



Fisheries and Oceans
Canada

CLEANING STANDARDS

PACIFIC BIOLOGICAL STATION, NANAIMO, BC

BIDDING COMPANY OWNER ANY PROPOSED/APPROVED SITE SUPERVISORS MUST SIGN EACH PAGE

Exclusions from this service are:

Cafeteria and Servery: locked refrigerator and cupboards etc. where food of any kind is stored.
Grey areas as identified on the site colour coded drawings with the possible exception of summer project work

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INTERIOR OF BUILDING

Includes all non-restricted areas as per the color coded site drawings provided. Entrances, lobbies, waiting areas, rooms, corridors (open and closed areas), offices, file/copy rooms, meeting and conference rooms, common areas, stairways, elevators, cafeteria, kitchen, coffee/lunch room areas and/or rooms, libraries, storage rooms, vacant space etc.

101	Tasks	Results Required
.1	<p>Empty/clean all waste contained holding receptacles and containers with germicidal detergent.</p> <p>The use of and daily replacement of waste contained liners is mandatory for all washroom, first aid room and break area receptacles etc.</p> <p>Where waste material needs to be emptied on a non-Quad day it will be left outside that office door in the hallway.</p> <p>All cardboard marked or left in the hall for disposal is to be flattened and taken to the cardboard bins located throughout the site.</p> <p>For health and safety reasons, no person is permitted to handle or sort any waste with bare or even covered hands. Liners are to be removed and held away from the body.</p>	<p>All waste and recycle holding receptacles or containers are clean and in there correct place. No waste or recycle holding containers or baskets were placed upon desks or tables during cleaning operations.</p> <p>Any office waste containers left in the hallway are emptied and cleaned and the clean container placed inside the door of that office.</p> <p>All cardboard either marked for disposal or left in the hall was removed to the cardboard bin.</p> <p>All waste was handled safely and transported to the designated areas.</p> <p>Any needles or sharps are stored in a safe manner and were reported immediately to the Buildings and Grounds Supervisor.</p>
.2	<p>Clean all furniture, frames, trim, wood, plastic, vinyl, leather (e.g. TVs, credenzas, book cases, desks, file cabinets, tables, furniture glass) inclusive of desk lamps, fans and all client accessories such as staplers, ceramics, ornaments free standing and wall hung art work, pictures including frames, etc.</p> <p>Clean all tops of shelving and unobstructed library book shelving.</p> <p>Scrub clean all tables and chairs, all surfaces including legs in all lunch rooms/cafeteria every Friday.</p> <p>Dust computer screens, keyboards in general office areas.</p> <p>Other than dry dusting, do not, unless directed by the Buildings and Grounds Supervisor, clean etc. any items that could be damaged or de-programmed.</p>	<p>All furniture, fitness equipment, fixtures, telephones, glass tops, desks, accessories, vinyl, Plexiglas, Lexan, leather, etc., are free of finger marks, spots and stains, with no dust or streak marks present. Any furniture and equipment moved during cleaning operations has been returned to its correct cleaned location.</p> <p>The tops and all unobstructed library bookshelves were cleaned.</p> <p>All surfaces of all tables and chairs in all lunchrooms and main cafeteria were cleaned.</p> <p>Note: Questions regarding the cleaning of any client accessories have been directed to the Buildings and grounds Supervisor.</p> <p>Fisheries and Oceans arranges for the scheduled professional cleaning of keyboards and electronic computer equipment.</p>

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101 Continued	Tasks	Results Required
<p>.2 Cont</p>	<p>Clean all furniture, framing and trim, plastic, wood, vinyl, leather, etc.</p> <p>Clean leather follow cleaning with a leather treatment application monthly.</p> <p>Clean vinyl using waterless (non-grit) hand cleaner with lanolin. Brush if needed, Remove excess and polish dry.</p> <hr/> <p>Vacuum fabric upholstered furniture, clean frames, wheels etc.</p> <hr/> <p>Spot clean fabric furniture.</p> <hr/> <p>Clean all telephones, furnishings and fittings in public access areas including flag holders, all surfaces of the bed in the First Aid room.</p> <p>Launder linen and re-make bed if linen used/soiled.</p> <hr/> <p>Dust all appurtenances, overhead pipes and cross supports</p> <hr/> <p>Vacuum fabric dividers.</p> <p>Spot Clean non-fabric dividers</p> <p>Clean divider frames and supports.</p>	<p>Furniture (including the frames and wheels are free of dust and debris and presents an overall clean appearance).</p> <p>After cleaning, all leather furniture is treated with professional leather conditioner.</p> <p>Vinyl furniture is clean and free of stains and residue.</p> <hr/> <p>Fabric furniture (including the frames and wheels are free of dust and debris and presents an overall clean appearance).</p> <hr/> <p>All fabric furniture is free of spots and stains.</p> <hr/> <p>Special attention was given to the mouth, earpieces and cradle of telephones, whereas the touch pad of office phones was cleaned carefully and no de-programming occurred.</p> <p>Clean cleaning cloths with germicidal detergent were used.</p> <p>Bed in First Aid room is clean and made-up</p> <hr/> <p>No feather dusters were used, however, washable lamb's wool or polywool, long/extendible handle dusters may have been used. The surfaces are free of visible dust.</p> <hr/> <p>Fabric and non-fabric dividers including frames and supports are free of dust and debris and presents an overall clean appearance.</p>
<p>.3</p>	<p>Clean windowsills, partition ledges, baseboards and all other surfaces below three metres. Blackboard brushes, blackboard ledges, cleared whiteboards and blackboards, wall louvers, moldings, radiators, etc.</p>	<p>All surfaces are clean and free of finger marks, spots and stains, with no dust, streaks or debris present.</p> <p>In cleaning blackboards and blackboard brushes, only approved cleaning tools were used.</p> <p>In cleaning white boards, only approved cleaning tools and products such as Temp paste was used (i.e., no products such as Expo or abrasive cleaners were used).</p>
<p>.4</p>	<p>Clean all hard surface flooring.</p>	<p>All floors are clean and free from debris, surface stains or detergent streaks. Corners and edges are clean.</p> <p>For dust mopping, only Microfiber flat dust pads were used.</p> <p>Care was taken throughout the Microfiber flat mopping operation to prevent cleaning solutions from collecting against and under furniture legs and cabinets. Special care and attention was paid to all corners and edges.</p>

