to contract start date. Toilet tissue/paper shall be two-ply. The Contractor shall maintain in inventory two dispensers on site at all times for replacement as necessary.
 - .6 The Contractor is responsible to supply and install hands free paper towel dispensers, double roll type, same as or equal to Wood Wyant Tandem dispenser, subject to the approval of the PWGSC Representative. Approximately 24 dispensers are required. Paper towel will be the same as or equal to WoodWyant Ultra White product code 63-1983. Dispenser units and sufficient amount of supplies are to be delivered on site 7 days prior to contract start date. The Contractor shall maintain in inventory two dispensers on site, at all times, for replacement as necessary.
- .2 **Daily**
- .1 Remove gum and other foreign residue.
 - .2 Sweep all floors.
 - .3 Damp mop with a germicidal detergent.
 - .4 Dust off tops of partitions.
 - .5 Clean shower stalls daily.
 - .6 Wash both sides of toilet seats, interior and exterior of bowls, urinals, washbasins and underside of washbasins using a germicidal detergent.

- .7 Clean and disinfect all water taps, dispensers, door plates, flush valves and the exterior of wastepaper and refuse receptacles.
- .8 Clean flush tanks, shelves, high ledges, mirrors, window stools and exposed piping.
- .9 Spot clean walls, partitions and doors to remove finger marks, graffiti and other marks.
- .10 Empty santi-cans, wash, disinfect, supply and replace bags.
- .11 Empty all wastepaper receptacles.
- .12 Empty refuse receptacles, supply and insert new plastic bags.
- .13 Supply and replenish soap in containers, toilet paper, linen and paper towel dispensers.
- .3 **Weekly**
 - .1 Wash on both sides partitions and partition doors and the ceramic walls enclosed by the partitions using a germicidal detergent.
 - .2 Descale toilet bowls and urinals.
- .4 **Bi-Weekly**
 - .1 Spray buff and resweep on a full floor basis.
- .5 **Monthly**
 - .1 Wash and disinfect wastepaper and refuse receptacles including metal containers.
 - .2 Wash all walls.
- .5 **Semi-Annually**
 - .1 Strip and refinish floors.
- .6 **Annually**
 - .1 Wash ceilings.
- 13. **Solar Shades**
 - .1 **Air-conditioned Buildings**
 - .1 Dust window blinds every four months.
- 14. **Drapes**
 - .1 **Quarterly**
 - .1 Vacuum drapes.
- 15. **Counters**
 - .1 **Daily**
 - .1 Damp wipe and polish.
 - .2 **Weekly**

- .1 Clean counter facings, metal wickets, glass and wood partitions.
- 16. Interior Glass**
 - .1 **Daily**
 - .1 Spot clean all glass doors, glass in fire doors, glass partitions and/or glass panels in partitions.
 - .2 Remove all foreign substances such as tape, etc.
 - .2 **Weekly**
 - .1 Wash both sides of glass doors and glass in fire doors.
 - .3 **Three Times Per Year**
 - .1 Wash both sides of glass partitions and/or glass panels in partitions.
- 17. Furniture and Fixtures**
 - .1 **Preliminary Instructions**
 - .1 Papers and files left on furniture shall not be disturbed by the cleaning staff.
 - .2 **Daily**
 - .1 Dust horizontal surfaces.
 - .2 Dust telephones and intercom instruments.
 - .3 Dust and remove finger marks and stains from vertical and horizontal surfaces of boardroom and executive office furniture.
 - .4 Spot clean finger marks and stains from glass topped furniture.
 - .5 Spot clean outside of lockers, storage and filing cabinets.
 - .6 Spot clean bookcase glass doors.
 - .7 Dust empty stacks and shelves.
 - .8 Dust pictures and wall hangings. (Excluding paintings and art objects.
 - .3 **Weekly**
 - .1 Dust and remove stains from vertical surfaces.
 - .2 Clean and polish boardroom and executive furniture.
 - .3 Dust tops of lockers and storage cabinets.
 - .4 Dust bases of free standing screens.
 - .5 Dust artificial plants, remove debris from containers and damp wipe exterior of containers.
 - .6 Clean any large blue recycling bins that are located in work areas.
 - .7 Clean interior of public clothes closets.

- .8 Wash boot trays and/or boot shelves during inclement weather.
 - .4 **Monthly**
 - .1 Vacuum upholstered furniture.
 - .2 Remove and clean on both sides, all glass or plastic plates covering furniture and dust tops of furniture before replacing plates.
 - .5 **Quarterly**
 - .1 Clean and polish both sides of bookcase glass doors.
 - .6 **Semi-Annually**
 - .1 Clean using an approved product all leather, vinyl and leatherette upholstered furniture in executive offices, boardrooms and waiting areas.
 - .2 Vacuum upholstered free standing screens.
 - .3 Dust ledges inside workstations.
- 18. **Waste Receptacles**
 - .1 **General**
 - .1 Supply and install plastic bags of correct size in wastepaper baskets, garbage cans, compost and recyclable receptacles. Replace plastic bags with correct size when dirty or torn.
 - .2 **Daily**
 - .1 Empty and damp wipe exterior of wastepaper baskets.
 - .2 Empty garbage cans and waste receptacles.
 - .3 **Weekly**
 - .1 Wash and disinfect garbage cans and waste receptacles including metal liner.
 - .4 **Semi-Annually**
 - .1 Wash and disinfect wastepaper baskets.
- 19 **Cigarette Urns**
 - .1 **Daily**
 - .1 Remove debris from urn, damp wipe exterior, clean and polish chrome parts..
- 20. **Doors, Door Frames, Etc.**
 - .1 **Daily**
 - .1 Clean finger marks from doors and door frames.
 - .2 Dust door grills.

