

**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**  
**Public Works and Government Services / Travaux  
publics et services gouvernementaux**  
**Kingston Procurement**  
**Des Acquisitions Kingston**  
**86 Clarence Street, 2nd floor**  
**Kingston**  
**Ontario**  
**K7L 1X3**  
**Bid Fax: (613) 545-8067**

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government  
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services  
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Comments - Commentaires**

<b>Title - Sujet</b> Janitorial Service CFB North Bay	
<b>Solicitation No. - N° de l'invitation</b> W0135-141583/A	<b>Date</b> 2015-08-28
<b>Client Reference No. - N° de référence du client</b> W0135-14-1583	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$KIN-519-6658	
<b>File No. - N° de dossier</b> KIN-4-42166 (519)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-10-14</b>	<b>Time Zone Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Choquette, Herb	<b>Buyer Id - Id de l'acheteur</b> kin519
<b>Telephone No. - N° de téléphone</b> (613) 536-4874 ( )	<b>FAX No. - N° de FAX</b> (613) 545-8067
<b>Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:</b> DEPARTMENT OF NATIONAL DEFENCE 22 WING NORTH BAY 9 Manston Crescent HORNELL HEIGHTS Ontario P0H1P0 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Public Works and Government Services / Travaux publics  
et services gouvernementaux  
Kingston Procurement  
Des Acquisitions Kingston  
86 Clarence Street, 2nd floor  
Kingston  
Ontario  
K7L 1X3

<b>Delivery Required - Livraison exigée</b> See Herein	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

Solicitation No. - N° de l'invitation

W0135-141583/A

Amd. No. - N° de la modif.

File No. - N° du dossier

KIN-4-42166

Buyer ID - Id de l'acheteur

kin519

Client Ref. No. - N° de réf. du client

W0135-14-1583

CCC No./N° CCC - FMS No/ N° VME

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Security Requirements**

1. At the date of bid closing, the following conditions must be met:

The Bidder must hold a valid organization security clearance as indicated in Part 6 – Resulting Contract Clauses;

2. For additional information on security requirements, bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

### **1.2 Statement of Work**

The Department of National Defence requires Janitorial Services, including all labour, material and equipment, for the buildings located at Canadian Forces Base (CFB) North Bay, Ontario, Canada. The services must be provided in accordance with Annex "A" - Statement of Work attached hereto.

Period of the resulting Contract will be from 16 November 2015 to 15 November 2018 with Canada having the irrevocable option of extending the Contract for two (2) additional twelve (12) month periods to 15 November 2020.

### **1.3 Debriefings**

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

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## PART 2 - BIDDER INSTRUCTIONS

### 2.1 *Standard Instructions, Clauses and Conditions*

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2015-07-03) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 120 days

### 2.2 *Submission of Bids*

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

#### 2.2.1 *Improvement of Requirement During Solicitation Period*

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least fifteen (15) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

### 2.3 *Former Public Servant*

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

### *Definitions*

For the purposes of this clause, "former public servant" is any former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or

- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

#### **Former Public Servant in Receipt of a Pension**

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes ( ) No ( )**

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

#### **Work Force Adjustment Directive**

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes ( ) No ( )**

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

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## **2.4 Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than fifteen (15) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

## **2.5 Applicable Laws**

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

## **2.6 Mandatory Site Visit**

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at 9 Manston Crescent, Hornell Heights, Ontario on September 23, 2015. The site visit will begin at 09:00 EDT, in the main floor boardroom.

Bidders must communicate with the Contracting Authority no later than September 18, 2015 to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation

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## 2.7 Ontario Labour Legislation - Bid

1. In accordance with the requirements of section 77(1) of the *Employment Standards Act, 2000, S.O. 2000, c. 41*, the following information concerning each employee of the previous supplier providing services at the premises will be provided at the Mandatory Site Visit:

- (a) the employee's job classification or job description;
- (b) the wage rate actually paid to the employee;
- (c) a description of the benefits, if any, provided to the employee including the cost of each benefit and the benefit period to which the cost relates;
- (d) the number of hours that the employee works in a regular work day and in a regular work week, or if the employee's hours of work vary from week to week, the number of the employee's non-overtime hours for each week that the employee worked during the thirteen (13) weeks before the date of the request for information;
- (e) the date on which the employer hired the employee;
- (f) any period of employment attributed to the employer under section 10 of the Act;
- (g) the number of weeks that the employee worked at the premises during the twenty-six (26) weeks before the request date. The 26-week period must be calculated without including any period during which the provision of services at the premises was temporarily discontinued, or during which the employee was on leave of absence under Part XIV of the Act;
- (h) a statement indicating whether either of the following subparagraphs applies to the employee:
  - (i) The employee's work, before the request date, included the provision of services at the premises, but the employee did not perform his or her job duties primarily at those premises during the thirteen (13) weeks before the request date.
  - (ii) The employee's work included the provision of services at the premises, but the employee was not actively at work immediately before the request date, and did not perform his or her job duties primarily at the premises during the most recent thirteen (13) weeks of active employment.

2. The name, residential address and telephone number of each employee as they appear in the previous employer's records will be provided to the successful Bidder after Contract award.

3. In addition to the above information, a copy of either the collective agreement union certificate, or pending union application(s) regarding these employees at the premises is also attached, if applicable.

4. Bidders must use the information referred to in subparagraphs 1.(a) to 1.(h) and paragraph 3 (if applicable) only for the purposes of preparing their bids and complying with the Act. Bidders must not disclose such information except as may be authorized by Canada in writing.

5. The enclosed information concerning the employees of the previous employer providing services at the premises has been received from the previous employer and Canada does not warrant its accuracy or completeness. Canada will not be responsible for any damage or loss which may result from use of or reliance upon any of this information.

6. Bidders who require clarification or further information may contact the Contract Authority.

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## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 *Bid Preparation Instructions*

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (1 hard copy)

Section II: Financial Bid (1 hard copy)

Section III: Certifications (1 hard copy)

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

#### **Section I: Technical Bid**

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

#### **Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment. The total amount of Applicable Taxes must be shown separately.

##### **3.1.1 Exchange Rate Fluctuation**

[C3011T](#) (2013-11-06), Exchange Rate Fluctuation

#### **Section III: Certifications**

Bidders must submit the certifications required under Part 5.

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## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

#### **4.1.1 Technical Evaluation**

##### **4.1.1.1 Mandatory Technical Criteria**

Bidders must demonstrate their corporate janitorial experience by:

1. providing details from up to a maximum of 3 janitorial contact(s) which each have been providing janitorial services for a minimum of 5 days per week, over a minimum of 36 months within the last 60 months (from this solicitation's closing date);
2. providing details from up to a maximum of 3 janitorial contract(s) that includes cleaning of buildings with at least two of the following types of usages:
  1. Exercise facility with either a pool, gymnasium, or fitness centre;
  2. Medical clinic;
  3. Child daycare;
  4. Offices;
  5. Dining facility;
  6. Accommodation building or hotel.
3. Providing details of up to a maximum of 3 janitorial contracts that cumulatively include the cleaning of a minimum of 20,000 square meters of floor area.

As a minimum, the details provided by Bidders must include the following information for each janitorial contract they are using to demonstrate the criteria above:

- Civic location of building;
- Start and end date of the janitorial contract;
- Company name, contact name and phone number of client(s);
- Types of usage of the areas cleaned;
- Total floor area cleaned.

(If information for more than three separate contracts is provided; Canada will only evaluate the first three.)

##### **4.1.2 Mandatory Financial Criteria**

To be responsive the Bidder must:

- a. Provide firm unit pricing for all of the items in accordance with Annex "B", Basis of Payment, in Canadian currency.

##### **4.1.3 Financial Evaluation**

The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded FOB destination, Canadian customs duties and excise taxes included.

The extended item prices will be calculated by multiplying the actual or estimated usages by the corresponding Bidder's unit price or discount or markup percentage from Annex "B". The evaluated price is the aggregate of all the extended item prices for all pricing periods and pricing basis.

### **4.2 Basis of Selection**

A bid must comply with all requirements of the bid solicitation to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

## **PART 5 – CERTIFICATIONS**

Bidders must provide the required certifications and associated information to be awarded a contract. The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

### **5.1 Certifications Required with the Bid**

Bidders must submit the following duly completed certifications as part of their bid.

#### **5.1.1 Declaration of Convicted Offences**

As applicable, pursuant to subsection Declaration of Convicted Offences of section 01 of the Standard Instructions, the Bidder must provide with its bid, a completed [Declaration Form](http://www.tpsgc-pwgsc.gc.ca/ci-if/formulaire-form-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/formulaire-form-eng.html>), to be given further consideration in the procurement process.

### **5.2 Certifications Precedent to Contract Award and Additional Information**

The certifications and additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the bid non-responsive.

#### **5.2.1 Integrity Provisions – List of Names**

Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder.

Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s). Bidders bidding as societies, firms or partnerships do not need to provide lists of names.

#### **5.2.2 Federal Contractors Program for Employment Equity - Bid Certification**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from [Employment and Social Development Canada \(ESDC\) - Labour's](#) website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex [Federal Contractors Program for Employment Equity - Certification](#), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.



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## PART 6 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### 6.1 Security Requirements

6.1.1 The following security requirements (SRCL and related clauses provided by ISP) apply and form part of the Contract.

#### 6.1.2 SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Facility Security Clearance at the level of **SECRET**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive work site(s) must **EACH hold a valid RELIABILITY STATUS or SECRET clearance, as required**, granted or approved by CISD/PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
4. The Contractor/Offeror must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide, attached at Annex D.
  - (b) *Industrial Security Manual* (Latest Edition).

### 6.2 Statement of Work

Public Works and Government Services Canada (PWGSC) requires Janitorial Services, including all labour, material and equipment, for the Department of National Defence at North Bay, Ontario, Canada. The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

#### 6.2.1 Task Authorization Process

##### Task Authorization:

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

##### Task Authorization Process:

1. The Site Service Authority (SSA) will provide the Contractor with a description of the task using the DND 626, Task Authorization Form.
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the SSA within 2 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.

4. The Contractor must not commence work until a TA authorized by the SSA has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

#### **6.2.2 Task Authorization Limit**

The SSA Authority may authorize individual task authorizations up to a limit of \$50,000.00 Applicable Taxes included, inclusive of any revisions. Any task authorization to be issued in excess of that limit must be authorized by the Contracting Authority before issuance.

#### **6.2.3 Canada's Obligation - Portion of the Work - Task Authorizations**

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

#### **6.2.4 Periodic Usage Reports - Contracts with Task Authorizations**

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report. The data must be submitted on a quarterly basis to the Contracting Authority. The quarterly periods are defined as follows:

- 1st quarter: April 1 to June 30;
- 2nd quarter: July 1 to September 30;
- 3rd quarter: October 1 to December 31; and
- 4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 30 calendar days after the end of the reporting period.

#### **Reporting Requirement- Details**

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain For each authorized task:

- the authorized task number or task revision number(s);
- a title or a brief description of each authorized task;
- the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- the start and completion date for each authorized task; and
- the active status of each authorized task, as applicable.

#### **For all authorized tasks:**

- the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- the total amount, exclusive of Applicable Taxes, expended to date against all authorized TAs.

#### **6.2.5 Task Authorization - Department of National Defence**

The administration of the Task Authorization process will be carried out by the SSA. This process includes monitoring, controlling and reporting on expenditures of the contract with task authorizations to the Contracting Authority.

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### **6.3 Standard Clauses and Conditions**

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

#### **6.3.1 General Conditions**

2010C (2015-07-03), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

### **6.4 Term of Contract**

#### **6.4.1 Period of the Contract**

The period of the Contract is from 16 November 2015 to 15 November 2018 inclusive.

#### **6.4.2 Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional twelve (12) month period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

### **6.5 Authorities**

#### **6.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: Herb Choquette  
Title: Supply Team Leader  
Public Works and Government Services Canada  
Ontario Region  
Kingston Procurement  
Address: 86 Clarence Street, 2nd floor, Kingston, ON K7L 1X3

Telephone: 613-536-4874  
Facsimile: 613-545-8067  
E-mail address: Herb.Choquette@pwgsc-tpsgc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

Solicitation No. - N° de l'invitation  
W0135-141583/A  
Client Ref. No. - N° de réf. du client  
W0135-14-1583

Amd. No. - N° de la modif.  
File No. - N° du dossier  
KIN-4-42166

Buyer ID - Id de l'acheteur  
kin519  
CCC No./N° CCC - FMS No./N° VME

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### 6.5.2 Site Service Authority (to be filled out by PWGSC at Contract Award)

The Site Service Authority (SSA) for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone : \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

The SSA is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the SSA; however the SSA has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

### 6.5.3 Contractor's Representative (Bidder to fill in)

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

### 6.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

## 6.7 Payment

### 6.7.1 Basis of Payment – Firm Price, Firm Unit Price(s) or Firm Lot Price(s)

For the Work described in section 01712 (excluding Task Authorization work) in the Statement of Work in Annex A: In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid a firm price for a cost of \$\_\_\_\_\_ (PWGSC will insert the amount at contract award). Customs duties are included and Applicable Taxes are extra.

For the firm price portion of the Work only, Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

### 6.7.2 Basis of Payment – Firm Unit Price(s) or Firm Lot Price - Task Authorizations

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization, the Contractor will be paid the firm unit prices in accordance with Pricing Basis C of the Basis of Payment in Annex B, as specified in the authorized Task Authorization. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been authorized, in writing, by the Contracting Authority or SSA before their incorporation into the Work.

### 6.7.3 Canada's Obligation - Portion of the Work - Task Authorizations

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

### 6.7.4 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$\_\_\_\_\_ (PWGSC will insert the amount at contract award) . Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75 percent committed, or
  - b. four (4) months before the contract expiry date, or
  - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,
  - d. whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### 6.7.5 SACC Manual **Clauses Incorporated by Reference**

H1008C (2008-05-12)	Monthly Payment
A9117C (2007-11-30)	T1204 - Direct Request by Customer Department
C0711C (2008-05-12)	Time Verification

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## 6.8 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
  - b. a copy of the release document and any other documents as specified in the Contract;
  - c. a copy of the invoices and receipts;
2. Invoicing for work completed under Task Authorizations must include:
    - a) A completed DND626 Tasking document;
    - b) A description and breakdown of the hours or units of Work performed;
    - c) A list of the names and badge numbers of the personnel that performed the Work;
    - d) Cost of goods and services provided in the same format as in Annex B;
    - e) The area where the Work was performed; and
    - f) The date the Work was completed.
    - g) Subtotal before HST
    - h) Amount of HST
    - i) Total of invoice
    - j) HST registration number
  3. Invoices must be distributed as follows:
    - a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
    - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

## 6.9 Certifications

### 6.9.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the associated information, or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

### 6.9.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

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#### **6.10 Applicable Laws**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

#### **6.11 Priority of Documents**

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions 2010C (2015-07-03), General Conditions - Services (Medium Complexity);
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Insurance Requirements;
- (f) Annex D, Security Requirement Check List (SRCL);
- (g) Annex E, to PART 5 - BID SOLICITATION
- (h) the signed Task Authorizations (including all of its annexes, if any)
- (i) the Contractor's bid dated \_\_\_\_\_.

#### **6.12 Insurance – Specific Requirements**

The Contractor must comply with the insurance requirements specified in Annex C. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

#### **6.13 SACC Manual Clauses Incorporated by Reference**

B1501C (2006-06-16) Electrical Equipment  
A9062C (2011-05-16) Canadian Forces Site Regulations  
B1505C (2006-06-16) Shipment of Hazardous Materials  
A0075C (2014-11-27) Ontario Labour Legislation - Contract  
D3015C (2014-09-25) Dangerous Goods/Hazardous Products

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#### **6.14 Contract Financial Security**

1. The Contractor must provide one of the following Contract financial securities for the duration of the contract, within 30 calendar days after the date of Contract award:
  - i. a performance bond form PWGSC-TPSGC 505 in the amount of \$300,000.00; or
  - ii. a security deposit as defined in clause E0008C in the amount of \$300,000.00.

Any bond must be accepted as security by one of the bonding companies listed in Treasury Board Contracting Policy, Appendix L, Acceptable Bonding Companies.

2. Security deposits in the form of government guaranteed bonds with coupons attached will be accepted only if all coupons that are unmatured, at the time the security deposit is provided, are attached to the bonds. The Contractor must provide written instructions concerning the action to be taken with respect to coupons that will mature while the bonds are pledged as security, when such coupons are in excess of the security deposit requirement.
3. If Canada does not receive the required financial security within the specified period, Canada may terminate the Contract for default pursuant to the Contract default provision.

##### **6.14.1 Security Deposit Definition**

SACC Manual Clause E0008C (2014-09-25) - Security Deposit Definition

#### **6.15 Contract Administration**

##### **6.15.1 Liquidated Damages**

- a. The total amount of the liquidated damages must not exceed 10 percent of the Contract price.
- b. Liquidated Damages may be deducted from the Contractor's monthly invoice for the following non-compliance issues:
- c. For each incident when the Contractor's personnel lose keys to CFB North Bay's buildings, compounds or equipment for buildings, liquidated damages of a minimum of \$100.00 per key will be deducted for re-keying of locks and replacement of keys. If the liquidated damages exceed \$100.00 per key lost the SSA will provide price support to justify the amount of liquidated damages.
- d. The floor maintenance authorized using a Task Authorization must be completed by specific dates agreed upon by both parties and stated in writing. When this Work is not completed by the required dates, in addition to not being paid for the Work (until it is completed), an amount not greater than 10% of the total fees due for the Annual Work which was not completed will be deducted from the Monthly Payment as liquidated damages for accelerated wear of the surfaces due to lack of maintenance.
- e. Canada and the Contractor agree that the amount stated above is their best pre-estimate of the loss to Canada in the event of such a failure, and that it is not intended to be, nor is it to be interpreted as, a penalty.
- f. Canada will have the right to hold back, drawback, deduct or set off from and against the amounts of any monies owing at any time by Canada to the Contractor, any liquidated damages owing and unpaid under this section.



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- g. Nothing in this section must be interpreted as limiting the rights and remedies which Canada may otherwise have under the Contract.

#### **6.15.2 Transition Plan**

a. Contract Start

The Contractor must, within 30 days of Contract award organize the majority of the Work including scheduling, organizing and training. The Contractor will be responsible to initiate schedules and Work assignments, outfit employees with approved uniforms, educate personnel with regards to waste management and recycling procedures, fit up closets and install first aid kits and all other requirements as stated in the Contract. The Contractor will not be paid for these activities as they are required to prepare for performing the Work and do not represent any of the deliverables of the contract.

b. Acceptance of Facilities

The Contractor, within five days of Contract award or being assigned new buildings to clean must inspect and file a report with the TA on any existing defects in the building surfaces to be cleaned by its personnel. Defects that are not reported by the Contractor will be deemed to be caused by the Contractor.

c. Contract Completion

The Contractor is required to coordinate handover of Work with the incoming successful contractor prior to the end of this requirement. The contractor must not impede the incoming contractor. This includes but is not limited to the contractor's timely removal of their: equipment, consumables, chemicals, and all other contractor owned assets. The contractor must cooperate with the transfer of existing personnel's security clearances, to the incoming contractor.

The Contractor must leave the premises in the same condition or better than it was when it began cleaning those premises. The TA will conduct a final inspection of and provide a report to the Contractor at the end of the Contract period. This report will identify any deficiencies found by the TA. The Contractor must repair the deficiencies identified within 15 days of issuance of the report

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## ANNEX "A" STATEMENT OF WORK

### *Section 011005, General Instructions*

#### 1. WORK INCLUDED

- .1 The Contractor must provide all labourers (qualified cleaners), materials, products, tools and equipment necessary to complete the services and frequencies detailed in this SOW and all of the applicable Sections and Appendices for 22 Wing Canadian Forces Base North Bay buildings.
- .2 Daily garbage (pick-up and dispose of in a proper manner), removal of debris from all outside grounds (grass, gravel, paved, concrete and patio) areas for all buildings, from the outside walls of buildings to a distance of 15 metres and 50 foot perimeter.
- .3 Sweeping of all asphalt and/or concrete sidewalks; and all steps, landings inside and outside of buildings leading from buildings to roadways and their interior and /or exterior entrance-ways, (foyers and or vestibules), during spring, summer, fall and winter for removal of dirt, garbage, flies, water, sand, and salt, etc.
- .4 Cleaning of glass of entranceways and doors, inside and out; and all inside windows.
- .5 Weekly cleaning of all shower curtains for all buildings in this specification.
- .6 Empty monthly, all CFB 22 Wing cigarette butt receptacles (approximately 25). The contractor will empty these receptacles into DND supplied metal pails at specific locations. Prior to this taking place, the previous month's contents will be placed into regular garbage for disposal.

#### 2. ABBREVIATIONS

- .1 PWGSC : Public Works Government Services Canada.
- .2 DND : Department of National Defence.
- .3 CAF: Canadian Armed Forces
- .4 CFB: Canadian Forces Base
- .5 SSA: Service Site Authority; the 22 Wing CFB North Bay Construction Engineering Contract Inspector
- .6 SOW: Statement of Work
- .7 Normal hours of operation: From Monday to Friday Inclusive (except statutory holidays listed) From 0730 hours to 1200 hours and 1230 hours to 1600 hours daily.
- .8 UPR: Unsatisfactory Performance Report

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### **3. SUPERINTENDENT**

- .1 A Superintendent of Cleaning Services must be on site full time during normal hours of operation and will have the overall on-site responsibilities outlined below
- .2 The Site Superintendent must have the competence, experience, qualifications and authority required to discharge assigned responsibilities. The person must be proficient in communicating in written and spoken English. They must be able to interact with various levels of occupants of the building, civilians and military personnel.
- .3 The Site Superintendent is responsible for Work performed on all shifts and must be fully aware of the technical requirements of this SOW, and have the most recent version of all documents on site.
- .4 The Site Superintendent will supervise the Contractor's cleaning service staff, full time; assign duties to meet workloads, inspect work performed, instruction correct cleaning methods, prepare work schedules, maintain attendance records, assess and report on efficiency of subordinates, oversee the provision and maintenance of cleaning equipment and supplies and meeting with the SSA. The Superintendent must ensure all cleaners including the supervisors have up-to-date WHMIS (Workplace Hazardous Materials Information System) training.

### **4. CLEANING SUPERVISORS**

- .1 A minimum of two full time supervisors must be on site full time during normal hours of operation under the direction of the Superintendent of Cleaning Services. Supervisors will each be responsible for supervising the cleaning of no more than 20,000 m2 of area. All Work will be under supervision. Supervisors must not be part of the Janitorial Personnel as they must at all times only perform their supervisory duties.
- .2 Supervisors must plan, direct, control, monitor attendance, quality of Work, productivity, performance and safe working procedures of the Contractor's Janitorial Personnel. The Supervisors must ensure that regular and replacement cleaners, within their areas of responsibility, are fully aware of cleaning tasks, locations and techniques to be used in accordance with the current technical specifications and completed to the specified frequencies.
- .3 Supervisors must be aware of the occupancy level of the building, be capable of adjusting schedules during busy and quiet times in order to ensure all Work is properly scheduled, coordinated and completed. Supervisors must provide frequent contact or follow-up with the building occupant to ensure delivery of cleaning services.
- .4 The Supervisors must arrange access with the DND facility manager for all buildings within their areas of responsibility and provide the Site Superintendent a plan to perform Work during any Military block leave period (imposed holidays for all non-essential military personnel), summer or winter, 30 days prior to scheduled block leave period. Otherwise access to the buildings will not be possible as most buildings will be locked and only essential military personnel will be on duty.

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## 5. CLEANING PERSONNEL

- .1 Cleaning Personnel must be trained in janitorial methods to an acceptable level of competence, with the knowledge, training and experience commensurate with tasks assigned. Cleaning Personnel must be competent in their assigned tasks. They must know the areas to be cleaned, cleaning tasks, frequency of tasks, the day and time the tasks are to be completed, the proper cleaning chemicals to be used and cleaning techniques.
- .2 They must wear company assigned uniforms and Personal Protective Equipment and follow the Contractor's assigned safe working procedures.
- .3 Cleaning Personnel must not address their concerns or comments relating to the janitorial Work to any of Canada's personnel. Cleaning Personnel must communicate within the Contractor's chain of command who in turn will relay the appropriate information to the SSA. The Contractor's Personnel must not take instructions from unauthorized Department of National Defence (DND)/Canadian Forces (CF) members.

## 6. UNIFORMS

- .1 While on-site, all of the Contractor's personnel must wear the Contractor's uniforms.
- .2 Also while on site, all of the Contractor's personnel must wear company photo identification badges as an integral component of their uniform. The uniform and photo identification badges must be provided by the Contractor. The uniform must be consistent for all personnel with the exception of the Site Supervisor, Site Operations Manager and Supervisors who must wear a contrasting colour for identification purposes. The uniforms must have the Contractor's company logo on display. The uniform may have the yellow ribbon and "Support The Troops" logo tastefully located if the Contractor so desires.
- .3 The uniform must be as a minimum a properly sized shirt or blouse that fully covers the midriff. The uniforms must be worn properly and consistently. Pants worn with the uniform must be dark in colour, in good repair and worn properly about the waist. Pyjama pants, shorts or sweat type pants are not acceptable.
- .4 Footwear must be of an appropriate type, suitable for various work environments and weather conditions. Flip flops, slippers, and sandal style footwear are not permitted. Personal hats, toques, bandanas, hooded sweatshirts and visors are not appropriate and must be removed while working indoors. Contractor supplied hats are the only acceptable headgear that can be worn indoors by the Contractor's personnel.
- .5 The Contractor must ensure a high standard of uniform cleanliness, and that they are maintained and in good repair.

## 7. LOCKOUT / STRIKES

- .1 In the event of a strike by the Contractor's personnel or a lockout imposed on those personnel by the Contractor, the Contractor must, with the assistance of its supervisory personnel, provide full services, failing which, Canada reserves the right to terminate the Contract for default and use the contract security to fulfill the Contractor's obligation to complete the Work.
- .2 In the event of a strike by DND personnel or a lockout imposed on those personnel by the DND, the SSA may, on giving notice, suspend the activities of the Contract or

substantially reduce the scale of the Contract for the duration of the strike by or lockout imposed on DND personnel.

## **8. ANNUAL WORK**

### **.1 Schedules**

- .1 All Annual Work will be scheduled by the Contractor at least once annually on approval of the Task Authorization. The Contractor's schedule must be prepared by the Contractor and presented to the SSA no later than 30 days after Contract award.

### **.2 Coordination With Building Occupants**

- .1 The Contractor is solely responsible to coordinate all Annual Work with building occupants. The Contractor must maintain and record ongoing correspondence in the event that discrepancies arise.

### **.3 Performance**

- .1 Prior to carrying out general cleaning such as floor waxing, carpet cleaning and bathroom, floor and wall cleaning the Contractor's personnel must move all furniture (including screens, plants and other items) and reposition them upon completion. The Contractor must also take every precaution necessary to prevent rust stains.
- .2 Placing chairs, wastepaper baskets and other items on the desks and tables is strictly prohibited. The Contractor's personnel must not at any time use the office equipment, such as tables, filing cabinets, chairs and other items as scaffolding to carry out their Work or for other purposes.

## **9. WORK NOT INCLUDED**

- .1 Exterior window cleaning (except entrances for doors and side light windows).
- .2 Cleaning of glasses, dishes and similar items; except for Barrack Block 7.
- .3 Snow removal or spreading of de-icer and sand.
- .4 Cleaning and repair of Boiler and or furnace; electrical and mechanical apparatus.
- .5 Replacement of light bulbs and fluorescent light tubes.

## **10. MATERIALS, SUPPLIES AND EQUIPMENT**

- .1 All buildings washroom supplies consisting of toilet paper, hand soap (liquid and/or hard) and paper towels and urinal deodorant blocks must be provided by the Contractor. The Contractor is not required to provide the washroom supply dispensers but their supplies must be compatible with the DND owned washroom supply dispensers.
- .2 The Contractor must inform DND employees, their own employees and SSA of any hazardous material for use in the workplace as stated by Workplace Hazardous Materials Information System and written information put on display in all buildings.

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- .3 Materials and equipment required for the performance of the contract such as pylons, plastic garbage bags, mopping tanks, scrubbing machines, floor machines, vacuum cleaners, brooms, mops (wet and dry), ladders, dusting cloths, pails, scrubbing brushes, cloths, scrapers, soaps, scouring materials, detergents, spray deodorants, disinfectants, polishing materials such as waxes and applicators, and also toilet paper, hand soap (liquid and hard) and paper towels, and 2-Ply-White-Paper-Towels and foil pouch hair shampoo, etc., must be supplied by the Contractor. Canada will not be liable for loss or damage to the Contractor's equipment or supplies.
- .4 All cleaning machinery and equipment must be maintained at the highest standard of appearance and efficiency. The SSA may order all machinery or equipment that is not maintained in a serviceable presentable appearance from the floor, and ask for immediate replacement of these items by acceptable equipment at the contractor's cost and approved by SSA.
- .5 DND will not supply any materials, products and or equipment for use by the Contractor. It is the Contractor's responsibility for the procurement of all materials, products, and equipment required for the performance of the contract.
- .6 The Contractor must provide the SSA a list of all equipment that will be used on site during the performance of the contract. The Contractor must advise the SSA, in writing, and receive approval of any proposed changes to the equipment during the period of the contract.
- .7 The contractor must mark all of their equipment for easy identification.
- .8 All of the Contractor's equipment must meet CSA or ULC electrical standards.
- .9 All materials such as soaps, detergents, scouring materials cleaners, finishes, sealers, etc., must comply with or be equal to the latest Canadian Government Specifications and applied only to the surfaces for which they are authorized by the manufacturer of such material. Wherever possible, except for waxes and floor strippers, the Contractor should use cleaning products that have a Global Eco-labelling Network (Gen) approved eco-label or EcoLogo® certified that confirms the environmental features and performance of the product.
- .10 Electricity and hot water required by the contractor in the execution of janitorial services will be provided by DND without charge.
- .11 PROHIBITED EQUIPMENT, MATERIALS OR PRODUCTS
- .1 Machines with combustion engines are prohibited inside any building unless the Contractor has obtained written authorization from the SSA.
- .2 Products likely to damage furniture, fixtures, glass or other property must not be used at any time. No abrasive powders must be used.
- .3 Para dichlorobenzene deodorant blocks must not be used.
- .4 Unless authorized in writing by the SSA, products containing acid must not be used.

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## **11. OFFICE AND STORAGE SPACE**

- .1 DND will provide one office space for the Superintendent of Cleaning Services (there will be no storage in office provided, because of Environmental Regulations). DND will provide a utility room in each building for the storage of immediate use cleaning products, mops, broom, pails etc. This space is not intended for long term storage of bulk cleaning supplies. Bulk supplies cannot be stored in any 22 Wing building. Storage is no longer available in DND buildings. The Contractor must find an alternate location off Base for the storing of cleaning supplies. From this location, the Contractor must replenish supplies to various buildings.

## **12. RESPONSIBILITY for PUBLIC LIABILITY and PROPERTY DAMAGE**

- .1 It is the responsibility of the contractor to ensure that all products are compatible with the surface on which they are employed.
- .2 Any damage resulting from the applications of such agents or products or materials will be assessed (taken) against the contractor for the cost of repair(s).
- .3 The Contractor must provide and maintain adequate, suitable means to prevent personnel and general public from injury where danger may exist by way of portable bilingual warning signs, pylons or guide ropes, and to save the building and its contents from dust and defacement during the progress of the work by providing and using cloths, painter's cloths, tarpaulins or other approved protection where ever necessary or directed. Contractor owned mobile equipment, barrels, utility carts, must be complete with resilient bumpers, approved wheels or castors.
- .4 It is the contractor's responsibility at time of contract award to examine the surfaces, which are to be maintained in order to ascertain their condition and to bring to the SSA's attention, in writing, any defective surfaces. This must be done within 30 days of award of contract.
- .5 Flammable cleaning material and all containers in which it is carried or stored must be used only when essential, subject to the approval the SSA, and must be removed from DND premises at the end of each work day.

## **13. INSPECTION**

- .1 Quality Control is the responsibility of the Contractor for all buildings within this Statement of Work.
- .2 The buildings must be inspected regularly by the Contractor to ensure that the work has been performed in accordance with Statement of Work. Any unsatisfactory conditions will be rectified immediately.
- .3 Upon written notification by the Contractor that they have conducted their own QC inspection of completed Annual Work, the SSA will inspect for certification of services rendered. The SSA may request that the Site Superintendent attend and verify all works have been performed. The management team are signing to verify they have inspected the Work and that all Work, in all areas to the specified standards has been completed.

#### **14. REPORTING**

- .1 Unsatisfactory conditions or performance will be reported by means of a written communication from the SSA to the Contractor. This Unsatisfactory Performance Report (U.P.R.) must be given immediate attention by the Contractor. All unsatisfactory conditions must be rectified within 24 hours of receipt of U.P.R. Results of work done which in the opinion of the SSA is not acceptable will be considered not done and these operations must be redone in part or in whole until the SSA is satisfied.

#### **15. FIRE SAFETY**

- .1 Waxes, sealers, floor finishes, polishes and cleaning materials that are very susceptible to spontaneous ignition. All such materials must be stored in approved metal containers with self-closing tight fitting metal lids until materials can be disposed of safely.
- .2 All litter must be picked up in a metal container equipped with a self-closing, tight fitting metal lid.
- .3 Contents of ashtrays and all smoking material must be picked up in a metal container equipped with a self-closing tight fitting metal lid. These materials must not be picked up or stored in the same containers as litter.
- .4 All litter must be stored in a fire resistive space until collected by the garbage services and/or removed from the building.
- .5 Janitor rooms and storage closets must be kept clean, neat and tidy at all times.
- .6 All cleaning rags must be kept in metal containers equipped with self-closing, tight fitting metal lids. Used rags and wipes must be cleaned or disposed of in approved containers daily.
- .7 All waxes, sealers, polishing oils, etc., must be kept tightly sealed and stored in separate shelving from rags and other cleaning materials.
- .8 All floor mops must be stored in a suspended position to allow free air circulation around heads of mops.
- .9 Smoking is prohibited in all areas of building in accordance to DND's policies; the responsibility is on the Contractor to obtain information on the designated areas for smoking by DND.

#### **16. TRAVEL COSTS**

- .1 SRD-Site's building number one (1) is located off Hwy 17 West (66 km there and back from CFB North Bay). The cost of travel time and vehicle mileage for Contractor's Superintendent of Cleaning Services and Contractor's Janitorial Cleaner(s) must be included in the cost of each building listed in this specification; and also includes buildings numbered 100 off Carmichael Drive.

#### **17. INDOOR SWIMMING POOL**

- .1 The Janitorial Service Contractor must follow Ontario Guide to Public Pools Regulation dated Sept. 1996 for cleaning pool's deck, dressing rooms, lockers rooms, toilets, showers, and hallways leading to the swimming pool.