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101 Continued	Tasks	Results Required
.5	<p>Vacuum carpeted areas, including stairs and mats; moving all light furniture other than desks, screens, cabinets, etc.</p> <p>Carpets, rugs and entrance mats shall be spot cleaned, traffic lane vacuumed daily and all carpet must be vacuumed thoroughly wall to wall no less than weekly, using appropriate equipment and attachment tools.</p> <p>Pile lift carpet no less than monthly in the Quad areas and weekly in the daily clean areas.</p> <p>Dust/Clean "T" mats, etc.</p>	<p>Carpets are free of dust and debris. No debris or other soil matter was left in corners or around the edges of the carpet. No carpet sweepers were used.</p> <p>The carpet/matting is free of spots and stains, etc.</p> <p>Carpet spot/stains were sprayed from the exterior perimeter into the center. The spot/stain was well tamped using clean white absorbent cloths.</p> <p>All lightweight furniture and equipment moved during vacuuming operation to be returned to their original locations.</p> <p>Under "T" mats, furniture, tables, chairs, bookcases, between file cabinets, behind doors, along baseboards and/or freestanding radiators are clean and free of debris.</p>
.6	<p>Spot clean and remove marks from walls, doors, woodwork, glass and glass partitions and other similar surfaces.</p>	<p>No marks are visible.</p> <p>Note: Any spots that could not be removed by normal means were reported to the Buildings and Grounds Supervisor.</p>
.7	<p>Clean water fountains, water coolers and their holding units including the drip tray, eye wash stations, ice machines, using germicidal detergent solution.</p>	<p>All surfaces are clean and free of spots, stains, streaks and smudges. Walls and floors around the item are clean and free from debris, spots and watermarks.</p>
.8	<p>Clean all surfaces of elevator.</p> <p>Method: Elevator tracks vacuumed daily and wet cleaned as required to maintain a clean appearance.</p>	<p>All surfaces, interior and exterior are clean and free of debris, dust, finger marks, streaks, graffiti, etc. There is no soil in the tracks or rails.</p>
.9	<p>Clean all counter tops, including splash backs, fronts and sides, all cupboard doors, hardware, exposed plumbing and cleared sinks.</p> <p>Clean all dispensers inside and out and restock.</p>	<p>All surfaces are clean and free of stains, dust, finger marks, streaks, spots, and free of odours.</p> <p>Dispensers are clean inside and out and have been restocked with approved products.</p>
.10	<p>Clean metal and metal painted surfaces, such as chrome, stainless steel, brass and similar finishes – including door knobs, push bars, kick plates, door grilles, vents, handrails, switch plates, railings, doors etc.</p> <p>In designated lunch rooms the exteriors of refrigerators, microwaves- inside and out, appliances, hot plates etc.</p> <p>Note: the client maintains the day-to-day cleaning of the interior surfaces of their personal (in-office) refrigerators and microwaves. Clean exteriors only.</p> <p>Special Schedule: On the first available Quad Monday (non statutory) of the months of January, April, July, and October the interiors of all site lunch- room refrigerators (not cafeteria-locked) are to be thoroughly cleaned.</p>	<p>All surfaces are clean and free of streaks, finger marks, etc., bright and in a condition equal to that of the intended finish.</p> <p>All hand touch surfaces were cleaned using germicidal detergent.</p> <p>No, cover up sprays or polishes were used.</p> <p>All exterior of appliances, fridges etc. were cleaned including the interior of the specified microwaves.</p> <p>With the exception of the locked refrigerator in the main cafeteria the Interior of refrigerators in all lunch rooms were cleaned as scheduled.</p>

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WASHROOMS, SHOWER ROOMS, LOCKER ROOMS

All washrooms, Locker rooms, shower rooms, washer and dryer area and other areas where sinks and/or dispensers are installed.