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|-----|---------------------------------------------------------------------|----|----------------------------------------------------------------------------|--|
| | | .2 | Monthly | |
| | | .1 | Clean nonmetallic kick and hand plates using a detergent solution. | |
| | | .2 | Clean metal push bars, kick and hand plates using the appropriate cleaner. | |
| | | .3 | Dust doors and door frames. | |
| | | .3 | Semi-Annually | |
| | | .1 | Wash door grills. | |
| 21. | Emergency Fire Equipment | .1 | Every Two Months | |
| | | .1 | Clean interior of hose cabinet. | |
| | | .2 | Clean and/or polish fire extinguishers. | |
| | | .3 | Clean both sides of cabinet door glass. | |
| | | .4 | Dust wall hung equipment. | |
| 22. | Water Fountains | .1 | Daily | |
| | | .1 | Wash and disinfect. Odour of disinfectant must not be objectionable. | |
| 23. | Walls, Partitions and Baseboards | .1 | Daily | |
| | | .1 | Remove finger marks, smudges and stains from painted walls and partitions. | |
| | | .2 | Dust baseboards, ledges and mouldings. | |
| | | .3 | Spot clean vinyl covered walls, doors and partitions. | |
| | | .2 | Weekly | |
| | | .1 | Dust marble walls, columns and frames. | |
| | | .2 | Spot clean fabric and carpeted walls, columns, screens and partitions. | |
| | | .3 | Quarterly | |
| | | .1 | Wash walls, columns, frames and baseboards. | |
| | | .4 | Semi-Annually | |
| | | .1 | Vacuum fabric and carpeted walls, columns and partitions. | |
| 24. | Telephone and Electrical Rooms (excluding Transformer Rooms) | 1. | Every Two Months | |
| | | .1 | Sweep all floors. | |

25. **Contractor's Space** .1 Maintain as per corresponding areas in building.
26. **Janitor Room** .1 **General**
.1 To be kept free of debris.
.2 Mops to be washed clean before storing. All other equipment to be kept clean and materials neatly stored.
.2 **Daily**
.1 Sweep and wash floors.
.2 Wash and disinfect sinks.
.3 **Quarterly**
.1 Wash walls, shelves, etc.
27. **Refuse** .1 **General**
.1 Cardboard containers designated for disposal must be flattened before placing into bulk-lift units or tied into bundles 1200 mm (length) by 600 mm (diameter) and not to exceed 20 kg in weight.
.2 Contents of ashtrays must be stored in a separate metal container overnight before emptying into garbage.
.3 Garbage is not to be stored in any area(s) of the building, but is to be placed directly in appropriate disposal container at the designated location.
.4 At the workstations compost is emptied daily, waste is emptied twice a week.(Tuesday and Friday).
.2 **Daily**
.1 Remove from building all compost,garbage, wastepaper and recyclable materials and place in appropriate disposal container.
.2 After removal of garbage, wastepaper, and recyclable material, pick up any debris dropped between building and disposal containers.

- 28. Building Operations**
- .1 Report any and all maintenance repairs required to the building, heating system, plumbing, electrical or water systems to the Departmental Representative.
 - .2 Requests for emergency repairs can be made by telephone.
- 29. Cafeteria and Canteens**
- .1 **Preliminary Instruction**
 - .1 This refers only to the dining area, serpentine planter fountain and fountain area.
It does not include vending machines, microwaves and walls up to height of 1.3 metres.
 - .2 Patrol clean in mid-morning and mid-afternoon.
 - .2 **Daily**
 - .1 Wipe chairs and clean spillages.
 - .2 Sweep and damp mop on a full floor basis.
 - .3 Empty garbage cans and recycling receptacles, replace plastic and/or compost bags.
 - .4 Spot clean all walls, carpets, doors, partitions and exterior of cupboards.
 - .3 **Weekly**
 - .1 Spray buff and resweep on a full floor basis.
 - .4 **Monthly**
 - .1 Wet or dry scrub and refinish on a full floor basis.
 - .2 Wipe table bases.
 - .3 Wipe metal-clad wall above sorting station.
 - .5 **Annually**
 - .1 Strip and refinish on a full floor basis.
- 30. Indirect Lighting Fixtures**
- .1 **Semi-Annually**
 - .1 Dust light fixtures
 - .2 Clean work surfaces and vacuum floors as required as a result of dusting fixtures.
- 31. Locker Rooms**
- .1 **Daily**
 - .1 Empty waste or recycling receptacles.
 - .2 Dust exposed surfaces of lockers, including tops.
 - .3 Wash window stools and metal base of windows.
 - .4 Sweep floors.

.5 Remove gum and other foreign residue.

.2 **Semi-Annually**

.1 Wash the exterior of lockers.