## **18. SITE REGULATIONS**

- .1 Janitorial Service Contractor undertakes and agrees to comply with all DND's standing orders and or other applicable regulations, in force on the work site where the work is to be performed, relating to the safety of persons on the work site or the protection of property against loss or damage from and all causes including fire. It is the Janitorial Service Contractor responsibility to obtain necessary written information from DND and or PWGSC and or any other applicable sources and pass on the necessary written and or verbal information to their employees immediately

## **19. CELL PHONES**

- .1 No Cell Phones and digital cameras allowed in: AGC Building # 127 located at civic address 15 Uxbridge Drive; change rooms; washrooms; shower-rooms and saunas.
- .2 The Contractor must ensure the Site Superintendent and Supervisors carry cellular telephones in order to maintain daily communications with their staff and the SSA. These Management Team cellular phone numbers must be provided to the SSA and updated as required

## **20. HOLIDAYS OBSERVED**

- .1 The following is the list of statutory holidays observed at CFB North Bay: New Year's Day; Good Friday; Easter Monday; Victoria Day; Canada Day; Civic Holiday; Labour Day; Thanksgiving Day; Remembrance Day; Christmas Day; and Boxing Day.
- .2 There will be no cleaning on a designated holiday days with the exception of 24 hr / 7 day buildings, the Recreation Centre, and Little Wings Daycare.
- .3 The Contractor must provide full janitorial service on the Ontario Family Day Statutory holiday (3rd Monday in February) at no extra charge as Canada does not observe this day as a holiday.
- .4 During leap years, the Contractor must change its schedule to provide janitorial services on February 29 at no extra charge to Canada.

## **21. HEALTH & SAFETY**

### **.1 Safety Plan**

- .1 The Contractor must provide a copy of its Safety Plan to the SSA 30 days after Contract award, and must provide confirmation of its accuracy annually prior to the Contract anniversary date. The Contractor must provide update revisions if they are deemed necessary at more frequent intervals.

### **.2 Harassment**

- .1 DND and the CAF are committed to providing a harassment free workplace. Any and all harassment must be reported in writing through the contractor's chain of command, who will in turn inform the SSA when it involves Canada's personnel.

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### **.3 General safety**

- .1 The Contractor must ensure their personnel are fully aware of any hazards that may exist while working on a major operational army base. The Contractor must ensure a safe work environment exists for its personnel and that they are properly trained and apprised of workplace hazards.
- .2 The Contractor is responsible for providing and installing first aid kits for use by its personnel in accordance with the Occupational Health and Safety requirements. The Contractor must not rely on the use of DND first aid kits. In the event of serious accidents, the Contractor is responsible for taking steps to obtain immediate treatment for the injured person(s), regardless of whether they are its personnel or building occupants.
- .3 CFB North Bay has a significant amount of hard surface waxed and buffed floor surfaces. North Bay is located on a sandy plain type terrain. During the summer months in dry conditions it is common that fine dust will infiltrate the buildings. It is important the janitorial personnel maintain the floors to ensure waxed and or buffed floors do not become a safety hazard due to a fine layer of dust on a polished surface. A similar principle applies in winter, where wet slush must not be allowed to accumulate making floor surfaces a safety hazard.
- .4 Safety hazard signs such as "wet floor" must be removed once a safety hazards no longer exist. The Contractor is not permitted to leave hazard signs in place that in themselves create a hazard.

### **.4 Operational Health and Safety (OH&S) Compliance**

- .1 The Contractor must provide OH&S orientation to all of its on-site employees detailing the potential hazards at CFB North Bay and must meet its OH&S obligations to its personnel throughout the term of the Contract.
- .2 The Contractor must immediately inform the SSA of all incidents that involve external visits from investigative agencies, which may or may not result in directives or charges to the OH&S obligations to its personnel.

### **EMPLOYER / EMPLOYEE RELATIONSHIPS**

The Contractor and its personnel do not form any part of the overall operational make-up or structure of CFB North Bay and therefore are not part of any individual section or unit. The Contractor's personnel are not permitted to attend and participate in any DND/CAF functions such as annual festive gatherings, sporting or entertainment style venues.

The Contractor's personnel are not permitted to engage in business transactions or other works with DND/CAF personnel or operate any form of personal business while they are on CFB North Bay property.

## 22. **SECURITY**

### **.1 General**

- .1 The Contractor must provide a Security Plan to the SSA, which addresses potential security issues, within 15 days of the start of the Contract. The Security Plan must, at a minimum, include provisions for protection of information, protection of assets, key control, communications and computer privileges and oversight processes.
- .2 The Contractor must ensure that its personnel are not given authorization to take anything out of the building, including found items that do not belong to them. The SSA and the Military Police have the right to search the Contractor's office, equipment and storage areas, vehicles and all packages or containers belonging to the Contractor or its personnel. Authorized personnel must not be impeded from carrying out these searches.
- .3 The Contractor and its personnel must abide by all Government of Canada and DND rules and regulations governing workplace security. The Contractor must ensure that its personnel comply with the regulations with respect to confidentiality of building information or any other written or oral information they encounter at CFB North Bay. The Contractor's personnel must only communicate through its Chain of Command and never under any circumstance with an unauthorized DND/CAF member, government official or member of the media.
- .4 The Contractor must at all times make the necessary arrangements to ensure that no doors or windows are left unlocked or open while an employee is absent (unless the premises are occupied by building personnel or in special cases as requested by the SSA). The Contractor's personnel must not at any time open locked doors or any other access point to persons seeking entry. If necessary, the Contractor must refer persons at the door to the Base Duty Centre located at the Main Gate.
- .5 In accordance with the Defence Controlled Area Access Regulations, DND has the right to either deny access to personnel found to be a security risk or to remove personnel from a controlled access area should there be grounds to believe the person is in contravention of such regulations.

### **.2 Personnel Security Screening / Clearances**

1. The Contractor/Offeror personnel requiring access to OPERATIONS zones will need to have a minimum security screening level of RELIABILITY. Individual workers who hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC will be allowed unescorted access to OPERATIONS areas except Military Police Headquarters (B134), B64 and parts of the David L. Pitcher (DLP) Bldg (B127) where escorts are required at all times.
2. The Contractor/Offeror personnel requiring access to SECURITY zones will need to have a minimum security clearance level of SECRET and will be escorted at all times. The SECURITY zones are limited to some rooms inside the General Restricted Area (GRA); entry will need to be coordinated through DND occupants when required.

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### **.3 Contractor, Base Identification, Unit Issued Passes**

- .1 The Contractor must provide a company issued photo identification to all its employees. All the Contractor's personnel must also obtain and carry on their person a DND contractor identification card that is available through the DND military police at no charge. The identifications must be visible at all times when on the grounds of CFB North Bay. Under certain circumstances the Contractor may have to obtain special passes to gain access into restricted areas. These passes will be generated, produced and remain the responsibility of the military unit that issued them. All passes and identification items issued by the DND are the property of CFB North Bay and may be revoked at any time.
- .2 Any of the Contractor's personnel not meeting the minimum security requirements at CFB North Bay as stated in this Contract will not be allowed access to CFB North Bay. The Contractor must at no extra charge, immediately replace their personnel who are denied access.

### **.4 Restricted or Controlled Access**

- .1 Restricted or controlled access may involve individual spaces, buildings or compounds that are secured by locks, guarded by commissionaire or military personnel, or have electronic style locked doors and gates. Neither the Contractor nor its personnel may enter restricted or controlled access areas unless approved by the SSA or those set out in this SOW. The Contractor's personnel must carry out the Work in restricted areas only when they are accompanied by a person in charge of the building or their delegate. In the event that special security measures are put in place, additional operating procedures and direction will be provided by the SSA.
- .2 Workers, suppliers and visiting personnel are required to have Secure Area Passes (SAP) form filled out for access through the controlled point of entry. SAP forms are filled out by the contractors' personnel and submitted to DND for review and approval. The SAP forms only need to be filled out at the beginning of the contract, after the SAP expires or when personnel changes occur. All SAPs must be returned at the end on the contract or validity period. In the event of a lost SAP, it must be reported immediately to the Military Police. All workers may be subject to thorough inspection by the commissionaire or Military Police upon each and every entry through the control point. Vehicles, equipment and large hand carried containers will be subject to search upon entry and may be searched when departing the General Restricted Area (GRA);

### **.5 Communication Security**

- .1 The Contractor and its personnel must not photograph, record, copy or transfer any DND information while at CFB North Bay without authorization from the SSA.
- .2 At no time is the Contractor or the Contractor's personnel authorized to use the telephones, computers, faxes, printers or other objects left on the DND desks for personal reasons.
- .3 The contractor's personnel are not authorized to bring into the workplace any personal communication or electronic devices such as cellular

phones, cameras, laptops, recording devices, printers, or other hand held devices capable of other means of recording or communication.

- .4 The Contractor must ensure that their personnel adhere to all DND computer security regulations and under no circumstances must the Contractor transfer data from a private computer to the DND computer.

**.6 Electronics:**

- .1 B127 DLP is categorized as an Emission Security (EMSEC) zone; the use of electronic equipment inside is strictly regulated. Devices with radio frequency transmitters (cell phone, wireless mouse, Bluetooth devices, etc. will not be brought into the EMSEC zone. The transportation of other, non-RF transmitting electronic devices must be approved by the DND representatives in accordance with local standings orders. Advance notice will be required in order to assemble the appropriate inspection personnel.

**.7 Key Control**

- .1 The SSA will provide the Contractor the necessary keys and access cards to allow the Contractor's personnel to carry out their daily duties. For the most part, keys will be controlled within buildings by building occupants and the Contractor's personnel must sign them out for the purpose of doing the Work. The Contractor's personnel must not under any circumstances, leave the buildings without returning the keys.
- .2 The Contractor must within 15 days of Contract award provide a method for key security and a system for tracking and identification, to be located at the Contractor's on-site office and to be approved by the SSA. Key control will consist of a master list of all keys identified, tagged and physically signed for by the Contractor. Key control will start and end each shift with 100% accountability. The SSA reserves the right to make inspections of keys as it deems necessary.
- .3 Neither the Contractor nor its personnel are authorized to make duplicates of DND keys, under any circumstances.
- .4 The Contractor must take whatever action is required to protect itself against any loss, theft, or duplication of keys. The Contractor will be held fully responsible for any negligence in the loss of one or more keys including all subsequent replacement costs for locks, keys, hardware and locksmith labour.

## Section 01712, Service Frequencies

1. **General use building: Work to occur between Monday and Friday. Table 1 – General Use outlines the cleaning frequency for the following buildings: B4, B7 (further details found in Appendix E), B7a, B10 (further details found in Appendix C), B11 (further details found in Appendix D), B14, B16, B18, B33, B95, B109, B127, B134, B139, B147 (further details found in Appendix F).**

TABLE 1 - GENERAL USE						
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY MONTHLY
1.1	<u>General</u>					
	.1 Dust Notice Boards	X				
	.2 Dust and wipe high ledges, tops of partition, exposed pipes to a height of 305 cm.	X				
	.3 Hose cabinets, display cases					
	.1 Clean	X				
	.2 Wash and polish		X			
	.4 Radiators					
	.1 Dust and damp wipe					X
	.2 Wash	X				
	.5 Ceiling Air Diffusers, and Air Intake Grills					
	.1 Vacuum					X
	.2 Wash		X			
	.6 Door Kick Plates & Hand Plates					
	.1 Clean and Polish	X				X
	.7 Door Grills					
	.1 Vacuum					X
	.2 Wash		X			
	.8 Water Dispensers					
	.1 Wash			X		
	.2 Disinfect			X		
	.9 Venetian Blinds					
	.1 Damp wiped					X
	.2 Wash					X
	.10 Pictures, clocks, etc., clean					X
	.11 Glass surfaces, interior partitions, doors, etc.					
	.1 Wash and polish					X
	.12 Light fixtures up to a height of 305 cm. shall be:					
	.1 Dusted					X
	.2 Washed					X
	.13 Wet and Dry Garbage Pick-up and place in metal garbage bins (containers) outside	X		X		X
	.14 Ash trays, sand pails – clean	X				
	.15 Wash and disinfect empty garbage cans after garbage collection and weekly disposal of plastic bags	X				X
	.16 Drapes, vacuum cleaned					X
	.17 Replace garbage bags	X		X		
	.18 Empty Smoking Receptacles into “quarantine” pails.	X				X
TABLE 1 - GENERAL USE						

SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY
1.2	<u>Entrance &amp; Lobbies &amp; Hallways</u>					
	.1 Floors:					
	.1 Sweep and wash	X		X		
	.2 Buff	X				
	.3 Clean, spray wax and buff					
	.4 Strip, seal, re-wax and buff		X			
	.2 Walls:					
	.1 Clean and wash to 305 cm.					
	.2 Dust to 305 cm	X				
	.3 Foot grills, recessed pans and mats					
	.1 Clean	X				X
	.4 Glass doors and side glass					
	.1 Wash and polish	X				X
	.5 Door frames and base boards					
	.1 Clean		X			
1.3	<u>Stairs</u>					
	.1 Sweep and wash			X		
	.2 Handrails - wipe & polish					X
	.3 Stairwells					
	.1 Clean & wash to 305 cm					
	.2 Dust to 305 cm	X				
1.4	<u>Office</u>					
	.1 Carpets & Rugs					
	.1 Vacuum	X				X
	.2 Hot Water Extraction		X			
	.2 Walls					
	.1 Clean and wash to 305 cm		X			
	.2 Dust to 305 cm.		X			
	.3 Floors					
	.1 Sweep, dust & damp mop	X				X
	.2 Wash, spray wax and buff	X				
	.3 Strip, seal, re-wax and buff		X			

TABLE 1 - GENERAL USE						
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY MONTHLY
1.5	<u>Washrooms</u>					
	.1 Floors					
	.1 Sweep and wash			X		
	.2 Wash and disinfect				X	
	.3 Sealer and/or wax		X			
	.2 Walls, toilets and shower partitions					
	.1 Wash and disinfect			X		
	.3 Toilet seats, bowls, urinals, basins, water taps, receptacles, dispensers, mirrors, shelves					
	.1 Wash and disinfect			X		
	.2 De-scale toilet bowls and urinals			X		
	.4 Showers and Bathtubs					
	.1 Clean Drains			X		
	.2 Wash and disinfect			X		
	.5 Shower curtains					
	.1 Wash and disinfect			X		
	.6 Remove waste paper			X		
	.7 Supply soap, toilet paper, sanitary bags and paper towels			X		
1.6	<u>Lounges, Lunch Rooms - Cafeterias</u>					
	.1 Walls					
	.1 Dust to 305 cm				X	
	.2 Clean and wash to 305 cm.					X
	.2 Floors:					
	.1 Sweep and wash			X		
	.2 Wash, spray wax and buff					X
	.3 Strip, seal, re-wax and buff		X			
	.3 Furniture					
	.1 Dust and damp wipe					X
	.2 Wash and polish					X
1.7	<u>Lecture classrooms and rooms</u>					
	.1 Floors:					
	.1 Sweep	X			X	
	.2 Wash, spray wax and buff	X				X
	.3 Strip, seal, re-wax and buff		X			
	.2 Walls:					
	.1 Clean and wash to 305 cm.	X				
	.2 Dust to 305 cm	X				
	.3 Furniture					
	.1 Dust and damp wipe	X				X
	.2 Wash and polish	X				



TABLE 1 - GENERAL USE							
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY	MONTHLY
1.8	<u>Messes, Lounges and TV rooms</u>						
	.1 Carpets and rugs						
	.1 Vacuum	X				X	
	.2 Hot Water Extraction		X				
	.2 Walls						
	.1 Clean and wash to 305 cm	X					
	.2 Dust to 305 cm	X					
	.3 Floors						
	.1 Sweep	X		X			
	.2 Wash and buff	X				X	
	.3 Clean, spray wax and buff	X					X
	.4 Strip, seal, re-wax and buff		X				
	.4 Furniture						
	.1 Dust and damp wipe	X			X		
	.2 Wash and polish						X
1.9	<u>Elevators</u>						
	.1 Elevator's floor must be vacuumed and damp mopped, recommend Monday. Elevator's floors must be dust free, soil free, and debris free	X				X	
	.2 Elevator's metal and glass surfaces must be cleaned, recommend Monday. All metal and glass surfaces must be free of dust, free of debris, free of fingerprints and free of handprints and free of stains; all elevators must not have a solvent smell and no solvent odours					X	

**2. Recreation Centre: This facility operates seven days a week and requires more frequent cleaning services than the general use buildings. Weekday, weekend and evening work requirements exist.** \* Service required for daytime and evening shifts

TABLE 2 – RECREATION CENTRE								
SERIAL	SERVICE REQUIRED	AS NEEDED	DAILY (WEEKDAYS)	DAILY (7 DAYS)	SEMI WEEKLY	WEEKLY	MONTHLY	TASK AUTHORIZATION
2.1	General							
	.1 Dust Notice Boards	X						
	.2 Dust and wipe high ledges, tops of partition, exposed pipes to a height of 305 cm.	X						
	.3 Hose cabinets, display cases							
	.1 Clean	X						
	.2 Wash and polish							X
	.4 Radiators							
	.1 Dust and damp wipe						X	
	.2 Wash	X						
	.5 Ceiling Air Diffusers, and Air Intake Grills							
	.1 Vacuum						X	
	.2 Wash							X
	.6 Door Kick Plates & Hand Plates							
	.1 Clean and Polish	X				X		
	.7 Door Grills							
	.1 Vacuum						X	
	.2 Wash							X
	.8 Water Dispensers							
	.1 Wash			X*				
	.2 Disinfect			X*				
	.9 Venetian Blinds							
	.1 Damp wiped						X	
	.2 Wash						X	
	.10 Pictures, clocks, etc., clean						X	
	.11 Glass surfaces, interior partitions, doors, etc.							
	.1 Wash and polish						X	
	.12 Light fixtures up to a height of 305 cm. shall be:							
	.1 Dusted						X	
	.2 Washed						X	
	.13 Wet and Dry Garbage Pick-up and place in metal garbage bins (containers) outside	X		X		X		
.14 Ash trays, sand pails – clean	X							
.15 Wash and disinfect empty garbage cans after garbage collection and weekly disposal of plastic bags	X				X			
.16 Drapes, vacuum cleaned						X		
.17 Replace garbage bags	X		X					
.18 Empty Smoking Receptacles into “quarantine” pails.	X					X		

TABLE 2 – RECREATION CENTRE								
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY (WEEKDAYS)	DAILY (7 DAYS)	SEMI WEEKLY	WEEKLY	MONTHLY
2.2	<u>Entrance &amp; Lobbies &amp; Hallways</u>							
	.1 Floors:							
	.1 Sweep and wash	X			X*			
	.2 Buff	X						
	.3 Clean, spray wax and buff							X
	.4 Strip, seal, re-wax and buff		X					
	.2 Walls:							
	.1 Clean and wash to 305 cm.							X
	.2 Dust to 305 cm	X						
	.3 Foot grills, recessed pans and mats							
	.1 Clean	X					X	
	.4 Glass doors and side glass							
	.1 Wash and polish	X					X	
	.5 Door frames and base boards							
	.1 Clean		X					
2.3	<u>Stairs</u>							
	.1 Sweep and wash				X*			
	.2 Handrails - wipe & polish						X	
	.3 Stairwells							
	.1 Clean & wash to 305 cm							X
	.2 Dust to 305 cm	X						
2.4	<u>Office</u>							
	.1 Carpets & Rugs							
	.1 Vacuum	X					X	
	.2 Hot Water Extracton		X					
	.2 Walls							
	.1 Clean and wash to 305 cm		X					
	.2Dust to 305 cm.		X					
	.3 Floors							
	.1 Sweep, dust & damp mop	X					X	
	.2 Wash, spray wax and buff	X						X
.3 Strip, seal, re-wax and buff		X						

\* Service required for daytime and evening shifts

TABLE 2 – RECREATION CENTRE								
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY (WEEKDAYS)	DAILY (7 DAYS)	SEMI WEEKLY	WEEKLY	MONTHLY
2.5	<u>Washrooms / Locker Rooms</u>							
	.1 Floors							
	.1 Sweep and wash				X*			
	.2 Wash and disinfect						X	
	.3 Sealer and/or wax		X					
	.2 Walls, toilets and shower partitions							
	.1 Wash and disinfect				X			
	.3 Toilet seats, bowls, urinals, basins, water taps, receptacles, dispensers, mirrors, shelves							
	.1 Wash and disinfect				X*			
	.2 De-scale toilet bowls and urinals				X			
	.4 Showers and Bathtubs							
	.1 Clean Drains				X			
	.2 Wash and disinfect				X			
	.3 Scrub and power wash							X
	.5 Shower curtains							
	.1 Wash and disinfect	X			X			
	.6 Remove waste paper				X			
	.7 Supply soap, toilet paper, sanitary bags and paper towels				X			
	.8 Dust top of Lockers						X	

TABLE 2 – RECREATION CENTRE								
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY (WEEKDAYS)	DAILY (7 DAYS)	SEMI WEEKLY	WEEKLY	MONTHLY
2.6	<u>Lounges, Lunch Rooms - Cafeterias</u>							
	.1 Walls							
	.1 Dust to 305 cm						X	
	.2 Clean and wash to 305 cm.							X
	.2 Floors:							
	.1 Sweep and wash				X			
	.2 Wash, spray wax and buff							X
	.3 Strip, seal, re-wax and buff		X					
	.3 Furniture							
	.1 Dust and damp wipe							X
	.2 Wash and polish							X
2.7	<u>Wing Theatre</u>							
	.1 Floors:							
	.1 Sweep	X					X	
	.2 Wash, spray wax and buff	X						X
	.3 Strip, seal, re-wax and buff		X					
	.2 Walls:							
	.1 Clean and wash to 305 cm.	X						
	.2 Dust to 305 cm	X						
	.3 Furniture							
	.1 Dust and damp wipe	X						X
	.2 Wash and polish	X	X					

\* Service required for daytime and evening shifts

Solicitation No. - N° de l'invitation  
W0135-141583/A  
Client Ref. No. - N° de réf. du client  
W0135-14-1583

Amd. No. - N° de la modif.  
File No. - N° du dossier  
KIN-4-42166

Buyer ID - Id de l'acheteur  
kin519  
CCC No./N° CCC - FMS No./N° VME

TABLE 2 – RECREATION CENTRE							
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY	MONTHLY
2.8	<u>Pool</u>						
	.1 Bleachers						
	.1 Sweep and mop				X		
	.2 Pool Deck						
	.1 Hose towards drains				X		
	.2 Scrub and disinfect					X	
	.3 Clean drains				X		
2.9	<u>Squash Courts, Gymnasium, Spinning/Weight Rms</u>						
	.1 Floors						
	.1 Sweep and Mop				X		
	.2 Scrub					X	
	.2 Detergent bottles and paper towel						
	.1 Fill & replace	X			X		

\* Service required for daytime and evening shifts

**3. Low Occupancy Facilities – Semi Weekly: Work to occur between Monday and Friday. Table 3 – Low Occupancy – Semi Weekly outlines the cleaning frequency for the following buildings: B45, B64, B100, B135, B142, 143,144**

TABLE 3 – LOW OCCUPANCY SEMI WEEKLY						
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	MONTHLY
3.1	General					
	.1 Dust Notice Boards	X				
	.2 Dust and wipe high ledges, tops of partition, exposed pipes to a height of 305 cm.	X				
	.3 Hose cabinets, display cases					
	.1 Clean	X				
	.2 Wash and polish		X			
	.4 Radiators					
	.1 Dust and damp wipe					X
	.2 Wash	X				
	.5 Ceiling Air Diffusers, and Air Intake Grills					
	.1 Vacuum					X
	.2 Wash		X			
	.6 Door Kick Plates & Hand Plates					
	.1 Clean and Polish	X			X	
	.7 Door Grills					
	.1 Vacuum					X
	.2 Wash		X			
	.8 Water Dispensers					
	.1 Wash				X	
	.2 Disinfect				X	
	.9 Venetian Blinds					
	.1 Damp wiped					X
	.2 Wash					X
	.10 Pictures, clocks, etc., clean					X
	.11 Glass surfaces, interior partitions, doors, etc.					
	.1 Wash and polish					X
	.12 Light fixtures up to a height of 305 cm. shall be:					
	.1 Dusted					X
	.2 Washed					X
	.13 Wet and Dry Garbage Pick-up and place in metal garbage bins (containers) outside	X			X	
	.14 Ash trays, sand pails – clean	X				
	.15 Wash and disinfect empty garbage cans after garbage collection and weekly disposal of plastic bags	X			X	
	.16 Drapes, vacuum cleaned					X
	.17 Replace garbage bags	X			X	
	.18 Empty Smoking Receptacles into "quarantine" pails.	X				X

TABLE 3 – LOW OCCUPANCY SEMI WEEKLY						
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY MONTHLY
3.2	<u>Entrance &amp; Lobbies &amp; Hallways</u>					
	.1 Floors:					
	.1 Sweep and wash	X			X	
	.2 Buff	X				
	.3 Clean, spray wax and buff					X
	.4 Strip, seal, re-wax and buff		X			
	.2 Walls:					
	.1 Clean and wash to 305 cm.					X
	.2 Dust to 305 cm	X				
	.3 Foot grills, recessed pans and mats					
	.1 Clean	X			X	
	.4 Glass doors and side glass					
	.1 Wash and polish	X			X	
	.5 Door frames and base boards					
	.1 Clean		X			
3.3	<u>Stairs</u>					
	.1 Sweep and wash				X	
	.2 Handrails - wipe & polish					X
	.3 Stairwells					
	.1 Clean & wash to 305 cm					X
3.4	.2 Dust to 305 cm	X				
	<u>Office</u>					
	.1 Carpets & Rugs					
	.1 Vacuum	X				
	.2 Hot Water Extracton		X			
	.2 Walls					
	.1 Clean and wash to 305 cm		X			
	.2 Dust to 305 cm.		X			
	.3 Floors					
	.1 Sweep, dust & damp mop	X				
	.2 Wash, spray wax and buff	X				
	.3 Strip, seal, re-wax and buff		X			



TABLE 3 – LOW OCCUPANCY SEMI WEEKLY							
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY	MONTHLY
3.5	<u>Washrooms</u>						
	.1 Floors						
	.1 Sweep and wash				X		
	.2 Wash and disinfect					X	
	.3 Sealer and/or wax		X				
	.2 Walls, toilets and shower partitions						
	.1 Wash and disinfect				X		
	.3 Toilet seats, bowls, urinals, basins, water taps, receptacles, dispensers, mirrors, shelves						
	.1 Wash and disinfect				X		
	.2 De-scale toilet bowls and urinals				X		
	.4 Showers and Bathtubs						
	.1 Clean Drains				X		
	.2 Wash and disinfect				X		
	.5 Shower curtains						
	.1 Wash and disinfect				X		
	.6 Remove waste paper				X		
	.7 Supply soap, toilet paper, sanitary bags and paper towels				X		
3.6	<u>Lounges, Lunch Rooms - Cafeterias</u>						
	.1 Walls						
	.1 Dust to 305 cm					X	
	.2 Clean and wash to 305 cm.						X
	.2 Floors:						
	.1 Sweep and wash				X		
	.2 Wash, spray wax and buff						X
	.3 Strip, seal, re-wax and buff		X				
	.3 Furniture						
3.7	<u>Lecture classrooms and rooms</u>						
	.1 Floors:						
	.1 Sweep	X					
	.2 Wash, spray wax and buff	X					
	.3 Strip, seal, re-wax and buff		X				
	.2 Walls:						
	.1 Clean and wash to 305 cm.	X					
	.2 Dust to 305 cm	X					
	.3 Furniture						
	.1 Dust and damp wipe	X					
	.2 Wash and polish	X					

TABLE 3 – LOW OCCUPANCY SEMI WEEKLY						
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY MONTHLY
3.8	<u>Messes, Lounges and TV rooms</u>					
	.1 Carpets and rugs					
	.1 Vacuum	X				
	.2 Hot Water Extracton		X			
	.2 Walls					
	.1 Clean and wash to 305 cm	X				
	.2 Dust to 305 cm	X				
	.3 Floors					
	.1 Sweep	X				
	.2 Wash and buff	X				
	.3 Clean, spray wax and buff	X				
	.4 Strip, seal, re-wax and buff		X			
	.4 Furniture					
	.1 Dust and damp wipe				X	
	.2 Wash and polish					X
3.9	<u>Elevators</u>					
	.1 Elevator's floor must be vacuumed and damp mopped, recommend Monday. Elevator's floors must be dust free, soil free, and debris free					X
	.2 Elevator's metal and glass surfaces must be cleaned, recommend Monday. All metal and glass surfaces must be free of dust, free of debris, free of fingerprints and free of handprints and free of stains; all elevators must not have a solvent smell and no solvent odours					X

**4. Low Occupancy Facilities – Weekly: Work to occur between Monday and Friday. Table 4 – Low Occupancy – Weekly outlines the cleaning frequency for the following buildings: B66, B111, B127a**

TABLE 4 – LOW OCCUPANCY WEEKLY							
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY	MONTHLY
4.1	General						
	.1 Dust Notice Boards	X					
	.2 Dust and wipe high ledges, tops of partition, exposed pipes to a height of 305 cm.	X					
	.3 Hose cabinets, display cases						
	.1 Clean	X					
	.2 Wash and polish		X				
	.4 Radiators						
	.1 Dust and damp wipe						X
	.2 Wash	X					
	.5 Ceiling Air Diffusers, and Air Intake Grills						
	.1 Vacuum						X
	.2 Wash		X				
	.6 Door Kick Plates & Hand Plates						
	.1 Clean and Polish	X				X	
	.7 Door Grills						
	.1 Vacuum						X
	.2 Wash		X				
	.8 Water Dispensers						
	.1 Wash					X	
	.2 Disinfect					X	
	.9 Venetian Blinds						
	.1 Damp wiped						X
	.2 Wash						X
	.10 Pictures, clocks, etc., clean						X
	.11 Glass surfaces, interior partitions, doors, etc.						
	.1 Wash and polish						X
	.12 Light fixtures up to a height of 305 cm. shall be:						
	.1 Dusted						X
	.2 Washed						X
	.13 Wet and Dry Garbage Pick-up and place in metal garbage bins (containers) outside	X				X	
	.14 Ash trays, sand pails – clean	X					
	.15 Wash and disinfect empty garbage cans after garbage collection and weekly disposal of plastic bags	X				X	
	.16 Drapes, vacuum cleaned						X
.17 Replace garbage bags	X				X		
.18 Empty Smoking Receptacles into "quarantine" pails.	X					X	

TABLE 4 – LOW OCCUPANCY WEEKLY						
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY MONTHLY
4.2	<u>Entrance &amp; Lobbies &amp; Hallways</u>					
	.1 Floors:					
	.1 Sweep and wash	X				X
	.2 Buff	X				
	.3 Clean, spray wax and buff					X
	.4 Strip, seal, re-wax and buff		X			
	.2 Walls:					
	.1 Clean and wash to 305 cm.					X
	.2 Dust to 305 cm	X				
	.3 Foot grills, recessed pans and mats					
	.1 Clean	X				X
	.4 Glass doors and side glass					
	.1 Wash and polish	X				X
	.5 Door frames and base boards					
	.1 Clean		X			
4.3	<u>Stairs</u>					
	.1 Sweep and wash					X
	.2 Handrails - wipe & polish					X
	.3 Stairwells					
	.1 Clean & wash to 305 cm					X
	.2 Dust to 305 cm	X				
4.4	<u>Office</u>					
	.1 Carpets & Rugs					
	.1 Vacuum	X				
	.2 Hot Water Extracton		X			
	.2 Walls					
	.1 Clean and wash to 305 cm		X			
	.2 Dust to 305 cm.		X			
	.3 Floors					
	.1 Sweep, dust & damp mop	X				
	.2 Wash, spray wax and buff	X				
	.3 Strip, seal, re-wax and buff		X			

TABLE 4 – LOW OCCUPANCY WEEKLY							
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY	MONTHLY
4.5	<u>Washrooms</u>						
	.1 Floors						
	.1 Sweep and wash					X	
	.2 Wash and disinfect					X	
	.3 Sealer and/or wax		X				
	.2 Walls, toilets and shower partitions						
	.1 Wash and disinfect					X	
	.3 Toilet seats, bowls, urinals, basins, water taps, receptacles, dispensers, mirrors, shelves						
	.1 Wash and disinfect					X	
	.2 De-scale toilet bowls and urinals					X	
	.4 Showers and Bathtubs						
	.1 Clean Drains					X	
	.2 Wash and disinfect					X	
	.5 Shower curtains						
	.1 Wash and disinfect					X	
	.6 Remove waste paper					X	
	.7 Supply soap, toilet paper, sanitary bags and paper towels					X	
4.6	<u>Lounges, Lunch Rooms - Cafeterias</u>						
	.1 Walls						
	.1 Dust to 305 cm					X	
	.2 Clean and wash to 305 cm.						X
	.2 Floors:						
	.1 Sweep and wash					X	
	.2 Wash, spray wax and buff						X
	.3 Strip, seal, re-wax and buff		X				
	.3 Furniture						
	.1 Dust and damp wipe						X
	.2 Wash and polish						X
4.7	<u>Lecture classrooms and rooms</u>						
	.1 Floors:						
	.1 Sweep	X					
	.2 Wash, spray wax and buff	X					
	.3 Strip, seal, re-wax and buff		X				
	.2 Walls:						
	.1 Clean and wash to 305 cm.	X					
	.2 Dust to 305 cm	X					
	.3 Furniture						
	.1 Dust and damp wipe	X					
	.2 Wash and polish	X					

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W0135-141583/A  
Client Ref. No. - N° de réf. du client  
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TABLE 4 – LOW OCCUPANCY WEEKLY						
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY
4.8	<u>Messes, Lounges and TV rooms</u>					
	.1 Carpets and rugs					
	.1 Vacuum	X				
	.2 Hot Water Extracton		X			
	.2 Walls					
	.1 Clean and wash to 305 cm	X				
	.2 Dust to 305 cm	X				
	.3 Floors					
	.1 Sweep	X				
	.2 Wash and buff	X				
	.3 Clean, spray wax and buff	X				
	.4 Strip, seal, re-wax and buff		X			
	.4 Furniture					
	.1 Dust and damp wipe					X
	.2 Wash and polish					X

**5. Low Occupancy Facilities – Monthly: Work to occur between Monday and Friday. Table 5 – Low Occupancy – Monthly outlines the cleaning frequency for the following buildings: SRD1, 1401 Airport Rd and 1403 Airport Rd.**

TABLE 5 – LOW OCCUPANCY MONTHLY						
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY MONTHLY
5.1	General					
	.1 Dust Notice Boards	X				
	.2 Dust and wipe high ledges, tops of partition, exposed pipes to a height of 305 cm.	X				
	.3 Hose cabinets, display cases					
	.1 Clean	X				
	.2 Wash and polish		X			
	.4 Radiators					
	.1 Dust and damp wipe					X
	.2 Wash	X				
	.5 Ceiling Air Diffusers, and Air Intake Grills					
	.1 Vacuum					X
	.2 Wash		X			
	.6 Door Kick Plates & Hand Plates					
	.1 Clean and Polish	X				X
	.7 Door Grills					
	.1 Vacuum					X
	.2 Wash		X			
	.8 Water Dispensers					
	.1 Wash					X
	.2 Disinfect					X
	.9 Venetian Blinds					
	.1 Damp wiped					X
	.2 Wash					X
	.10 Pictures, clocks, etc., clean					X
	.11 Glass surfaces, interior partitions, doors, etc.					
	.1 Wash and polish					X
	.12 Light fixtures up to a height of 305 cm. shall be:					
	.1 Dusted					X
	.2 Washed					X
	.13 Wet and Dry Garbage Pick-up and place in metal garbage bins (containers) outside	X				X
	.14 Ash trays, sand pails – clean	X				
	.15 Wash and disinfect empty garbage cans after garbage collection and weekly disposal of plastic bags	X				X
	.16 Drapes, vacuum cleaned					X
	.17 Replace garbage bags	X				X
	.18 Empty Smoking Receptacles into "quarantine" pails	X				X