201	Tasks	Results Required
.1	<p>Clean using germicidal detergent all basins, showers and plumbing fixtures (including exposed pipes) polished chrome, brass or similar fixtures.</p> <p>Note: The use of germicidal solution is mandatory for washroom, shower and locker room cleaning with particular attention to all hand touchable surfaces including lockers, door handles, light plate switches, paper towel dispensers, etc.</p>	<p>All interior and exterior surfaces of fixtures, washbasins, shower stalls, are clean and free of spots, stains, finger marks, soap scum, odours and mildew/mold. Chrome, brass, or similar surfaces are clean, bright, and free of finger marks, spots, and stains.</p> <p>Germicidal detergent was used. All surfaces are clean.</p>
	<p>Note: Separate cleaning cloths are to be used for the cleaning of washrooms, locker and change rooms, etc. E.g. Separate surfaces of the cloth must be used to clean counters, dispensers, walls etc.</p>	<p>Clean, separate, cleaning cloths were used. All surfaces are clean.</p>
	<p>Clean toilets and urinals using germicidal detergent solution. Where a need exists, a non-acid or food grade phosphoric acid bowl cleaner dispensed using only a flip, pop up top or a foaming trigger spray head may be used.</p> <p>Wash 6 feet of the surrounding wall surfaces to include the back and sides and/or 6 feet of the surrounding areas of urinals and toilets in Men's washrooms.</p> <p>Note: For the hand cleaning of urinals and toilets, only acrylic bowl swabs may be used.</p> <p>Note: All leaks and plumbing problems, and all broken and poorly operating dispensers are to be communicated immediately to the Buildings and Grounds Supervisor.</p>	<p>All interior and exterior surfaces of fixtures, toilet seats, bases, bowls, urinals, exposed flush tanks, and piping are clean and free of spots, stains, finger marks, soap scum, odours and mildew/mold. Chrome, brass, and similar surfaces are clean, bright, and free of finger marks, spots, and stains. Wall areas surrounding urinals etc. are clean.</p> <p>No cleaning tools with wire in their make up were used No tank drop cleaners/jells or tablets were used.</p> <p>All leaks and plumbing problems were communicated to the Buildings and Grounds Supervisor.</p>
	<p>Odour counteraction- urinal maintainers formulated with acids and detergents held in a mat frame may be used as necessary.</p>	<p>Urinals are free of objectionable odours, urinal maintainers are used as necessary.</p>
.2	<p>Remove waste contained liners, clean and replace liners. All sanitary and waste receptacles are to be emptied daily, cleaned with germicidal detergent solution and relined.</p>	<p>All sanitary and waste receptacles are clean inside and out, and free of spots, stains, finger marks, odours and the liners were replaced.</p>

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201 Continued	Tasks	Results Required
.3	<p>Clean all surfaces inside and out, including all toilet tissue, soap, sanitizer and towel dispensers, shower soap, holders, attachments and other hardware. Installed dispensers are to be kept fully stocked. Surplus paper stock is not to be left in the space.</p>	<p>All dispensers of supplies/products are clean inside and out. Dispensers, holders, attachments and other hardware are free of finger marks, spots, stains, and odours.</p> <p>Dispensers are fully stocked with supplies/products.</p>
	<p>Bar Soap- remove and discard</p>	<p>No bar soap present</p>
.4	<p>Clean with detergent solution all partitions, modesty panels, walls including enamel surfaces, doors and ledges, vents, grilles, kick plates and ledges.</p>	<p>All surfaces and fittings are clean and free of dust, finger marks, streaks, smudges, mold or mildew.</p> <p>Wall washing procedured were carried out using effective wall washing tools/mops and procedured.</p> <p>Neither spot hand cleaning nor the use of sponges was used for the cleaning of wall surfaces.</p> <p>Walls and partitions are clean and free of finger marks, smudges, streaks, etc.</p>
	<p>Clean all mirrors, windows, frames, counters, powder shelves and bright work, including flushometers, piping and toilet seat hinges.</p>	<p>Mirrors and frames, etc., are clean and free of finger marks, smudges, streaks, etc.</p> <p>Glass and mirror work were cleaned using water and a Microfiber cloth or a squeegee and lambswool applicator. No paper products were used.</p>
.5	<p>Clean floors, including any step-up areas, with detergent solution, ensure floor drains are not blocked, and pour clean water in floor drains weekly, where required, or as directed.</p>	<p>Floors, including corners, are clean and free of black marks, loose paper and standing water; bases are clean, and all areas are free from obnoxious odours. Wall bases and other surfaces are free of watermarks, floor finish or water splashes. There is no odour emanating from floor drains.</p>
	<p>Following cleaning, the floors in change rooms, locker rooms, etc., are to be flat mopped using germicidal detergent solution.</p>	<p>Germicidal detergent solution was used for floors in areas where one could expect persons to be with their feet bare.</p>
.6	<p>Scrub floors and bases with detergent solution no less than weekly. If required re-coat finish.</p>	<p>Depending on the recommended maintenance specific to the flooring, maintain, with sufficient coats of water base sealer and/or our finish, providing surface protection and an overall attractive appearance.</p>
.7	<p>Daily: shower rooms</p>	<p>All surfaces were scrubbed, rinsed, etc.</p>

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STAIRWAYS AND LANDINGS

301 Tasks	Results Required
Clean handrails, ledges, railings, baseboards, and banisters, etc. Spot clean walls and glass sidings.	Handrails, walls, glass side panels etc. are uniformly clean, free from dust, finger marks, smudges and soil.
Dust walls ceilings, overhead pipes and cross beams etc.	Walls ceilings, overhead pipes, appurtenances, cross beams etc. are free of visible dust.
Vacuum carpeted stairs and risers.	Stairs and risers are free of dust and debris and present an overall appearance of cleanliness.
Spot Clean carpeted stairs and risers	The carpeted landings, stairs, risers, etc. are free of spots, stains, etc.
Clean washable surfaced stairs, nose cones, landings, and risers.	Stairs, landings, risers, etc. including those that lead to roof and attic access, are clean and free of loose and caked soil, and surface stains. Wall bases and stair risers are free of watermarks and splashes from cleaning solution. Stair landings and adjacent areas present an overall appearance of cleanliness.