.3 **Resilient Floors**

.1 Wash with a germicidal detergent weekly

.2 Wet or dry scrub and refinish five times annually.

.3 Strip and refinish annually.

.4 **Terrazzo, Quarry Tile, Vitreous**

.1 Wash with a germicidal detergent weekly.

.2 Machine scrub and rinse with a germicidal solution monthly.

32. Showers

.1 **Daily**

.1 Remove all pieces of soap and other foreign matter.

.2 Wipe down walls using a cleaner disinfectant and rinse with clear water.

.3 Scrub floor and duck boards using a cleaner disinfectant and rinse with clear water.

.4 Report any stoppages or leaks.

.2 **Weekly**

.1 Wash walls and shower curtains using a soap free detergent containing "sequestering agents" to remove soap scum and rinse with clear water.

.2 Polish handles, shower heads and other fixtures.

.3 Scrub floors using a soapless detergent containing "sequestering agents" to remove soap scum and rinse with clear water.

**33. Elevators,
Passenger**

.1 **Daily**

.1 Clean interior bright metal work daily, more often if required.

.2 Dust interior of cab and remove finger marks, smudges and stains on doors, door frames and walls, including control panel.

.3 Scrape and vacuum clean door sill/track grooved in both the cab and on each landing.

.4 Vacuum carpeted floors.

.5 Remove gum and other foreign residue.

- 34 Freight Receiving Area**
- .1 **Daily**
 - .1 Remove litter abandoned in area.
 - .2 Sweep floors
 - .2 **Weekly**
 - .1 Dust walls and doors
 - .3 **Monthly**
 - .1 Spot clean walls and doors.
 - .4 **Semi-Annually**
 - .1 Scrub doors ,both sides
- 35. Escalators**
- .1 **Preliminary instruction**
 - .1 Escalators cleaned while operating.
 - .2 **Daily**
 - .1 Wipe clean handrail using a mild detergent solution.
 - .2 Clean glass or metal panelling and balustrades using an approved cleaner.
 - .3 Remove gum and other foreign residue.
 - .4 Vacuum treads, risers, landings or treadway.
 - .3 **Weekly**
 - .1 Damp wipe treads, risers, landings or treadway.
 - .4 **Annually**
 - .1 Clean and wax handrails.
- 36. Recycling Centres / Bins**
- .1 **Daily**
 - .1 Supply and install appropriate bags for receptacles in each recycling centre. Clear and Blue Bags only.
 - .2 Recycling Centres to be supplied by PWGSC.
 - .3 All receptacles must be emptied or cleaned with a germicidal solution at the end of each day, or more often as required.
 - .4 Contractor will be required to empty all recycling receptacles in each recycling station/location and transfer contents to the appropriate container or holding area. **This will include the contents of all**

- large blue bins in designated areas throughout the building** (approximately 24 bins).
- .5 Entire recycling centre must be washed with a germicidal solution once each day, or more often as required.
- .6 On Friday of each week, prior to the end of the shift, Contractor must ensure that all waste is removed from each recycling centre.
- .2 There will be no adjustments to the contract amount for changes in number of/location of recycling centres.
- 37. Window Cleaning** .1 Spot clean as required.
- 38. Outdoor Rest Areas** .1 **General**
.1 Patrol clean twice daily and more often if necessary.
- .2 **Daily**
.1 Empty and clean ashtrays and cigarette urns.
.2 Sweep floors.
.3 Mop up spills.
.4 Empty, garbage cans and paper receptacles and replace plastic bags
.5 Spot clean doors.
- 39. Indoor Rest Areas** .1 **General**
.1 Patrol clean twice daily and more often if necessary.
- 40. Grounds - General** .1 Keep all areas, including lawns, flower beds, paved areas, parking and courtyards, municipal sidewalks, drains and ditches free of debris.
- 41. Sick Room** .1 **Daily**
.1 Dust all furniture and window stools.
.2 Empty and disinfect all receptacles.
.3 Wash all glazed surfaces.

- .4 Wash and disinfect all toilet accessories including sinks, hand basins, toilet bowls, mirrors, dispensers, etc.
- .5 Supply and replenish soap in containers, toilet paper, linen and/or paper towels in dispensers.
- .6 Sweep total area.
- .7 Damp mop total area, spray buff and resweep traffic lanes and waiting areas.
- .8 Change bedding in sick room as required.

42. Chalkboards . N/A

43. Electronic Data Processing Areas .1

General

- .1 Areas includes tape library, computer room, key edit, equipment room, communications room, printer room and attached washrooms.
- .2 **Flooring - plastic laminate tiles.** This flooring contains "anti-static" properties and **is not to be sealed, waxed or have a floor finish applied to it.**
- .3 The vacuum cleaner used in this area will be of the industrial canister type equipped with a three prong grounded plug and nonmetallic floor tools. The filter is to be cleaned prior to each operation.
- .4 **CAUTION!** Malfunctioning equipment is to be immediately removed from the area and replaced so that the extremely sensitive nature of the computer equipment is not affected.
- .5 Damp Mopping - Use a mop, well wrung out in clear water so that there will be no seepage under the equipment or between the tiles. The water is to be changed frequently during each operation and mops are to be washed and well rinsed on completion of the work.
- .2 .1 Compost shall be removed on a daily basis.
- .3 The following operations are to be performed by daytime staff **on a weekly basis:**
 - .1 Vacuum entire floor area paying particular attention to the area around the base of equipment, baseboards and corners.