TABLE 5 – LOW OCCUPANCY MONTHLY						
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY MONTHLY
5.2	<u>Entrance &amp; Lobbies &amp; Hallways</u>					
	.1 Floors:					
	.1 Sweep and wash	X				X
	.2 Buff	X				
	.3 Clean, spray wax and buff					X
	.4 Strip, seal, re-wax and buff		X			
	.2 Walls:					
	.1 Clean and wash to 305 cm.					X
	.2 Dust to 305 cm	X				
	.3 Foot grills, recessed pans and mats					
	.1 Clean	X				X
	.4 Glass doors and side glass					
	.1 Wash and polish	X				X
	.5 Door frames and base boards					
	.1 Clean		X			
5.3	<u>Stairs</u>					
	.1 Sweep and wash					X
	.2 Handrails - wipe & polish					X
	.3 Stairwells					
	.1 Clean & wash to 305 cm					X
5.4	.2 Dust to 305 cm	X				
	<u>Office</u>					
	.1 Carpets & Rugs					
	.1 Vacuum	X				
	.2 Hot Water Extraction		X			
	.2 Walls					
	.1 Clean and wash to 305 cm		X			
	.2 Dust to 305 cm.		X			
	.3 Floors					
	.1 Sweep, dust & damp mop	X				
	.2 Wash, spray wax and buff	X				
	.3 Strip, seal, re-wax and buff		X			



TABLE 5 – LOW OCCUPANCY MONTHLY						
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY MONTHLY
5.5	<u>Washrooms</u>					
	.1 Floors					
	.1 Sweep and wash					X
	.2 Wash and disinfect					X
	.3 Sealer and/or wax		X			
	.2 Walls, toilets and shower partitions					
	.1 Wash and disinfect					X
	.3 Toilet seats, bowls, urinals, basins, water taps, receptacles, dispensers, mirrors, shelves					
	.1 Wash and disinfect					X
	.2 De-scale toilet bowls and urinals					X
	.4 Showers and Bathtubs					
	.1 Clean Drains					X
	.2 Wash and disinfect					X
	.5 Shower curtains					
	.1 Wash and disinfect					X
	.6 Remove waste paper					X
	.7 Supply soap, toilet paper, sanitary bags and paper towels					X
5.6	<u>Lounges, Lunch Rooms - Kitchens</u>					
	.1 Walls					
	.1 Dust to 305 cm					X
	.2 Clean and wash to 305 cm.					X
	.2 Floors:					
	.1 Sweep and wash					X
	.2 Wash, spray wax and buff					X
	.3 Strip, seal, re-wax and buff		X			
	.3 Furniture					
	.1 Dust and damp wipe					X
	.2 Wash and polish					X
5.7	<u>Lecture classrooms and rooms</u>					
	.1 Floors:					
	.1 Sweep	X				
	.2 Wash, spray wax and buff	X				
	.3 Strip, seal, re-wax and buff		X			
	.2 Walls:					
	.1 Clean and wash to 305 cm.	X				
	.2 Dust to 305 cm	X				
	.3 Furniture					
	.1 Dust and damp wipe	X				
	.2 Wash and polish	X				

TABLE 5 – LOW OCCUPANCY MONTHLY						
SERIAL	SERVICE REQUIRED	AS NEEDED	TASK AUTHORIZATION	DAILY	SEMI WEEKLY	WEEKLY MONTHLY
5.8	<u>Messes, Lounges and TV rooms</u>					
	.1 Carpets and rugs					
	.1 Vacuum	X				
	.2 Hot Water Extraction		X			
	.2 Walls					
	.1 Clean and wash to 305 cm	X				
	.2 Dust to 305 cm	X				
	.3 Floors					
	.1 Sweep	X				
	.2 Wash and buff	X				
	.3 Clean, spray wax and buff	X				
	.4 Strip, seal, re-wax and buff		X			
	.4 Furniture					
	.1 Dust and damp wipe					X
	.2 Wash and polish					X
5.9	<u>Elevators</u>					
	.1 Elevator's floor must be vacuumed and damp mopped, recommend Monday. Elevator's floors must be dust free, soil free, and debris free					X
	.2 Elevator's metal and glass surfaces must be cleaned, recommend Monday. All metal and glass surfaces must be free of dust, free of debris, free of fingerprints and free of handprints and free of stains; all elevators must not have a solvent smell and no solvent odours					X

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## **Section 01740, Cleaning Services**

1. The Janitorial Service Contractor's Site Superintendent and the Lead Hands are responsible for janitorial maintenance services in accordance with the complete Statement of Work at Annex A; including this specification 01740 and in accordance with the DND's Janitorial Maintenance Manual C-98-009-002/MF-002 dated 1985-04-22, Appendix "H".
2. DND's Janitorial Maintenance Manual contains information and designates the methods to be used for maintenance of floors, walls and fixtures at DND installation. It discusses the characteristics of surfaces, fixtures and washrooms to be maintained, supplies to be used, methods of maintenance, safety measures, and inspection of work and care of equipment.
3. Emergency Cleaning: This service contract includes any cleaning task of an immediate urgent minor nature resulting from accidents or other unforeseen causes, and which are not covered elsewhere in the specifications. It must be understood that this emergency service includes the cleaning of vomit and blood in all open/clear and closed/obstructed areas.
4. Extra Work: This service consists of janitorial cleaning tasks not included in the frequency table or appendices. Authorization to proceed with such work must first be obtained in writing on a DND 626 task authorization form from the SSA.
5. Clean: As used in the specifications means that after a cleaning procedure has been completed, the surface must be neutral, soil and residue free.
6. Any omission in these specifications, normally part of janitorial cleaning is to be identified by the Janitorial Service Contractor and submitted in writing to the SSA for evaluation and if applicable an amendment to the specification will be issued through the PWGSC Contracting Authority via DND.
7. Corners and other partially obscured areas must be kept free of dirt, dust and water marks at all times. Cleaning solutions must not be allowed to sweep under furniture, partitions, etc. Petroleum base waxes must not be used on asphalt tile floor.
8. Portable bilingual warning signs, pylons and guide ropes must be provided and used by the Janitorial Service Contractor to identify areas undergoing cleaning operations where danger may exist for staff or the public. The signs must be bilingual and of a size and type appropriate for the area in which they are used.
9. Interior Glass Surfaces up to 305 cm: Windows must be washed with non-streaking agent; alcohol solution may be used. Window washing operations include all adjacent metal surfaces, such as mullions, frames, sills, etc.
10. Waste Receptacles:
  - .1 Waste receptacles must be damp wiped after each emptying. They must be washed completely as required in the specifications with warm water to which a germicidal agent has been added.
  - .2 Plastic waste bags must be used in waste receptacles, at the cost of the Janitorial Service Contractor and supplied by contractor; at no extra cost to DND and or PWGSC; they must be damp wiped as and changed as per Section 01712 of this specification.

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11. Washroom Cleaning:
- .1 Wash-basins, showers, toilet tanks and urinals must be thoroughly washed with warm water, added detergents to be used exactly as specified by the detergent manufacturer. Special attention must be made to cleaning the underside of the seats and rims of the toilet bowls. Toilet bowls and urinals must be de-scaled and the de-scalene applied in such a way as to avoid damages to the fixtures etc. Spray deodorant must be used as required. All areas of toilet bowls must be washed inside and out. Use germicidal agent on all above mentioned areas.
  - .2 For floors, walls and ceiling cleaning use identical methods as specified for floors, walls and ceilings elsewhere in this specification.
12. Locker room cleaning: Locker rooms must be treated the same as washroom cleaning (Para 11) above. In addition, the tops and sides of the lockers must be kept cleaned and dusted at all times.
13. Non-washable Ceilings: These ceilings must be vacuumed as indicated in Section 01712 and the timing of this work must have prior approval by the SSA.
14. Lighting Fixtures:
- .1 Removable Equipment: Any light fixtures that require some form of dismantling to clean must be done in conjunction with CE Electrical Shop Re-lamper or a representative from CE. Superintendent must contact the SSA for any arrangements.
  - .2 Lighting equipment must be washed, not just wiped off with a dry cloth. Glassware, reflectors and diffusing louvers will be removed by a DND Construction Engineer tradesman/rep and must be cleaned as follows:
    - .1 Immerse and agitate in a warm neutral soap solution.
    - .2 Scrubbing with a soft brush or sponge is necessary.
    - .3 When encrusted dirt is not removed by scrubbing, use No. 0 steel wool to remove dirt film.
    - .4 Do not immerse lamp base or electrical connections in the cleaning solution.
    - .5 Rinse in clear water and dry with a clean cloth.
    - .6 Egg crate type diffusers may be left to air-dry provided surfaces have been well rinse.

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- .3 Non-Removable Equipment. Reflectors and diffusing louvers that cannot be removed must be cleaned as follows.
- .1 Wipe with a saturated cloth or sponge using a warm neutral soap solution. When encrustation is not removed by sponging, use No. 0 steel wool to remove dirt film.
  - .2 Wipe off excess moisture with a clean cloth.
  - .3 Clean fixture holders and stem hangers with a moist sponge and wipe dry.
15. Metal Fixtures: All metal push plates, kick plates, name plated, and other metal fixtures require polishing. Use soap-grit cake finest grade applying with a damp cloth. Avoid getting polish material on wall or door to which fixture is attached. Do not attempt to polish brass-plated iron fixtures; polish removes zinc plating.
16. Venetian, Vertical and Horizontal Blinds: Ordinarily, can be cleaned in place by using a soft sponge dampened in a mild neutral soap solution. Turn slats so that they lie flat and clean one side. Then turn slats so that opposite side is out and lies flat and clean with sponge. Wipe with soft, clean cloth, to prevent soiling, avoid getting straps wet. Vinyl straps must be cleaned in the same manner as slats. Non-vinyl straps will be vacuumed, spot wipe as required.
17. Install Signs:
- .1 Temporarily install signs on doors and entrances to washrooms, locker rooms and similar areas, while being cleaned. Doors should be blocked open, where practical, at time of cleaning.
  - .2 For example: "WASHROOM CLOSED FOR CLEANING 0900 TO 0930 HOURS"
18. Elevators:
- .1 Elevators must be cleaned.
  - .2 Entire elevator's cab must be free of dust, marks and soil. Elevator's walls, ceilings, floors handrails and doors must be free of film producing a freshly washed appearance.
  - .3 Elevator's floor must be vacuumed and damp mopped once a week, recommended once every Monday. Elevator's floors must be dust free, soil free, and debris free.
  - .4 Elevator's metal and glass surfaces must be cleaned once a week, recommended once every Monday. All metal and glass surfaces must be free of dust, free of debris, free of fingerprints and free of handprints and free of stains; all elevators must not have a solvent smell and no solvent odours.
19. Janitorial Service Contractor must maintain a daily janitorial cleaning schedule, for their cleaners that incorporate the frequencies indicated in this DND's specification, Section 01712, for janitorial cleaning.
20. Graffiti must be safely removed from surfaces; the janitorial service contractor must use a high-pressure washer when applicable to remove stubborn marks, as long as the existing finish materials are not damaged.
21. Air Grills and Vents must be free of any dust, film, marks, and detergent stains without any residue from the cleaning solution. Areas around grills and vents must also be clean and free of dust, soil

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and detergent residue, etc.

22. Dust Mop hard floor surfaces resilient and hard floors in there entirely, including: VCT, terrazzo, and epoxy coated and sealed concrete and quarry tile and ceramic tile, etc.
23. Spot clean spills and stains on hard floor surfaces.
24. Damp Mop and Machine Clean Gym floors. Remove scuffmarks and leave no streak marks.
25. Spray Buff all hard floor surfaces, open areas, including kneeholes of desks and under workstations.
26. Strip and clean and refinish and machine polish all waxed vinyl flooring. Following the stripping, cleaning, refinishing and polishing of waxed vinyl: hard surface floors must have a deep clean look and crisp, even shine, free of scrapes and marks. The aim of this task is to clean the polished surface and to replace the old coats with new coats of penetrating sealer to protect the flooring.
27. All glass doors and building's foyers and vestibules must be free of soil and film, and dust and finger prints and hand prints, etc. The top and side lights (windows) (glass) will be free of dust, etc and clean to the casual observer(s).
28. Clean telephone(s) and public telephone(s). Telephone's handset, base and back panels, mouthpiece and earpiece must be clean and free of marks, fingerprints, stains, sweat and film, etc.
29. Janitorial closets, storeroom, and office must be kept clean and neat at all times. Vacuum cleaner's bags emptied and cords wrapped. Buckets must be empty and cleaned and mops in tacks where applicable. All trash cans must be clean and empty of trash. The floor(s) must be swept and the entire area clean to the casual observer.
30. The interior and exterior of slop sinks must always be free of marks and visible soil. Bright metal faucets must be clean and streak free without any residue present when not in use.
31. Fire extinguisher cabinets must be clean and free of soil and dust. Both sides of the glass doors must be clean, interior must be clean and free of marks and the fire extinguisher must be completely clean.
32. Lockers are to be cleaned. The entire front and tops of all lockers must be free of all dirt, film, garbage, stains and detergent removable marks. The lockers must be clean from top to bottom.
33. To minimize slip hazards, all entrances, lobbies, hallways and stairs must be damp mopped as often as required to remove sand, dirt or liquid.

**Appendix A, to Annex "B", List of Buildings to be cleaned on a scheduled basis**

<b>BUILDINGS</b>	<b>AREA in m<sup>2</sup></b>
B4 – Construction Engineering (CE)	614
B7 – Transient Quarters	2008
B7a – Administration	2743
B10 – Hospital	1247
B11 – Other Rank Quarters	965
B14 – Combined Mess	1637
B15 – Wing Supply & RCSU (Supply)	664
B15 – Wing Supply & RCSU (Cadet's Office)	329
B16 – Transportation / EME	636
B18 – Chapel	883
B23 – Recreational Centre	4795
B33 – Museum/Imagery	1600
B45 – CE & Fire Prevention	60
B64 – Military Police Headquarters	652
B66 – WTIS Line Crew	141
B95 – Family Resource Centre	505
B100 – Band	303
B109 – System Support Centre	2014
B111 – CE Roads and Grounds	33
B127 – DLP Building	8322
B127a – DLP Turnstile Building	48
B134 – MP Head Quarters	519
B135 – WASF / RTF Trainer	206
B139 – Community centre	659
B142 GRA Turnstile Building	12
B143 GRA Turnstile Building	12
B144 GRA Turnstile Building	12
B147 – Dependants' Medical Clinic	89
1401 Airport Rd. (RHU)	230
1403 Airport Rd. (RHU)	230
SRD1 – SRD-Site Service Building (33 km from CFB North Bay)	1000
Total area (in square meters) of floor space to be cleaned	<b>33167</b>

## **Appendix B to Annex "A", Occupants and Plumbing Fixtures per Building**

The following information is being provided to give a better understanding, of the supplies the Contractor is required to supply under the Contract. The number of occupants and the number of plumbing fixtures to be cleaned and disinfected are approximate only and are subject to change.

<b><u>Street Address</u></b>	<b><u>Bldg No.</u></b>	<b><u>Occupants</u></b>	<b><u>Sinks</u></b>	<b><u>Toilets</u></b>	<b><u>Urinals</u></b>	<b><u>Showers</u></b>	<b><u>Bathtubs</u></b>
9 Manston Cr.	B4	25 daily	12	5	2	1	0
47 Manston Cr.	B7	50 daily	41	36	0	36	36
14 Uxbridge Dr.	B7a	70 daily	19	13	9	0	0
95 Manston Cr.	B10	40 daily	40	9	0	2	2
16 Duxford Rd.	B11	50 daily	44	24	18	30	6
17 Duxford Rd.	B14	700 weekly	33	27	16	4	0
15 Manston Cr.	B15	35 daily	11	7	5	0	0
5 Manston Cr.	B16	20 daily	6	4	1	0	0
29 Sterling Ave.	B18	150 weekly	2	1	0	0	0
29 Duxford Rd.	B23	370 weekly	11	10	4	27	0
33 Manston Cr.	B33	90 weekly	14	6	6	0	0
7 Manston Cr.	B45	5 daily	2	1	0	0	0
64 Uxbridge Dr.	B64	20 daily	3	1	1	1	0
31 Manston Cr.	B66	10 weekly	3	1	0	0	0
39 Sterling Ave.	B95	20 daily	7	4	1	0	0
799 Carmichael Dr.	B100	40 weekly	3	1	1	0	0
1540 Airport Rd.	B109	60 daily	13	8	4	0	0
10 Manston Cr.	B111	10 daily	2	1	0	0	0
15 Uxbridge Dr.	B127	200 daily	28	19	8	3	0
15 Uxbridge Dr.	B127a	2 daily	1	1	0	0	0
120 Stanmore Dr.	B134	20 daily	7	5	0	4	0
36 Manston Cr.	B135	20 weekly	2	3	1	0	0
19 Market St.	B139	200 weekly	8	9	2	0	0
95B Manston Cr.	B147	25 daily	4	2	0	0	0
1401 Airport Rd.	RHU	5 daily	4	2	0	0	0
1403 Airport Rd.	RHU	5 daily	4	2	0	0	0
SRD Site Bldg. Hwy17W	SRD1	10 daily	3	2	1	1	0



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### ***Appendix C to Annex "A", B10 Medical Clinic – Services & Frequencies***

1. Standard. The services and frequencies for Janitorial Cleaning Services for building B10 Medical Clinic are to be carried out as per Department of National Defence's (DND) Statement of Work, Annex "A", Sections 01005 and 01740 in conjunction with Appendix "G".
2. Schedule. Monday to Friday, inclusive from 0730 to 1200 & 1300 to 1600 hours daily.
3. The Contractor must comply with the medical cleaning standards stated in the "Best Practices for Environmental Cleaning for Prevention and Control of Infections" available from Public Health Ontario at [http://www.publichealthontario.ca/en/eRepository/Best\\_Practices\\_Environmental\\_Cleaning\\_2012.pdf](http://www.publichealthontario.ca/en/eRepository/Best_Practices_Environmental_Cleaning_2012.pdf)
4. Appendix "G" is the first priority to be carried out for building B10 Medical Clinic and any other services and frequencies omitted from Appendix "G" must be carried out as indicated in Section 01712 of Annex "A".
5. Exclusions. Biohazard and Medical Garbage is not included in this Janitorial Service Contract.

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## ***Appendix D to Annex "A", B11 Other Rank Quarters***

1. GENERAL. The services and frequencies for Janitorial Cleaning Services for building B11 Other Rank Quarters are to be carried out in accordance with Department of National Defence's (DND) Statement of Work Annex A, Sections 01005 and 01740 in conjunction with this Appendix "D" for the designated areas detailed at Section 2.0 below. The frequencies and additional services required at this building are described in Sections 4.0 to 11.0 below.
2. DESIGNATED AREAS.
  - .1 All Transient rooms numbered 102, 103, 104, 104A, 105, 106, 107, 122, and 326
  - .2 All Foyers and / or vestibules and hallways and stairwells, including steps and stair's landings.
  - .3 All Lounges and kitchenettes.
  - .4 All Washrooms, including showers and bathtub areas and laundry rooms.
  - .5 All Linen Rooms
  - .6 All Storage Rooms
  - .7 All Closets
  - .8 Office Room # 110 Canadian Forces Housing Agencies (CFHA)
  - .9 CFHA Office Room # 110A
  - .10 CFHA Office Room # 110B
  - .11 CFHA Conference Room # 115
3. EXCLUDES. All of the permanent Live-in Rooms for Building # 11.
4. SUPPLIES.
  - .1 Janitorial Service Contractor must supply and replenish all toilet papers, paper-towels, soaps, and disinfectants needed for all bathrooms, as well as paper-towels for all kitchenettes and laundry rooms.
  - .2 Janitorial Service Contractor must supply and replenish all motel size bar soaps, shampoos, and hair- conditioners needed for all transient rooms numbered 102, 103, 104, 104A, 105, 106, 107, 122, and 326.
  - .3 Janitorial Service Contractor must supply and replenish all coffee whitener, sugar and sweetener packets, plastic and foam cups, coffee and filters, and tea bags for all transient rooms numbered 102, 103, 104, 104A, 105, 106, 107, 122, and 326.

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5. CLEANING EVERY WORKING DAY.

- .1 Sweep and Damp Mop all floor tiles and sheet flooring
- .2 Vacuum clean all carpets.
- .3 Sweep and Damp Mop all floors located in the two front entrances and rear entrance, all stairs and stair landings, and hallways on each floor.
- .4 Lounge "television" Room: take blue recycle bin(s) and empty them in the larger wheeled recycle bin located at the front entrance of building and then return the blue recycle bin(s) to place of origin.
- .5 Clean and Wash and disinfect all of the following:
  - .1 All washroom sinks, toilets, urinals, showers, shower curtains, bathtubs and floors.
  - .2 All kitchenette sinks, refrigerators, microwave ovens and floors.
  - .3 All washing machine and clothes dryer appliances, including dryer filters.
  - .4 All Transient room and Lounge Room sinks, refrigerators, microwave ovens, coffee makers, televisions, and countertops.
  - .5 Slop sinks and laundry tubs.
  - .6 Mirrors.
  - .7 Interior windows and window ledges (sills).
  - .8 Interior and exterior windows and doors located at two front entrances and one rear entrance.
- .6 Clean, Dust-off and Vacuum all of the following:
  - .1 Furniture and counter tops.
  - .2 Appliances.
  - .3 Air-Conditioners.
  - .4 Radiators.
  - .5 Baseboards.
  - .6 Railings.
  - .7 Louvers.
  - .8 Vents.
- .7 Pick-Up and Dispose of Garbage "refuse" including pizza-boxes (to outside metal garbage container) for all of the above designated areas listed at Section 2 of this Appendix "D".
- .8 Clean out all DND coffee maker appliances and in conjunction with the same areas cleaner(s) must replenish all coffee whitener, sugar and sweetener packets, plastic and foam cups, coffee and filters, and tea bags.

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6. ONCE A WEEK (Recommend Monday): Cleaner(s) must pour tap water in all floor drains located in the washrooms, showers rooms, laundry rooms and any other applicable rooms with floor drains. This prevents odors from plumbing "P-trap" evaporation.
  7. ONCE A WEEK (Recommend Wednesday): Cleaner(s) must put in separate bundles of 20, all dirty linen such as bed sheets, pillow cases, towels, face cloths and comforters. All of the above mentioned bundles are to be placed on a cart and taken to the inside front entrance of Building for the City of North Bay's Dry Cleaning Company to pick-up for dry cleaning.
  8. ONCE A WEEK (Recommend Thursday): City of North Bay's Dry Cleaning Company drops off clean linen inside front entrance way of building. Cleaner(s) must pick-up the clean linen (using a wheeled cart) and return it to the shelves in Linen Room number 127.
  9. Every Monday and Friday: Spray and Buff all floors located in the two front entrances and rear entrance, all stairs, stair landings, and hallways on each floor.
  10. MONTHLY: Clean inside of refrigerators and microwaves.
  11. All Transient Rooms Numbered 102 & 103 104 104A & 105 & 106 107 & 122 & 326:
    - .1 Upon vacancy all bed linen must be removed (and comforter when necessary). Clean comforter must be spread out over the mattress and clean, folded linen placed on the foot of the bed. Mattress covers should be changed "as needed". DND supplies all linen.
    - .2 Cleaner(s) must not enter rooms with DO NOT DISTURB signs on their doors, no matter how long these signs stay up on the doors, until signs are removed. Signs are to be removed by occupants or authorized DND personnel only.
    - .3 Upon vacancy, any room keys left in rooms by occupants must be returned to the Wing accommodation office.
  12. As and When Necessary: Cleaner(s) must replace shower curtains, when necessary, with washable type only. Contractor will purchase shower curtains.
  13. Term Linen: Linen means all bed sheets, pillow covers, towels, face cloths, comforters, and mattress covers.

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## ***Appendix E to Annex "A", B7 ADG, Transient, VIP Suites, Quarters***

1. GENERAL: In addition to Department of National Defence's (DND) Statement of Work, Annex A, Sections 01005 and 01740 the following services and frequencies apply to work carried out at building B7 ADG/Transient/VIP Suites Quarters for the designated areas detailed at Section 2.0 below.
2. DESIGNATED AREAS:
  - .1 All Transient Rooms 107, 109, 111, 115, 116, 117, 118, 119, 121, 122, 124, 125, and 126.
  - .2 All VIP's Suites (Rooms) Numbered 101, 104, 105, 201 and 301.
  - .3 All Foyers and or Vestibules, Hallways, Stairwells, including Steps and Stairs' Landings.
  - .4 All Lounges and Kitchenettes.
  - .5 All washrooms, including showers and bathtubs areas, and laundry rooms.
  - .6 All linen rooms.
  - .7 All storage rooms.
  - .8 All closets.
  - .9 Wing Accommodation Office.
3. EXCLUDE: All of the live-in Quarter's Rooms for building B7.
4. AS AND WHEN NECESSARY:
  - .1 Janitorial Service Contractor must supply and replenish all toilet papers, paper- towels, soaps, and disinfectants needed for all bathrooms, paper-towels for all kitchenettes and laundry rooms.
  - .2 Janitorial Service Contractor must supply and replenish all motel size bar-soaps, shampoos, and hair-conditioners needed for all transient rooms and VIP suites as per "Designated Areas" above.
  - .3 Janitorial Service Contractor must supply and replenish all coffee whitener, sugar and sweetener packets, plastic and foam cups, coffee and filters, and tea bags for all transient rooms and VIP suites as per "Designated Areas" above.
  - .4 Contactor must purchase and install new "washable" shower curtains when necessary. DND will pay for shower curtains.
  - .5 When occupants from Live in Quarters request bed linen exchange, the cleaner(s) will supply clean bed linen. The cleaner must wash, dry and fold soiled linen and return to stock.
5. DAILY CLEANING:
  - .1 Clean all floor tiles and sheet flooring clean as directed in specification Section 01712 Titled Services and Frequencies.

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- .2 Vacuum clean all carpets.
  - .3 Clean and damp mop all floors located in the front entrance, the two rear entrances, the stairs, and stair landings. Spray buff every Monday and Wednesday.
  - .4 Lounge "television" rooms: take blue recycle bin(s) and empty them in the larger wheeled recycle bin(s) located at the front entrance of building; then return the blue recycle bin(s) back to place of origin.
  - .5 Clean, wash, and disinfect all of the following:
    - .1 All washrooms' sinks, toilets, showers, shower curtains, bathtubs and floors.
    - .2 All kitchenettes' sinks and refrigerator(s) and microwave's ovens and floors.
    - .3 All washing machines appliances and clothes dryer appliances, including dryer filters.
    - .4 Sinks, refrigerators, microwave ovens, coffee makers, televisions, and countertops in lounge rooms, Transient rooms, and VIP suites
    - .5 Slop sinks and laundry tubs.
    - .6 Mirrors
    - .7 Interior windows and window ledges (sills).
    - .8 Interior and exterior windows located at front entrances and two end entrances.
  - .6 Clean and Dust-off and Vacuum all of the following:
    - .1 Furniture and counter-tops.
    - .2 Appliances.
    - .3 Air-conditioners.
    - .4 Radiators.
    - .5 Baseboards.
    - .6 Railings.
    - .7 Louvers.
    - .8 Vents.
  - .7 Pick-up and dispose of garbage "refuse" including pizza-boxes (to outside metal garbage container) for all above designated areas listed on page one of this Annex.

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- .8 Clean out all DND coffee maker appliances and in conjunction with the same areas cleaner(s) must supply and replenish all coffee whitener, sugar and sweetener packets, plastic and foam cups, coffee and filters, and tea bags.
6. ONCE A WEEK (Recommended Wednesday): There is a bed sheet and pillow case count call into Wing Accommodations once a week, by the contract cleaner(s).
7. ONCE A WEEK (Recommended Monday): Cleaner(s) must pour tap water in all floor drains located in the washrooms, showers rooms, laundry rooms, and any other applicable rooms with floor drains. This prevents odour from plumbing P-trap evaporation.
8. ONCE A WEEK (Recommend Wednesday):
- .1 Cleaner(s) must bundle up bed comforters.
- .2 Cleaner(s) must place all of the above mentioned bundles on a cart and take the cart to the inside front entrance of building for Wing Accommodation to pick-up and take away the bundles for dry cleaning.
9. ONCE A WEEK ( Recommended Thursday ):
- .1 Wing accommodations will drop off clean bed comforters inside front entrance of the building.
- .2 Cleaner(s) must pick-up "using a cart" all of the above-mentioned clean items, take to the Linen room, and place them on the shelves in linen room.
10. MONTHLY: Clean inside of refrigerators and microwaves.
11. VIP SUITES NUMBERED 101,104,105,201 AND 301 ALONG WITH TRANSIENT ROOMS NUMBERED 107, 109, 111, 115, 116, 117, 118, 119, 121, 122, 124, 125, and 126:
- .1 Upon vacancy, bedding is changed and installed every time with clean linen (ready for new occupants)). This could be every day or once a week or several times a week and/or on weekends. All linen must be washed and dried with Department of National Defence's washers and dryers supplied in this building. Janitorial Service Contractor will buy and supply and replenish all detergents for the washing machines and fabric softener products for the dryers. DND supplies all linen.
- .2 Cleaner(s) must not enter rooms with DO NOT DISTURB signs on their doors, no matter how long these signs stay up on the doors, until signs are removed. Signs are to be removed by occupants or authorized DND personnel only.
- .3 Upon vacancy, any room keys left in rooms by occupants must be returned to the Wing accommodation office.
- .4 In VIP Suites only, the cleaner(s) must wash and dry dishes and silverware. Dishes are to be washed and dried in the lounge room sink and returned back to the rooms.
12. Term Linen: Linen means all bed sheets, pillow covers, towels, face cloths, comforters, and mattress covers.

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## ***Appendix F to Annex “A”, MFRC Dependants’ Medical Clinic***

Clean MFRC Dependants’ Medical Clinic, Building 147 as follows:

### **Building Area**

Approximately 89m<sup>2</sup> of floor area broken down as follows:

1. Two medical examination rooms (each with wash basin) – approximately 33% of total floor area
2. Two washrooms, each with toilet and wash basin – approximately 12% of total floor area
3. One waiting area – approximately 30% of total floor area
4. Two office areas – approximately 25% of total floor area

### **Timings**

- Monday, Tuesday, and Wednesday from 1300 to 1600
- Friday from 1200 to 1500
- No cleaner required Thursday

### **Duties**

Clean building areas to the same standard as those in Base Hospital and Dental, Building 10, as outlined in Section 01740 and Appendix “C”. Carpet runners must be flipped over daily so as to remove loose dirt which can then be swept up and disposed of. Carpets must then be returned to position; proper side up. Carpet runners will be exchanged weekly with clean by others.

### **Supplies**

Janitorial Service contractor must supply/replenish liquid soap, hand sanitizer, paper towel, toilet paper, and etcetera, as outlined in Section 01005.