LABORATORIES

302 Tasks	Results Required
<p>Laboratory: Exterior signage dictates whether any internal cleaning service is required. Extreme caution and care must be taken to ensure signage instructions are adhered to. Any failure to comply with the signage and the Contractor will be assumed to be in breach of the contract.</p> <p>Note: Door knobs are only handled with bare hands. Disposable gloves are put on upon entering the lab and removed and disposed of prior to leaving.</p> <p>Note: Separate cleaning cloths and floor pads are to be used for each Lab.</p> <p>Note: No dry cleaning or any kind including dry flat mops.</p> <p>Note: Signage will dictate if disposable flat/wet mops are to be used. Where disposables are required these are disposed of in the Lab waste.</p> <p>Note: Signage will dictate if floors can be dry vacuumed prior to wet/flat mop cleaning.</p> <p>Floors that are dry are to be vacuumed prior to flat wet mop washing.</p>	<p>Signage was adhered to and unless otherwise instructed by the lab staff only dispenser filling and the cleaning of floors took place.</p> <p>Door knobs (inside and out) were only handled with bare hands.</p> <p>Disposable gloves were put on immediately upon entering the lab and removed prior to exiting the lab.</p> <p>Where posted, floors were dry vacuumed prior to being wet cleaned.</p> <p>Separate cleaning cloths for cleaning dispensers, and separate floor pads were used in each Lab. All were set aside for laundering.</p> <p>Where posted disposable flat/wet pads were used and disposed of in the lab waste.</p>

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RESILIENT AND NON-RESILIENT FLOORS

All floors (e.g., vinyl, corolon, mondo, marmolium, terrazzo, ceramic, quarry, corion, Security of Lab Doors in Lab corridors, flooring etc.).

303 Tasks	Results Required
<p>Auto-scrub all main hard surface corridors and open areas daily.</p> <p>Machine scrub- all other hard surface corridors no less than weekly.</p> <p>Maintain hard floor offices</p> <p>Terrazzo Flooring – maintained free of any sealer or finish. Maintain using the 3M Sienna pad and 3M Purple Plus pad maintenance process.</p>	<p>Following scrubbing, no dust, soil, stains, etc., is visible, no evidence of muddying or rippling effect exists. Corners, bases and equipment, etc., are free of residue and the floor presents a uniform and overall appearance of cleanliness. No solution was permitted to flow under stationary or heavy furnishings.</p> <p>Terrazzo flooring is clean and polished.</p>
<p>Burnish all surfaces after wet cleaning.</p> <p>Note: Spray buffing method and procedures are not permitted.</p> <p>Note: No burnishing may take place in a corridor containing specialty cleaned Labs until the doors are taped off from the door knobs down and a bean-bag type closure placed to cover the base.</p>	<p>All hard surfaces with floor finish applied were burnished following wet cleaning, maintaining an overall attractive appearance. No spray buffing was carried out.</p> <p>The specialty cleaned Lab doors were sealed as instructed prior to any burnishing taking place.</p>
<p>Cement surfaces- vacuum and or broom sweep using an environmentally safe sweeping compound.</p>	<p>All surfaces are clean. Sweeping compound is used was environmentally approved for such use.</p>
<p>Scrub and re-coat wear areas.</p> <p>Note: Washrooms are to be to be maintained in a pristine condition.</p> <p>Note: In neutralizing the stripper/scrubbing solution, food grade acid neutralizer (not vinegar) is to be used.</p> <p>Note: Use a swivel grout cleaning brush to deep scrub grout lines.</p>	<p>After scrubbing, neutralizing, and re-coating using our products as required, the slip resistant finished area is free of streaks, mop strands, and marks, with no evidence of improper finish application. No heavy accumulation of finish exists adjacent to walls, baseboards, under doorways, fixtures and furniture. Floors are clean and bright-looking overall, including under furniture and equipment. Furniture and equipment have not been marred or damaged and furniture and equipment moved during operations has been returned to its original location. In appearance, all flooring exhibits a uniform sheen with reflective properties that are acceptable to the Buildings and Grounds Supervisor. This level of floor care and appearance is maintained at all times.</p>
<p>Clean grout if needed</p> <p>Note: Mix 32 ml. of our food grade Neutralizer per L. (4 oz. per gallon) of water. Using a wet mop, lay the solution (on floor surface only - not walls or any metal surfaces), let stand for a minimum of 5 minutes. Brush agitate (do not splash). Pick up solution with a wet vacuum. Rinse floor area using a clean wet mop and warm water. Repeat procedure if required. Let dry. Note: if the grouted area has been sealed with a solvent-based sealer such as a urethane, this must be removed by mechanical means before a proper cleaning procedure is used.</p>	<p>Grout is clean in appearance. No staining or soil build-up is visible.</p> <p>Note: If unsure consult our approved cleaning supplier</p>