- .2 Damp mop the entire floor area.
- .3 Remove dust from furniture and shelving.
- .4 Wash and disinfect refuse and wastepaper containers.
- .5 Wash doors and door frames.
- .6 Clean room air diffusers every six months.

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|-----------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Supplies | .1 | The Contractor will also supply all cleaning materials, tools and equipment necessary to execute the work satisfactorily. All materials must be of first quality and approved by the Director. |
| | .2 | The Contractor shall supply an acceptable commercial quality wet/dry vacuum. Equipment to remain on site. |
| 2. Building Security Locking & Unlocking | .1 | The Contractor is responsible for the security of the building to the extent of ensuring exterior doors are secure on exit and entrance to the building in the course of their daily duties. To ensure the cleaners room/janitor rooms are secure. |
| | .2 | Doors shall be locked and unlocked at the times required to facilitate the work of occupying departments. |
| | .3 | All doors to rooms, private or general offices, etc., which must be unlocked by the Contractor's employees, must be kept locked during the performance of their duties. |
| 3. Building Cleaning Operations | .1 | Routine Cleaning |
| | .1 | Routine cleaning will be performed between the hours of 0700 to 1700 hours. |
| | .2 | Scheduled Operations |
| | .1 | Scheduled operations will be performed on Saturdays and Sundays between 0800 hours to 1600 hours. |
| | .3 | Prior to award of contract, the Contractor shall submit in writing his plan of operation to conform with the cleaning, scheduled operations and special conditions. |
| 4. Staff | .1 | For routine cleaning, the Contractor shall maintain a staff of six (6) people for a minimum of 8 hours per day each, plus an on-site working supervisor for a minimum of 8 hours per day. Contractor must have available a security-cleared alternate to cover for any other person unable to perform duties. |
| | .2 | The building occupancy load will fluctuate. Approximately 800 to 1000 persons. Operations to be adjusted accordingly. |
| | .3 | All persons employed as staff shall have authority to carry out directions given to them by the PWGSC representative whether or not this involves minor changes to the specifications. |
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- .4 The Contractor shall equip his superintendent or supervisor with a pager or similar communicating device so he may be contacted by PWGSC representative during the work day.
- .5 The contractor shall designate his supervisor to contact the PWGSC Representative at 0830 hours and 1300 hours daily, to receive complaints and/or request for emergency cleaning.

5. Excluded Areas The following do not form part of this cleaning contract except for cleaning of lights and fixtures as specified in Section 2:

Penthouse
Snow Removal
Landscape Maintenance
Relamping

SCHEDULE OF OPERATIONS BUILDING CLEANING

The Contractor shall comply with the following Schedule of Operations which specifies the major operations to be performed under the Contract.

See Section 3 titled Special Requirements for the time frame during which the scheduled operations will be performed.

All months that are inside brackets must have this work carried out during an extension year to this Contract and carried forward as applicable.

The operations specified in this section are more particularly defined in Section 2 titled Operations and Frequencies and Section 5 titled Glossary of Terms.

Seasonal requirements may require alterations to these frequencies. The Contractor shall use these identified frequencies as guidelines only and shall adjust his frequencies as necessary to fulfill the specification.

Cleaning Operations (Section 2)

Frequency of Operations

| | |
|----------------------------------------------------------------------------------|--------------------------------------------------------------|
| 4.2.4 Floors - Office Areas - Wet/Dry Scrub and Refinish | Execute three times in one year in the months of: 4-7-10 |
| 4.2.5 Floors - Office Areas - Strip & Refinish | Execute once in the first month of the contract. |
| 4.3.5 Floors - Corridors & Elevator Lobbies - Wet/Dry Scrub and Refinish | Execute three times in one year in the month of: 4-7-10 |
| 4.3.6 Floors - Corridors & Elevator Lobbies - Strip and Refinish | Execute once times in the first month of the contract |
| 6.4.1 Ledges, Tops of Partitions, Partitions, Pipes, etc. - Dust or vacuum | Execute four times in one year in the months of: 1-4-7-10 |
| 6.4.2/3/4 Grills, Diffusers & Radiators - Clean | Execute four times in one year in the months of: 1-4-7-10 |
| 6.5.1 Exposed Air Ducts - Wash | Execute two times in one year in the months of: 1-7 |