## Appendix G to Annex "A", Medical Cleaning Standards

Element		Minimum Cleaning Frequency			
		Very High Risk/Critical	High Risk/Sub Critical	Significant Risk/Non Critical	Low Risk/Fringe
1.	Overall Appearance	Continuous as required	Continuous as required	Continuous as required	Continuous as required
2.	Odour Control	Continuous as required	Continuous as required	Continuous as required	Continuous as required
3.	Commodes, weighing scales, Manual Handling equipment	Clean contact points after each use	Clean contact points after each use	Clean contact points after each use	NA
4.	Medical equipment e.g. Intravenous Infusion pumps, drip stand, pulse oximeters, etc NOT CONNECTED TO A PATIENT (med staff responsibility)	1 full clean daily and between patient use	1 full clean daily and between patient use	1 full clean daily and between patient use	NA
5.	Patient washbowls (med staff responsibility)	1 full clean daily and between patient use	1 full clean daily and between patient use	1 full clean daily and between patient use	NA
6.	Bedside oxygen and suction connectors, earpiece for bedside entertainment system (med staff responsibility)	1 full clean daily and between patient use	1 full clean daily and between patient use	1 full clean daily and between patient use	NA
7.	Patient fans	Case daily – 1 full clean weekly	1 full clean daily and between patient use	Case daily	NA
8.	Bedside alcohol hand wash container, clipboards and notice boards	1 full clean daily and between patient use	1 full clean daily and between patient use	1 full clean daily and between patient use	NA
9.	Notes and drugs trolley (med staff responsibility)	1 full clean weekly	1 full clean monthly	1 full clean quarterly	NA
10.	Patient personal items e.g. cards, suitcase, and personal use items e.g. soft toys and games consoles (med staff responsibility)	1 full clean daily and between patient use	1 full clean daily and between patient use	1 full clean daily and between patient use	NA
11.	Linen trolley	Contact points daily – 1 full clean weekly	Contact points daily – 1 full clean weekly	Contact points daily – 1 full clean weekly	As required

Element		Minimum Cleaning Frequency			
		Very High Risk/Critical	High Risk/Sub Critical	Significant Risk/Non Critical	Low Risk/Fringe
12.	Entrance/exit	Dust removal 2 full clean daily	Dust removal 2 full clean daily	Dust removal 2 full clean daily	As required
		Wet mop 2 full clean daily	Wet mop 2 full clean daily	Wet mop 2 full clean daily	
		Machine clean weekly	Machine clean weekly	Machine clean weekly	
13.	Stairs (internal & external)	Dust removal 2 full clean daily	Dust removal 2 full clean daily	Dust removal 2 full clean daily	As required
		Wet mop 2 full clean daily	Wet mop 2 full clean daily	Wet mop 2 full clean daily	
		Machine clean weekly	Machine clean weekly	Machine clean weekly	
14.	External areas	1 full clean daily	1 full clean daily	1 full clean daily	As required
15.	Switches, sockets and data points	1 full clean daily	1 full clean daily	1 full clean daily	1 full clean weekly
16.	Walls (for ORs – scrub daily, mop between each case, complete a thorough cleaning every three months)	Check clean daily	Check clean daily	Check clean weekly	1 full clean weekly
		Dust weekly	Dust weekly	Dust monthly	
		Washing yearly	Washing yearly	Washing yearly	Washing once every 3 years
17.	Ceiling	Dust monthly	Dust monthly	Dust monthly	1 check dust monthly
18.	All doors	Wash yearly	Wash yearly	Wash yearly	1 full clean weekly
		1 full clean daily	1 full clean daily	1 full clean weekly	
19.	All glazing including partitions	1 full clean daily	1 check clean daily	1 check clean daily	
			1 full clean weekly	1 full clean weekly	1 full clean weekly
20.	Mirrors	1 full clean daily	1 full clean daily	1 full clean daily	1 full clean weekly
21.	Bedside patient TV	1 full clean daily	1 full clean daily	1 full clean daily	
22.	Radiators	1 full clean daily	1 dust clean daily	1 full clean daily	1 full clean monthly

Element		Minimum Cleaning Frequency			
		Very High Risk/Critical	High Risk/Sub Critical	Significant Risk/Non Critical	Low Risk/Fringe
23.	Ventilation grilles extract and inlets	1 full clean daily	1 full clean weekly	1 full clean monthly	1 full clean monthly
24.	Floor – polished	Dust removal 2 full clean daily	Dust removal-1 full clean daily + check clean daily	Dust removal daily	Dust removal-1 full clean weekly + check clean weekly
		Wet mop – 2 full clean daily	Wet mop – 1 full clean daily+1 check clean daily	Wet mop daily	
		Machine clean weekly	Machine clean weekly	Machine clean monthly	Machine clean quarterly
25.	Floor – non slip	Strip and reseal yearly	Strip and reseal yearly	Strip yearly	Strip and reseal 2 yearly
		Dust removal – 2 full clean daily	Dust removal-1 full clean daily + check clean daily	Dust removal daily	Dust removal – 1 full clean weekly + 1 check clean weekly
		Wet mop – 2 full clean daily	Wet mop – 1 full clean daily+1 check clean daily	Wet mop daily	Wet mop – 1 full clean weekly+1 check clean weekly
		Machine clean weekly	Machine clean weekly	Machine clean monthly	Machine clean quarterly
26.	Soft floor	2 full clean weekly	1 full clean daily+1 check clean daily	1 full clean daily	1 full clean weekly + 1 check clean weekly
		Shampoo – 6 monthly and as necessary in between	Shampoo – 6 monthly and as necessary in between	Shampoo – 12 monthly	Shampoo 2 years

Element		Minimum Cleaning Frequency			
		Very High Risk/Critical	High Risk/Sub Critical	Significant Risk/Non Critical	Low Risk/Fringe
27.	Pest control devices	Dust removal – 1 full clean daily	Dust removal – 1 full clean daily	Dust removal – 1 full clean daily	Dust removal – 1 full clean daily
28.	Cleaning equipment	Full clean after each use 2 daily	Full clean after each use 2 daily	Full clean after each use 2 daily	Full clean after each use
			1 full clean daily+check clean daily	1 full clean daily	
29.	Low surfaces				1 full clean weekly
30.	High surfaces	2 times weekly	1 full clean weekly+1 check clean weekly	1 full clean weekly	1 full clean weekly
31.	Chairs	Daily + 1 check clean	1 full clean daily+1 check clean daily	1 full clean daily	1 full clean weekly
32.	A. Beds (HSPK responsibility)	Frame daily	Frame daily	Frame daily	NA
		Under weekly	Under weekly	Under weekly	
	B. Gurneys and exam tables (med staff responsibility)	Whole on discharge	Whole on discharge	Whole on discharge	NA
33.	lockers	2 daily	1 full clean daily+1 check clean daily	1 full clean daily	
34.	Tables	2 daily	1 full clean daily+2 check clean daily	1 full clean daily	1 full clean weekly
35.	All dispensers and holders	Daily	Daily	daily	NA
36.	Waste receptacles	Daily + 1 check clean	Full clean daily + 1 check clean	1 full clean daily	1 full clean daily
		Deep clean weekly	Deep clean weekly	Deep clean weekly	

Element		Minimum Cleaning Frequency			
		Very High Risk/Critical	High Risk/Sub Critical	Significant Risk/Non Critical	Low Risk/Fringe
37.	Curtains and blinds	Clean, changed or replaced yearly	Clean, changed or replaced yearly	Clean, changed or replaced yearly	Clean change or replace 2 yearly
38.	Bed curtains	Bed curtains 3 monthly	Bed curtains 6 monthly	Bed curtains replace 12 monthly	
39.	Dishwasher	1 full + 2 check clean daily	1 full + 2 check clean daily	1 full clean daily	1 full clean daily
40.	Fridge and freezer	3 check cleans daily	3 check cleans daily	3 check cleans daily	1 full clean weekly
		1 full clean weekly	1 full clean weekly	1 full clean weekly	
41.	Ice machine and hot water boiler (if on site for med Staff residents)	Daily check clean	Daily check clean	Daily check clean	As required
		1 full clean weekly	1 full clean weekly	1 full clean weekly	
42.	Kitchen cupboards (if on site for med Staff residents)	1 full clean weekly	1 full clean weekly	1 full clean monthly	1 full clean quarterly
43.	Microwave (if on site for med Staff residents)	1 full + 2 check clean daily	1 full + 2 check clean daily	1 full clean daily	1 full clean daily
44.	Showers	1 full deep clean daily	1 full clean daily + deep clean every 2 weeks	As required	As required
45.	Toilets and bidet	3 full cleans daily	2 full clean daily+check clean daily	1 full clean daily	1 full clean daily
46.	Replenishment	As required	As required	As required	As required
47.	Sinks	2 full cleans daily	1 full clean daily+check clean daily	1 full clean daily	1 full clean daily
48.	Bath	1 full + 1 check clean daily	1 full + 1 check clean daily	1 full clean daily	1 full clean daily



National  
Defence

Défense  
nationale

C-98-009-002/MF-002

# JANITORIAL MAINTENANCE MANUAL

(BILINGUAL)

(This CETO supersedes C-98-009-002/MF-002 dated 1977-02-18)

# GUIDE DU NETTOYAGE ET DE L'ENTRETIEN

(BILINGUE)

(La présente ITGC remplace C-98-009-002/MF-002 datée de 1977-02-18)

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**PART 1****INTRODUCTION****PURPOSE**

1. This CETO has been prepared for the use of superintendents and supervisors responsible for janitorial maintenance services. It provides information and designates the methods to be used for maintenance of floors, walls, and fixtures at DND installations. It discusses the characteristics of surfaces and fixtures to be maintained, supplies to be used, methods of maintenance, safety measures, inspection of work and care of equipment.

**IMPORTANCE**

2. Janitorial maintenance services performed by military and civilian personnel represent a multi-million dollar investment in labour, equipment and supplies.

3. Walls and windows may be cleaned, floors may be swept and polished, and washrooms may be in satisfactory condition, but due to inadequate knowledge and poor supervision, the work may be performed inefficiently and in such a way that it has a detrimental effect on the building, surfaces and fixtures being maintained.

4. As well, there may be a loss in the efficiency of the personnel occupying the buildings because of impaired health and morale. When these conditions are multiplied throughout all DND units and installations, the resulting waste in funds, materials and labour may be tremendous.

**NECESSITY OF CLEANING**

5. Cleaning is necessary to combat the spread of germs, improve illumination, prevent the buildings from becoming vermin ridden, prevent the formation of odours and maintain

**PARTIE 1****INTRODUCTION****BUT**

1. La présente ITGC a été préparée à l'intention des surintendants et surveillants responsables des services de nettoyage et d'entretien. Elle fournit des renseignements et précise les méthodes à utiliser pour l'entretien des planchers, des murs et des appliques dans les installations du MDN. Elle traite des caractéristiques des surfaces et des appareils à demeure à entretenir, des produits à employer, des méthodes d'entretien, des mesures de sécurité, de l'inspection des travaux et du soin du matériel.

**IMPORTANCE**

2. Les services de nettoyage et d'entretien fournis par du personnel militaire ou civil représentent un investissement de plusieurs millions de dollars en main-d'œuvre, en matériel et en fournitures.

3. On pourra nettoyer les murs et les fenêtres, balayer et polir les planchers, les salles de toilette pourront être dans un état satisfaisant, mais, faute de connaissances suffisantes et d'une bonne surveillance, le travail pourra être exécuté d'une manière inefficace et de façon telle qu'il aura un effet néfaste sur l'immeuble, les surfaces et les appareils à demeure dont on fait l'entretien.

4. L'efficacité des personnes occupant l'immeuble pourra diminuer du fait que leur santé et leur moral en seront atteints. Si de telles conditions se reproduisent dans toutes les unités et installations du MDN, le gaspillage d'argent, de produits et de main-d'œuvre qui en résulte peut être énorme.

**NÉCESSITÉ DE NETTOYER**

5. Il est nécessaire de nettoyer afin de combattre la propagation des microbes, d'améliorer l'éclairage, de prévenir l'infestation des immeubles par la vermine, d'empêcher la

the original architectural beauty of the surfaces and finishes in the building.

### NECESSITY OF SURFACE PROTECTION

6. The application of a protective film serves three purposes: it improves the appearance of the surface, preserves the surface against wear, and keeps the surface from absorbing dirt and moisture.

### MAINTENANCE TECHNIQUES

#### 7. General:

- a. Dirt is removed from building surfaces to make them sanitary and attractive and to preserve them from damage.
- b. The maintenance methods outlined in this CETO have been found by experience and research to be efficient and economical.
- c. Frequency of maintenance depends on weather conditions, the nature of the soil around the buildings, type of occupancy, amount of traffic and the type of maintenance system which has been installed.
- d. Careless cleaning methods can cause considerable damage to building components and furnishings. This damage can be avoided if the following rules are observed:
  - (1) Never use a cleaning solution stronger than is necessary to remove the soils.
  - (2) Use the least amount of cleaning solution necessary to accomplish the task.
  - (3) Leave cleaning solution on the surface only long enough to loosen the soils.

formation d'odeurs délétères et de préserver la beauté architecturale initiale des surfaces et des finis dans l'immeuble.

### NÉCESSITÉ DE PROTÉGER LES SURFACES

6. L'application d'une pellicule protectrice sert à trois fins : elle améliore l'apparence de la surface, protège la surface contre l'usure et empêche la surface d'absorber de la saleté et de l'humidité.

### TECHNIQUES D'ENTRETIEN

#### 7. Généralités :

- a. On enlève la saleté des surfaces de l'immeuble pour les rendre sanitaires et attrayantes et pour les protéger contre l'endommagement.
- b. L'expérience et la recherche ont démontré que les méthodes d'entretien exposées dans la présente ITGC sont efficaces et économiques.
- c. La fréquence des travaux d'entretien dépend des conditions climatiques, de la nature du sol entourant l'immeuble, du genre d'occupation, de l'importance de la circulation et du genre de système d'entretien qu'on a installé.
- d. Les modes de nettoyage négligents peuvent causer des dommages considérables aux éléments et aux ameublements des immeubles. On pourra éviter ces dégâts en observant les règles suivantes :
  - (1) Ne jamais employer de solution nettoyante plus forte qu'il ne faut pour enlever la saleté.
  - (2) Utiliser tout juste ce qu'il faut de solution nettoyante pour accomplir la tâche.
  - (3) Ne laisser la solution nettoyante agir sur la surface que juste assez longtemps pour déloger la saleté.

**NOTE**

The exception occurs when using a germicidal detergent solution which must be left in contact with the surface for sufficient time to control the microbes present.

- (4) Change cleaning solutions frequently. Dirty solutions will not clean surfaces. This applies to cleaning solutions and rinse water.
- (5) Wash, rinse and dry one small area at a time. This reduces the time that the water stands on the surface.
- (6) Do not splash on, or allow cleaning solution to seep under furniture, base boards or equipment.

8. Safety Measures:

- a. Care must be exercised at all times to prevent accidents which may result in injury to workers or occupants of buildings services.
- b. Applicable safety precautions are discussed where appropriate throughout this CETO. Particular attention is called to the following:
  - (1) Ladders, scaffolds and safety belts — Workers are not permitted to use ladders, scaffolds or window washers safety belts until they have been inspected and found safe for use. Workers shall be instructed in the proper use of the equipment.

**NOTA**

On fera une exception lorsqu'on emploie une solution de détergent germicide, qu'il faut laisser en contact avec la surface assez longtemps pour détruire les microbes présents.

- (4) Changer les solutions de nettoyage fréquemment. Des solutions sales ne nettoieront pas les surfaces. Ceci s'applique aux solutions nettoyantes et à l'eau de rinçage.
- (5) Laver, rincer et assécher une petite superficie à la fois. Cela réduira le temps pendant lequel l'eau demeure sur la surface.
- (6) Ne pas déverser de solution nettoyante sous les meubles, les plinthes ou le matériel ni la laisser s'infiltrer dessous.

8. Mesures de sécurité :

- a. On doit en tout temps faire attention de prévenir les accidents qui pourraient causer des blessures aux ouvriers ou aux occupants des immeubles dont on fait l'entretien.
- b. La présente ITGC traite, là où il y a lieu, des précautions de sécurité pertinentes. Elle attire notamment l'attention sur ce qui suit :
  - (1) Les échelles, les échafauds et les ceintures de sécurité — Les ouvriers ne sont pas autorisés à se servir d'échelles, d'échafauds ou de ceintures de sécurité de laveurs de fenêtres avant qu'une inspection ait établi qu'ils sont sécuritaires. On enseignera aux ouvriers comment bien employer le matériel.

- (2) Keeping equipment out of traffic lanes — Do not place mops, pails, brooms, maintenance supplies, or other equipment where anyone might fall over them.
- (3) Wet Floors — Warn personnel walking on floors which are wet that such floors are slippery. The use of safety signs or barricades to warn people about to enter rooms or corridors which have wet floors is strongly recommended.
- (4) Fire Protection — Maintenance equipment which has been used with flammable materials, (i.e., furniture polish, cleaning solvents, etc.) shall be kept in closed metal containers to prevent spontaneous combustion. Workers shall be cautioned as to the hazards of using flammable liquids. Wastepaper and sweepings shall be properly disposed of.

## INSPECTIONS

9. Purpose of Inspections — Inspections will determine if the work has been done in a satisfactory manner. Greater value is derived from inspections if they are used to show workers how they can improve the services they are performing.

10. Standard of Inspections — The inspector must know the standard, and therefore decides if the work is done satisfactorily. If the supervisory function has been carried out correctly, supervisors and workers will have the same standards. Justice to the workers requires that the interpretation of such standards be fair and impartial.

- (2) Tenir le matériel hors des parcours de circulation — Ne pas placer de balais à franges, de seaux, de balais, de fournitures d'entretien ni autre matériel là où quelqu'un pourrait trébucher dessus.
- (3) Planchers humides — Avertir les personnes marchant sur des planchers mouillés que ces planchers sont glissants. L'emploi de pancartes ou de barricades de sécurité afin de prévenir les gens qui sont sur le point d'entrer dans des pièces ou des corridors dont les planchers sont mouillés est fortement recommandé.
- (4) Protection-incendie — Le matériel d'entretien qu'on a utilisé avec des matières inflammables (c.-à-d. polis à meubles, solvants de nettoyage, etc.) doit être gardé dans des contenants en métal fermés afin d'empêcher la combustion spontanée. Les ouvriers seront prévenus des dangers que pose l'emploi de liquides inflammables. On se débarrassera comme il convient du papier de rebut et des balayures.

## INSPECTIONS

9. But des inspections : Les inspections détermineront si le travail a été exécuté de façon satisfaisante. Les inspections jouent un rôle plus utile si l'on s'en sert pour montrer aux ouvriers comment ils peuvent améliorer les services qu'ils fournissent.

10. Norme des inspections — L'inspecteur doit connaître la norme et, par conséquent, pouvoir décider si le travail exécuté est satisfaisant. Si la fonction de surveillance a été bien remplie, les surveillants et les ouvriers se conformeront aux mêmes normes. Pour être juste envers les ouvriers, l'interprétation de ces normes doit être équitable et impartiale.

11. Scheduling Inspections — Most of the inspecting will have to be done in the course of the day's routine. A good supervisor notes things about the work without making a formal inspection. However, inspections must be done at the right time or it will not be possible to judge how well the work has been done. This applies, for example, to a washroom. If it is inspected after it has been in use for several hours, it will not show how it was left by the workers. The superintendent and his supervisors should adjust their daily routine to conform to times when each job can be checked accurately.

#### MAINTENANCE CHEMICALS — COMPOSITION AND PROPERTIES

12. Cleaning Agents — Cleaning agents may be divided into three general classes:

- a. Those which dissolve soils directly, as a solvent dissolves grease.
- b. Those which in combination with water emulsify dirt so the solution can carry off the soils, as the action of detergent.
- c. Those which clean by mechanical action such as abrasives. Some cleaning agents provide a combination of these three actions.

13. pH — The scale shown in Figure 1 has been developed to measure the degree of acidity or alkalinity of various water based maintenance products. As outlined in the following chart, pH 7.0 is considered neutral. Tap water is generally between pH 6.5 and 7.5 pH values above 7 to 14 represent products of increasing alkalinity; pH values less than 7 to pH 0.1 represent increasing acidity.

11. Calendrier des inspections — La plupart des inspections devront se faire au cours des travaux quotidiens. Un bon surveillant notera des détails relatifs aux travaux sans faire une inspection en bonne et due forme. Ces inspections, cependant, devront être faites au moment opportun sans quoi il sera impossible de juger à quel point le travail a été bien fait. Cela s'applique, par exemple, à une salle de toilette. Si on en fait l'inspection après qu'elle aura servi pendant plusieurs heures, on ne pourra pas voir en quel état les ouvriers l'ont laissée. Le surintendant et ses surveillants doivent régler leur emploi du temps quotidien de manière à l'adapter aux moments où chaque tâche peut être vérifiée avec précision.

#### PRODUITS CHIMIQUES D'ENTRETIEN — LEUR COMPOSITION ET LEURS PROPRIÉTÉS

12. Agents de nettoyage — Les agents de nettoyage se répartissent en trois catégories générales :

- a. Ceux qui font directement dissoudre la saleté, comme un solvant fait dissoudre la graisse.
- b. Ceux qui, mêlés à de l'eau, émulsifient la saleté de sorte que la solution puisse entraîner la saleté, comme le fait un détergent.
- c. Ceux qui nettoient par action mécanique tels que les abrasifs. Certains agents de nettoyage comprennent ces trois mode d'action.

13. pH — L'échelle présentée dans la figure 1 a été mise au point en vue de mesurer le degré d'acidité ou d'alcalinité de divers produits d'entretien à base aqueuse. Comme le montre le tableau qui suit, un pH de 7,0 est considéré neutre. L'eau du robinet se situe normalement entre des valeurs de pH de 6,5 à 7,5. Des valeurs de pH supérieures, de 7 à 14, indiquent l'alcalinité croissante des produits; des valeurs de pH inférieures, entre 7 et 0,1, indiquent une acidité croissante.



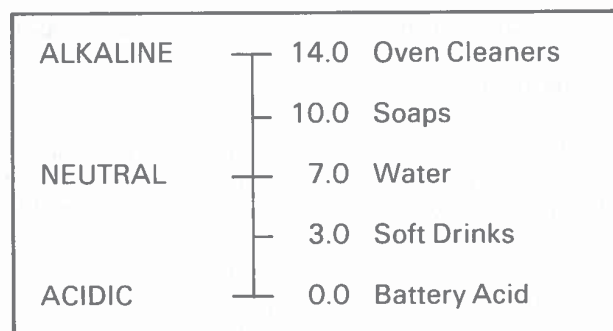


Figure 1 pH Scale

14. Soaps — Soaps continue to be popular as hand and skin cleansers. They are no longer as useful for hard surface cleaners because of deficiencies in cleaning performance. The reaction of soaps to hard water ions (calcium and magnesium ions), produces insoluble hard water scum and has the potential for leaving a film on hard surfaces.

15. Soap based products are manufactured by reacting alkali (sodium hydroxide or potassium hydroxide) with various fats or oils to produce the soap product. Soap is manufactured in many forms such as liquids, powders, bars, etc.

16. Detergents — These cleaning materials are blends of a wide range of surface active agents (wetting and emulsifying ingredients) and modifiers or builders to extend cleaning performance.

17. Specialized detergent formulations containing various types of solvents can be utilized for specialized cleaning tasks such as the removal of heavy grease and oil deposits.

18. Hard surface cleaning detergents are usually broken into two classes:

- a. Neutral cleaners.
- b. Highly alkaline cleaners.

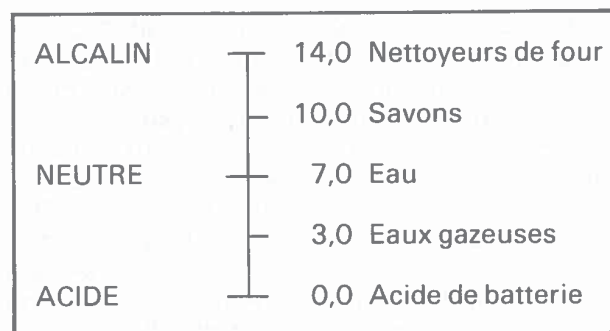


Figure 1 Échelle de pH

14. Savons — Les savons demeurent populaires comme nettoyants pour les mains et pour l'épiderme. Ils ne sont plus aussi utiles comme nettoyants de surfaces dures car leur rendement comme nettoyants laisse à désirer. La réaction des savons aux ions de l'eau dure (ions de calcium et de magnésium) produit une écume aqueuse insoluble qui peut laisser une pellicule sur les surfaces dures.

15. Les produits à base de savon se fabriquent en faisant réagir un alcali (hydrate de sodium ou hydrate de potassium) avec diverses matières grasses ou huiles pour produire du savon. Les savons se fabriquent sous plusieurs formes telles que liquides, poudres, pains, etc.

16. Détergents — Ces produits de nettoyage sont des mélanges d'une vaste gamme d'agents superficiellement actifs (ingrédients mouillants et émulsifiants) et de modificateurs ou d'adjuvants pour accroître l'efficacité nettoyante.

17. On peut utiliser des formules détersives spécialisées contenant divers genres de solvants pour des tâches de nettoyage spécialisées telles que l'enlèvement d'épais dépôts de graisse et d'huile.

18. Les détergents de nettoyage de surfaces dures se rangent généralement dans deux catégories :

- a. Les nettoyants neutres.
- b. Les nettoyants fortement alcalins.

19. A detergent is considered a neutral cleaner when the pH of the use solution is 7-10.5. Highly alkaline cleaners will have a ready-to-use solution pH of 11-13. Highly alkaline cleaning products provide superior performance, but may be deleterious to some sensitive surfaces.

20. Detergent Builders — These ingredients may be incorporated into detergent formulations to provide the following functions:

- a. Chelating — Control of hard water ions to improve cleaning performance and prevent deposition onto hard surfaces.
- b. Corrosion Inhibitors — To reduce or control corrosion of metal surfaces.
- c. Antiflocculants — To prevent the redeposition of suspended soil.
- d. pH Boosters — To maintain the pH of the ready-to-use cleaning solution at an optimum level for extended performance.

21. Scouring Powders — These materials, which are usually powders or paste, contain abrasives, wetting and emulsifying ingredients, detergent builders and a de-staining ingredient. These materials can be effective in the removal of stains and embedded soil in hard surfaces, but they may be corrosive or deleterious to the surface, significantly dulling the appearance.

22. Germicidal Detergents — These specialized formulations containing both cleaning ingredients and disinfecting agents are specifically formulated to reduce the microbial population on hard surfaces, and perform cleaning tasks.

19. Un détergent est considéré neutre lorsque le pH de la solution d'emploi se situe entre 7 et 10,5. Les nettoyeurs fortement alcalins auront une solution prête à employer à pH de 11 à 13. Les nettoyeurs fortement alcalins fournissent un rendement supérieur, mais ils peuvent endommager certaines surfaces fragiles.

20. Adjuvants de détergents — Ces ingrédients peuvent être ajoutés aux formules de détergents pour y remplir les fonctions suivantes :

- a. Chélate — Contrôle des ions de l'eau dure pour améliorer l'action nettoyante et en prévenir le dépôt sur des surfaces dures.
- b. Inhibiteurs de corrosion — Afin de réduire ou de supprimer la corrosion de surfaces métalliques.
- c. Antiflocculants — Pour empêcher la saleté en suspension de se redéposer.
- d. Renforceurs de pH — Pour maintenir le pH des produits de nettoyage prêts à utiliser à son niveau optimal pour en prolonger l'efficacité.

21. Poudres à récurer — Ces produits, d'ordinaire des poudres ou des pâtes, contiennent des abrasifs, des ingrédients mouilleurs et émulsifiants, des adjuvants de détergents et un ingrédient détacheur. Ils peuvent être efficaces pour enlever les taches et la saleté incrustée dans des surfaces dures; par contre, ils peuvent être corrosifs et dommageables pour la surface et en amahir considérablement l'aspect.

22. Détergents microbicides — Ces formules spéciales contiennent à la fois des ingrédients nettoyeurs et des agents désinfectants; ils sont expressément composés en vue de réduire les populations microbiennes sur les surfaces dures et d'accomplir des tâches de nettoyage.



**WARNING**

Germicidal detergents should not be mixed with other products.

23. The germicidal detergent solution must be left in contact with the appropriate surface for the recommended times to effect their disinfecting action.

24. Strippers/Floor Finish Removers — Products for removing floor finishes or floor waxes are alkaline materials with ingredients to provide wetting and emulsification properties, plus specialized components (i.e. amines, glycol, others) to effect the removal of the various films.

25. These products may be ammoniated or non-ammoniated materials.

26. Since ammonia is volatile, it should only be utilized in cold water solutions. Workers and other individuals in the immediate area where ammoniated floor finish removers are used may find the volatile fumes to be irritating and offensive.

27. Non-ammoniated floor finish removers do not usually contain volatile materials; these may be utilized with warm water and should not create any odour problems.

28. "Non Acid" Bowl Cleaners — These specialized products are recommended for washroom use and are safer than the conventional acid type bowl cleaners. They contain detergents, detergent builders, specialized polishing agents, etc.

29. Correctly formulated, these materials are non-deleterious to all hard surfaces and are therefore especially recommended for wash-room cleaning.

**AVIS**

On ne doit pas mélanger les détergents germicides à d'autres produits.

23. La solution de détergent germicide doit être laissée en contact avec la surface dure pendant assez longtemps pour que son action désinfectante s'opère.

24. Décapants/dissolvants de finis de planchers — Les produits servant à enlever les finis de planchers ou les cires de parquets sont des produits alcalins contenant des ingrédients qui leur fournissent des propriétés de mouillage et d'émulsification ainsi que des composants spéciaux (c.-à-d. amines, glycol, autres) qui assurent l'enlèvement des diverses pellicules.

25. Ces produits peuvent être ammoniacaux ou non ammoniacaux.

26. L'ammoniaque étant volatile, il ne faut l'employer que dans des solutions d'eau froide. Les ouvriers et les autres personnes se trouvant dans le voisinage immédiat de l'endroit où l'on utilise des décapants de finis de planchers ammoniacaux pourront trouver irritantes et agaçantes les vapeurs volatiles.

27. Les décapants de finis de planchers non ammoniacaux ne contiennent pas habituellement des produits volatils; on pourra les employer avec de l'eau chaude et ils ne devraient pas causer de problèmes d'odeurs.

28. Nettoyants de cuvette non acides — ces produits spécialisés sont à recommander pour emploi dans les salles de toilette; ils sont moins dangereux que les nettoyants de cuvette classiques du type acide. Ils contiennent des détergents, des adjuvants de détergents, des agents polisseurs spéciaux, etc.

29. Correctement dosés, ces produits ne sont pas dommageables pour les surfaces dures et sont donc particulièrement à recommander pour le nettoyage des salles de toilette.

30. Acid Bowl Cleaners — These products are available in two forms, liquid and powder.

31. The liquid acid bowl cleaners will contain strong acids such as hydrochloric, phosphoric, etc. Also included in the formulation are wetting and emulsifying ingredients plus metal corrosion inhibitors.

32. Powdered acid bowl cleaners contain sodium bisulphate and wetting/emulsifying surfactants. When dissolved in water, this material produces sulphuric acid which is a powerful cleaning agent. Acid bowl cleaners are highly effective as stain removers and hard water scale removers.

33. Floor Sealers — Some of these sealers penetrate and seal the surface while others are designed to improve adhesion of floor finishes and prevent the immigration of chemicals from the flooring. There are also a number of sealers on the market that have properties other than those mentioned above. Most if not all the sealers leave a protective film on the floor surface which is not removed by conventional stripping procedures. The use of highly aggressive chemicals or highly abrasive procedures such as sanding will remove floor sealer products. Floor sealer products may be water emulsions or solvent based systems.

34. Floor Waxes — These compositions are blends of vegetable waxes dissolved in solvent or emulsified into water. They are designed to be removed by conventional stripping procedures. Floor waxes will only produce a gloss appearance after buffing. They are usually soft materials susceptible to scuffing with lower slip resistance properties than other protective films.

35. Floor finishes — Also removable by conventional stripping techniques, floor finishes are usually water emulsions of metal interlocking acrylic polymer materials. This product should produce a high gloss appearance on floor surfaces without buffing. Compared to

30. Nettoyants de cuvettes acides — Ces produits sont disponibles sous deux formes : en liquide ou en poudre.

31. Les nettoyants de cuvettes acides liquides renfermeront des acides puissants, chlorhydrique, phosphorique, etc. Ils contiennent aussi des ingrédients de ouillage et émulsifiants plus des inhibiteurs de corrosion.

32. Les nettoyants de cuvettes acides en poudre contiennent du bisulfate de sodium et des surfactants mouilleurs/émulsificateurs. Lorsque dissous dans de l'eau, ce produit donne de l'acide sulfurique, un puissant agent de nettoyage. Les nettoyants de cuvettes acides sont très efficaces comme détacheurs et détartrés.

33. Bouche-pores pour planchers — Certains de ces bouche-pores pénètrent dans la surface et la scellent tandis que d'autres sont destinés à améliorer l'adhérence des finis de planchers et à prévenir l'arrivée de produits chimiques provenant du plancher. Il existe aussi sur le marché un certain nombre de bouche-pores ayant des propriétés autres que celles mentionnées ci-dessus. La plupart des bouche-pores, sinon tous, laissent sur la surface du plancher une pellicule protectrice que les méthodes classiques de décapage n'enlèvent pas. L'emploi de produits chimiques très puissants ou de méthodes très abrasives comme le sablage enlèveront les bouches-pores de plancher. Les produits d'obturation de planchers peuvent être des émulsions aqueuses ou des formules à base de solvants.

34. Encaustiques — Ces composés sont des mélanges de cires végétales dissoutes dans un solvant ou émulsifiées dans de l'eau. Ils sont faits pour être enlevés par les méthodes de décapage classiques. Les encaustiques n'auront un aspect lustré qu'après polissage. Ce sont d'ordinaire des substances molles susceptibles de s'érafler et leurs propriétés antidérapantes sont inférieures à celles d'autres pellicules protectrices.

35. Finis pour planchers — Les finis pour planchers, qui s'enlèvent aussi par les méthodes classiques de décapage, sont habituellement des émulsions aqueuses de substances polymères acryliques à chaînon métallique. Ce produit devrait donner un aspect très brillant aux surfaces des

floor waxes, these materials have higher slip resistance properties.

36. Spray Cleaning Emulsions — These specialized formulations contain a blend of water, aliphatic hydrocarbon solvent, wax and emulsifiers. When used in a spray cleaning operation they are designed to clean the floor and leave a high gloss appearance.

37. Furniture Polishes — These materials are blends of silicones, waxes, aliphatic hydrocarbon solvents, emulsifiers, and water. They are formulated for use on furniture and **MUST** not be used on floor surfaces. These materials provide cleaning and polishing action on all types of furniture. A non-sticky protective film should result.

38. Dust Absorbers — Oil base and water-soluble dust absorbing systems should be used. These materials improve the dust holding characteristics of cotton dust mops. They should not leave an oily film, which could be slippery, on hard surface floors.

39. Glass Cleaners — These materials are blends of wetting agents/emulsifiers and solvents. They should remove soils from glass surfaces and after polishing should produce a dry, streak free surface. No oily residue is desired.

40. Carpet Foam Shampoos — These materials must provide good foaming characteristics, good soil emulsification characteristics and dry to a non-tacky residue. A special ingredient might be included in the formula to produce a significant brightening or other effect on all carpet and upholstery materials.

41. Carpet Pre-spray Cleaners — Superior soil wetting and emulsification characteristics plus free rinsing are important properties of this product. The material must release soils from upholstery and carpet fibres for superior cleaning.

planchers sans polissage. Comparées aux cires à planchers, ces substances ont de meilleures propriétés antidérapantes.

36. Émulsions de nettoyage par vaporisation — Ces composés spécialisés contiennent un mélange d'eau, de solvant d'hydrocarbure aliphatique, de cire et d'émulsificateurs. Utilisés dans des travaux de nettoyage par vaporisation, ils sont censés nettoyer le plancher et lui donner un aspect très brillant.

37. Polis à meubles — Ces produits sont des mélanges de silicones, de cires, de solvants d'hydrocarbures aliphatiques, d'émulsificateurs et d'eau. Ils sont créés en vue de leur emploi sur du mobilier et ne doivent **PAS** être utilisés sur les surfaces des planchers. Ils assurent le nettoyage et le polissage de tous genres de meubles. Il devrait en résulter une pellicule protectrice non collante.

38. Absorbants de poussière — il faut employer des produits absorbants de poussière à base d'huile et solubles dans l'eau. Ces produits améliorent les caractéristiques de retenue de la poussière de balais à franges en coton. Ils ne doivent pas laisser sur les planchers à surface dure de pellicule huileuse qui pourrait être glissante.

39. Nettoyants de verre — Ces produits sont des mélanges d'agents mouillants/émulsifiants et de solvants. Ils enlèvent la saleté des surfaces en verre et, après polissage, devraient produire une surface sèche, exempte de coulisses. On ne veut pas de résidu huileux.

40. Shampoings moussants pour tapis et moquettes — Ces produits doivent avoir de bonnes caractéristiques moussantes, de bonnes caractéristiques d'émulsification de la saleté et doivent sécher sans laisser de résidu collant. On pourra inclure dans la formule un ingrédient spécial pour rehausser l'éclat des tapis et moquettes et des tissus de rembourrage ou pour y produire quelque autre effet.

41. Nettoyants de moquettes par prévaporisation — Des caractéristiques supérieures de mouillage et d'émulsification de la saleté ainsi que de rinçage à grande eau sont autant de propriétés importantes pour ce produit. Celui-ci doit déloger la saleté des fibres du rembourrage et de la moquette pour donner un nettoyage de qualité supérieure.

42. **Carpet Extraction Cleaners** — These products must have low foaming characteristics. The materials may be highly alkaline cleaners with good soil emulsification characteristics and good free rinsing properties to minimize residue problems on carpet fibres.

43. **Carpet Defoamers** — These materials are used in carpet extraction equipment to minimize the effect of carpet shampoos deposited on carpet fibres from previous carpet shampooing programs. They must have the capability to defoam carpet shampoo solutions.

44. **Carpet Protectors** — Following application to carpet fibres, these materials must provide superior resistance to soiling against both aqueous and oily type soils. They should not leave a sticky residue which will attract soil.

45. **Carpet Anti-static Sprays** — For specific types of synthetic carpet, these sprays neutralize the static charge buildup generated by foot traffic.

46. **Metal Polishes** — Specialized formulations for use as metal polishes contain a mild abrasive, hydrocarbon solvent, and emulsifiers. They will remove tarnish from metal fixtures by the action of the mild abrasive, and the cleaning ingredients will remove various solids.