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303 Continued	Tasks	Results Required
<p>Refinish all floors.</p> <p>Note: Marmoleum- Only 'floor stripper' approved for use on marmoleum flooring may be used.</p> <p>Neutralize: Following the wet vacuuming up of the stripper solution, the floor shall have been neutral rinsed, using our food grade acid neutralizer.</p> <p>Rinse: Following the wet vacuuming up of the neutralizer solution, the floor shall have been rinsed at least twice with clear cool water, followed each time by wet vacuuming.</p>	<p>For Marmoleum flooring only approved stripper was used.</p> <p>After stripping all soil, seal, finish and stains have been removed. All areas whether machine and/or hand cleaned, are free of soil, water streaks, mop marks and strings.</p> <p>Upon completion of the stripping process the floor is neutral in pH, presents an overall appearance of cleanliness, while walls, baseboards and other adjacent surfaces are free of solution splashings and scars from equipment.</p>	
<p>Buff: Where a mop drag condition exists following the stripping and drying process, the use of a buffing pad followed by an additional clean clear rinse will be required.</p>	<p>Prior to the application of sealer or finish, the floor surface was smooth with no mop drag.</p>	
<p>Apply: sealer, if required.</p>	<p>Sufficient coats of sealer were applied to present an overall level appearance, allowing sufficient drying time between applications.</p>	
<p>Apply: finish.</p> <p>Note: It is expected that low maintenance, durable, mar resistant finishes will be used.</p>	<p>Sufficient coats of slip resistant finish (minimum of four) were applied to offer floor protection and an overall attractive appearance.</p>	

ALL CARPETS AND MATTING

304	Tasks	Results Required
<p>Vacuum all carpet</p>	<p>All carpet throughout the site must be vacuumed on a regular and consistent basis.</p>	
<p>Spot clean carpet</p>	<p>All carpet must be spot cleaned with the vacuuming program.</p>	
<p>Pile Lift all carpet and matting pile lifted weekly (monthly in quad areas) to relieve matting conditions and to raise the pile to permit the removal of imbedded soil.</p>	<p>Carpets and matting were pile lifted and present an even, clean appearance, free of soil, spots, stains, grit and dust.</p>	
<p>Clean interior walk-off mats</p> <p>Clean Drip mats in dive locker area</p>	<p>Mats are vacuumed and present an even, clean appearance, free of soil, spots, stains, grit and dust Where movable, the floor thereunder is clean and dry.</p> <p>Drip mats are clean.</p>	
<p>Clean exterior walk-off mats</p>	<p>Mats if dry are to be vacuumed and present an even, clean appearance, free of soil, spots, stains, grit and dust Where movable, the surface underneath is clean and dry.</p>	

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CEILING AND WALLS

Ceilings, walls, transoms and other fixtures and fittings attached to walls and ceilings.

305	Tasks	Results Required
	<p>Dust walls and ceilings, including appurtenances such as doors, trim, moldings, ledges, radiators, and grilles overhead pipes and bracings.</p> <p>Complete wall washing including doors, frames, glass, vinyl, wood and metal surfaces is generally assigned to the summer project work crew for the Daily cleaned areas. However; All walls, including glass, in the Cafeteria and Servery, Shower and Locker rooms and Washrooms are to be washed weekly.</p> <p>Note: in the case where the spot cleaning of common walls, doors frames and surfaces has not been maintained to our standard, the resulting factor is that the contractor will as their own cost be required to wash the surfaces.</p> <p>Wash walls by applying detergent solution from the bottom up. Where walls and ceilings are being cleaned concurrently, the walls are to be cleaned first and the ceilings second.</p> <p>Note: Wall washing procedures must utilize professional and effective wall washing tools/mops or equipment. Hand cleaning or the use of sponges of any kind is not permitted for washing wall surfaces.</p> <p>Note: Water spillage on floor and furniture to be wiped dry immediately.</p> <p>Note: Walls to be overall uniformly clean.</p> <p>Note: Walls only, are to be cleaned from the bottom up, and staying within ½ inch of ceiling to prevent marks. Clean all wood panel walls, including doors, frames, glass, vinyl, and metal.</p> <p>Note: The method used to clean wood walls is pre-approved by the Buildings and Grounds Supervisor.</p> <p>Note: The Buildings and Grounds Supervisor will determine whether a surface is washable.</p>	<p>Walls, ceilings, pipes and bracings are free of dust, smudges, streaks, etc., including all corners and crevices.</p> <p>The walls in the cafeteria, servery, shower rooms, change rooms, washrooms were washed.</p> <p>Walls, ceilings, appurtenances (including doors, frames, baseboards, glass, vinyl, wood and metal. Surfaces are free of finger marks, smudges and spots of any kind. There are no streaks or visible marking where portions were separately washed, or line marks on ceilings. Any furniture, equipment, etc. moved during cleaning is in its original location.</p> <p>Wood walls, appurtenances (including doors, frames, glass, vinyl, wood and metal), and surfaces are free of finger marks, smudges and spots of any kind. There are no streaks or visible marking where portions were separately washed, or line marks on ceilings. Any furniture, equipment, etc. moved during cleaning is in its original location.</p>

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VENETIAN BLINDS / VERTICAL BLINDS / DRAPERIES

Venetian, PVC, aluminum and fabric blinds both vertical and horizontal (interior or exterior) and surrounding casings.