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|--------|-------------------------------------------------------------------------|--------------------------------------------------------------|
| 8.1.5 | Floors - Terrazzo, Marble, Quarry & Vitreous Tile - Machine Scrub | Execute three times in one year in the months of: 4-7-10 |
| 8.1.6 | Floors - Terrazzo, Marble, Quarry & Vitreous Tile - Machine Scrub | Execute once in the first month of the contract |
| 9.1.4 | Floors Concrete - Wash | Execute once in the first month of the contract |
| 11.2.1 | Stairs & Landings - Strip and Refinish | Execute two times in one year in the months of: 1-7 |
| 12.5.1 | Washroom Floors - Strip and Refinish | Execute two times in one year in the months of: 1-7 |
| 12.6.1 | Washroom Ceilings - Wash | Execute once in the first month of the contract |
| 13.1.1 | Venetian Blinds - Dust | Execute four times in one year in the months of: 1-4-7-10 |
| 14.1 | Drapes - Vacuum | Execute four times in one year in the months of: 1-4-7-10 |
| 16.3.1 | Glass Partitions/ Panels - Wash | Execute three times in one year in the months of: 1-5-9 |
| 17.5.1 | Bookcase Glass - Clean and Polish | Execute four times in one year in the months of: 1-4-7-10 |
| 17.6.1 | Furniture - Upholstered, Leather, Vinyl, Etc. - Clean | Execute two times in one year in the months of: 1-7 |
| 17.6.2 | Screens - Vacuum | Execute two times in one year in the months of: 1-7 |
| 17.6.3 | Desk Well Ledges - Dust | Execute two times in one year in the months of: 1-7 |
| 18.4.1 | Wastepaper Baskets - Wash and Disinfect | Execute two times in one year in the months of: 1-7 |
| 20.3.1 | Door Grills - Wash | Execute two times in one year in the months of: 1-7 |

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|--------|------------------------------------------------------------------|-------------------------------------------------------------------|
| 21.1 | Emergency Fire Equipment - Clean | Execute six times in one year in the months of: 1-3-5-7-9-11 |
| 23.3.1 | Marble Walls, Columns, etc. - Wash | Execute four times in one year in the months of: 1-4-7-10 |
| 23.4.1 | Fabric & Carpeted Walls, Columns, Etc. - Vacuum | Execute two times in one year in the months of: 1-7 |
| 24.1.1 | Telephone / Electrical Rooms - Sweep floors | Execute six times in one year in the months of: 1-3-5-7-9-11 |
| 26.3.1 | Janitor Room, Walls, etc. - Wash | Execute four times in one year in the months of: 1-4-7-10 |
| 29.5.1 | Cafeteria and Canteens - Strip/Refinish Floor | Execute once in the first month of the contract |
| 30.1 | Heating Plant Walls, Ceilings, etc - Dust | Execute twice in two years in the months of: April, September |
| 31.2.1 | Exterior of Lockers - Wash | Execute two times in one year in the months of: 1-7 |
| 31.3.2 | Locker Room Floors - Resilient - Wet / Dry Scrub and Refinish | Execute five times in one year in the months of: 3-5-7-9-11 |
| 31.3.3 | Locker Room Floors - Resilient - Strip & Refinish | Execute once in the first month of the contract |
| 34.4.1 | Freight Receiving Area - Scrub Doors | Execute two times in one year in the months of: 1-7 |
| 35.4.1 | Escalators - Clean and Wax Handrails | Execute once in the first month of the contract |
| 36 | Window Cleaning | Execute two times in one year in the months of: June & October |

GLOSSARY OF TERMS BUILDING CLEANING

| CATEGORY & TYPE | OPERATION | DETAILED INFORMATION |
|-----------------|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Flooring | | |
| ALL | Sweeping | Consists of removing loose, dry surface soil. Where surface is not subject to damage by solvents , use a solvent based, treated sweeping compound, dust cloth or dust mop. Where surface is subject to damage by solvents , use a wax based, treated sweeping compound, dust cloth or dust mop. Dust cloths and dust mops to be treated the day before they are to be used to ensure no streaks are left on the floor. |
| MOST | Spray Buffing (Spray Clean) | Consists of spraying a spray buff on a swept floor, approximately 50 centimetres ahead of the floor machine. Care must be taken that no solution splashes against furniture, doors and baseboards. While the machine operates, the spray buffing pad abrades black marks and irregularities. When the working face of the pad becomes loaded, turn the pad over or replace with a clean pad. Spray buffing is continued until all traffic marks are removed and shine restored. Floor shall be swept after spray buffing has been completed. |
| MOST | Wet or Dry Scrub (Semi-Stripping) | Consists of removing the top layer or layers of floor finish using either the wet (use minimum amount of water) or dry scrub method of the application of two (2) coats of a self-polishing, non-slip metal interlocked floor finish to the dry, clean floor. Complete operation by cleaning baseboards. |
| MOST | Wash | Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and picking up the rinse water. |

Note:

1. Floor sealer to be applied up to the baseboards.
2. Floor finishes to be applied up to 30 centimetres from the baseboards except for the last coat which will be applied right up to the baseboards.
3. Each coat of finish to be laid in the opposite direction from the previous coat.
4. Baseboards to be cleaned after each scheduled operation to remove streaks and splashes.
5. When using either the Wet scrub or Wet strip method, use a minimum amount of solution.
6. When using a Dry scrub or Dry strip method, damp mop the floor before applying sealer or finish.
7. When using the Wet scrub or Wet strip method, rinse the floor twice before applying sealer or finish.