#### **PRECAUTIONS — USE OF MAINTENANCE CHEMICALS**

47. The intermixing of various maintenance chemicals is strongly prohibited. This practice can produce deleterious effects to equipment and facilities. In some situations the effectiveness of the product, especially germicidal detergents, may be destroyed.

42. **Nettoyants par extraction de moquettes** — Ces produits doivent produire peu de mousse. Leurs composantes peuvent être des nettoyants fortement alcalins présentant de bonnes caractéristiques d'émulsification des saletés et de bonnes propriétés de rinçage à l'eau en vue de réduire au minimum les problèmes de résidus sur les fibres des moquettes.

43. **Démousseurs de moquettes** — Ces produits s'emploient dans le matériel de nettoyage par extraction des moquettes pour minimiser l'effet de shampooings à moquette laissés sur les fibres de moquettes lors de travaux antérieurs de nettoyage des moquettes avec des shampooings. Ils doivent être capables de faire démousser les solutions de shampooings à moquettes.

44. **Protecteurs de moquettes** — Après leur application sur les fibres des moquettes, ces produits doivent fournir une résistance supérieure au resalissage par des saletés des types aqueux et huileux. Ils ne doivent pas laisser de résidu collant qui retiendra la saleté.

45. **Vaporisations anti-électricité statique des moquettes** — Dans le cas de types précis de moquettes synthétiques, ces vaporisations neutralisent l'accumulation des charges d'électricité statique engendrées par les passants.

46. **Polis pour métaux** — Les polis spéciaux servant à polir les métaux contiennent un abrasif doux, un solvant à base d'hydrocarbure et des émulsifiants. Ils déterniront les appliques en métal grâce à l'action de l'abrasif doux; les ingrédients nettoyants enlèveront diverses substances solides.

#### **PRÉCAUTIONS — EMPLOI DE PRODUITS CHIMIQUES D'ENTRETIEN**

47. Le mélange de divers produits chimiques d'entretien est strictement interdit. Cette façon d'agir peut avoir des résultats dommageables pour le matériel et les installations. Dans certains cas, l'efficacité du produit, notamment celle des détergents microbicides, peut être détruite.





Corrosive results on equipment or personnel are possible.

48. Use only the recommended amount of chemical for each task. Overuse of the chemical product could damage facilities, equipment and create further maintenance problems.

49. Exposure of maintenance chemical products to freezing temperatures ( $-5^{\circ}\text{C}$ ) and lower will significantly reduce or totally destroy the effectiveness of the product.

50. Never pour a maintenance product back into the original container, this is especially important for floor sealers, floor waxes and floor finishes since these materials are significantly degraded if not made ineffective by this practice.

#### CLEANING EQUIPMENT CARE

51. General — unless cleaning equipment is properly cared for, there will be a frequent need for repairs or replacement, both of which are expensive and result in loss of efficiency.

52. Methods:

- a. Following the completing of the maintenance task, the maintenance product should be emptied from the machine.
- b. Used solutions should be disposed to the drains.
- c. The appropriate tanks or containers should be thoroughly rinsed and emptied and allowed to dry.
- d. Follow the manufacturers recommendations regarding lubrication, recharging and cleaning for all mechanical equipment.



Ces produits peuvent avoir des effets corrosifs sur le matériel et sur les êtres humains.

48. N'employer que la quantité recommandée de chaque produit chimique pour accomplir chaque tâche. Un emploi excessif du produit chimique pourrait endommager les installations, le matériel et créer des problèmes d'entretien ultérieurs.

49. Le fait d'exposer des produits chimiques d'entretien à des températures de gel ( $-5^{\circ}\text{C}$ ) ou moins peut appréciablement réduire ou totalement détruire l'efficacité du produit.

50. Ne reversez jamais un produit d'entretien dans son contenant d'origine. Ceci est particulièrement important pour les bouche-pores de planchers, les cires à parquets et les finis de planchers car cette pratique en dégradera de façon sérieuse, sinon totale, l'efficacité.

#### ENTRETIEN DU MATÉRIEL DE NETTOYAGE

51. Généralités — À moins qu'on n'en prenne bien soin, il faudra souvent réparer ou remplacer le matériel de nettoyage, ce qui coûte cher et occasionne une perte d'efficacité.

52. Méthodes :

- a. Une fois terminée la tâche d'entretien, le produit d'entretien sera vidangé de la machine.
- b. On enverra à l'égout les solutions usées.
- c. Les réservoirs ou contenants en cause doivent être rincés à fond, vidés et laissés à sécher.
- d. Suivre les recommandations du manufacturier en ce qui concerne le graissage, la recharge et le nettoyage de tout le matériel d'entretien mécanique.

- e. String mops should be cleaned, thoroughly rinsed and hung to dry.
- f. Dust mops should be cleaned by vacuuming or washing in warm cleaning solution and allowed to dry.
- g. Brush assemblies and abrasive pads should be cleaned, rinsed and allowed to dry.

- e. Les balais à franges doivent être nettoyés, rincés à fond et suspendus pour sécher.
- f. Les vadrouilles à épousseter seront nettoyées à l'aspirateur ou lavées dans une solution nettoyante chaude puis laissées à sécher.
- g. Les ensembles de balais-brosses et les tampons abrasifs doivent être nettoyés, rincés à fond et laissés à sécher.



**PART 2****FLOOR MAINTENANCE****CHARACTERISTICS OF HARD FLOOR SURFACES (OTHER THAN CARPET)****1. Concrete:**

- a. This durable surface has a tendency to dust if not maintained and is susceptible to attack by strong acids and alkalis.
- b. When concrete is installed it should be protected by a curing membrane sealer, which is applied by spray technique or by lamb's wool applicator almost immediately after installation. This sealer coat may be renewed by the same application techniques.
- c. Unsealed concrete may be sealed using an acrylic polymer floor sealer, either solvent or water based.
- d. Before applying the sealer product, the floor must be thoroughly cleaned, well rinsed and allowed to dry. The water emulsion sealer may be applied by a string mop and the solvent based sealer may be applied by lamb's wool applicator.

**2. Terrazzo:**

- a. This decorative and durable floor usually consists of small pieces of marble set in portland cement or synthetic resin.
- b. Cement terrazzo floors are porous and subject to attack by acids or alkalis.

**PARTIE 2****ENTRETIEN DES PLANCHERS****CARACTÉRISTIQUES DES SURFACES DE PLANCHERS DURES (AUTRES QUE MOQUETTE)****1. Béton :**

- a. Cette surface durable a tendance à dégager de la poussière si elle n'est pas entretenue et risque d'être abîmée par les acides et alcalis puissants.
- b. Lorsque le béton est mis en place, il faut le protéger au moyen d'une membrane de protection obturante. Celle-ci s'applique par vaporisation ou à l'aide d'un épandeur en laine d'agneau presque immédiatement après la mise en place. Cet enduit bouche-pores peut être renouvelé selon les mêmes techniques d'application.
- c. Le béton non traité peut être hydrofugé à l'aide d'un bouche-pores de plancher polymère acrylique, à base de solvant ou d'eau.
- d. Avant d'appliquer le produit bouche-pores, il faut nettoyer à fond le plancher, bien le rincer et le laisser sécher. Le bouche-pores à émulsion d'eau peut être appliqué avec un balai à franges; le bouche-pores à base de solvant s'applique avec un épandeur en laine d'agneau.

**2. Terrazzo :**

- a. Ce plancher décoratif et durable se compose d'ordinaire de petits morceaux de marbre incrustés dans du ciment de Portland ou de la résine synthétique.
- b. Les planchers de terrazzo en ciment sont poreux et sujets à l'endommagement.



Therefore, cement terrazzo floors should be sealed with a solvent acrylic floor sealer and finished with a metal interlock acrylic polymer finish. The floors may be maintained by dust or damp mopping and by spray buffing or spray cleaning.

- c. Synthetic resin terrazzo floors are less porous and more resistant to chemical attack. The use of a floor sealer product is not recommended, but the application of a metal interlock acrylic polymer floor finish will improve the gloss and appearance characteristics. Maintenance by dust mopping, damp mopping, machine cleaning and/or spray cleaning is recommended.

#### NOTE

If the nature of a terrazzo floor is unknown, apply a small amount of water to the floor surface. If the water is quickly absorbed into the floor, then the floor is a cement terrazzo floor which has not been sealed. If the water is not absorbed into the floor, then the floor surface is a synthetic resin terrazzo floor or a cement terrazzo floor which is protected with floor sealer.

#### 3. Marble:

- a. This surface is natural mined stone, which is very decorative, but easily damaged by alkaline and acidic products.

ment par les acides et les alcalis. Il faut donc obturer les planchers de terrazzo en ciment avec un bouche-pores de plancher à solvant acrylique et les finir avec un fini polymère acrylique à chaînon métallique. Les planchers s'entreteniront avec une vadrouille sèche ou humide et par polissage par vaporisation ou nettoyage par vaporisation.

- c. Les planchers de terrazzo à résine synthétique sont moins poreux et résistent mieux aux acides et aux alcalis. L'emploi d'un produit bouche-pores de planchers n'est pas à recommander, mais l'application d'un fini de polymère acrylique à chaînon métallique en améliorera le brillant et l'apparence. L'entretien à la vadrouille à épousseter, à la vadrouille humide, le nettoyage à la machine et le nettoyage par vaporisation (ou les deux) sont à recommander.

#### NOTA

Si la composition d'un plancher de terrazzo est inconnue, verser une petite quantité d'eau sur la surface du plancher. Si l'eau est rapidement absorbée dans le plancher, il s'agit d'un plancher de terrazzo en ciment qui n'a pas été hydrofugé. Si l'eau n'est pas absorbée dans le plancher, alors la surface du plancher en est une de plancher de terrazzo à résine synthétique ou un plancher de terrazzo en ciment protégé par un bouche-pores de plancher.

#### 3. Marbre :

- a. Cette surface est faite de pierre de carrière naturelle; elle est très décorative, mais sera facilement endommagée par les produits alcalins et acides.

- b. This floor should be sealed with a solvent acrylic type sealer and protected with a metal interlock acrylic polymer floor finish. The floor may be maintained by dust mopping, by damp mopping or machine cleaning, or by spray cleaning.

#### 4. Travertine:

- a. This floor surface is very similar to a marble floor. The travertine material is very porous and, following installation, the indentations in the travertine are filled with portland cement.
- b. This floor must be sealed with a solvent acrylic floor sealer, and protected with a metal interlock acrylic polymer floor finish.
- c. Maintenance by dust mopping, by damp mopping or machine cleaning, or by spray cleaning is appropriate.

#### 5. Stone:

- a. Natural stone floors should be maintained in a similar fashion as terrazzo floors. After initial installation, the floor surface should be cleaned with an ammoniated floor finish remover, thoroughly rinsed, and following adequate drying should be sealed with a solvent acrylic floor sealer.
- b. The application of a metal interlock polymer floor finish and subsequent maintenance by dust mopping, damp mopping, and spray buffing or the implementation of a spray cleaning program involving dust mopping and spray cleaning is recommended.

- b. Il faut obturer ce plancher avec un bouche-pores du type acrylique à solvant et le protéger avec un fini de plancher à polymère acrylique à chaînon métallique. On pourra faire l'entretien du plancher à la vadrouille à épousseter, en le nettoyant au balai à franges humide, à la machine ou par vaporisation.

#### 4. Travertin :

- a. Cette surface de plancher ressemble beaucoup à celle d'un plancher en marbre. Le travertin est très poreux et, une fois qu'on l'a installé, on remplit de ciment de Portland les creux dans le travertin.
- b. Il faut obturer ce plancher avec un bouche-pores de plancher acrylique à base de solvant et le protéger avec un fini de plancher de polymère acrylique à chaînon métallique.
- c. L'entretien peut se faire à la vadrouille à épousseter, par lavage au balai à franges humide ou à la machine ou par lavage par vaporisation.

#### 5. Pierre :

- a. Les planchers en pierre naturelle doivent s'entretenir de la même manière que les planchers en terrazzo. Après l'installation initiale, on lavera la surface du plancher avec un décapant de fini de plancher ammoniacal, on rincera à fond et, une fois qu'elle sera bien sèche, on l'obturera avec un bouche-pores acrylique à base de solvant.
- b. À recommander — l'application d'un fini de plancher de polymère à chaînon métallique et l'entretien subséquent avec la vadrouille à épousseter, le balai à franges humide, le polissage par vaporisation ou la mise en œuvre d'un programme de nettoyage par vaporisation comportant l'époussetage au balai à franges et le nettoyage par vaporisation.

6. Slate Floors:

- a. These floor surfaces are soft materials which scratch easily and the colour may "bleed" from the floor.
- b. Following installation, it is recommended that the floor be cleaned with an ammoniated floor finish remover or neutral detergent, then sealed with a solvent acrylic floor sealer.
- c. Alternate maintenance programs of application of a semi-buffable metal interlock acrylic floor finish followed by daily maintenance of dust mopping, damp mopping as required and spray buffing or implementation of a spray cleaning program are recommended.

7. Quarry Tile:

- a. This widely used flooring may be either glazed or unglazed.
- b. The difference between the two types of tiles is the amount of heat treatment to which the tiles are exposed during the manufacturing processes. This difference in treatment changes the abrasion resistance and absorption qualities of the tile.
- c. Glazed quarry tiles have a hard glassy appearance. This surface is abrasion resistant and non-absorptive. The application of a floor sealer to this surface is not recommended. However, the grouting used to keep the tiles in place on the floor surface is usually composed of portland cement which is highly absorptive to most types of soils. The application of a water emulsion acrylic floor sealer to the grouting is recommended.

6. Planchers en ardoise :

- a. Ces surfaces de planchers sont faites d'un matériau mou qui s'égratigne facilement et la couleur peut « saigner » du plancher.
- b. Après son installation, il est recommandé de laver le plancher avec un décapant de fini de plancher ammoniacal ou un détergent neutre, puis de l'obturer avec un bouche-pores acrylique à base de solvant.
- c. D'autres programmes d'entretien à recommander consistent en l'application d'un fini de plancher acrylique à chaînon métallique qui se polit à moitié, suivie d'un entretien quotidien à la vadrouille à épousseter, au balai à franges humide selon les besoins ainsi que de polissage par vaporisation ou de la mise en oeuvre d'un programme de nettoyage par vaporisation.

7. Carreaux de pavage :

- a. Ce matériau de plancher fréquemment utilisé peut être vitrifié ou non vitrifié.
- b. La différence entre les deux sortes tient à l'intensité du traitement thermique auquel les carreaux sont exposés durant le processus de fabrication. Cette différence dans le traitement modifie la résistance à l'abrasion et les qualités d'absorption du carreau.
- c. Les carreaux vitrifiés ont un aspect dur et luisant. Cette surface résiste à l'abrasion et est non absorbante. L'application d'un bouche-pores sur une telle surface n'est pas à recommander. Cependant, le mortier liquide servant à retenir les carreaux en place sur la surface du plancher est habituellement fait de ciment de Portland, qui absorbe d'emblée la plupart des genres de saletés. L'application au mortier d'une bouche-pores acrylique à émulsion d'eau est à recommander.

d. Maintenance of a glazed quarry tile floor should include dust mopping and cleaning, utilizing a mopping or mechanical cleaning system.

e. Unglazed quarry tile floors have a dull appearance; these floors are not as abrasion resistant and are very absorptive. The application of a water emulsion acrylic floor sealer is recommended.

f. Continued maintenance of these floors may involve the application of a water emulsion metal interlocking acrylic floor finish with subsequent dust mopping, damp mopping and spray buffing, or the use of a spray cleaning program with prior dust mopping.

#### 8. Brick Pavers:

a. These floor surfaces are highly absorptive. The application of two coats of a water emulsion acrylic floor sealer is recommended.

b. On-going maintenance of these floors might involve the application of metal interlock acrylic polymer floor finish and daily maintenance of dust mopping, damp mopping and spray buffing, or the implementation of a spray cleaning program involving dust mopping and spray cleaning.

#### 9. Linoleum:

a. This flooring is composed of oxidized linseed oil and various fillers bonded to a felt backing. Linoleum is attacked by highly alkaline cleaners and abrasive cleaners. Since one of the fillers

d. L'entretien d'un plancher en carreaux de pavage vitrifiés doit comprendre l'époussetage à la vadrouille et le nettoyage, soit au balai à franges, soit avec un appareil de nettoyage mécanique.

e. Les planchers en carreaux de pavage non vitrifiés ont un aspect terne; ces planchers sont peu résistants à l'abrasion et très absorbants. L'application d'un bouche-pores acrylique à émulsion aqueuse est à recommander.

f. L'entretien continu de tels planchers pourra nécessiter la pose d'un fini de plancher acrylique à chaînon métallique en émulsion aqueuse et, par la suite, l'époussetage à la vadrouille, le nettoyage à la vadrouille humide et le polissage par vaporisation ou le recours à un programme de nettoyage par vaporisation après époussetage à la vadrouille.

#### 8. Pavés en brique :

a. Ces surfaces de plancher sont très absorbantes. L'application de deux couches de bouche-pores acrylique à émulsion aqueuse est à recommander.

b. L'entretien courant de ces planchers pourrait comporter la pose d'un fini de plancher de polymère acrylique à chaînon métallique et l'entretien quotidien à la vadrouille à épousseter, à la vadrouille humide et le polissage par vaporisation, ou la mise en œuvre d'un programme de nettoyage par vaporisation comprenant l'époussetage à la vadrouille et le nettoyage par vaporisation.

#### 9. Linoléum :

a. Ce couvre-plancher se compose d'huile de lin oxydée et de diverses pâtes de remplissage collées à un endos de feutre. Le linoléum est attaqué par les produits de nettoyage

used in this floor is wood, avoid the excessive use of water. The floor should be sealed with one or two coats of a water emulsion acrylic floor sealer.

- b. The application of one or more coats of a metal interlock acrylic floor finish followed by periodic maintenance of dust mopping, damp mopping and spray buffing or the implementation of a spray cleaning program is recommended.

10. Asphalt:

- a. These floors are attacked by strong alkalis, solvents and harsh abrasives. They should be sealed with a water emulsion floor sealer and then one or more coats of metal interlock acrylic floor finish should be applied.
- b. Periodic maintenance of dust mopping, damp mopping or machine cleaning, and spray buffing is recommended.
- c. The use of a spray cleaning system is not recommended.

11. Rubber:

- a. This type of flooring will be attacked by various solvents; it is also susceptible to excessive scuffing.
- b. Following cleaning with a highly alkaline cleaner, a metal interlock acrylic floor finish should be applied. Periodic maintenance utilizing dust mopping, damp mopping, machine scrubbing, and spray buffing or the implementa-

très alcalins et les produits abrasifs. Comme l'une des matières de remplissage de ce couvre-plancher est du bois, éviter l'emploi excessif d'eau. Il fut obturer avec une ou deux couches de bouche-pores acrylique à émulsion aqueuse.

- b. L'application d'une ou de plusieurs couches de fini de plancher acrylique à chaînon métallique, suivie d'un entretien périodique à la vadrouille d'époussetage, de lavage à la vadrouille humide et de polissage par vaporisation ou encore la mise en œuvre d'un programme de nettoyage par vaporisation sont à recommander.

10. Asphalte :

- a. Les alcalis forts, les solvants et les gros abrasifs abîment ces planchers. Il faut les obturer avec un bouche-pores acrylique à émulsion aqueuse, puis y appliquer une ou plusieurs couches de fini de plancher acrylique à chaînon métallique.
- b. Un entretien périodique d'époussetage à la vadrouille, de lavage à la vadrouille humide ou à la machine et de polissage par vaporisation est à recommander.
- c. L'emploi d'un système de nettoyage par vaporisation n'est pas recommandé.

11. Caoutchouc :

- a. Ce genre de couvre-plancher sera abîmé par divers solvants; il est aussi sujet à un éraflage excessif.
- b. Après nettoyage avec un nettoyeur fortement alcalin, il faut appliquer un fini de plancher acrylique à chaînon métallique. On recommande un entretien périodique à l'aide de la vadrouille à épousseter, de la



tion of a spray cleaning program is recommended.

## 12. Vinyl:

- a. The composition of this floor is polymerized vinyl chlorides and plasticizers. It has excellent resistance to alkaline and acid cleaners plus good resistance to most solvents.
- b. Vinyl floors are susceptible to heat damage, especially cigarette butts which will burn the surface.
- c. Maintenance by a spray cleaning program or application of a metal interlock acrylic floor finish with periodic maintenance of dust mopping, damp mopping or machine cleaning, and spray buffing is required.

## 13. Vinyl Asbestos:

- a. This floor combines polymerized vinyl compounds with asbestos fibres and other fillers. The floor exhibits superior resistance to alkalis, solvents and is less susceptible to heat damage. These floors are attacked by strong acids.
- b. Following installation, the application of a water emulsion acrylic floor sealer is recommended. On-going maintenance by a spray cleaning program or application of a metal interlock acrylic floor finish with periodic maintenance involving dust mopping, damp mopping or machine cleaning and spray buffing is recommended.

vadrouille humide, du lavage à la machine et du polissage par vaporisation ou par la mise en œuvre d'un programme de nettoyage par vaporisation.

## 12. Vinyle :

- a. Ce couvre-plancher se compose de chlorures de vinyle polymérisés et de plastifiants. Il offre une excellente résistance aux produits de nettoyage alcalins et acides plus une bonne résistance à la plupart des solvants.
- b. Les planchers en vinyle sont sujets à l'endommagement par la chaleur, surtout les mégots de cigarettes qui en brûleront la surface.
- c. L'entretien selon un programme de nettoyage par vaporisation ou l'application d'un fini de plancher acrylique à chaînon métallique, avec entretien périodique à la vadrouille à épousseter, lavage au balai à franger ou à la machine et polissage par vaporisation s'imposent.

## 13. Vinyle-amiante :

- a. Ce couvre-plancher combine des composés de vinyle polymérisés à des fibres d'amiante et autres matières de remplissage. Le plancher offre une résistance supérieure aux alcalis, aux solvants ; il est moins sujet à l'endommagement par la chaleur. Ces planchers sont abîmés par des acides puissants.
- b. Après la pose, il est recommandé d'y appliquer un bouche-pores acrylique à émulsion d'eau. À recommander : un entretien permanent selon un programme de nettoyage par vaporisation ou l'application d'un fini de plancher acrylique à chaînon métallique avec entretien périodique comprenant l'époussetage à la vadrouille, le lavage à la vadrouille humide ou à la machine et le polissage par vaporisation.

14. "Vinyl Filled":

- a. The health problems encountered through exposure to asbestos resulted in the introduction of a floor of similar characteristics which contains no asbestos fibres. Maintenance of the new vinyl filled floor in exactly the same manner as a vinyl asbestos floor is recommended.

15. "No Wax" Floors:

- a. This type of flooring has a vinyl base with a special, very durable urethane surface. It is resistant to strong alkaline acid and solvent type cleaners.
- b. In commercial and institutional environments the higher levels of abrasive traffic will wear the urethane surface.
- c. Maintenance involving a spray cleaning program or application of a metal interlocking acrylic floor finish with subsequent periodic maintenance of dust mopping and spray buffing is recommended.

16. Wood:

- a. This floor surface is susceptible to damage by excessive cleaning with water based products unless appropriately protected.
- b. If a high gloss anti-slip surface is required, the application of appropriate solvent based sealer and finish coatings (phenolic, epoxy, or urethane) is recommended. If a surface with a softer appearance and more slip characteristics (i.e. dance floor) is required, then the application of a solvent wax product is recommended.

14. « Remplissage en vinyle »

- a. Les problèmes de santé occasionnés par l'exposition à l'amiante ont donné lieu à l'introduction d'un couvre-planter qui possède des caractéristiques semblables, mais qui ne contient pas de fibres d'amiante. L'entretien du nouveau couvre-planter à remplissage de vinyle est exactement le même que celui d'un planter de vinyle-amiante.

15. Planchers « Sans cire » :

- a. Ce genre de couvre-planter comporte une base en vinyle et une surface en uréthane spéciale, très durable. Il résiste aux produits de nettoyage très alcalins et très acides et du type à solvants.
- b. Dans des établissements et des locaux commerciaux, les niveaux supérieurs de circulation abrasive abîmeront la surface en uréthane.
- c. Est à recommander un entretien basé sur un programme de nettoyage par vaporisation ou l'application d'un fini de planter acrylique à chaînon métallique avec entretien périodique subséquent avec la vadrouille à épousseter et polissage par vaporisation.

16. Bois :

- a. Cette surface de planter risque d'être endommagée par un nettoyage excessif avec des produits à base d'eau si elle n'est pas protégée comme il faut.
- b. Si une surface très brillante et anti-dérapante est nécessaire, on recommande l'application d'un bouche-pores à base de solvant et de couches de finition (phénolique, epoxy ou uréthane). S'il faut obtenir une surface plus douce et plus glissante (p. ex. un planter de danse), l'application d'une cire à base de solvant est alors à recommander.

- c. If a wood floor has been protected by coats of solvent based sealer and finish, the floor may be dust mopped, damp mopped or machine cleaned, and spray buffed, or a spray cleaning program may be implemented.

## HARD SURFACE FLOOR MAINTENANCE

### 17. Stripping Hard Surface Floors Other Than Wood:

- a. There are three techniques which can be used to strip the hard surface floors previously described, with the exception of wood.
- b. These floor surfaces are stripped to remove coatings of wax or floor finish and various soils which have penetrated through these coatings. A stripping operation properly carried out should remove the coats of floor finish plus soils, but should not attack the floor sealer coating.
- c. The three techniques which might be used are:
  - (1) Wet Stripping.
  - (2) Machine Stripping.
  - (3) Dry Stripping.
- d. Wet Stripping:
  - (1) In a bucket equipped with a wringer, prepare a solution of ammoniated floor finish remover (Annex B, item 8) or non-ammoniated floor finish remover (Annex B, item 6) according to the manufacturer's directions. Equip a "motor over brush" floor machine with the appropriate drive pad and synthetic pad or brush depending on the even-

- c. Si un plancher en bois a été protégé par des couches de bouche-pores et de finis à base de solvants, le plancher pourra être épousseté à la vadrouille, lavé à la vadrouille ou à la machine et poli par vaporisation ou encore, on pourra mettre en œuvre un programme de nettoyage par vaporisation.

## ENTRETIEN DE PLANCHERS À SURFACE DURE

### 17. Décapage de planchers à surface dure autres que des parquets :

- a. Il existe trois techniques de décapage des planchers à surface dure précédemment décrits, à l'exception des parquets en bois.
- b. Ces surfaces de plancher sont décapées pour en enlever les couches de cire ou de finis de plancher ainsi que les diverses saletés qui ont pénétré à travers ces enduits. Un travail de décapage bien exécuté devrait enlever les couches de finis de plancher plus la saleté sans s'attaquer à la couche de bouche-pores.
- c. Les trois techniques à utiliser sont :
  - (1) le décapage humide.
  - (2) le décapage à la machine.
  - (3) le décapage à sec.
- d. Le décapage humide :
  - (1) Dans un seau muni d'une essoreuse, préparer une solution de décapant ammoniacal de finis de plancher (annexe B, article 8) ou de décapant non ammoniacal de finis de plancher (annexe B, article 6) selon les recommandations du manufacturier. Munir une machine d'entretien de planchers « moteur au-dessus de la brosse » du tampon d'entraîne-



ness of the floor surface i.e. on uneven floors use the appropriate brush.

ment approprié et d'un tampon en matière synthétique ou d'une brosse, selon le degré de mise à niveau du plancher, c.-à-d. que sur des planchers inégaux, on utilisera le balai-brosse approprié.

- (2) Dust mop the floor to remove debris.
- (3) Apply the stripping solution using a wet mop to an area of approximately 9m<sup>2</sup>.
- (4) Allow contact for 3 to 5 minutes.
- (5) Scrub the floor using the floor machine.
- (6) Pick up the stripping solution and stripped wax or floor finish coatings using a wet-pick-up vacuum.
- (7) Ensure that stripping solution does not dry onto the floor.
- (8) Repeat this procedure until the entire floor is stripped.
- (9) Thoroughly rinse bucket, wringer and mop with warm water. Apply warm rinse water to the floor with a wet mop and pick up with a wet vacuum.
- (10) Ensure that the entire floor area is thoroughly rinsed twice with warm water.

- (2) Épousseter le plancher à la vadrouille pour en enlever tous débris.
- (3) Appliquer la solution décapante à l'aide d'une vadrouille humide sur une superficie d'environ 9 m<sup>2</sup>.
- (4) Laisser en contact avec le plancher de 3 à 5 minutes.
- (5) Brosser le plancher avec la machine d'entretien de planchers.
- (6) Enlever la solution décapante et la cire décapée ou les enduits de finition du plancher à l'aide d'un aspirateur de liquides.
- (7) Voir à ce que la solution décapante ne sèche pas sur le plancher.
- (8) Répéter cette manœuvre jusqu'à ce que tout le plancher ait été décapé.
- (9) Rincer à fond le seau, l'essoreuse et la vadrouille avec de l'eau chaude. Épandre, avec une vadrouille humide, de l'eau de rinçage chaude sur le plancher et l'enlever avec un aspirateur de liquides.
- (10) Voir à rincer tout le plancher à fond, deux fois, avec de l'eau chaude.

- (11) Dry buff the floor with the appropriate polishing pad or brush to remove any residue, then dust mop the floor.

e. Machine Stripping:

- (1) This procedure requires an "automatic floor maintainer" which is a self-propelled machine to dispense the stripping solution, scrub the floor, and pick up the stripping solution.
- (2) Dust mop the floor surface.
- (3) Equip the machine with the appropriate brushes or synthetic pads; add the appropriate floor finish remover, diluted according to manufacturer's directions, to the cool water in the solution tank.
- (4) In a single-pass stripping operation the solution is applied to the floor automatically, scrubbed and picked up by the wet-pick-up vacuum system.
- (5) If a double scrubbing technique is used to provide superior stripping results insert, the wet-pick-up vacuum is not used in the first pass, so only solution is again scrubbed and picked up with a wet-pick-up vacuum.

**NOTE**

Ensure that the stripping solution does not dry onto the floor surface. The second pass of the double stripping technique must be

- (11) Polir le plancher à sec avec le tampon de polissage ou la brosse qui convient pour enlever tous résidus, puis épousseter le plancher à la vadrouille.

e. Décapage à la machine —

- (1) Cette façon de procéder exige l'emploi d'une « machine d'entretien de planchers automatique ». Cette machine automobile épand la solution décapante, brosse le plancher et recueille la solution décapante.
- (2) Épousseter le plancher à la vadrouille.
- (3) Munir la machine des brosses ou tampons en matière synthétique appropriés; ajouter le décapant de fini de plancher approprié, dilué avec de l'eau fraîche, selon les recommandations du fabricant, dans le réservoir à solution.
- (4) Dans une opération de décapage à passe unique, la solution est épandue sur le plancher automatiquement, brossée et recueillie par le système d'aspiration de liquides.
- (5) Si l'on a recours à la technique de brossage en deux passes pour obtenir des résultats de décapage supérieurs, on n'utilisera pas l'aspirateur de liquides lors de la première passe de sorte que seulement la solution est de nouveau agitée et recueillie par l'aspirateur de liquides.

**NOTA**

Voir à ce que la solution décapante ne sèche pas sur la surface du plancher. Il faut minuter la seconde passe, si l'on emploi la

so timed that approximately 10 minutes of contact time is allowed.

- (6) After completing the stripping operation, thoroughly rinse the solution tank, scrub brushes or pads and vacuum assembly. Empty the recovery tank. Fill the solution tank with clean warm water and repeat the process twice to thoroughly rinse the floor.

f. Dry Stripping:

- (1) This technique uses the "motor over brush" floor machine with the stripping solution diluted as per the manufacturer's directions in a spray bottle.
- (2) Dust mop the floor to remove all loose soils.
- (3) Spray the dry-stripping solution onto the floor and scrub with the floor machine equipped with the appropriate abrasive pad.
- (4) Repeat the process until all of the floor surface has been stripped.
- (5) Change or reverse the abrasive pads when they become soiled.
- (6) Dry buff the floor with the appropriate abrasive pad.
- (7) Dust mop the floor to pick up any loose soils.

méthode du double décapage, pour que la durée du contact entre le décapant et la surface du plancher soit d'environ 10 minutes.

- (6) Une fois terminé le travail décapage, rincer à fond le réservoir de solution, récupérer les brosses ou tampons et le groupe aspirateur. Vider le réservoir de récupération. Remplir le réservoir à solution d'eau chaude propre et répéter le processus deux fois pour bien rincer le plancher.

f. Décapage à sec —

- (1) Cette technique utilise la machine à entretenir les planchers à « moteur au-dessus de la brosse » avec une solution de décapant, diluée selon les directives du fabricant et versée dans un flacon à vaporisateur.
- (2) Épousseter le plancher à vadrouille pour enlever toutes saletés non adhérentes.
- (3) Vaporiser la solution décapante sur le plancher et brosser avec la machine d'entretien de planchers munie du tampon abrasif approprié.
- (4) Recommencer le procédé jusqu'à ce que toute la surface du plancher ait été décapée.
- (5) Changer ou inverser les tampons abrasifs lorsqu'ils sont sales.
- (6) Polir le plancher à sec avec le tampon abrasif qui convient.
- (7) Épousseter le plancher avec une vadrouille pour enlever toutes saletés libres.

## 18. Conditioning Cotton Mops:

- a. Before cotton mops are used in the application of water emulsion floor sealer or water emulsion floor finish products, they must be cleaned and conditioned.
- b. Prepare a solution of neutral detergent (Annex B, item 12) and immerse the mop in the solution for approximately 1 hour.
- c. Remove the mop head from the solution and wring out thoroughly.
- d. Rinse the mop head in warm water, and again wring out thoroughly.

## 19. Sealing Hard Surface Floors Other Than Wood:

- a. Coats of floor sealers which have been properly applied and maintained should not require replacement. If the floor surface has not been properly maintained and through abrasion or unusual chemical attack the floor sealer has been removed, it will be necessary to apply a new coat of floor sealer.
- b. Applying Water Emulsion Floor Sealers:
  - (1) Use either a clean, synthetic mop or a properly conditioned cotton mop. Pour floor sealer (Annex B, item 21) into a clean bucket equipped with a clean wringer.
  - (2) Immerse mop in floor sealer and wring out until dripping just stops.

## 18. Conditionnement de vadrouilles en coton :

- a. Avant d'employer des vadrouilles en coton pour appliquer du bouche-pores à émulsion à l'eau ou des produits de finition de planchers à émulsion aqueuse, il faut les laver et les conditionner.
- b. Préparer une solution de détergent neutre (annexe B, article 12) et immerger la vadrouille dans cette solution pendant environ une heure.
- c. Retirer la vadrouille de la solution et l'essorer à fond.
- d. Rincer la vadrouille dans de l'eau chaude puis, de nouveau, l'essorer complètement.