306	Tasks	Results Required
	Dust and clean all washable surfaces	All tracks, pull rods, surfaces, casings and sills are free of dust, fingerprints, etc.
	Vacuum all surfaces of fabric.	All fabric surfaces are free of dust.
	Vacuum drapes and curtains.	Drapes/curtains and tracks are free of dust, neatly tracked and present an overall clean appearance.
	As directed by the Buildings and Grounds Supervisor, take down and move to dry cleaning pick up area. Clean tracks, frames, etc.	Draperies were removed as requested, re-hung after cleaning if required. During the removal of draperies all frames, tracks, etc. were washed.

VERTICAL SURFACES, HIGH CLEANING

Vertical and horizontal surfaces other than walls, high cleaning down to windowsills, partition ledges. All surfaces, including doors/frames, door grilles, ledges, picture frames, wall art, charts, graphs, wall louvers, exposed pipes, switch plates and surrounding wall areas, clocks, extinguishers, etc.

307	Tasks	Results Required
	Clean - all surfaces	All surfaces are clean and free of dust, finger marks, smudges, stains, streaks, etc. Wall art- pre-approval of the Buildings and Grounds Supervisor was given before cleaning commenced.

LIGHT FIXTURES, PARABOLICS, AIR AND WALL VENTS

308	Tasks	Results Required
	Report to the Buildings and Grounds Supervisor any flickering or burnt out lights/tubes by recording in the communication book at main security.	All flickering or burnt out lights were reported.
	Dust exterior of light lenses, including ceiling areas, air and wall vents. Lower lens and remove any debris bugs/insects etc. In the handling parabolic light covers, do not touch with bare hands, as this will mar the reflective properties. If lowering the light lens, be sure to have hands covered.	Exterior of fixtures, air and wall vents are free of dust, the interiors exhibit no debris and no bugs/insects etc. No finger marks are visible from the dusting or lowering and reaffixing of the lens.

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WINDOWS / PARTITIONS / DISPLAY CASES – GLASS / PLEXIGLAS / LEXAN

309	Tasks	Results Required
	<p>Clean entrance(s) glass inside and outside, including frames, sashes, sills and moldings.</p> <p>Clean all glass Plastic /Plexiglas/Lexan surfaces, including partitions</p> <p>Remove all cobwebs, litter etc.</p>	<p>The exterior and interior entrance glass, frames, sashes and sills are clean and free from soil, streaks, and watermarks, cobwebs, litter etc.</p>
	<p>Clean all exterior and interior windows that can be easily accessed and cleaned from a standing position, including frames, sashes, sills and moldings.</p> <p>Remove all cobwebs, litter etc.</p>	<p>All exterior and interior accessible glass is clean and free of finger marks, streaks, smudges, tape, paint, etc. Casings/frames are clean and free of finger marks, streaks, smudges, tape, paint, cobwebs etc. area is free of litter.</p> <p>There is no damage to the exterior building facings or shrubbery arising from the window cleaning.</p> <p>There is no damage to either the glazing compound or any special anti-glare coating that may be present on the glass surface.</p> <p>No paper towels or abrasive products are used.</p> <p>When using a blade scraper on glass (only), the surface as well as the blade was wet first.</p>
	<p>Clean all interior glass/Plexiglas, display cases Lexan partitions, windows, etc., including frames, sashes, sills and moldings.</p>	<p>All interior glass/Plexiglas, Lexan and/or partitions casings, display cases, frames are clean and free of finger marks, streaks, smudges, tape, paint, etc.</p> <p>There is no damage to either the glazing compound or any special anti-glare coating that may be present on the glass surface.</p> <p>No paper towels or abrasive products were used.</p> <p>All furniture and equipment moved during cleaning operations is in their correct locations.</p>

STORAGE AREA

Storage areas.

310	Tasks	Results Required
	<p>Clean floors.</p> <p>Dust light fixtures, overhead beams, ledges, pipes, exposed shelving, etc.</p>	<p>Surfaces are clean and free of soil, dust and debris and present an overall clean appearance.</p>

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CLEANERS' CLOSETS

Cleaning rooms and space

311 Tasks	Results Required
Tidy room.	Such spaces are kept clean, neat and tidy, and free from offensive odours and debris at all times.
Equipment clean and orderly.	All equipment meets the included equipment standards, is clean, and materials, paper products, chemicals are stored neatly.
Mops, Floor Pads, and cloths.	No soiled mops/pads or cleaning cloths are re-used, all have been removed and laundered on a daily used basis or bag-sealed for next day laundering.
Waste is transported as instructed.	Waste is neatly stored.
Clean floors.	Floor areas are clean, dry, and free of soil, surface stains, mop streaks, etc.
<p>Wash walls with heavy-duty detergent solution, from the bottom up.</p> <p>Note: Wall washing procedures utilize professional and effective wall washing tools/mops or equipment. Hand cleaning or the use of sponges of any kind is not permitted for washing wall surfaces.</p>	Walls are uniformly clean with no streaks, soil spots or line marks on ceilings.
<p>Empty, clean waste containers/clean service carts.</p> <p>Prepare cleaning carts for next day service.</p>	<p>Empty waste containers are clean and free of offensive odours.</p> <p>Cleaning cart is clean and set for the next days service.</p>
Clean sinks.	Sinks are clean and free of offensive odours, etc.
Washer and Dryer	Maintained clean.