Resilient

| | | |
|--------------------------------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| - Offices - Washrooms - Laboratories | Strip & Refinish | Consists of moving furniture, sweeping floor, stripping by using either the Wet or Dry method to remove all layers of finish. Apply a minimum of one (1) coat of a water base sealer and three coats of a self-polishing, non-slip, metal interlocked floor finish. Complete operation by cleaning baseboards. |
| - Corridors - Entrances - Lobbies | Strip & Refinish | Same as for Offices EXCEPT that four coats of self-polishing, non-slip metal interlocked floor finish will be applied. |
| ALL | Polish or Buff | Consists of covering the full floor area with a machine or brush or pad to restore surface shine. |
| ALL | Damp Mop | Consists of applying a clean mop, well wrung out in clean water to remove surface dirt and spillage. |

**Terrazzo, Vitreous,
Quarry Tile, Marble,
Unpainted Concrete**

| | | |
|-----------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ENTRANCES AND LOBBIES | Strip & Refinish | Same as for Resilient floors. |
| WASHROOMS | Machine Scrub | As above EXCEPT rinse with a germicidal solution. |
| WASHROOMS | Wash | Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing with a germicidal solution and picking up the rinse solution. |
| WASHROOMS | Strip & Refinish | Consists of sweeping floor, stripping using either the Wet or Dry strip method to remove all layers of finish. Applying a minimum of one coat of a water base sealer and two coats of a self-polishing, non-slip, metal interlocked floor finish. |
| WASHROOMS | Patrol Cleaning | Consists of picking up litter, wiping hand basins including wall surrounds and shelves above, polishing mirrors, wiping up spillage and replenishing empty dispensers. This work is in addition to the regular nightly servicing. |

Unpainted Concrete

| | | |
|------------------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MOST | Strip & Reseal | Consists of sweeping, stripping and applying one coat of an approved sealer. |
| RUGS & CARPETING | Vacuum | Consists of removing dust, dirt and litter using an upright or canister type vacuum cleaner, capable of having a crevice tool attached to clean in corners and along baseboards. |

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|------------------------------------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Stain Remover | Consists of identifying the type of stain by look, feel or odour and the removal using the appropriate remover in accordance with instructions in commercially available spot remover kits. |
| WALK-AWAY MATS | Vacuum | Consists of removing sand, slush or water using a wet and dry industrial type vacuum cleaner equipped with the appropriate floor tools. |
| | Salt Stain Remover | Consists of vacuuming, flooding salt stain with water and allowing to stand for ten minutes, vacuuming up water and repeating operation as many times as necessary until stain is removed. |
| | Shampoo | Consists of vacuuming, stain removal and shampooing using either a machine agitated dry foam or jet extractor method. Hose washing may be used only if specified by the manufacturer and in accordance with his instructions. |
| WALLS | Dust | Consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments. |
| | Spot Clean | Consists of removing fingerprints, smudges, stains and graffiti using a moistened cloth followed by a dry cloth. |
| CEILINGS (Soft acoustical tile) | Vacuum | Consists of removing loose dirt, dust and cobwebs using a vacuum cleaner equipped with the appropriate attachments. |
| DRAPES | Vacuum | Consists of removing loose dust using a vacuum cleaner, back rake with wand and drape attachment and covering all surfaces on both sides. |
| VINYL & | Clean & Polish | Consists of removing soil marks and stains using an approved cleaner. |

LEATHERETTE
UPHOLSTERY

AIR GRILLS
AIR DIFFUSERS

Vacuum

Consists of removing dust and dirt using a vacuum cleaner equipped with a wand and brush attachment or wipe with a damp sponge and dry with a clean cloth.

Wash

Consists of applying a detergent solution with a cloth to remove dust and dirt and drying with a clean cloth.

LUNCH & REST
ROOM

Patrol Clean

Consists of cleaning up spillage, clearing off rubbish from all furniture, tables, chairs, sinks, etc., damp wiping of sinks, counters and fixtures, emptying and cleaning of ash trays, picking up debris from floor, emptying garbage cans and waste receptacles.

CHALKBOARDS

Dry Clean

Consists of removing all chalk and erasers from trough, cleaning the chalkboard using a large soft cloth, chamois or a No. 1106 "Hygieia" chalkboard cleaner. Fold the cloth or chamois to fit the hand and starting from the top of the board and working from left to right, clean the entire board. Using a separate cloth, clean the chalk trough, replace chalk and erasers in chalk trough.

Washing

Consists of removing all chalk and erasers from trough. Using a dry cloth, remove excess chalk dust from board and trough. Using a sponge or cloth partially wrung out, apply clear water to board, use squeegee to remove excess wash water, clean trough, dry board using clean dry cloth (do not let air dry), dry trough; WHEN board is dry. Cover chalkboard surface with the broad side of a piece of white chalk. Rub chalk dust into surface with a felt brush or dry cloth. Remove all loose dust from surface of board with a dry chamois. Dust trough and replace chalk and erasers.

INDEX

Item No.