## 19. Obturation de planchers à surfaces dures autres que des parquets :

- a. On ne devrait pas avoir à remplacer les couches de bouche-pores de planchers bien appliquées et bien entretenues. Si la surface du plancher a été mal entretenue et si, par suite d'abrasion ou d'endommagement inhabituel par des produits chimiques, le bouche-pores du plancher a été enlevé, il sera nécessaire d'appliquer une nouvelle couche de bouche-pores.
- b. Application de bouches-pores de planchers à émulsion à l'eau —
  - (1) Utiliser soit une vadrouille en matière synthétique propre ou une vadrouille en coton dûment conditionnée. Verser le bouche-pores de plancher (annexe B, article 21) dans un seau propre muni d'une essoreuse propre.
  - (2) Tremper la vadrouille dans le bouche-pores de plancher et l'essorer jusqu'à ce qu'elle cesse de dégoutter.

- (3) Apply to floor surface using a "figure 8" motion.
- (4) Apply floor sealer in a coat heavy enough to attain the manufacturer's recommendation for coverage.

**NOTE**

Thin coats provide superior results. Allow floor sealer to dry according to the manufacturer's recommendation.

- (5) If the floor surface is highly absorptive, apply a second coat at 90° to the first coat.
- (6) Allow to dry.
- (7) Ensure that all equipment is thoroughly rinsed with warm water before storing.

**20. Finishing Hard Surface Floors Other Than Wood:**

- a. Metal interlock floor finishes provide the wearing surface and should therefore be only applied to clean, thoroughly rinsed and dry floors. If required, dilute the floor finish as per the manufacturer's directions.
- b. Use a preconditioned mop (as described in paragraph 18), and a clean bucket and wringer.
- c. Pour the floor finish (Annex B, items 19 and 20) into the bucket, immerse the mop in the bucket and wring out until the mop just stops dripping.

- (3) Appliquer sur la surface du plancher en un mouvement de « chiffre 8 ».
- (4) Appliquer le bouche-pores en couche assez épaisse pour observer la recommandation du fabricant en matière de couverture.

**NOTA**

Les couches minches produisent des résultats supérieurs. Laisser sécher le bouche-pores selon les recommandations du manufacturier.

- (5) Si la surface du plancher est très absorbante, appliquer une seconde couche perpendiculairement à la première.
- (6) Laisser sécher.
- (7) S'assurer qu'avant d'être rangé, tout le matériel a été rincé à fond avec de l'eau chaude.

**20. Finition de planchers à surface dure autres que ceux en bois :**

- a. Les finis de plancher à chaînon métallique constituent la surface d'usure; on ne doit donc les appliquer que sur des planchers propres, bien rincés et secs. Au besoin, diluer le fini de plancher selon les directives du fabricant.
- b. Employer une vadrouille préconditionnée (comme le décrit le paragraphe 18) et un seau et une essoreuse propres.
- c. Verser le fini de plancher (annexe B, articles 19 et 20) dans le seau, tremper la vadrouille dans le seau et l'essorer jusqu'à ce qu'elle cesse de dégoutter.

d. Apply the floor finish using a "figure 8" technique in a level, even coat to cover the entire floor surface.

e. Floor finish should be applied as per the manufacturer's directions to attain proper coverage.

f. To prevent edge build-up, if more than one coat of floor finish will be applied, ensure that an area approximately 15cm wide along each wall area is not coated. This area is coated when the second coat of floor finish is applied.

g. Allow appropriate drying time between the coats of floor finish, approximately 18 hours of drying time is recommended after the application of the floor finish before traffic resumes on the area.

h. Thoroughly rinse all mops and equipment.

## 21. Preparing Wood Floors:

a. A wood floor which is badly worn, with some or all of the previous sealer coat worn away, requires total refurbishing which should start with sanding.

b. However, if the previously applied sealer coat is intact, and the floor is not badly worn, it is possible to refurbish the floor with a dry-stripping technique.

c. In this technique, a "motor over brush" floor machine is used with an abrasive pad and an abrasive mesh disc.

d. Appliquer le fini de plancher selon la technique du « chiffre 8 » de façon à couvrir tout le plancher d'une couche égale et uniforme.

e. Il faut appliquer le fini de plancher selon les directives du fabricant pour obtenir la bonne couverture.

f. Afin de prévenir l'accumulation sur les bords lorsqu'on doit appliquer plus d'une couche de fini de plancher, voir à ce qu'une bande d'environ 15 cm de largeur le long de chaque mur en soit pas enduite. Cette bande est enduite lorsqu'on applique la seconde couche de fini de plancher.

g. Laisser sécher pendant le temps voulu entre les couches de fini de plancher. On recommande un temps de séchage d'environ 18 heures après la pose du fini de plancher avant que les gens ne recommencent à circuler à cet endroit.

h. Rincer à fond toutes les vadrouilles et tout le matériel.

## 21. Préparation des parquets en bois :

a. Un parquet en bois très usé, où une partie ou la totalité de l'ancienne couche de bouche-pores a été éliminée, nécessite une remise en état complète, que l'on entamera en le sablant.

b. Cependant, si la couche de bouche-pores appliquée précédemment est intacte et si le plancher n'est pas trop usé, il est possible de le remettre à neuf grâce à une technique de décapage à sec.

c. Selon cette façon de procéder, on utilise une machine d'entretien de planchers à « moteur au-dessus de la brosse » pourvue d'un tampon abrasif ou d'un disque à treillis abrasif.



- d. Dust mop the floor to remove all of the heavy soils. Using the floor machine, lightly abrade the entire floor surface to level the floor and remove the coats of finish.
- e. Dust mop the floor and then "tack rag" the floor. Tack ragging is the method of wrapping a "turkish towel" around a broom head, saturating the towel with mineral spirits and thoroughly wiping the entire floor surface.

## 22. Sealing Wood Floors:

- a. It is necessary to seal wood floors after they have been sanded or after initial installation.
- b. Remove all dust by dust mopping or vacuuming and "tack ragging".



During sealing operations extinguish all flames, fires, sparking devices and pilot lights. Ensure no smoking is allowed in the area and ensure area has adequate ventilation.

- c. Apply a solvent based wood floor sealer (lacquer, phenolic, epoxy, or urethane) using a lamb's wool applicator and a shallow tray.
- d. Pour the sealer into the tray ensuring that no air bubbles are entrapped in the sealer.
- e. Immerse the lambs wool applicator in the sealer, wipe off any excess, and apply at the manufacturers recom-

- d. Passer une vadrouille à épousseter sur le plancher pour en enlever les grosses saletés. À l'aide de la machine, frotter légèrement le plancher pour le mettre de niveau et enlever les couches de fini.

- e. Épousseter le plancher avec une vadrouille, puis passer le plancher « au chiffon ». Cette façon de faire consiste à enrouler une serviette éponge sur le bout d'un balai, à saturer la serviette de naphte et à essuyer complètement toute la surface du plancher.

## 22. Obturation de parquets en bois :

- a. Il est nécessaire d'obturer les parquets en bois après qu'ils ont été sablés ou lors de leur installation initiale.
- b. Enlever toute la poussière avec une vadrouille, un aspirateur ou une serviette éponge imbibée de naphte.



Durant les travaux d'obturation, éteindre toutes les flammes, feux, dispositifs produisant des étincelles et lampes-témoins. Voir à interdire qu'on fume dans le secteur et que ce dernier soit suffisamment ventilé.

- c. Appliquer un bouche-pores à parquets à base de solvant (laque, phénolique, epoxy ou uréthane) en utilisant un épandeur en laine d'agneau et un plateau peu profond.
- d. Verser le bouche-pores dans le plateau en veillant à ce qu'il n'y ait pas de bulles d'air emprisonnées dans le bouche-pores.
- e. Plonger l'épandeur en laine d'agneau dans le bouche-pores, essuyer tout excédent et appliquer, selon la cou-

mended coverage, to the floor surface in an area about 4m<sup>2</sup>. Then drag out the floor sealer in a direction 90° from the initial application.

- f. Continue the above until the entire floor area has been coated with floor sealer.
- g. Allow the floor sealer to dry according to the manufacturer's recommendation.
- h. Clean the equipment using a solvent recommended by the manufacturer.
- j. No more than one coat of floor sealer should be required on any wood floor.

### 23. Finishing Wood Floors:

- a. If floor has previously been sealed, lightly scrub floor using a synthetic stripping pad or fine abrasive disc to level floor.
- b. Before applying wood floor finish (phenolic, epoxy, urethane) ensure that floor is clean, has been "tack ragged" and is dry. Use a clean dry lambs wool applicator. Pour wood floor finish into a shallow pan ensuring that no air bubbles are entrapped.
- c. Immerse applicator in finish. Wipe off excess and apply at manufacturer's recommendations for coverage of an area about 4m<sup>2</sup>.
- d. Drag out finish in a direction 90° to initial application.

verture recommandée par le fabricant, sur une superficie d'environ 4 m<sup>2</sup> de la surface du plancher. Puis entraîner le bouche-pores de plancher dans une direction perpendiculaire à celle de la première application.

- f. Continuer l'épandage jusqu'à ce que toute la surface du plancher ait été enduite de bouche-pores.
- g. Laisser sécher le bouche-pores conformément aux recommandations du fabricant.
- h. Nettoyer le matériel en utilisant un solvant recommandé par le fabricant.
- j. Un parquet en bois, quel qu'il soit, ne devrait pas nécessiter plus d'une couche de bouche-pores.

### 23. Finition de parquets en bois :

- a. Si le parquet a déjà été enduit de bouche-pores, le frotter légèrement avec un tampon de décapage synthétique ou un disque d'abrasif fin pour lisser le plancher.
- b. Avant d'appliquer le fini à parquet (phénolique, epoxy, uréthane), vérifier que le parquet est propre, qu'il a été « passé au chiffon » et qu'il est sec. Utiliser un épandeur en laine d'agneau propre. Verser le fini à parquets dans un plateau peu profond en veillant à ce qu'il n'y ait pas de bulles d'air emprisonnées.
- c. Plonger l'épandeur dans le fini. Essuyer l'excédent et appliquer selon les recommandations du fabricant quant à la couverture sur une superficie d'environ 4 m<sup>2</sup>.
- d. Traîner le fini dans une direction perpendiculaire à celle de l'application initiale.



- e. Allow adequate time as per manufacturer's recommendations for drying.
- f. Clean equipment as per manufacturer's recommendations.
- g. If an additional coat of finish is required, ensure that floor is lightly dry scrubbed with stripping pad, cleaned and "tack ragged" before applying second coat of finish in a similar manner.

24. Dry Mopping:

- a. This technique involves the removal of light soils from hard surfaces. Dry mops may be manufactured from cotton or synthetic fibres; cotton dry mops may be treated with an oil-base (Annex B, item 22), or a water soluble dust treatment (Annex B, item 11); synthetic dry mops do not require a dust absorber pre-treatment.
- b. Dry mops may be pushed forward or controlled in a "figure 8" motion.
- c. Care should be taken to ensure that the same leading edge is always utilized; ensure the dry mop is not banged into other hard surfaces such as the legs of furniture etc. When mops have become heavily soiled they may be cleaned by vacuuming or laundering.

25. Wet Mopping:

- a. In this technique, either a single or a double bucket system may be used.
- b. If using a single bucket, prepare the cleaning solution (Annex B, item 7) as per the manufacturer's directions.

- e. Laisser sécher le temps qu'il faut, conformément aux recommandations du fabricant.

- f. Nettoyer le matériel selon les recommandations du fabricant.

- g. S'il faut appliquer une autre couche de fini, voir à ce que le parquet soit presque sec, qu'il ait été frotté avec un tampon décapeur et « passé au chiffon » avant de poser, de la même manière, la seconde couche de fini.

24. Époussetage à sec :

- a. Cette technique comporte l'enlèvement de petites saletés des surfaces dures. Les vadrouilles d'époussetage à sec peuvent être faites de coton ou de fibres synthétiques. On peut traiter les vadrouilles en coton avec un produit à base d'huile (annexe B, article 22) ou soluble dans l'eau (annexe B, article 11). Les vadrouilles en fibres synthétiques n'ont pas besoin d'être traitées avec un produit absorbant de poussière.
- b. Les vadrouilles d'époussetage à sec peuvent être poussées devant soi ou passées selon un mouvement de « chiffre 8 ».
- c. On doit voir à toujours utiliser le même bord antérieur. Voir à ne pas heurter avec la vadrouille d'époussetage à sec des surfaces dures telles que les pieds de meubles, etc. Quand les vadrouilles sont très sales, on peut les nettoyer avec un aspirateur ou en les lavant.

25. Lavage à la vadrouille humide :

- a. Selon cette méthode, on peut utiliser un appareil à seau simple ou double.
- b. Si l'on emploie un seul seau, préparer la solution de nettoyant (annexe B, article 7) selon les directives du fabricant.

- c. Immerse the clean mop in the solution, wring out until the mop just stops dripping, then mop the floor by outlining the area to be cleaned and then cleaning the remainder of the surface using the "figure 8" technique.
- d. Rinse the mop in the cleaning solution and thoroughly wring out until the mop is dry as possible. Repeat the mopping process to pick up as much of the water and soil as possible.
- e. Proceed to the next area until the entire floor surface has been cleaned.
- f. Empty the bucket when the solution has become soiled and refill with clean solution. Ensure bucket, wringer, and mop are thoroughly rinsed following the completion of the cleaning process.
- g. If using the double bucket technique, prepare the cleaning solution as per the manufacturer's directions, (Annex B, item 7,) in one of the buckets. Fill the other bucket with clean warm water. Both buckets should be equipped with wringers.
- h. Immerse the clean string mop in the cleaning solution and wring out until the mop just stops dripping.
- j. Outline the floor surface to be cleaned, then clean the entire floor surface, using a "figure 8".
- k. Immerse the mop in the bucket of clean water, wring out thoroughly, and repeat and damp mopping procedure to pick up all of the soil and the solution from the floor surface.
- m. Rinse in the warm water solution, wring out, then proceed to next area and repeat the above procedure to clean entire floor surface.
- c. Plonger la vadrouille dans la solution, l'essorer jusqu'à ce qu'elle cesse tout juste de dégoutter, puis laver le plancher en circonscrivant la superficie à laver, puis en lavant le reste de la surface en utilisant la technique du « chiffre 8 ».
- d. Rincer la vadrouille dans la solution de nettoyant et l'essorer à fond pour la rendre aussi sèche que possible. Repasser la vadrouille pour recueillir le plus d'eau et de saleté possible.
- e. Procéder au secteur suivant jusqu'à ce que toute la surface du plancher ait été nettoyée.
- f. Vider le seau quand la solution est devenue sale et le remplir de solution propre. Voir à bien rincer le seau, l'essoreuse et la vadrouille une fois le travail de nettoyage terminé.
- g. Si l'on utilise la technique du double seau, préparer la solution de nettoyant selon les instructions du fabricant (annexe B, article 7) dans l'un des seaux. Remplir l'autre seau d'eau chaude propre. Les deux seaux doivent être munis d'essoreuses.
- h. Plonger la vadrouille propre dans la solution de nettoyant et l'essorer jusqu'à ce qu'elle cesse de dégoutter.
- j. Délimiter la surface de plancher à nettoyer, puis nettoyer toute cette surface de plancher, en formant un « chiffre 8 ».
- k. Plonger la vadrouille dans le seau d'eau propre, l'essorer à fond et répéter le nettoyage à la vadrouille humide de manière à enlever toute la saleté et toute la solution de la surface du plancher.
- m. Rincer dans la solution d'eau chaude, essorer, puis passer au secteur suivant. Répéter la manœuvre pour nettoyer toute la surface du plancher.

- n. Ensure that cleaning solution and rinse water are changed when they become soiled.
- p. Following the completion of the cleaning tasks, ensure that all buckets, wringers, and mops are thoroughly rinsed with warm water and allowed to dry.

26. Machine Cleaning:

- a. For this technique, a self-propelled cleaning machine which will apply the solution to the floor, scrub the solution and recover the solution using a wet vacuum pick up is required.
- b. Prepare the cleaning solution, as per the manufacturer's instructions, in the solution tank.
- c. Equip the machine with the appropriate scrub brushes or synthetic pads.
- d. Clean the floor surface by applying the cleaning solution with the machine, scrub the solution and retrieve by the wet pick up vacuum.
- e. The use of the maximum pressure from this machine is not recommended since it would cause deterioration of the previously applied floor coatings.
- f. Ensure that solution tank and recovery tank are thoroughly rinsed following the cleaning operation.

27. Spray Buffing:

- a. This technique uses a diluted solution of the floor finish in use to refurbish the floor appearance.
- b. This technique should only be used on floors which have been dry mopped and are clean.

- n. Voir à changer la solution de nettoyant et l'eau de rinçage lorsqu'elles deviennent sales.

- p. Après avoir terminé les tâches de nettoyage, s'assurer que tous les seaux, essoreuses et vadrouilles ont été rincés à fond avec de l'eau chaude et laissés à sécher.

26. Nettoyage à la machine :

- a. Selon cette technique, il faut une machine de nettoyage automobile qui appliquera la solution sur le plancher, brossera le plancher et récupérera la solution au moyen d'un aspirateur de liquides.
- b. Préparer la solution de nettoyant, selon les instructions du manufacturier, dans le réservoir à solution.
- c. Munir la machine des brosses de récurage ou des tampons synthétiques qu'il faut.
- d. Nettoyer la surface du plancher en appliquant la solution de nettoyant avec la machine, la brosser avec la solution et récupérer la solution au moyen de l'aspirateur de liquides.
- e. Il n'est pas recommandé d'utiliser la pression maximale que la machine peut exercer car cela causera une détérioration des enduits précédemment appliqués sur le plancher.
- f. Voir à bien rincer le réservoir de solution et le réservoir de récupération après avoir terminé le travail de nettoyage.

27. Polissage par vaporisation :

- a. Cette technique utilise une solution diluée du fini de plancher pour redonner un bel aspect au plancher.
- b. On ne doit employer cette technique que sur des planchers qui ont été époussetés et qui sont propres.

- c. Prepare a spray buff solution by mixing equal volumes of metal interlock acrylic floor finish (Annex B, items 9 or 20) with water.

- d. Use a "motor over brush" floor machine equipped with a drive pad assembly and a synthetic cleaning pad. Lightly spray the buff solution onto the floor surface (4.5 L should cover approximately 930 m<sup>2</sup>) covering an area approximately 0.5 m<sup>2</sup>. Buff the wet floor with the machine until dry.

- e. Proceed to the next are and repeat until the entire floor has been spray buffed.

- f. Change or reverse the synthetic pads as required when they become clogged or dirty.

- g. Dry mop the floor after the spray buffing operation.

- h. Clean abrasive pads using a non-ammoniated floor finish remover solution (Annex B, item 6).

## 28. Spray Cleaning:

- a. This maintenance method uses a specially formulated spray cleaning emulsion to clean and polish the floor.

- b. Pour the spray cleaning emulsion (diluted if required by manufacturer's instructions) into a spray bottle.

- c. Ensure that floor surface has been dry mopped. It is not necessary that floor surface be cleaned.

- c. Préparer une solution de polissage par vaporisation en mélangeant des quantités égales de fini de plancher acrylique à chacun métallique (annexe B, articles 9 ou 20) et d'eau.

- d. Utiliser une machine d'entretien de planchers à « moteur au-dessus de la brosse » munie d'un ensemble de tampon d'entraînement et d'un tampon nettoyant synthétique. Vaporiser légèrement la solution de poli sur la surface du plancher (4,5 L) devraient couvrir environ 930 m<sup>2</sup>) de façon à couvrir une superficie d'environ 0,5 m<sup>2</sup>. Polir le plancher humide avec la machine jusqu'à ce qu'il soit sec.

- e. Passer au secteur suivant et répéter jusqu'à ce que tout le plancher ait été vaporisé et poli.

- f. Au besoin, changer ou inverser les tampons synthétiques lorsqu'ils deviennent engorgés ou sales.

- g. Épousseter le plancher à la vadrouille sèche après l'opération de polissage par vaporisation.

- h. Nettoyer les tampons abrasifs avec une solution de décapant de fini de plancher non ammoniacal (annexe B, article 6).

## 28. Nettoyage par vaporisation :

- a. Cette méthode d'entretien utilise une émulsion de nettoyage par vaporisation d'une formule spéciale pour nettoyer et polir le plancher.

- b. Verser l'émulsion de nettoyant par vaporisation (diluée si les instructions du fabricant le requièrent) dans un flacon à vaporisateur.

- c. S'assurer que le plancher a été épousseté avec une vadrouille sèche. Il n'est pas nécessaire que la surface du plancher ait été lavée.

- d. Use a "motor over brush" floor machine equipped with the appropriate drive pad assembly and synthetic cleaning pad.
- e. Lightly spray (4.5 L should cover approximately 1860 m<sup>2</sup>) the cleaning emulsion onto the floor covering an area approximately 0.5 m<sup>2</sup>. Make one cleaning pass over the sprayed solution with the floor machine.
- f. Move to the adjacent area and repeat. Return to the original area and buff the floor until dry. Move to the next area, buff until dry.
- g. Proceed to the next area and repeat procedure.
- h. Change or reverse synthetic pad as required. When spray cleaning operation is completed, ensure that synthetic pads are thoroughly cleaned in ammoniated floor finish remover solution.

#### CHARACTERISTICS OF CARPET

##### 29. Construction:

- a. Most modern carpets are manufactured by stitching into a "Primary backing" the carpet fibres (appearance and wearing surface). The carpet fibres may be very long (shag) or very short; the length of the carpet fibres (pile) may be all the same length or varying lengths.
- b. To the opposite side of the primary backing is applied a layer of adhesive to hold the carpet fibres (pile) in place. A "secondary backing" is then applied to the primary backing, this secondary backing may be either a form or woven material.

- d. Utiliser une machine d'entretien « moteur au-dessus de la brosse » munie d'un ensemble d'entraînement du tampon et un tampon de nettoyage synthétique.
- e. Vaporiser légèrement (4,5 L devraient couvrir environ 1860 m<sup>2</sup>) la solution nettoyante sur le plancher en couvrant une superficie d'environ 0,5 m<sup>2</sup>. Faire une passe de nettoyage au-dessus de la solution vaporisée avec la machine.
- f. Passer au secteur adjacent et répéter. Revenir au secteur initial et polir le plancher jusqu'à ce qu'il soit sec. Retourner au secteur suivant et polir jusqu'à ce qu'il soit sec.
- g. Passer à un autre secteur et répéter la manœuvre.
- h. Changer ou inverser le tampon synthétique selon les besoins. Une fois terminé le travail de nettoyage, voir à ce que les tampons synthétiques soient rincés à fond dans une solution de décapant de fini de plancher ammoniacal.

#### CARACTÉRISTIQUES DES MOQUETTES

##### 29. Construction :

- a. La plupart des tapis et moquettes modernes sont fabriqués en cousant les fibres de la moquette (apparence et surface d'usure) dans un « endos primaire ». Les fibres de la moquette peuvent être soit très longues (long-poil), soit très courtes; les fibres (poils) d'une moquette peuvent être toutes de la même longueur ou de longueurs variables.
- b. Du côté opposé de l'endos primaire, on applique une couche d'adhésif pour maintenir en place les fibres (poils) de la moquette. On pose ensuite un « endos secondaire » sur l'endos primaire. Cet endos secondaire peut être soit une forme, soit un tissu.



- c. The "primary backing" and the "secondary backing" may be manufactured from natural materials (jute) or synthetic (polypropylene) fibres. Natural backing materials are very susceptible to attack and distortion by moisture, mildew etc. It is therefore important to ensure that carpets which have backing materials of natural fibres are not exposed to excessive amounts of water.

### 30. Types of Fibres (Pile):

- a. Two categories of materials are used:
  - (1) Natural fibres — wool.
  - (2) Synthetic fibres — nylon, polyester, acrylic.
- b. Wool fibres are attacked by highly alkaline cleaning solutions and high temperatures; cleaning should be done with a neutral carpet cleaning product and warm water temperatures.
- c. Synthetic fibres are more resistant to highly alkaline carpet cleaners and hot water temperatures.

## CARPET MAINTENANCE PROGRAM

### 31. Vacuuming and Spotting:

- a. Abrasion by coarse soil particles on the pile fibres is the most significant factor in carpet wear. A thorough vacuuming program of carpeted areas will significantly extend carpet life. Vacuuming should be conducted on a daily or as required basis.

- c. Les endos « primaire » et « secondaire » peuvent être fabriqués avec des textiles naturels (jute) ou des fibres synthétiques (polypropylène). Les textiles d'endos naturels sont très vulnérables à l'endommagement et à la déformation par l'humidité, la moisissure, etc. Il importe donc de s'assurer que les tapis et moquettes à endos de textiles naturels ne seront pas exposés à des quantités excessives d'eau.

### 30. Genres de fibres (poils) :

- a. Deux catégories de matières sont utilisées —
  - (1) Des fibres naturelles — laine.
  - (2) Des fibres synthétiques — nylon, polyester, acrylique.
- b. Les fibres de laine résistent mal aux solutions de nettoyeurs très alcalins et aux hautes températures; le nettoyage doit se faire avec un produit de nettoyage de tapis neutre et à des températures d'eau chaude.
- c. Les fibres synthétiques résistent mieux aux nettoyeurs de tapis très alcalins et à l'eau à plus haute température.

## PROGRAMME D'ENTRETIEN DES TAPIS ET MOQUETTES

### 31. Nettoyage à l'aspirateur et détachage :

- a. L'abrasion des poils par de grosses particules de saletés constitue le facteur le plus important d'usure des tapis. Un programme de nettoyage complet à l'aspirateur des surfaces en moquette en prolongera la durée de façon appréciable. Le nettoyage à l'aspirateur doit se faire quotidiennement ou selon les besoins.

- b. Deterioration of carpet appearance through spills and stains can be significant. It is important that a spill on a carpet be attended to as quickly as possible.

32. Appearance cleaning:

- a. This program should be conducted at regular intervals depending on the location of the carpet and the amount of traffic and type of traffic to which the carpet is exposed. One of the following 3 types of appearance cleaning programs should be adopted and maintained:

- (1) "Dry Power" Cleaning — This program which uses a powdered product applied to the carpet to remove soils should be conducted monthly or as required. This technique does not require the area to be closed to traffic.
- (2) "Bonnet" Cleaning — This technique uses a special "Bonnet" pad and appropriate shampoo to surface-clean the carpet fibres and improve the appearance. Drying time of 1 to 2 hours will be required.
- (3) Shampooing — A number of pieces of machinery have been developed to mechanically scrub carpet shampoos onto the carpet fibres. Good cleaning performance can be achieved, however sufficient drying time (2 to 8 hours) is required to allow the carpet to thoroughly dry.

- b. L'aspect des tapis peut être considérablement détérioré par des liquides renversés et des taches. Il est important que l'on enlève aussi vite que possible tout liquide renversé sur un tapis.

32. Nettoyage esthétique :

- a. On doit exécuter ce programme à des intervalles réguliers en fonction de l'emplacement du tapis ou de la moquette, de l'importance et du genre de circulation à laquelle le tapis ou la moquette sont exposés. Il faudra adopter et maintenir l'un des 3 types suivants de programmes de nettoyage esthétique —

- (1) Nettoyage à la « poudre sèche » — Ce nettoyage, dans lequel on utilise sur le tapis un produit pulvérisé pour enlever la saleté, doit être fait une fois par mois ou selon les besoins. Cette technique ne requiert pas que l'aire à nettoyer soit fermée à la circulation.
- (2) Nettoyage au « bonnet » — Cette technique utilise un tampon spécial en forme de « bonnet » et un shampooing approprié pour nettoyer superficiellement les fibres du tapis et en améliorer l'apparence. Un temps de séchage de 1 à 2 heures sera nécessaire.
- (3) Shampooing — Un certain nombre de machines ont été mises au point qui brossent mécaniquement les shampooings à tapis dans les fibres de ceux-ci. Elles donnent un bon rendement de nettoyage, mais il faut accorder un temps de séchage suffisant (de 2 à 8 heures) pour permettre au tapis de sécher complètement.

**33. Thorough Cleaning — Extraction:**

- a. This technique provides the highest degree of cleaning performance. Using either a hot water extraction system or a cold water flushing system, a stream of water is projected to the backing of the carpet and then removed by high powered vacuum to remove soils from the full depth of the carpet pile.
- b. Over-wetting of the carpet can create carpet distortion. A drying time of 4 to 12 hours is required before returning the carpet to service.

**34. Fibre Protection:**

- a. During the carpet manufacturing process, specialized ingredients can be included to provide superior soil resistance and/or specific anti-static properties to the carpet fibres.
- b. Carpets which have not been treated in the manufacturing process can be treated in situ through the application of the appropriate carpet protecting chemicals to resist soiling or the application of specific anti-static materials.

**CARPET MAINTENANCE TECHNIQUES****35. Vacuuming:**

- a. A thoroughly organized and properly implemented regular program of vacuuming carpeted areas will significantly extend carpet life. Use the appropriate sized vacuum cleaner, as per manufacturer's specifications, for the various areas.

**33. Nettoyage à fond — Extraction :**

- a. Cette technique fournit le niveau le plus élevé de rendement. Utilisant soit un système d'extraction à l'eau chaude, soit un système de chasse à l'eau froide, cette méthode propulse un jet d'eau vers l'endos du tapis. L'eau est ensuite extraite par un aspirateur puissant pour enlever la saleté de toute la profondeur des poils du tapis ou de la moquette.
- b. Surmouiller le tapis ou la moquette peut l'amener à se déformer. Il faut accorder un temps de séchage de 4 à 12 heures avant de remettre le tapis en service.

**34. Protection des fibres :**

- a. Au cours du procédé de fabrication des tapis et moquettes, on peut y inclure des ingrédients spéciaux qui assurent aux fibres du tapis une résistance supérieure à la saleté ou des propriétés spécifiques d'élimination de l'électricité statique, ou les deux.
- b. Les tapis et moquettes qui n'ont pas été traités en usine peuvent l'être sur place grâce à l'application de produits chimiques protecteurs appropriés des tapis et moquettes ou à l'application de substances spécifiques pour éliminer l'électricité statique.

**TECHNIQUES D'ENTRETIEN DES TAPIS ET MOQUETTES****35. Nettoyage à l'aspirateur :**

- a. Un programme judicieusement élaboré et bien exécuté de nettoyage à l'aspirateur des surfaces recouvertes de tapis ou de moquettes prolongera de façon appréciable la durée de ceux-ci. Utiliser l'aspirateur de la taille voulue, selon la spécification du manufacturier, pour les divers endroits.



- b. The use of a commercial upright vacuum cleaner equipped with a mechanical beater bar to provide superior results is recommended.
- c. Adjust the vacuum cleaner to ensure that the brush beater bar assembly is thoroughly mechanically agitating the carpet fibres; change the vacuum bag appropriately to ensure good air flow and thus good cleaning characteristics.
- d. When using a vacuum cleaner less than 0.5 m in width, ensure that the vacuum cleaner passes over each area at least twice.
- e. Vacuum cleaners larger than 0.5 m in width require only one pass due to their superior performance characteristics.
- f. While not as efficient, tank type vacuum cleaners with appropriate carpet cleaning attachments can be used on stair areas or in confined spaces.

### 36. Spotting:

- a. Prompt and thorough treatment of spots and stains will significantly improve the appearance and life of carpets.
- b. Refer to Annex A for the recommended spotting material for each of the various stains.
- c. Pick up or blot up large amounts of staining material as quickly as possible.
- d. Always test stain removal material on an extra piece of carpet or a hidden area to ensure there is no harmful effect on the carpet from the spotting material.

- b. On recommande d'utiliser un aspirateur vertical commercial muni d'un fléau batteur pour obtenir des résultats supérieurs.
- c. Régler l'aspirateur de façon que l'ensemble brosse/fléau batteur secoue à fond, mécaniquement, les fibres de la moquette. Changer comme il convient le sac de l'aspirateur pour obtenir un bon flux d'air et, de la sorte, de bonnes caractéristiques de nettoyage.
- d. Lorsqu'on emploie un aspirateur de moins de 0,5 m de largeur, voir à ce que l'aspirateur passe au moins deux fois sur chaque surface.
- e. Les aspirateurs de plus de 0,5 m de largeur ne requièrent qu'une seule passe à cause de leurs caractéristiques de rendement supérieur.
- f. Bien que moins efficaces, les aspirateurs du type réservoir munis des accessoires de nettoyage de tapis et de moquette appropriés peuvent être employés dans les endroits où il y a des escaliers ou dans de petits locaux.

### 36. Détachage :

- a. L'enlèvement rapide des taches et souillures améliorera considérablement l'aspect et la durée des tapis et moquettes.
- b. Voir à l'annexe A le produit de détachage recommandé pour chacune des diverses taches.
- c. Recueillir ou éponger de grandes quantités de la substance qui tache le plus rapidement possible.
- d. On doit toujours faire l'essai du produit détachant sur un mocreau de rechange de la moquette ou dans un endroit dissimulé pour être sûr que la moquette ne sera pas endommagée par le produit détachant.

- e. Always work to the centre of the stain or spill.
- f. Apply spotting agent, allow two to three minutes for chemical action, then blot up material.
- g. Repeat as required until stain is removed, or use alternate spotting agent if recommended.

### 37. "Dry Powder" Cleaning:

- a. Use this technique on carpet areas which have been previously vacuumed and treated for spots and stains as required.
- b. If recommended by manufacturer, apply a pre-spray material in heavily soiled areas.
- c. As outlined in manufacturer's directions, spread "Dry Powder" on appropriate area.
- d. If recommended, mechanically scrub "Dry Powder" to improve cleaning performance.
- e. Allow appropriate time for "Dry Powder" to absorb soils.
- f. Thoroughly vacuum carpet.
- g. Repeat if required on heavily soiled areas.
- h. If required, reset carpet pile with a carpet brush.

### 38. "Bonnet" Cleaning:

- a. This maintenance method should only be carried out on a previously vacuumed carpet.

- e. Toujours travailler vers le centre de la tache ou du liquide renversé.
- f. Appliquer le produit détachant, attendre deux ou trois minutes pour que la réaction chimique se produise, puis éponger le produit.
- g. Répéter au besoin jusqu'à que la tache soit enlevée ou, si c'est recommandé, employer un autre produit détachant.

### 37. Nettoyage à la « poudre sèche » :

- a. Recourir à cette technique sur des surfaces de moquette qui ont été précédemment nettoyées à l'aspirateur et dont on a, au besoin, enlevé les taches et les souillures.
- b. Si le fabricant le recommande, appliquer un produit de préévacuation aux endroits très sales.
- c. Comme l'indiquent les directives du fabricant, épandre la « poudre sèche » sur la surface appropriée.
- d. Si c'est recommandé, frotter mécaniquement avec la « poudre sèche » afin d'en accroître l'effet nettoyant.
- e. Accorder à la « poudre sèche » assez de temps pour absorber les saletés.
- f. Nettoyer la moquette à fond avec un aspirateur.
- g. Répéter au besoin dans les endroits très souillés.
- h. Au besoin, redresser le poil de la moquette avec une brosse à moquette.

### 38. Nettoyage au « bonnet » :

- a. Cette méthode d'entretien ne doit s'employer que sur de la moquette précédemment nettoyée à l'aspirateur.