BUILDING EXTERIOR

All entrances, loading docks, walkways, ramps, patios, bicycle storage

312 Tasks	Results Required
<p>Empty and clean all waste/ash trash receptacles, replace sand.</p> <p>For fire and safety separate metal ash holding cans must at all times be used for any ashtray contents.</p>	Receptacles are clean inside and out and free of soil, marks, streaks, liners if any are replaced etc. Sand has been replaced.
Sweep, pick up waste or litter from loading docks, walkways, ramps and all designated patio areas.	Sweeping/ washing has taken place and all areas are free of food, litter and debris.
<p>Hose/pressure wash loading docks, walkways, ramps, patios.</p> <p>Clean Patio tables and patio furniture</p> <p>Bicycle Storage- Broom sweep, remove litter, empty waste every Thursday.</p>	<p>Surfaces and adjacent walls are free of marks, graffiti, gum, soil, moss and mildew etc. and present an overall clean appearance.</p> <p>Patio tables and furniture is cleaned daily when weather permits use.</p> <p>The Bicycle storage areas; Annex Basement and Clemens were cleaned.</p>

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Cleaning Firms Topics and Instructions

Topics	Instructions
<p>Chemicals that are Banned</p>	<p>All products classified as "Consumer" products. No solvent seals or finishes, ammoniated strippers, mop-on/mop-off strippers, products containing d'limonene, nonylphenols (NPE's), alkylphenols (APE's), butyl or butyl by-products. No hydrochloric, hydrofluoric or sulphuric acids or ammonia. Armoral, Protectol, products containing Anionic optical brighteners, Saddle Soap or like products. No aerosol or trigger sprayer dispensed cleaners or polishes. No Vinegar, Windex or like product, powdered cleansers, SOS or other aggressive damaging pads. No parazine blocks, or any other products that have been banned as detrimental by their chemical make up, lack of MSDS compliance, damage to surfaces or not pre-approved in writing by the Buildings and Grounds Supervisor are permitted on, or for use in, the premises. Except in those instances where they are designated for specific application by the British Columbia Centre for Disease Control No bleach, Phenolic or Hydrogen Peroxide based germicides are permitted for use.</p>
<p>Clean</p>	<p>The term "clean," in most applications throughout these Standards, means the use of separate Microfiber cleaning cloths, which have been thoroughly soaked in a container (hand pail) of appropriate product. When ready to use the cleaning cloth is then wrung, folded in four and once all 8 sides have been used, 'ONCE ONLY', one side per surface, the cloth is to be set aside for laundering. Under no circumstances is the used cloth to be returned to the solution or re-used until it has been laundered and dried. If required, re-wetting for use within the same working space, by using a squirt bottle of the same product, is permitted. Cleaning for the most part is to be accomplished by the application of physical hands-on friction cleaning. No paper towels may be used in the cleaning operations. The use of trigger sprayers is NOT permitted for general cleaning procedures. The only cleaning function a trigger sprayer may be used for is in the carpet/upholstery spot cleaning process.</p> <p>Permission: Flip, pop up top or a foaming trigger spray head may be used in washroom cleaning procedures for toilets, urinals and shower walls.</p>

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Topics (Continued)	Instructions
Cleaning results	It is recognized that in attaining the results required, products, chemicals, supplies or equipment, over and above those specified by us as pre-approved based on the Terra Choice/Green Seal approved products and /or the our current Cleaning Standards may be required and therefore, you are reminded that prior to having any alternative or additional products, chemicals, supplies or equipment on Site, the written approval of our Buildings and Grounds Supervisor must be obtained and that written approval must be on site in the MSDS binder.
Carpet and Upholstery Spot Cleaning Product	For carpet, matting and upholstery spot cleaning only the Ultra Chem 'Clean' product is permitted.
Current ISO or current and Client/Worker Protection	In protection of the client and workers products other than those which have been authorized in writing, as exceptions, found on site that and not listed as pre-approved based on Terra Choice/Green Seal will be immediately removed and disposed of, as can any items, equipment, supplies, etc., that have been banned by these Standards, or that the Buildings and Grounds Supervisor deems as potentially harmful to persons, building surfaces, or the environment. Any and all costs associated with this removal will be the responsibility of the Contractor and the Contractor will be assumed to be in breach of the contract.
<p>Controlled Dispensing System.</p> <p>Note: The dispensing system must be pre-approved by our Buildings and Grounds Supervisor, and be a type where chemical concentrates are sealed in a bag or container; have a diluted product labeled controlled holding system able to effectively fill flip, pop up, or squirt bottles to assist with re-wetting of cleaning cloths or for filling the wet Microfiber pad solution holder.</p> <p>Note: Where the Contractor, with the approval of our Buildings and Grounds Supervisor chooses a controlled dispensing system that is fixed to both the solution and water supply, the Contractor is, unless already installed, responsible and liable for the installation of an approved back-flow prevention mechanism. Our Buildings and Grounds Supervisor will arrange for the annual inspection. Every six months however the supplier must attend the site and carry out a titration and operational inspection of the dispensing system/process and upon completion must leave visible written/ notification of the inspection.</p>	Where space permits, a dispensing system which ensured the accurate mixing of chemicals is required to be implemented for at minimum the pre-approved pH balanced quaternary germicidal detergent, the pH balanced detergent and the carpet spotting chemical used for cleaning the space.
<p>Dusters</p> <p>Note: Feather dusters, poly wool dusters are not permitted on or for use at the site.</p>	Long handled microfiber dusters may be used for the removal of dust from high ledges, wall or baseboards.