1. Exterior
2. Floor Maintenance
3. Carpets and Rugs
4. Lobby, Entrance and Corridor Cleaning
5. Room Cleaning
6. Washroom Cleaning and Servicing
7. Stairway Cleaning
8. Drinking Fountains
9. Elevator Cleaning
10. High Cleaning
11. Window, Partition and Show Case Glass Cleaning
12. Garbage Rooms
13. Contractor Space and Janitor Closets

1. EXTERIOR

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|------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Area Policing (Litter Pickup) | .1 | Sidewalks, driveways, lawn areas, loading docks, entrance and other areas should be free of paper and other debris after policing. |
| Sweeping | .1 | Sidewalks, loading docks, entrances and other designated areas should be clean after scheduled sweeping. |
| Hosing Sidewalks | .1 | Sidewalks and other designated areas should be clean after scheduled hosing. |
| | .2 | There should be no excess of water on sidewalks and at entrances. |
| | .3 | There should be no remaining water on handrails. |
| Lawn Maintenance | .1 | All grass and shrubbery should present a well groomed appearance. |
| Entrances | .1 | After washing exterior marble and granite, should present a clean surface free from grime and soap or water streaks. |
| Snow Removal | .1 | Sidewalks, stairs, entrances, emergency exits and access to exterior mail receivers should be free from snow and ice accumulation and sanded or chemically treated to provide safe footing. |

2. FLOOR MAINTENANCE

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| Sweeping | .1 | There should be no dirt, trash nor other matter left in corners, behind nor under free standing radiators, under furniture, behind nor under other movable items, nor behind doors. |
| | .2 | Floors should be free of dust film. |
| | .3 | There should be no dirt left where sweepings were picked up. |
| | .4 | Furniture and equipment should be relocated to where it was prior to the sweeping operation. |

- Damp and Wet Mopping**
- .1 All mopped areas should be clean and free of surface stains, mop streaks and loose mop strands.
 - .2 Walls, baseboards and other surfaces should be free of watermarks and splashing.
 - .3 Water or other cleaning solution should not have been allowed to collect under furniture legs and cabinets.

- Spray Buffing**
- .1 There should be neither dust nor dirt left on the floor after spray buffing.
 - .2 There should be no muddying or rippling effect caused by over spraying.
 - .3 The floor should present an overall appearance of cleanliness.
 - .4 Baseboards and equipment should be free of spray residue.

- Scrubbing/
Stripping**
- .1 There should be no surface dirt or stains visible following the scheduled scrubbing operation.
 - .2 There should be no wax or finish buildup on the floor surface following the stripping operation.
 - .3 The furniture (excluding file cabinets) should have been moved for complete floor coverage.
 - .4 Walls, baseboards and other surfaces should be free of watermarks, splashing and scars from equipment.

- Finishing
(Application of
Wax or Floor
Finish)**
- .1 The floor should be free of streaks, mop strands, marks, skipped areas and other evidence of improper application.
 - .2 The floor should be clean and bright looking including in corners and under furniture.
 - .3 There should be no residue on walls, baseboards, furniture and other surfaces.
 - .4 Furniture and equipment should be relocated to where it was prior to the waxing operation.

- Miscellaneous**
- .1 Chairs, wastepaper baskets, etc. should not be placed on desks or tables during cleaning operations.

3. CARPETS AND RUGS

- Vacuuming and/or**
- .1 Carpets and rugs should be clean and free from dust, dirt and other debris. Nap on rugs should be laid in one direction.

- Carpet Sweeping** .2 T-mats should be clean and carpet or rug area around and under T-mats should be free of dust and dirt.
- .3 Floor area under immediate edge of rugs should be free of dirt and dust.
- .4 Base floors around rugs should be clean. No dirt should be left in corners, under furniture, behind doors or radiators.
- .5 All furniture and equipment moved during the cleaning operation should be returned to its original location.

**4. LOBBY,
ENTRANCE AND
CORRIDOR
CLEANING**

Sweeping .1 See Page 1.

**Damp and Wet
Mopping** .1 See Page 1.

Spray Buffing .1 See Page 2.

**Scrubbing/
Stripping** .1 See Page 2.

Finishing .1 See Page 2.

Dusting .1 Lobby furniture should be free of dust, fingerprints and stains.
.2 Baseboards, radiators, grills, window stools and other fixtures should be free of dust.

Walls .1 Walls should be free of fingerprints, smudges and any other defacing marks.

**Drinking
Fountains** .1 See Page 6.

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| Glass Doors and Side Lights | .1 | There should be no streaks or smears on glass and the door frame should be clean. |
| | .2 | There should be no water on the floor, sills or stools. |

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| Polishing | .1 | Doorknobs, push bars, kick plates, railings, doors and other surfaces should be clean (where applicable) and polished. |
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| Miscellaneous | .1 | Foot grills and recessed pans should be free of dirt and debris after scheduled cleaning. |
| | .2 | Walkoff mats should be clean and dry. |
| | .3 | Lobby and entrances should be free of debris. |
| | .4 | Notice boards and interior of fire-hose cabinets including glass should be clean. |

5. ROOM CLEANING

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| Trash Removal | .1 | All wastepaper receptacles should be empty, clean and in place. |
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| Sweeping | .1 | See Page 1. |
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| Dusting | .1 | There should not be any dust or dust streaks on desks or other office furniture. |
| | .2 | Glass tops on desks and tables should be clean and free of fingerprints and stains. |
| | .3 | All pictures, plaques, etc. should be free of dust. |
| | .4 | Corners and crevices should be free of dust. |
| | .5 | Radiators, window stools, door ledges, frames, louvers, baseboards and partition ledges should be free of dust. |

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| Spot Cleaning | .1 | Walls, doors, door frames, door and partition glass should be free of fingerprints. |
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| Damp Wiping | .1 | Mirror, ash trays and all other glass should be clean and free of dust, dirt streaks and spots. |
|--------------------|----|-------------------------------------------------------------------------------------------------|

**Vacuuming and/or
Carpet Sweeping** .1 See Page 2.

**6. WASHROOM
CLEANING AND
SERVICING**

Trash Removal .1 All paper and garbage receptacles should have been emptied, plastic bags should have been replaced, if required, and the exterior surface wiped clean.