- b. Prepare appropriate shampoo solution according to manufacturer's directions. Pre-spray carpet if recommended by manufacturer.
- c. Immerse "Bonnet Cleaning Pad" in appropriate solution; place pad under drive pad assembly of "motor over brush" floor machine.
- d. Buff floor to absorb soils and stains onto "Bonnet Cleaning Pad".
- e. Reverse pad or change as required when pad becomes soiled.
- f. Allow appropriate drying time (1-1/2 hr).
- g. Maintain regular vacuuming program.

39. Shampooing:

- a. There are three types of shampooing techniques:
  - (1) Rotary liquid shampooing.
  - (2) Foam shampooing.
  - (3) Mist shampooing.
- b. These techniques should only be used after the carpet has been thoroughly vacuumed.
- c. Only one technique should be used on the carpet at each time.
- d. Prepare the carpet shampoo solution (Annex B, item 13) according to the manufacturer's directions.

- b. Préparer la solution de shampooing appropriée selon les directives du fabricant. Prévaporiser la moquette si le fabricant le recommande.

- c. Immerger le « tampon de nettoyage en forme de bonnet » dans la solution voulue; placer le tampon sous l'ensemble de tampon d'entraînement d'une machine d'entretien à « moteur au-dessus de la brosse ».

- d. Frotter le plancher pour absorber les souillures et les taches dans le « tampon de nettoyage en forme de bonnet ».

- e. Inverser le tampon ou le changer au besoin s'il devient sale.

- f. Laisser sécher le temps qu'il faut (1½ h).

- g. Maintenir un programme de nettoyage régulier à l'aspirateur.

39. Nettoyage au shampooing :

- a. Il existe trois genres de nettoyage au shampooing :
  - (1) Le nettoyage rotatif au shampooing liquide.
  - (2) Le nettoyage au shampooing moussant.
  - (3) Le nettoyage par buée.
- b. Ces techniques ne doivent s'employer que sur de la moquette qui a été nettoyée à fond avec un aspirateur.
- c. On n'emploiera à chaque fois qu'une seule méthode sur la moquette.
- d. Préparer la solution de shampooing à moquette (annexe B, article 13) selon les directives du fabricant.

- e. Pour the shampoo into the appropriate tank of the machine.
- f. Prespray heavily soiled areas if recommended by the manufacturer.
- g. Operate machine according to manufacturer's directions to mechanically apply shampoo and mechanically scrub all carpet areas.
- h. If recommended, utilize a wet vacuum and appropriate accessories to pick up wet shampoo solution and soils.
- j. Reset carpet fibre with carpet brush if recommended.
- k. Allow carpet to dry (2 to 8 hours).
- m. Maintain vacuuming program.

40. Extraction:

- a. All carpet areas to be cleaned should be thoroughly vacuumed.
- b. If using the cold water flushing technique, superior soil removal will be achieved by rotary shampooing of heavily soiled areas.
- c. If recommended, prespray high traffic areas.
- d. Prepare according to manufacturer's directions, extraction carpet cleaner in hot water. Add to appropriate solution tank of carpet cleaning machine.

- e. Verser le shampooing dans le réservoir approprié de la machine.
- f. Prévaporiser les surfaces très souillées si le fabricant le recommande.
- g. Actionner la machine selon les directives du fabricant en vue d'appliquer le shampooing mécaniquement et de broser mécaniquement toutes les surfaces de la moquette.
- h. Si c'est recommandé, utiliser un aspirateur de liquides et les accessoires voulus pour recueillir la solution de shampooing liquide et les saletés.
- j. Redresser les fibres de la moquette avec une brosse à moquette si on le recommande.
- k. Laisser sécher la moquette (de 2 à 8 heures).
- m. Appliquer un programme de nettoyage à l'aspirateur.

40. Extraction :

- a. Toutes les surfaces en moquette à nettoyer doivent être nettoyées à fond avec un aspirateur.
- b. Si l'on emploie la technique de chasse avec de l'eau froide, on obtiendra une élimination supérieure de la saleté en appliquant le shampooing avec une brosse rotative sur les endroits très souillés.
- c. Si c'est recommandé, prévaporiser les secteurs de grande circulation.
- d. Selon les instructions du fabricant, préparer la solution de nettoyant de moquette par extraction dans de l'eau chaude. L'ajouter au réservoir à solution approprié de la machine à nettoyer les moquettes.

- e. As outlined in machine manufacturer's directions, dispense cleaning solution onto carpet and remove soiled solution with wet pick up vacuum. Mechanically scrub if machine is appropriately equipped.

#### NOTE

Operator care to ensure that carpet is not wet producing carpet degradation is important.

- f. Following completion of carpet cleaning, ensure machine is thoroughly rinsed.
- g. Reset carpet pile if appropriate.
- h. Allow appropriate drying time (4 to 12 hours) before exposing area to traffic.

#### 41. Carpet Protectors:

- a. Apply these soil resistant materials to new carpets or immediately after extraction cleaning of carpets.
- b. Prepare carpet protector solution according to manufacturer's directions.
- c. Spray onto carpet fibres.
- d. Reset carpet pile fibres as recommended by the manufacturer.
- e. Allow to dry.

- e. Comme l'indiquent les directives du fabricant de la machine, épandre la solution de nettoyant sur la moquette et enlever la solution souillée avec un aspirateur de liquides. Brosser mécaniquement la moquette si la machine est équipée pour ce faire.

#### NOTA

Il est important que l'utilisateur prenne soin de ne pas mouiller la moquette au point d'en occasionner la dégradation.

- f. Après avoir terminé le nettoyage de la moquette, avoir à bien rincer la machine.
- g. Redresser le poil de la moquette s'il y a lieu.
- h. Laisser sécher la moquette le temps qu'il faut (de 4 à 12 heures) avant de permettre qu'on marche dessus.

#### 41. Protectors de moquettes :

- a. Appliquer ces produits résistants à la saleté aux moquettes neuves ou immédiatement après le nettoyage par extraction des moquettes.
- b. Préparer la solution de protecteur de moquettes selon les directives du fabricant.
- c. Vaporiser sur les fibres de la moquette.
- d. Redresser les fibres du poil de la moquette si le fabricant le recommande.
- e. Laisser sécher.

## 42. Static Control:

- a. Chemical additives to prevent static build up on carpets are normally removed by wet carpet cleaning techniques.
- b. Prepare anti-static spray solution as recommended by manufacturer's directions.
- c. Apply to carpet immediately after shampooing or extraction cleaning following the manufacturer's directions for coverage.
- d. Maintain vacuuming program.

## 42. Suppression de l'électricité statique :

- a. Les techniques de nettoyage humide des moquettes enlèvent normalement les additifs chimiques destinés à prévenir l'accumulation d'électricité statique dans les fibres.
- b. Préparer la solution de produit anti-électricité statique comme le recommandent les directives du fabricant.
- c. Appliquer sur la moquette immédiatement après son nettoyage au shampooing ou par extraction en suivant les instructions du manufacturier quant aux surfaces à couvrir.
- d. Appliquer un programme de nettoyage à l'aspirateur.



**PART 3****WASHROOM MAINTENANCE****INTRODUCTION**

1. Cleanliness of washroom areas is the most important aspect of building maintenance. The state of a washroom is often the most important factor in the evaluation of the maintenance of the entire facility.

2. Few things are more unpleasant than a poorly kept washroom; properly maintained facilities promote superior morale and prevent the spread of disease.

**WASHROOM SURFACES (OTHER THAN FLOORS)**

3. Vitreous China — Toilets and urinals are usually manufactured from this hard, resistant material. This product will withstand attack by harsh acid and alkaline materials, however, it can be scratched by coarse abrasives and can be destroyed by thermal shock, i.e. the addition of a strong acid to cold water creates significant heat which can crack or shatter the item.

**4. Enamelled Steel:**

a. Sinks, showers, and bathtubs are usually manufactured from this material.

b. Cleaning these surfaces with strong acid cleaners is not recommended since small cracks in the enamel will allow the acid to penetrate to the metal, causing significant corrosion and failure of the material. These surfaces are also scratched by coarse abrasives which are not recommended for this type of cleaning.

c. Washroom partitions can also be manufactured from this type of material.

**PARTIE 3****ENTRETIEN DES SALLES DE TOILETTE****INTRODUCTION**

1. La propreté des secteurs des salles de toilette constitue l'aspect le plus important de l'entretien d'un immeuble. L'état d'une salle de toilette constitue souvent le facteur qui importe le plus dans l'évaluation que l'on pourra faire de l'entretien de toute l'installation.

2. Peu de choses sont aussi repoussantes qu'une salle de toilette mal entretenue; des installations bien entretenues favorisent le maintien d'un bon moral et empêchent la propagation des maladies.

**SURFACES DES SALLES DE TOILETTE (AUTRES QUE DES PLANCHERS)**

3. Porcelaine — Les cuvettes et les urinoirs sont normalement fabriqués avec ce matériau dur et résistant. Ce matériau résistera aux produits acides et alcalins énergiques; par contre, les abrasifs rudes peuvent l'égratigner et un choc thermique peut le détruire, c.-à-d. que l'addition d'un acide concentré à de l'eau froide peut produire une chaleur intense qui pourra fendre ou faire éclater l'objet.

**4. Acier émaillé :**

a. Les éviers, les douches et les baignoires sont généralement fabriqués avec ce matériau.

b. Nettoyer ces surfaces avec des produits très acides n'est pas à recommander car de petites fissures dans l'émail permettront à l'acide de pénétrer jusqu'au métal et de provoquer la corrosion et la défaillance du matériau. Les abrasifs grossiers peuvent aussi égratigner ces surfaces; ils ne sont pas à recommander pour ce genre de nettoyage.

c. Il se peut aussi que les cloisons des salles de toilette soient faites de ce genre de matériau.



5. Plastic:

- a. Various washroom fixtures including bathtubs, shower stalls, waste receptacles etc. may be manufactured from a multitude of different plastic materials.
- b. Most plastic materials are resistant to attack by strong acids and alkalis, however most will be attacked by strong solvents and will be scratched by coarse abrasives.
- c. Many plastic items might be destroyed by thermal shock if, as outlined in paragraph 3, strong acids or alkalis are added to cold water creating excessive temperature changes.

6. Painted — Two types of paint, water based and oil based, are utilized on various surfaces such as metal, wallboard, wood, etc. Oil based paints generally produce a higher gloss appearance and are more resistant to chemical cleaning. Strong solvents, strong alkalis, strong acids, and harsh abrasives will damage various painted surfaces.

7. Metal and Plated Metal:

- a. Solid metal surfaces such as stainless steel, brass, etc. will withstand cleaning by conventional cleaning products. Coarse abrasives will however, scratch these shiny surfaces.
- b. Plated metal surfaces i.e. chrome, nickel, and brass over iron or steel are very susceptible to damage through corrosion removing the high gloss film. The use of harsh abrasives is therefore not acceptable.

5. Matières plastiques :

- a. Divers éléments à demeure des salles de toilettes, y compris les baignoires, les cabines de douches, les récipients à rebuts, etc., peuvent être fabriqués à partir d'une multitude de matières plastiques différentes.
- b. La plupart des matières plastiques résistent aux acides et alcalis concentrés; par ailleurs, la plupart seront abîmées par des solvants énergiques et seront égratignées par des abrasifs rugueux.
- c. Un choc thermique pourrait détruire beaucoup d'objets en plastique si, comme l'indique le paragraphe 3, on ajoute des acides ou des alcalis concentrés à de l'eau froide, ce qui provoquerait des hausses de température excessives.

6. Peinture — Deux types de peinture, à base d'eau et à base d'huile, s'emploient sur diverses surfaces telles que du métal, du placoplâtre, du bois, etc. Les peintures à base d'huile produisent généralement un fini plus lustré et résistent mieux au nettoyage avec des produits chimiques. Les solvants énergiques, les acides concentrés et les abrasifs rudes endommageront diverses surfaces peintes.

7. Métal et métal plaqué :

- a. Les surfaces en métal massif telles que l'acier inoxydable, le laiton, etc. résisteront au nettoyage avec des produits de nettoyage courants. Toutefois, les abrasifs rudes égratigneront ces surfaces lustrées.
- b. Les surfaces en métal plaqué, c.-à-d. de chrome, de nickel et de laiton plaqué sur du fer ou de l'acier, sont facilement endommagées par la corrosion qui en détruit le fini très brillant. L'emploi d'abrasifs rugueux est donc inacceptable.

8. Glass — Specialized cleaners are appropriate for use on these surfaces. The highly polished surface of glass may be scratched, therefore, the use of harsh abrasives is not recommended.

#### WASHROOM MAINTENANCE PROGRAM

9. On a daily basis, or as required for washroom areas which are exposed to heavy traffic, the entire washroom should be thoroughly cleaned.

#### 10. Cleaning Fixtures:

- a. The interior surfaces of all toilets and urinals should be cleaned each day utilizing a "non acid" bowl cleaner (Annex B, item 1 or 11). This product is easier and safer to use than conventional acid products.
- b. Once per month, or as required, to remove build-up of stains, iron deposits or hard water salts, clean all interior surfaces with an acid based cleaner, (Annex B, item 2 or 3).
- c. The exterior surfaces of toilets and urinals should be washed with a germicidal detergent solution, (Annex B, item 10 or 11). Sinks, bathtubs, and shower areas should be cleaned with a "non acid" bowl cleaner.

11. Inspect, Clean and Refill Dispensers — Each of the dispensers for towels, toilet tissue, sanitary napkins, soap etc. should be inspected and washed with the appropriate solution of germicidal detergent, dried and then refilled with the appropriate supplies.

12. Emptying and Cleaning Waste Receptacles — All of the waste receptacles should be emptied. The obvious contact surfaces should

8. Verre — Des produits de nettoyage spécialisés peuvent s'employer sur ces surfaces. La surface très polie du verre peut s'égratigner; l'emploi d'abrasifs rudes n'est donc pas à recommander.

#### PROGRAMME D'ENTRETIEN DES SALLES DE TOILETTE

9. Toute la salle de toilette doit être nettoyée à fond, quotidiennement ou au besoin, s'il s'agit d'aires de salles de toilette à forte circulation.

#### 10. Nettoyage des appareils à demeure :

- a. Il faut nettoyer tous les jours les surfaces intérieures des cuvettes et des urinoirs en utilisant un produit de nettoyage de cuvette « non acide » (annexe B, article 1 ou 11). Ce produit est plus facile et moins dangereux à utiliser que les produits acides classiques.
- b. Une fois par mois ou selon les besoins afin d'enlever l'accumulation de taches, de dépôts ferreux ou de sels d'eau dure, il faut nettoyer les surfaces intérieures avec un produit de nettoyage à base d'acide (annexe B, article 2 ou 3).
- c. Les surfaces extérieures des cuvettes et urinoirs doivent être lavées avec une solution de détergent germicide (annexe B, article 10 ou 11). Les éviers, baignoires et cabines de douche seront lavées avec un produit de nettoyage de cuvettes « non acide ».

11. Inspecter, nettoyer et remplir les distributeurs — Chacun des distributeurs de serviettes, papier hygiénique, serviettes sanitaires, savon, etc. doit être examiné et lavé avec la solution voulue de détergent germicide, asséché puis rempli des fournitures qui conviennent.

12. Vidange et nettoyage des récipients à rebuts — On doit vider tous les récipients à rebuts. Il faut laver avec un détergent germicide

be washed with a germicidal detergent, and on a periodic basis, at least once per week, the interior and exterior surfaces of the waste receptacle should be washed with a germicidal detergent. The appropriate sanitary liner should then be placed in each waste receptacle.

13. Clean Mirrors — All glass and mirror surfaces should be cleaned utilizing the appropriate prepared solution of glass cleaner dispensed from a spray bottle, then dried and polished.

14. Periodic Maintenance:

- a. At least once per month and more often if required, washroom partitions, walls and other areas should be washed with a germicidal detergent solution (Annex B, item 11).
- b. At least every 3 months all high surfaces, light fixtures, door frames etc. should be dusted or washed with a germicidal detergent solution (Annex B, item 11).

15. Floor Maintenance:

- a. Maintenance of washroom floors should follow the parameters previously established in the floor maintenance section. It is recommended that washroom floors, where appropriate, be sealed and maintained with a metal interlock acrylic floor finish.
- b. Each day after picking up all large refuse from the floor area, the floor should be wet cleaned utilizing a germicidal detergent solution as outlined in Part 2, paragraph 25.

les surfaces souvent touchées et, sur une base périodique, soit au moins une fois par semaine, on devra laver l'intérieur et l'extérieur du récipient à rebuts avec un détergent germicide. Il faut alors placer la doublure sanitaire appropriée dans chaque récipient à rebuts.

13. Nettoyage des miroirs — Toutes les surfaces en verre et de miroirs doivent être nettoyées à l'aide d'une solution de nettoyant à vitres appliqué avec un flacon à vaporisateur, après quoi elles seront asséchées et polies.

14. Entretien périodique :

- a. Au moins une fois par mois et plus souvent s'il le faut, on doit laver les cloisons, les murs et autres surfaces des salles de toilette avec une solution de détergent germicide (annexe B, article 11).
- b. Au moins tous les 3 mois, toutes les surfaces en hauteur, les appliques d'éclairage, les cadres de portes, etc. doivent être époussetés ou lavés avec une solution de détergent germicide (annexe B, article 11).

15. Entretien des planchers :

- a. L'entretien des planchers de salles de toilette se conformera aux paramètres précédemment établis dans la section portant sur l'entretien des planchers. Là où il y a lieu, on recommande de traiter les planchers de salles de toilette avec un bouche-pores et de les entretenir avec un fini de plancher acrylique à chaînon métallique.
- b. Tous les jours, après qu'on aura ramassé tous les gros rebuts laissés sur le plancher, il faudra laver le plancher avec une solution de détergent germicide comme l'indique la Partie 2, paragraphe 25.

**WASHROOM MAINTENANCE TECHNIQUES****16. Cleaning Toilets & Urinals:**

- a. If using the "non acid" bowl cleaner (Annex B, item 1 or 11), use the bowl mop to expel some of the water from the toilet bowl. Add the "non acid" bowl cleaner into the toilet or urinal and use the bowl brush to mechanically scrub all areas. Ensure that the areas under the "lip" are thoroughly cleaned. Then flush the toilet or urinal to rinse away the soils.
- b. If utilizing an acid type bowl cleaner (Annex B, item 2 or 3), carefully pour the acid cleaner into the toilet bowl or urinal; use the toilet bowl brush to ensure that all interior surfaces are scrubbed with the cleaning solution, then rinse away the soils.
- c. Utilizing a special cloth and a solution of germicidal detergent, (Annex B, item 10 or 11), prepared according to the manufacturers directions, apply the germicidal detergent to the exterior surfaces of the urinal and toilet bowl, the toilet seat, flushing assembly and any other surfaces.
- d. Allow wet contact of approximately 10 minutes then wipe clean and rinse with warm water.

**17. Cleaning Sinks, Showers and Tubs:**

- a. Acid cleaners are not recommended for these surfaces! Use the "non acid" bowl cleaner and a clean cloth; apply the "non acid" bowl cleaner to all hard surfaces and scrub to ensure soil removal. Rinse away all soils.

**TECHNIQUES D'ENTRETIEN DES SALLES DE TOILETTE****16. Nettoyage des cuvettes et urinoirs :**

- a. Si l'on emploie un nettoyant de cuvettes « non acide » (annexe B, article 1 ou 11), utiliser la lavette à cuvettes pour en retirer une certaine quantité d'eau. Ajouter le nettoyant de cuvettes « non acide » dans la cuvette ou l'urinoir et employer la brosse à cuvettes pour récurer mécaniquement toutes les surfaces. S'assurer que toutes les surfaces sous le rebord sont nettoyées à fond. Ensuite, actionner la chasse d'eau pour rincer toutes les saletés.
- b. Lorsqu'on utilise un nettoyant de cuvettes du type acide (annexe B, article 2 ou 3), verser soigneusement le produit de nettoyage acide dans la cuvette ou l'urinoir; employer la brosse à cuvettes pour être sûr que toutes les surfaces intérieures ont été récurées avec la solution nettoyante, puis rincer la saleté.
- c. À l'aide d'un chiffon spécial et d'une solution de détergent germicide (annexe B, article 10 ou 11) préparée selon les instructions du fabricant, appliquer du détergent germicide sur les surfaces extérieures de l'urinoir et de la cuvette, sur le siège de la cuvette, la manette de chasse et toutes autres surfaces.
- d. Laisser agir la solution pendant environ 10 minutes, puis essuyer et rincer avec de l'eau chaude.

**17. Nettoyage des éviers, douches et baignoires :**

- a. Les produits de nettoyage acides ne sont pas à recommander sur ces surfaces. Utiliser le nettoyant de cuvettes « non acide » et un chiffon propre; appliquer le nettoyant de cuvettes « non acide » sur toutes les surfaces dures et frotter pour dégager la saleté. Rincer pour évacuer la saleté.

- b. This system can also be used for cleaning taps and other metal fixture surfaces.

18. Cleaning Partitions — Prepare a solution of germicidal detergent, (Annex B, item 10 or 11), as recommended by the manufacturer in the appropriate spray bottle. Spray this solution on the partition beginning at the bottom of the partition, allow surface to remain wet for a minimum of 10 minutes, then wipe clean. Work from the bottom to the top of the partition.

- b. Cette méthode peut aussi servir pour nettoyer les robinets et autres surfaces en métal des appareils.

18. Nettoyage des cloisons — Préparer, dans un flacon à vaporisateur de la grosseur voulue, une solution de détergent germicide (annexe B, article 10 ou 11) selon les recommandations du fabricant. Vaporiser cette solution sur la cloison, en commençant par le bas, laisser la solution rester humide pendant au moins 10 minutes, puis essuyer. Travailler du bas au haut de la cloison.



**PART 4****HOSPITAL SANITATION****HOSPITAL ENVIRONMENT**

1. Structurally, hospitals are not unlike schools, hotels or office buildings, as so many cleaning and maintenance functions are performed in the same manner as described in other sections of this manual.

2. However, a hospital's function, and the nature of the traffic in the hospital environment make it necessary to approach the routine cleaning with not only aesthetics in mind, but also the prevention of the spread of disease.

3. As a result of this, many of the products used in the hospital or health care environment are designed to "disinfect" as well as clean.

4. Since a detailed description of hard floor and carpet maintenance chemicals and the proper technique for their use is contained in other sections of this manual, these will not be repeated here. Thus if one is concerned with how to strip the floor finish from a vinyl asbestos tile floor or seal old concrete, please refer to the appropriate part for such information.

5. The following then is an outline of materials and techniques required for good hospital sanitation so that cross-infection will be kept to a minimum.

6. **Hard Floors:**

- a. Hard floors, regardless in which area of the hospital they are located, should be cleaned daily with a suitable germicidal detergent diluted as directed by the manufacturer's label directions. Prior to beginning wet mopping or machine scrubbing, the

**PARTIE 4****HYGIÈNE DANS LES HÔPITAUX****LE MILIEU HOSPITALIER**

1. Du point de vue structure, les hôpitaux ne sont guère différents des écoles, des hôtels ou des immeubles à bureaux puisque bon nombre de tâches de nettoyage et d'entretien s'y exécutent de la manière décrite dans d'autres sections du présent manuel.

2. Toutefois, la fonction d'un hôpital et la nature de la circulation qui se fait dans un milieu hospitalier font qu'il est nécessaire d'aborder le nettoyage courant non seulement du point de vue de l'esthétique mais encore, afin de prévenir la propagation de maladies.

3. Pour ces raisons, bon nombre des produits utilisés dans un milieu hospitalier ou de soins de santé sont conçus en vue de « désinfecter » en plus de nettoyer.

4. Puisque d'autres sections du présent manuel décrivent en détail les produits chimiques d'entretien des planchers durs et des moquettes ainsi que les bons modes d'emploi, ces indications ne seront pas répétées ici. Ainsi, si l'on veut savoir comment décaper le fini d'un plancher à carreaux de vinyle-amiante ou obturer du vieux béton, prière de consulter la partie pertinente pour obtenir ces renseignements.

5. Ce qui suit constitue donc un exposé des produits et des techniques à employer en vue d'une bonne hygiène dans les hôpitaux de façon à réduire au minimum l'infection des uns par les autres.

6. **Planchers durs :**

- a. Les planchers durs, peu importe où ils se trouvent dans un hôpital, doivent être nettoyés tous les jours avec un détergent germicide qui convienne, dilué selon les instructions figurant sur l'étiquette du manufacturier. Avant de commencer à le laver à la

floor should be dust mopped to remove any accumulated litter.

- b. If the dry mop must be treated before use, be sure to use a non-oil dust absorber containing a bacteriostat.
- c. Be sure all equipment is clean before beginning. If a wet mopping procedure is being used, a two-bucket system is recommended. The use of a separate rinse bucket will increase the length of time that it takes to soil the disinfectant solution thus prolonging its effectiveness.
- d. Once the disinfectant solution has become visibly soiled, it should be changed. Also a fresh solution and clean mop head should be obtained when moving from one area to another, e.g. general wards into intensive care.
- e. Floors in operating rooms should be damp mopped after every operation, and wet mopped or machine scrubbed daily.
- f. Spills in any area should be wiped up immediately and the affected area cleaned with detergent-germicide.
- g. Although either phenolic-based or quaternary ammonium chloride-based products are suitable for most areas, nurseries, cafeterias and kitchens should be cleaned with the less toxic quaternary ammonium chloride based products.
- h. In conjunction with these cleaning procedures, special applicators have been designed which allow the application of clean disinfecting solutions directly onto the floor.

vadrouille ou à la machine, il faut épousseter le plancher pour enlever tous détritrus qui s'y trouvent.

- b. S'il faut traiter la vadrouille à épousseter avant de s'en servir, voir à utiliser un produit absorbant la poussière qui contient des ingrédients bactériostatiques.
- c. S'assurer que tout le matériel est propre avant de commencer. Si l'on a recours au lavage à la vadrouille humide, un système à deux seaux est à recommander. L'emploi d'un seau de rinçage distinct prolongera le temps que prendra la solution désinfectante pour se salir, ce qui en prolongera l'efficacité.
- d. Dès que la solution de désinfectant est visiblement sale, il faut la changer. De même, il faudra se procurer une solution fraîche et une vadrouille propre lorsqu'on passe d'un secteur à un autre, p. ex. des salles publiques aux soins intensifs.
- e. Les planchers dans les salles d'opération doivent être nettoyés avec une vadrouille humide après chaque opération et lavés à la vadrouille ou à la machine tous les jours.
- f. On doit essuyer immédiatement les liquides renversés, où que ce soit, et nettoyer la surface en cause avec du détergent germicide.
- g. Même si les produits à base de phénol ou de chlorhydrate d'ammoniaque quaternaire conviennent dans la plupart des endroits, on doit employer les produits moins toxiques, à base de chlorhydrate d'ammoniaque quaternaire dans les garderies, les cafeterias et les cuisines.
- h. Pour accompagner ces méthodes de nettoyage, on a mis au point des épandeurs spéciaux qui permettent d'appliquer les solutions désinfectantes propres directement sur le plancher.

- j. These solutions are designed to be left on the floor to dry and are removed during the spray cleaning process to prevent excessive buildup. Use of such applicators make light duty cleaning and disinfection a simple and quick operation.

- k. It must be cautioned however, that such applicators are only suitable if some form of frequent floor scrubbing, either spray cleaning or automatic scrubbing, is employed.

#### 7. Carpeted Floors:

- a. Carpeted areas should be vacuumed daily using a vacuum fitted with a filter which will prevent bacteria from escaping into the environment via the exhaust.
- b. Hot water extraction should be done at least once every six months to remove as much of the deep-seated contamination as possible.

#### 8. Furniture:

- a. Night tables, cupboards, bedframes, chairs and other fixtures in patient rooms should be damp dusted daily.
- b. Diluted detergent-disinfectant in a spray bottle and a clean wiping cloth are best suited to this task. The cleaner can be sprayed directly onto large surfaces and then wiped off or sprayed onto the wiping cloth which then can be used to wipe down small items.

- j. Ces colutions sont destinées à être laissées à sécher sur le plancher; elles sont enlevées pendant le processus de lavage par vaporisation pour en prévenir l'accumulation excessive. L'emploi de ces épandeurs fait du petit nettoyage avec désinfection une opération simple et rapide.

- k. Il convient de signaler, cependant, qu'on ne doit se servir de ces épandeurs que si l'on a recours à une formule quelconque de lavage fréquent des planchers, soit par vaporisation ou par machine automatique.

#### 7. Planchers recouverts de moquettes :

- a. On doit nettoyer les surfaces en moquette tous les jours avec un aspirateur muni d'un filtre qui empêchera les bactéries de s'échapper dans le milieu ambiant par l'orifice d'évacuation de l'air.
- b. Il faudra laver par extraction à l'eau chaude au moins une fois à tous les six mois pour supprimer autant de contamination en profondeur que possible.

#### 8. Mobilier :

- a. Les tables de chevet, les armoires, les cadres de lits, les chaises et autres appareils à demeure dans les chambres des patient doivent être époussetés avec un chiffon humide tous les jours.
- b. Du détergent désinfectant dilué contenu dans un flacon à vaporisateur et un chiffon propre sont les accessoires qui conviennent le mieux à cette tâche. Le produit de nettoyage peut être vaporisé directement sur les grandes surfaces puis essuyé ou il peut être vaporisé sur le chiffon à épousseter, qu'on emploiera alors pour épousseter les petits objets.



- c. Work should start at the patients bed and move outward to the items at the perimeter of the room. A fresh wiper should be used for each room.
- d. Furniture in lounges, waiting rooms, and offices should also be damp dusted daily in a similar manner.

9. Ceilings, Walls and Windows:

- a. Ceilings, walls and windows should be cleaned once a month with a suitable germicidal detergent. This can be accomplished either by a mop-down of the walls or by a spray-on-wipe-off technique for windows and ceilings.
- b. In isolation rooms, walls, ceilings and floors must be cleaned and disinfected after each patient.

10. Washroom Fixtures:

- a. Bathtubs, showers, sinks, toilets and urinals must be cleaned and disinfected daily. Sitz baths and ward bathtubs must be cleaned and disinfected after each use.
- b. For tubs, showers and sinks, it is best to clean first to remove any soap and soil residues, and then disinfect.
- c. This can be accomplished by using the same detergent-disinfectant for both steps or first cleaning with one product then disinfecting with a chlorine solution.
- d. In all cases the surface should be thoroughly rinsed after cleaning.

- c. Le travail doit débuter au lit du patient et se poursuivre vers l'extérieur jusqu'aux objets situés sur le périmètre de la pièce. On doit employer un chiffon frais dans chaque chambre.

- d. Il faut aussi épousseter au chiffon humide, tous les jours et de même manière, le mobilier situé dans les salles de détente, les salles d'attente et les bureaux.

9. Plafonds, murs et fenêtres :

- a. Les plafonds, les murs et les fenêtres doivent être nettoyés une fois par mois avec un détergent germicide approprié. Cela peut se faire en nettoyant les murs à la vadrouille ou, dans le cas des plafonds et des fenêtres, selon une technique de vaporisation et d'essuyage.
- b. Dans les salles d'isolement, on devra nettoyer et désinfecter les murs, les plafonds et les planchers après le départ de chaque malade.

10. Appareils des salles de toilette :

- a. Les baignoires, les douches, les éviers, les cuvettes et les urinoirs doivent être nettoyés et désinfectés tous les jours. Les baignoires à bains de siège et les baignoires des salles publiques seront lavées et désinfectées après chaque utilisation.
- b. En ce qui concerne les baignoires, douches et éviers, il vaut mieux les nettoyer d'abord afin d'en enlever tous résidus de savons et de saleté et les désinfecter par après.
- c. On y parviendra en utilisant le même détergent-désinfectant aux deux étapes ou en nettoyant d'abord avec un produit puis en désinfectant avec une solution chlorurée.
- d. Il faut toujours bien rincer la surface après l'avoir nettoyée.

e. Toilet bowls and urinals can be cleaned and disinfected using either an acid bowl cleaner, which is inherently germicidal, or a "non-acid" bowl cleaner which should be fortified with a germicidal agent.

f. Regardless of which type of cleaner is being used, be sure to brush the surface thoroughly. Be careful when using acid bowl cleaners as these are extremely corrosive if splashed on the skin. Rinse the toilet bowl or urinal thoroughly after cleaning. The exterior surfaces can be mopped or wiped clean using a solution of germicidal-detergent.

g. Dispensers, fixtures, mirrors and partitions can all be cleaned by a spray-on-wipe-off technique using a germicidal detergent and an absorbent wiper. A fresh wiper should be used for each washroom facility.

#### 11. Nurseries:

a. Infants are highly susceptible to infection, so cleaning and disinfection in this area is of paramount importance.

b. Nursery floors should be wet mopped daily and damp dusting of furniture and fixtures should also be performed daily. Such cleaning should also be performed when the infants have been taken out to their mothers.

c. Since it has been found that phenolic-based products have caused jaundice in infants, these should be restricted from use in the nursery.

e. On peut nettoyer et désinfecter les cuvettes et urinoirs des salles de toilette en se servant soit d'un nettoyant de cuvettes acide, intrinsèquement microbicide, soit d'un nettoyant de cuvettes « non acide » qu'on devra renforcer d'un agent germicide.

f. Peu importe le genre de produit de nettoyage utilisé, bien voir à récurer à fond toutes les surfaces. Faire attention lorsqu'on se sert de nettoyants de cuvettes acides car ceux-ci sont extrêmement corrosifs s'ils éclaboussent l'épiderme. Rincer la cuvette ou l'urinoir à fond après leur nettoyage. Les surfaces extérieures peuvent être nettoyées à la vadrouille ou au chiffon avec une solution de détergent germicide.

g. Les distributeurs, les appareils à demeure, les miroirs et les cloisons peuvent tous être nettoyés selon la méthode qui consiste à vaporiser-essuyer si l'on se sert d'un détergent germicide et d'un chiffon absorbant. On devra utiliser un chiffon frais dans chaque salle de toilette.

#### 11. Pouponnières :

a. Les nouveaux-nés sont très sujets aux infections; le nettoyage et la désinfection des pouponnières deviennent donc très importants.

b. Il faut nettoyer les planchers des pouponnières à la vadrouille humide et épousseter au chiffon tous les jours les meubles et les appareils à demeure. Il faudra aussi procéder à ce même nettoyage quand les nouveaux-nés ont été amenés à leurs mères.

c. Il a été constaté que les produits phénoliques provoquent la jaunisse chez les nouveaux-nés; il faudra donc en interdire l'usage dans la pouponnière.

- d. Only quaternary ammonium chloride containing products should be used for nursery sanitation.
- e. All nursery facilities should be vacated once a month and a complete disinfection carried out. This should include floors, walls, ceilings, windows, radiators, cupboards, and draperies.

12. Food Service Facilities:

- a. Because food is such an ideal growth medium for bacteria it can easily become contaminated and serve as a source of infection.
- b. Additionally, food preparation areas become heavily soiled with waste food and grease during normal use. because of this, cleaning and disinfection in food preparation areas should be done as two separate operations, i.e. clean and rinse, then disinfect and rinse again.
- c. Before starting the cleaning procedure, all useable foodstuffs should be cleared away.
- d. Food scraps and other debris on preparation counters and floors should be scrapped or swept up and discarded. Cleaning should be done with a product that is effective at removing fats and oils either by emulsification or saponification.
- e. The cleaning solution can be applied by mopping, flooding or spraying but whatever form of application is used, it is important to leave the detergent in contact with the soil for 5 to 10 minutes before scrubbing and rinsing.