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Topics (Continued)	Instructions
Finish Mops	Silk looped mops used in the application of floor sealers and finish may be rinsed clean and hung to dry.
Lockable Space	Where adequate lockable space has been provided, the approved products, electrical equipment, cleaning cart, vacuums, etc., utilized in the day-to-day delivery of the service are to be available for regular inspection, in the provided space.
Material Safety Data Sheets	For all professional/industrial-cleaning products used on site there must be binders specifically marked MSDS containing the current (not dated more than 3 years ago) commercial/Industrial recognized Material Safety Data Sheets (MSDS). These binders must be present and current in each designated area where cleaning chemicals are approved to be stored or dispensed.
<p>Mops/Pads and Cloths</p> <p><i>Note:</i> Non-launderable including (straight string) mops of any kind are not permitted on or for use at the site.</p> <p><i>Note:</i> A wet vacuum must be used for large spill clean-up.</p>	Microfiber-(cleaning cloths, dry and wet mop pads, wall washing mops and extendable microfiber dusters must be of a launderable type). Laundered, (in a washing machine and dried in a dryer), clean, pads/mops and cloths must be on site in sufficient quantity at the start of each shift and/or cleaning function. Separate clean No re-dipping of floor pads. Cleaning cloths must not be re-dipped into cleaning solution and all used must be set aside for laundering once all 8 sides of the cleaning cloth have been used.
Supplies Equipment and Products Approval	<p>Only the contract-listed supplies and equipment etc., which must, by the Contractor's bid submission be professional/industrial supplies and equipment which meet or exceed the specifications and requirements identified by the contract are permitted on, or for use in, the premises.</p> <p>Only approved industrial chemicals (cleaning products) are permitted on, or for use in, the premises.</p>
Safe Equipment	All cleaning equipment, ladders, etc. stored or used on site, are to be inspected regularly and maintained in a state acceptable to current WCB regulations and are to be CSA approved.
Safe Identification of Hazards	Any and all wet areas representing a slip hazard to a client must be clearly identified by the use of safety signs. Safety signs must be removed as soon as the hazard no longer exists.
WHMIS	All chemicals, whether they are in their originally purchased container, or if they have been transferred to a smaller or larger dispensing container, must be label identified with product name, and safety and first aid instructions, in accordance with current Workplace Hazardous Material Information Systems (WHMIS).

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Communication

It is a requirement on this site, that all persons who provide our cleaning services be able to receive and carry out written and verbal English instructions or requests that fall within the contracted agreement, and to effectively relay in a timely manner any which fall outside the contracted agreement, such as flooding, building security problems, plumbing needs, etc. Further, it is mandatory that all persons are familiar with the site Task Schedules and these Current Cleaning Standards all of which form part of the Contract.

The contractor must, in order to provide for emergency and after-hour situations, supply a contact name and number that will meet these conditions on a 24-hour basis.

MICROFIBER

It is a mandatory requirement of the site that color-coded Microfiber cleaning cloths including the chamois style for glass and window cleaning is used. White terry cloths may only be used in the tamping process for fabric and carpet spotting procedures. The requirement of dry and wet mopping is to be carried out using Microfiber dry and wet pads. No cloths or pads are permitted to be re-dipped in any cleaning solution. All must be set aside for laundering after use. Microfiber cleaning cloths must be used for each area e.g. an office, a meeting room, a washroom etc. and within each area a separate side for each item cleaned. **Separate microfiber floor pads** must be used in every building and within every building; every Lab, washroom, locker room, change room and anywhere else that cross contamination could be perceived.

APPROVED PRODUCTS

All products used on this site require pre-approval. The basic day-to-day cleaning products required are purchased by us and are to be used as per the manufacturers' directions.

SAFETY

E.g. The Workers' Compensation Board of British Columbia requires all workers to be knowledgeable of all workplace hazards and the precautions that must be taken to assure that safe work practices are maintained.

It is the responsibility of the Contractor to ensure that its representatives are adequately trained and instructed so that they can work in a safe and healthy manner. In addition to the general safety precautions that normally accompany the work, employees may also be at risk of exposure to rodent and foul droppings e.g. Hantavirus.

It is imperative that Contractors' representatives are current in their knowledge, and safe practices, regarding Standard Precautions as set down by the British Columbia Center for Disease Control, and the safe dealing and/or clean up of rodent and foul droppings utilizing our Germicidal Detergent at the recommended dilution as a safe alternate to Bleach. which is banned by these standards.

MOULD AND MILDEW

Using gloves a respirator and only for minor mould/mildew clean up (10 square feet or less) the area is to be tank sprayer misted with our **germicidal** detergent at **1 oz. per gallon** of water until the entire mould surface is thoroughly wetted throughout its mass. Our germicidal detergent must stay in contact with the mould/mildew for a minimum of 10 minutes before it is removed. Misting with a tank sprayer is critical to prevent any of the spores from becoming airborne. All waste is to be double bagged and disposed of. All non-disposable tools/equipment must be washed with our germicidal detergent at 1oz. per gallon of water maintaining the minimum 10-minute contact time. Upon completion thoroughly wash hands and face.

Note: Instances of larger contaminated areas or where the mould/mildew returns are to be reported immediately to the Buildings and Grounds Supervisor.

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