Supplies .1 All dispensers of supplies should be filled.

**Sanitary
Receptacles** .1 All sanitary receptacles should be empty and a disposal bag replaced, if required.
.2 All sanitary receptacles should be free of odour, spots, stains and fingerprints removed.

Fixtures .1 All surfaces of wash basins and all exposed piping should be free of dust, dirt spots and stains.
.2 All surfaces of flush tank toilet seats, bowls and urinals should have been disinfected.
.3 Plumbing fixtures should be free of stains, soap buildup, dust and mould.

**Dispensers, Walls,
Stall Partitions,
Doors, Shelves,
Mirrors, Ledges** .1 All dispensers, shelves, shelf brackets and ledges should be free of fingerprints, dust and stains.
.2 All mirrors should be clean.
.3 Walls, stall partitions and doors should be free of dust, hand marks, pencil marks, water streaks, mop marks and fittings should be free of mould.

Floors .1 Floors, including corners should be free of dirt, dust, marks, paper and mop strings, water and mop marks. Baseboards and coves should be clean. Floors should have been disinfected.

Sweeping .1 See Page 1.

**Damp and Wet
Mopping** .1 See Page 1.

**Scrubbing/
Stripping** .1 See Page 2.

Finishing .1 See Page 2.

**7. STAIRWAY
CLEANING**

**Vacuuming/
Dusting** .1 Stair landings, treads and corners of stair treads should be
free of dirt, dust streaks and debris.
.2 Stair railings, ledges, door mouldings, radiators, window
stools and grills should be free of dust.

**Cleaning,
Polishing and
Wall Spotting** .1 Glass, wood and metal surfaces should be clean and free of
all marks and dirt.
.2 Handrails, doorknobs and other surfaces should be clean and
polished where applicable.
.3 Walls up to a standing height should be free of all marks.

**Mopping and
Stripping** .1 Stair landings, treads, risers, walls and baseboards should be
clean and free of watermarks and splashings from cleaning
and finishing solutions.

8. SAND URNS .1 All debris should have been removed from the urn.
.2 There should be no debris in the base of the urn.

Debris .1 All debris should have been removed from the urn.
.2 There should be no debris in the base of the urn.

**Cleaning and
Polishing** .1 The interior of the urn top should have been wiped clean and
the chrome parts including the base, cleaned and polished.

- 9. DRINKING FOUNTAINS**
- .1 The porcelain, metal and/or enamel surfaces should be clean and free of stains.
 - .2 All other surfaces should be free of spots, stains and streaks.
 - .3 All fountains should have been disinfected.
- 10. ELEVATOR CLEANING**
- .1 Floors, including corners, threshold plates and door tracks should be clean.
 - .2 Floors should be polished and free of slippiness.
 - .3 Walk-off mats (when in place) should be clean and dry. The floor thereunder should be clean and dry.
 - .4 Carpeted floors should be free of dust, dirt and debris.
 - .5 Walls should be free of dust, finger or splash marks, streaking and watermarks.
 - .6 Hand rails and baseboards should be clean and polished.
 - .7 Doors and frames should be free of fingerprints, etc.
- 11. HIGH CLEANING** (On completion of Scheduled Operation)
- Clocks**
- .1 Glass should be clean and free of streaks.
 - .2 Edge should be wiped free of dust.
- Light Fixtures**
- .1 Should be free of dust and insects. No dirt should be left on furniture or floor beneath fixture.
 - .2 When washed, should be clean and free of streaks.
 - .3 Diffuser should be securely in place.
 - .4 No watermarks should appear on furniture or on floor.
- Lockers**
- .1 Tops should be free of dust.
- Overhead Pipes**
- .1 Should be free of dust.
- Pictures and Plaques**
- .1 Glass should be clean and free of streaks.
 - .2 Frames should be free of dust.
- Tops of Partitions**
- .1 Should be free of dust.

Venetian Blinds .1 Both sides of slats should be clean and free of dust.
.2 Window frames and adjoining area should be free of dust.

Wall or Ceiling Ventilator .1 Should be free of dust.
.2 Framework around ventilator should have been wiped clean.

Exhaust Fans .1 Wall area around fan should be free of dust.

12. WINDOW, PARTITION AND SHOW CASE (On completion of Schedule Operation)

Glass Cleaning .1 Glass should be clean and free of streaks.
.2 Sash, sill and stool should be clean and free of watermarks.
.3 Items moved during the cleaning operation should have been replaced to original location.

13. GARBAGE ROOMS .1 Floors should be clean and free of debris.
.2 Wastepaper and garbage should be properly stored in the designated fireproof space.
.3 Empty garbage and recycling containers should be clean and free of odours.

14. CONTRACTOR'S SPACE AND JANITOR CLOSETS .1 All floors should be clean.
.2 All fixtures and walls should be free of dust and stains.
.3 Mop pails/trucks should be empty and free of odours.
.4 There should be no wastepaper, garbage or empty containers in the Janitor Closets.