- d. On emploiera uniquement des produits contenant de l'hydrochlorate d'ammoniaque quaternaire pour assainir les pouponnières.

- e. On devra faire évacuer toutes les installations de pouponnières une fois par mois pour en effectuer la désinfection complète. Cette désinfection englobera les planchers, les murs, les plafonds, les fenêtres, les radiateurs, les armoires et les tentures.

12. Installations de services alimentaires :

- a. Étant donné que les aliments constituent un milieu de prolifération des bactéries, ils peuvent facilement être contaminés et devenir des vecteurs d'infection.
- b. En outre, lors d'une utilisation normale, les aires de préparation des aliments sont fortement souillées par les rebuts alimentaires et par de la graisse. Pour ces raisons, le nettoyage et la désinfection dans les aires de préparation d'aliments doivent se faire en deux étapes distinctes, c.-à-d. nettoyage et rinçage et, ensuite, désinfection et nouveau rinçage.
- c. Avant de commencer à nettoyer, on fera enlever tous les aliments utilisables.
- d. Les détritrus d'aliments et autres déchets laissés sur les comptoirs de préparation ou tombés sur le plancher doivent être enlevés ou balayés et jetés aux ordures. On doit nettoyer avec un produit apte à enlever les graisses et les huiles, soit par émulsification, soit par saponification.
- e. On peut appliquer la solution de nettoyage avec une vadrouille ou encore en la versant ou en la vaporisant sur le plancher. Quel que soit le mode d'application, laisser le détergent en contact avec la saleté de 5 à 10 minutes avant de frotter et de rincer.

- f. Rinsing should be done with clean warm water. It should be thorough, so that no detergent residues are left to interfere with the disinfection process to follow.
- g. Disinfection or sanitizing of food preparation surfaces which have been cleaned in the manner described in the preceding paragraphs can be accomplished with any one of three types of products.
- h. These are: a chlorine solution containing at least 200 ppm available chlorine, an iodophor solution containing at least 100 ppm available iodine, or a 200 ppm solution of quaternary ammonium chlorides.
- j. These solutions should be left in contact with the surface to be disinfected for at least 1 minute and preferably for as long as 5 minutes.
- k. All sanitizing or disinfecting solutions should be thoroughly rinsed away with potable water. (Check product label as some quat-based products do not need to be rinsed under certain conditions).
- m. Fixtures, cupboard doors, refrigerators, etc. can be cleaned and disinfected with a suitable quaternary ammonium chlorides detergent disinfectant using a spray-on-wipe-off technique. Be sure to use a clean wiper for each cleanup.
- n. Food processing equipment parts, mixing bowls, cutlery etc. should be flushed free of debris, washed with an appropriate detergent, rinsed, and placed in a sanitizing solution of either chloride or quaternary ammonium chlorides for the time and at the
- f. On doit rincer avec de l'eau chaude propre. Il faut rincer à fond de façon qu'il ne reste aucun résidu de détergent qui entraverait la désinfection qui suivra.
- g. La désinfection ou l'assainissement des surfaces de préparation d'aliments, nettoyées de la manière décrite dans les paragraphes précédents, peut se faire avec l'un quelconque de trois genres de produits.
- h. Une solution chlorurée contenant au moins 200 ppm de chlore libre, une solution iodophore contenant au moins 100 ppm d'iode libre ou une solution de 200 ppm de chlorhydrate d'ammoniaque quaternaire.
- j. Ces solutions doivent rester en contact avec la surface à désinfecter pendant au moins une minute et, de préférence, jusqu'à 5 minutes.
- k. On doit rincer à fond toutes les solutions d'assainissement ou de désinfection avec de l'eau potable. (Vérifier sur l'étiquette du produit car certains produits à ingrédients quaternaires n'ont pas besoin d'être rincés en certains cas.)
- m. Les appareils à demeure, les portes d'armoires, les réfrigérateurs, etc. peuvent être nettoyés et désinfectés avec du détergent désinfectant contenant des chlorhydrates d'ammoniaque quaternaires si on a recours à la technique de vaporisation-essuyage. Voir à employer un chiffon propre pour chaque tâche de nettoyage.
- n. Il faut rincer, pour en chasser tous détrit, les pièces du matériel de préparation d'aliments, les bols à mélanger, la coutellerie, etc., les laver dans un détergent approprié, les rincer de nouveau, puis les placer dans une solution désinfectante de chlo-

- temperature specified by local health regulations.
- p. After sanitizing, items should be drained and allowed to air dry or be rinsed and put back into operation.
  - q. It is strongly recommended that food preparation surfaces and food preparation dishes and utensils be thoroughly cleaned after preparation of each meal.
  - r. Dismantling and cleaning of processing equipment should be done at the end of each day.
  - s. Floors also should be cleaned on a daily basis. Walls, cupboards, refrigerator interiors and storage rooms should be thoroughly cleaned using a quaternary ammonium chloride detergent disinfectant once a month.
  - t. Cafeteria tables should be wiped down after each use with a quaternary ammonium chloride detergent disinfectant and cafeteria floors should be wet mopped daily.
- rure ou de chlorhydrates d'ammoniaque quaternaires pendant la période de temps et aux températures prescrites dans les règlements des services de santé locaux.
  - p. Après leur désinfection, on retirera les objets et on les laissera sécher à l'air ou on les rincera avant de les remettre en service.
  - q. Il est fortement recommandé que les surfaces de préparation d'aliments ainsi que les plats et ustensiles utilisés pour préparer des aliments soient nettoyés à fond après la préparation de chaque repas.
  - r. On doit, à la fin de chaque journée de travail, défaire et nettoyer le matériel de préparation des aliments.
  - s. Il faut aussi nettoyer les planchers quotidiennement. On doit, une fois par mois, nettoyer à fond les murs, les armoires, l'intérieur des réfrigérateurs et les locaux de rangement à l'aide d'un détergent désinfectant de chlorhydrate d'ammoniaque quaternaire.
  - t. Il faut essuyer les tables des cafeterias après chaque utilisation avec un détergent désinfectant de chlorhydrate d'ammoniaque quaternaire; les planchers des cafeterias doivent être lavés tous les jours à la vadrouille humide.



**PART 5****WALL AND CEILING CLEANING****WALL AND CEILING SURFACES****1. Painted Surfaces:**

- a. Building surfaces such as plaster, plaster board, wood etc. are coated with protective films such as paint, varnish, etc. Two major types of paint presently in use are water emulsion latex paint and solvent based alkyd paint. All painted and varnished surfaces will be attacked by harsh solvents and aggressive abrasive products.
- b. Latex painted surfaces will be more susceptible to attack than oil based alkyd painted surfaces.
- c. When cleaning painted and varnished surfaces it is recommended that the minimum amount of water be used, as excess moisture may damage the surfaces.

**2. Decorative Stone Surfaces:**

- a. When used on walls, they will retain their beauty for many years if properly maintained. These surfaces will be attacked by strong alkaline and strong acid cleaners.
- b. Aggressive abrasive cleaners will dull the highly polished surfaces. The use of solvent based cleaners and oil type dusting compounds is not recommended since these materials will penetrate the stone surfaces creating further damage.

**PARTIE 5****NETTOYAGE DES MURS ET DES PLAFONDS****NETTOYAGE DES SURFACES DES MURS ET DES PLAFONDS****1. Surfaces peintes :**

- a. Les surfaces des immeubles, telles que le plâtre, le placoplâtre, le bois, etc. sont recouvertes d'un enduit protecteur tel que de la peinture, du vernis, etc. Actuellement, on emploie surtout deux genres de peintures : le latex à émulsion aqueuse et l'alkyd à base de solvant. Toutes les surfaces peintes ou vernies seront abîmées par des solvants énergiques et des produits abrasifs rugueux.
- b. Les surfaces peintes au latex sont plus susceptibles d'être abîmées que les surfaces recouvertes d'alkyd à base d'huile.
- c. Lorsqu'on nettoie des surfaces peintes ou vernies, il est à recommander d'utiliser le moins d'eau possible car un excès d'eau peut endommager ces surfaces.

**2. Surfaces en pierre décorative :**

- a. Utilisées sur des murs, ces surfaces conserveront leur beauté pendant de nombreuses années si on les entretient bien. Elles seront abîmées par des produits fortement alcalins ou acides.
- b. Les produits contenant des abrasifs rugueux amèneront les surfaces très polies. L'emploi de nettoyants à base de solvants et de composés pour époussetage du type huileux n'est pas à recommander car ces produits pénétreront dans les surfaces de pierre pour y causer d'autres dommages.

3. Ceramic Tiles — These highly polished surfaces are very resistant to attack by harsh cleaners, solvents and abrasive products. The grouting utilized to maintain the tiles in place, is not resistant to the harsh cleaning products. The grouting will be attacked by highly alkaline and acid cleaners. Coarse abrasives will corrode and weaken these surfaces.

4. Plastic Surfaces — There are many different types of plastic materials utilized in this application. These materials will be attacked by harsh abrasives and many solvents.

5. Metal Surfaces:

- a. These surfaces will be encountered in heating ducts, radiators, and other areas. These surfaces will usually be constructed of ferrous metals (iron or steel) and coated with paint or baked-on enamel. The metal will be attacked by strong acids and the coating on the metal may be attacked by harsh solvents and aggressive abrasives.
- b. Since these surfaces may rust, the use of minimum amounts of cleaning solution are recommended.

6. Ceiling Tile — Specially constructed to assist in "noise deadening", these materials should not be cleaned with strong solvents or harsh abrasives. Exposure to excessive amounts of water will create staining problems. Painting these surfaces reduces the "noise deadening" effectiveness.

**WALL AND CEILING MAINTENANCE TECHNIQUES**

7. Wall Washing:

- a. Dust the wall surface with a dry dust cloth, or vacuum to remove loose soils.

3. Carreaux en céramique — Ces surfaces très polies résistent très bien aux produits de nettoyage énergiques, aux solvants et aux abrasifs. Le mortier liquide utilisé pour maintenir les carreaux en place ne résiste pas aux produits de nettoyage forts. Le mortier sera attaqué par des produits très alcalins ou très acides. Les abrasifs rugueux corroderont et affaibliront ces surfaces.

4. Surfaces en matières plastiques — On utilise à cette fin de nombreux genres de matières plastiques. Ces matériaux seront abîmés par des abrasifs rugueux et par bon nombre de solvants.

5. Surfaces en métal :

- a. On trouvera de telles surfaces sur les conduites de chauffage, les radiateurs et autres endroits. Elles seront généralement faites de métaux ferreux (fer ou acier) et seront recouvertes de peinture ou d'émail cuit. Des acides forts attaqueront le métal tandis que des solvants énergiques et des abrasifs rugueux attaqueront le fini.
- b. Étant donné que ces surfaces peuvent rouiller, on recommande d'utiliser des quantités minimums de solution nettoyante.

6. Carreaux de plafond — Fabriqués expressément en vue d'aider à amortir le bruit, ces matériaux ne doivent pas être nettoyés avec des solvants forts ou des abrasifs rudes. L'emploi de quantités excessives d'eau les tachera. Peindre ces surfaces en atténue les qualités insonorisantes.

**MÉTHODES D'ENTRETIEN DES MURS ET PLAFONDS**

7. Lavage des murs :

- a. Épousseter la surface du mur avec un chiffon sec ou passer l'aspirateur pour enlever la saleté libre.

- b. Prepare the cleaning solution (Annex B, item 7) according to the manufacturers directions.
- c. Specialized wall washing equipment can be utilized.
- d. Apply the solution using a clean cloth or a specialized applicator beginning at the bottom of the wall and working towards the top. This will avoid unnecessary streaking.
- e. To obtain an even overall effect use straight up and down cleaning strokes rather than a circular motion.
- f. Rinse the wall surface then move to the next area.
- g. Sections of wall area should always be completed once started; otherwise the overlap area where dirty wash solution has dried will be difficult to clean.
- h. In the event that scaffolding, platforms or ladders are required in the washing operation, personnel should be instructed in the proper and safe use of this equipment.
- j. If only a sufficient amount of cleaning solution is used to accomplish the task, there should be no necessity to utilize drop cloths or other protective equipment.

#### 8. Ceiling Cleaning:

- a. The area should be dry dusted or vacuumed to remove light soils. Cover all equipment and furnishings with appropriate drop cloths.
- b. Specialized spray and clean systems can be utilized to clean acoustic tile; prepare the solution (Annex B, item 7) according to the manufacturer's direc-

- b. Préparer la solution nettoyante (annexe B, article 7) selon les directives du manufacturier.
- c. On peut utiliser du matériel de lavage de murs spécialisé.
- d. Appliquer la solution avec un chiffon propre ou un épandeur spécialisé en commençant par le bas du mur et en remontant vers le haut. Ceci évitera les coulisses inutiles.
- e. Un mouvement de va-et-vient vertical produira un effet plus uniforme qu'un mouvement circulaire.
- f. Rincer la surface lavée, puis passer à la suivante.
- g. Il faut toujours terminer le lavage des sections de la surface du mur qu'on a commencé de laver sinon il sera difficile de nettoyer les endroits de chevauchement sur lesquels de la solution de lavage sale aura séché.
- h. Si les travaux de lavage exigent l'emploi d'échafauds, de plates-formes ou d'échelles, on doit enseigner aux ouvriers comment se servir de ce matériel de façon sécuritaire.
- j. Si l'on n'emploie que juste assez de solution nettoyante pour exécuter la tâche, il ne devrait pas être nécessaire de couvrir le plancher de bâches ou autre matériel protecteur.

#### 8. Nettoyage de plafonds :

- a. Il faut épousseter le plafond avec un chiffon sec ou passer l'aspirateur pour enlever la saleté peu adhérente. Couvrir tout le matériel et les pièces d'ameublement avec des toiles appropriées.
- b. On peut utiliser des méthodes spécialisées de vaporisation et nettoyage pour laver les carreaux acoustiques. Préparer la solution (annexe B, article



tions then spray on ceiling tile and allow to dry.

- c. Ceiling surfaces may be washed with the appropriate cleaning solution (Annex B, item 7) prepared according to the manufacturer's directions.
- d. Apply solution in a consistent horizontal motion, avoid circular motion and avoid splashing wall surfaces.
- e. Rinse surface with warm water.

7) selon les instructions du fabricant, puis la vaporiser sur les carreaux du plafond et laisser sécher.

- c. On peut laver les surfaces des plafonds avec la solution nettoyante appropriée (annexe B, article 7) préparée selon les instructions du fabricant.
- d. Appliquer la solution d'un mouvement horizontal continu; éviter les mouvements circulaires et ne pas éclabousser les surfaces des murs.
- e. Rincer la surface avec de l'eau chaude.

**PART 6****WINDOW WASHING TECHNIQUES**

1. If scaffolding, platforms, or ladders are required for this cleaning operation, ensure that personnel are properly instructed in the safe use of this equipment.
2. Prepare the cleaning solution (Annex B, item 5) as recommended according to the manufacturer's directions.
3. Use a clean cloth or sponge; apply the cleaner to the glass surface then clean in an up-and-down motion, avoid a circular motion.
4. Replenish the cleaning solution on the glass surface as required turning cloth or sponge often. Wring out as required.
5. Wipe the glass surface to a clean streak free appearance with a squeegee or a second clean dry cloth.

**PARTIE 6****TECHNIQUES DE LAVAGE DES FENÊTRES**

1. S'il faut utiliser des échafauds, des plates-formes ou des échelles pour exécuter ce travail de nettoyage, voir à ce que les ouvriers soient bien au courant de l'emploi sécuritaire de ce matériel.
2. Préparer la solution nettoyante (annexe B, article 5) comme le recommandent les instructions du fabricant.
3. Utiliser un chiffon propre ou une éponge ; appliquer le produit de nettoyage sur la surface de la vitre et nettoyer de haut en bas ; éviter les mouvements circulaires.
4. Rajouter au besoin de la solution nettoyante sur la surface de la vitre en tournant souvent le chiffon ou l'éponge.
5. Essuyer la surface en vitre avec un racloir ou un autre chiffon propre et sec pour qu'elle soit propre et exempte de coulisses.



**PART 7****UPHOLSTERY CLEANING****CHARACTERISTICS OF UPHOLSTERY MATERIALS**

1. Natural Fibres:
  - a. Although not widely utilized, these materials can create cleaning problems. Some of the dye materials in these fabrics can be attacked by strong alkaline materials and/or specific solvents.
  - b. The use of strong acid cleaners is not recommended. These materials may also be damaged by excessive use of water or high water temperatures.
2. Synthetic Fibres — Materials such as nylon, polyester, polypropylene etc., should be resistant to normal cleaning practices involving alkaline cleaners. While the surface fibres may be resistant to damage, care must be exercised since some of the backing materials may have a tendency for dye transfer, shrinkage etc.

**UPHOLSTERY CLEANING****NOTES**

1. Before initiating any upholstery cleaning operation, test on a hidden area of the item the appropriate cleaning solution (Annex B, item 13), to ensure that the solution will not damage the fibres or cause a dye transfer.

**PARTIE 7****NETTOYAGE DES TISSUS DE REMBOURRAGE****CARACTÉRISTIQUES DES TISSUS DE REMBOURRAGE**

1. Fibres naturelles :
  - a. Même si elles sont peu utilisées, ces fibres peuvent créer des problèmes de nettoyage. Les produits très alcalins et certains solvants particuliers, ou les deux, peuvent abîmer les teintures utilisées dans ces tissus.
  - b. L'emploi de produits de nettoyage très acides n'est pas à recommander. Ces tissus peuvent aussi être endommagés si l'on emploie trop d'eau ou de l'eau trop chaude.
2. Fibres synthétiques — Des tissus en nylon, en polyester, en polypropylène, etc. devraient résister aux méthodes de nettoyage normales avec des produits de nettoyage alcalins. Même si les fibres en surface résistent à l'endommagement, il faut faire preuve de prudence car certains composants de l'endos sont sujets au transfert de produits teinturiers, au rétrécissement, etc.

**NETTOYAGE DES TISSUS DE REMBOURRAGE****NOTA**

1. Avant de commencer à nettoyer un tissu de rembourrage, faire un essai sur une partie cachée du tissu avec la solution de nettoyage appropriée (annexe B, article 13) afin de vérifier que la solution n'endommagera pas les fibres et ne provoquera pas la coulure des produits de teinture.

2. Spray some of the cleaner onto a clean white cloth; blot the cleaner onto the appropriate fabric and hold in place for 2 to 3 minutes.

3. Remove cloth and check for dye transfer.

4. Wipe the area with another part of the clean white cloth and check for any dye migration.

3. "Dry Powder" Cleaning:

- a. Ensure that all areas have been thoroughly vacuumed.
- b. If recommended by the manufacturer, pre-spray the heavily soiled areas with the appropriate pre-spray cleaner, diluted according to manufacturers directions.
- c. Lightly sprinkle the "Dry Powder" cleaner onto the upholstery and massage into the pile with a brush or soft cloth.
- d. On vertical surfaces use a clean white towel to massage "Dry Powder" into fibres.
- e. Allow appropriate drying time, then vacuum clean.
- f. If appropriate, brush the pile of the fabric to restore to original appearance.

4. Foam Shampooing:

- a. Use a foam generation system which produces a foam with very low water content.

2. Vaporiser une petite quantité du produit de nettoyage sur un linge blanc propre; presser le produit de nettoyage contre le tissu et le maintenir en place de 2 à 3 minutes.

3. Retirer le chiffon et vérifier s'il y a eu migration des teintures.

4. Essuyer la partie traitée avec une partie intacte du chiffon blanc propre et vérifier s'il y a eu migration des teintures.

3. Nettoyage à la « poudre sèche » :

- a. S'assurer que toutes les surfaces ont été passées à l'aspirateur.
- b. Si le fabricant le recommande, prévaporer les surfaces très sales avec le produit de prévaporisation approprié, qu'on aura dilué selon les instructions du fabricant.
- c. Saupoudrer légèrement le produit de nettoyage en « poudre sèche » et le faire pénétrer dans les fibres avec une brosse ou un chiffon doux.
- d. Sur les surfaces verticales, utiliser une serviette blanche propre pour faire pénétrer la « poudre sèche » dans les fibres.
- e. Laisser sécher le temps qu'il faut, puis nettoyer à l'aspirateur.
- f. S'il y a lieu, broser le poil du tissu pour lui redonner son apparence initiale.

4. Shampooing moussant :

- a. Employer un appareil générateur de mousse qui produit une mousse à très faible teneur en eau.

b. Vacuum upholstery thoroughly.

c. Prepare foam shampoo according to manufacturers directions and charge solution into foaming machine. Apply foam to upholstery fabric and massage into fibres.

d. Utilizing tank type wet-pick-up vacuum, vacuum entire surface.

e. Allow to dry 1 to 2 hours.

f. If appropriate, brush upholstery pile to achieve uniform appearance.

5. Extraction Cleaning:

a. Vacuum upholstery. If recommended by manufacturer, lightly pre-spray upholstery in heavily soiled areas using pre-spray cleaner, prepared according to manufacturers directions.

b. Prepare cleaning solution (Annex B, item 13) according to manufacturer's directions and charge into extraction equipment.

c. Proceed to extraction clean all surfaces according to manufacturers directions; it is strongly recommended that a second vacuuming pass be utilized to remove as much moisture from the surface as possible.

d. Allow upholstery to dry 4 to 8 hours.

e. If appropriate, brush pile to achieve uniform appearance.

b. Nettoyer le rembourrage à fond avec un aspirateur.

c. Préparer le shampoing moussant selon les directives du fabricant et verser la solution dans la machine à faire de la mousse. Appliquer la mousse au tissu de rembourrage et la faire pénétrer dans les fibres.

d. À l'aide d'un aspirateur de liquides du type à réservoir, nettoyer toute la surface.

e. Laisser sécher de 1 à 2 heures.

f. S'il y a lieu, broser le poil du tissu de rembourrage pour lui donner un aspect uniforme.

5. Nettoyage par extraction :

a. Passer le rembourrage à l'aspirateur. Si le fabricant le recommande, prévaporer légèrement le rembourrage aux endroits très sales avec un produit de prévapourisation, préparé selon les instructions du manufacturier.

b. Préparer la solution nettoyante (annexe B, article 13) selon les instructions du fabricant et en remplir la machine de lavage par extraction.

c. Procéder à nettoyer par extraction toutes les surfaces conformément aux directives du fabricant. Il est fortement recommandé de faire une seconde passe avec l'aspirateur afin d'enlever de la surface autant d'humidité que possible.

d. Laisser sécher le rembourrage de 4 à 8 heures.

e. S'il y a lieu, broser le poil pour lui donner un aspect uniforme.



**PART 8****MISCELLANEOUS CLEANING****DUSTING**

1. All hard surfaces should be dusted as required. The dusting tool may be a clean cloth or a specially developed device for this purpose. The use of oil type dust cloth treatments is not recommended.

2. Ensure that special attention is paid to over-head fixtures such as lights etc.

**FURNITURE CLEANING**

3. As required, all surfaces of furniture except upholstery should be cleaned using a clean cloth and a furniture polish, (Annex B, item 15).

4. Spray the furniture polish onto the appropriate surface and polish with a clean cloth to a dry finish.

**DRAPERY CLEANING**

5. These materials, as required, should be vacuumed in place using a tank type vacuum. More extensive cleaning should be left to a specialty drapery cleaning contractor.

**PARTIE 8****NETTOYAGES DIVERS****ÉPOUSSETAGE**

1. Il faut épousseter toutes les surfaces dures selon les besoins. L'accessoire d'époussetage peut être un chiffon propre ou un dispositif expressément conçu à cette fin. L'emploi sur les chiffons d'époussetage de produits absorbants de poussière du type huileux n'est pas à recommander.

2. Voir à porter une attention spéciale aux appliques en hauteur, telles que les plafonniers, etc.

**NETTOYAGE DES MEUBLES**

3. On devra, au besoin, nettoyer toutes les surfaces des meubles, sauf celles de meubles rembourrés, avec un chiffon propre et un poli à meubles (annexe B, article 15).

4. Vaporiser le poli à meubles sur la surface appropriée et la polir avec un chiffon propre jusqu'à ce que le fini soit sec.

**NETTOYAGE DE TENTURES**

5. Il faut, selon les besoins, passer ces tissus à l'aspirateur alors qu'ils sont en place en utilisant un aspirateur du type à réservoir. Un nettoyage plus complet sera confié à un sous-traitant spécialisé en nettoyage de tentures.





## ANNEX A

## A GUIDE TO SPOT AND STAIN REMOVAL

## GENERAL

1. The first step in dealing with spots and stains is to obtain the proper equipment. Spot and stain removal from carpets and hard floors is best accomplished by using a professional spotting kit and carefully following directions. A complete professional spotting kit should contain:

- a. Blotting material.
- b. Plastic drop cloth.
- c. Bone spatula.
- d. pH papers.
- e. Nylon brush.
- f. Swabs.
- g. Scissors.
- h. Mixing bottle.
- j. Measuring spoon.
- k. Funnel.

2. The kit should also contain the necessary chemicals including the following:

- a. A neutral detergent.
- b. Oil and grease remover.
- c. Volatile solvent.
- d. Acetic acid.
- e. Ammonia.
- f. Enzyme detergent.

## ANNEXE A

## GUIDE DE L'ENLÈVEMENT DES TACHES ET SOUILLURES

## GÉNÉRALITÉS

1. La première chose à faire, lorsqu'il s'agit de taches et de souillures, c'est de se procurer le matériel nécessaire. On pourra mieux enlever les taches et souillures des tapis et moquettes et des planchers à surface dure si l'on utilise une trousse de détachage de professionnel et si l'on suit méticuleusement les instructions. Une trousse de détachage de professionnel doit comprendre :

- a. Matériel d'épongeage.
- b. Toile de recouvrement en plastique.
- c. Spatule en faïence.
- d. Papiers tournesol.
- e. Brosse en nylon.
- f. Torchons.
- g. Ciseaux.
- h. Flacon à mélanger.
- j. Cuiller à mesurer.
- k. Entonnoir.

2. La trousse doit aussi contenir les produits chimiques nécessaire, y compris ce qui suit :

- a. Un détergent neutre.
- b. Un produit dégraissant.
- c. Un solvant volatil.
- d. De l'acide acétique.
- e. De l'ammoniaque.
- f. Un détergent à enzymes.

ANNEX A

g. Reducing agent.

h. Chewing gum remover.

j. Rust remover.

k. A wet solvent.

3. Using the correct equipment and adhering to the following spot and stain removal guide will allow you to deal successfully with the majority of spots and stains.

**HOW TO USE SOLVENT SOLUBLE SPOT AND STAIN REMOVER**

4. Spray onto a white cloth or paper towel, which is then applied to the stain. If the product is applied directly to the stain, it may cause some of the stain to migrate down into the carpet. It is important to work from the outside of the stain to the middle to prevent spreading the stain.

**HOW TO USE WATER SOLUBLE SPOT AND STAIN REMOVER**

5. Apply liberally directly to the stain. Work the detergent in with a soft cloth, working from the outside of the stain to the middle. The loosened stain is then removed with absorbent paper towels.

**HOW TO USE CHEWING GUM REMOVER**

6. Apply chewing gum remover directly to the gum. The gum will quickly freeze. When it is frozen, remove by scraping with a blunt knife. Any traces of the stain can be removed with water soluble stain remover.

**SPOT AND STAIN REMOVAL ON CARPETING**

**GENERAL**

7. General Procedure:

g. Du réducteur.

h. Un produit pour enlever la gomme à mâcher.

j. Un désoxydant.

k. Un solvant humecteur.

3. Le fait de disposer d'un bon matériel et de suivre les règles d'enlèvement des taches et souillures vous permettra de venir à bout de la majorité des taches et souillures.

**COMMENT UTILISER LES DÉTACHANTS SOLUBLES DANS UN SOLVANT**

4. Vaporiser le solvant sur un linge blanc ou une serviette en papier, que l'on pressera ensuite sur la tache. Appliqué directement sur la tache, le produit peut faire que la tache s'enfonce dans la moquette. Il est important de procéder de la périphérie de la tache vers son centre afin de ne pas agrandir la tache.

**COMMENT UTILISER LES DÉTACHANTS SOLUBLES DANS L'EAU**

5. Appliquer généreusement sur la tache. Faire pénétrer le détergent avec un chiffon doux, en travaillant de l'extérieur vers le centre de la tache. Ensuite enlever la saleté délogée avec des serviettes en papier absorbant.

**COMMENT UTILISER LE DÉTACHANT DE GOMME À MÂCHER**

6. Appliquer le décapant de gomme à mâcher directement sur la gomme. Celle-ci se congèlera rapidement. Une fois qu'elle est congelée, l'enlever en grattant avec un couteau émoussé. Les traces de la tache qui restent s'enlèveront avec un produit détachant soluble dans l'eau.

**DÉTACHAGE DES TAPIS ET MOQUETTES**

**GÉNÉRALITÉS**

7. Marche à suivre générale :

- a. Sum up the available information and plan an attack.
- b. Identify the carpet fibres and the type of stain.
- c. Determine the composition of the stain by using all information available, e.g. appearance, odour and build-up. Previous experience and the occupant's explanation may be of additional help.
- d. Remove stain before shampooing.

### NOTES

1. Most stains are either solvent or water soluble.

2. Most carpets do not require spotting because the cleaning material mixed with the water will usually remove both stain and soil.

3. If there is any doubt as to whether spotting is necessary, then pre-spot.

4. Remember that most stains are a combination of several substances and should be treated accordingly. Crayon, for example, is composed of wax, pigment and dye.

- e. Select proper chemical agent.
- f. Test stain removal technique on a hidden part of the carpet to determine the effect of the chemical on dyes and fibres.

- a. Condenser les renseignements disponibles et préparer un plan d'intervention.
- b. Identifier les fibres du tapis et le genre de tache.
- c. Déterminer la composition de la tache en utilisant tous les renseignements disponibles, p. ex. apparence, odeur, accumulation. L'expérience antérieure et l'explication donnée par l'occupant pourront aider.
- d. Enlever la tache avant de laver avec du shampooing.

### NOTA

1. La plupart des taches sont solubles, soit dans un solvant, soit dans l'eau.

2. La plupart des tapis et moquettes ne requièrent pas de détachage puisque le produit de nettoyage mélangé dans l'eau enlèvera généralement la tache et la saleté.

3. Si l'on n'est pas sûr qu'il faille détacher, prédétacher.

4. Se rappeler que la plupart des taches sont une combinaison de plusieurs substances et qu'il convient de les traiter en conséquence. Le crayon gras, par exemple, se compose de cire, de pigments et de teintures.

- e. Choisir le bon agent chimique.
- f. Faire l'essai de la technique de détachage sur une partie dissimulée du tapis afin de déterminer l'effet du produit chimique sur les teintures et les fibres.

ANNEX A

- g. Remove any build-up or crusted material with bone spatula.
- h. Apply chemical. Avoid excessive saturation.
- j. Blot. Avoid harsh rubbing or rough brushing which can cause fuzzing. Work from the edge of the stain toward the centre.
- k. Allow time for the chemical to work.
- m. Remove excess chemical. Do this by blotting, then flush lightly with water and dry.

**TYPE OF CARPET FIBRE**

- 8. Basically there are two types of fibres:
  - a. Wool fibres.
  - b. Synthetic fibres.
- 9. To prevent wool carpets from shrinking, the maximum temperature of the cleaning solution should be 120°F or 48°C.
- 10. Fortunately most carpets today are manufactured from synthetic fibres and the hot water from the tap, which is usually 150°F to 180°F, is ideal in helping the chemical to emulsify soil.

**STAIN REMOVAL TECHNIQUES**

**SOLVENT SOLUBLE STAINS**

- 11. These include wax, cement, crayon, grease, nail polish, varnish, shoe polish, tar, lipstick, and ballpoint or india ink and are treated as follows:

- g. Enlever toute accumulation de substances ou produits incrustés avec une spatule en faïence.
- h. Appliquer le produit chimique. Éviter de sursaturer.
- j. Éponger. Éviter de frotter fort ou de broser trop vigoureusement car cela peut faire frissonner les fibres. Travailler du bord de la tache vers le centre.
- k. Laisser au produit chimique le temps d'opérer.
- m. Enlever l'excédent de produit chimique en épongeant, puis rincer légèrement avec de l'eau et assécher.

**GENRE DE FIBRES DES TAPIS ET MOQUETTES**

- 8. Essentiellement, il existe deux types de fibres :
  - a. Les fibres en laine.
  - b. Les fibres synthétiques.
- 9. Pour empêcher les tapis et moquettes en laine de rapetisser, la température maximum de la solution de lavage doit être de 120°F ou 48°C.
- 10. Heureusement, la plupart des tapis et moquettes modernes sont faits de fibres synthétiques et l'eau chaude provenant du robinet, qui se situe ordinairement entre 150°F et 180°F, est à la température idéale pour aider le produit chimique à émulsifier la saleté.

**MÉTHODES DE DÉTACHAGE**

**TACHES SOLUBLES DANS UN SOLVANT**

- 11. Celles-ci comprennent les cires, les ciments, le crayon gras, la graisse, le vernis à ongles, les vernis, le cirage à chaussures, le goudron, le rouge à lèvres, l'encre des stylos à bille et l'encre de Chine ; on détache de la façon suivante :

- a. Apply oil and grease remover and blot.
- b. Apply volatile solvent and blot.
- c. Apply neutral detergent and blot.
- d. Apply water and blot.
- e. Repeat if necessary.



Exercise extreme caution  
and wear rubber gloves.

#### **WATER SOLUBLE STAINS (SUGAR AND TANNIN)**

12. These include beer, coffee, mustard, soft drinks, catsup, tea, chocolate, fruit juices, grass, and wine and are treated as follows:

- a. Apply neutral detergent and blot.
- b. Apply acetic acid and blot.
- c. Apply reducing agent, if necessary, and blot.
- d. Apply water and blot.
- e. Repeat if necessary.

#### **DIGESTIVE STAINS**

13. Included here are gravy, blood, gelatin, glues, egg, vomit and milk. These contain protein and require enzyme for complete removal and are treated as follows:

- a. Apply enzyme solution and blot. Do not overwet!

- a. Appliquer le solvant d'huiles et de graisses et éponger.
- b. Appliquer le solvant volatil et éponger.
- c. Appliquer du détergent neutre et éponger.
- d. Appliquer de l'eau et éponger.
- e. Répéter au besoin.



Faire très attention et porter  
des gants de caoutchouc

#### **TACHES SOLUBLES DANS L'EAU (SUCRES ET TANNINS)**

12. Celles-ci comprennent la bière, le café, la moutarde, les eaux gazeuses, le ketchup, le thé, le chocolat, les jus de fruits, l'herbe et le vin; détacher de la façon suivante :

- a. Appliquer du détergent neutre et éponger.
- b. Appliquer de l'acide acétique et éponger.
- c. Au besoin, appliquer un réducteur et éponger.
- d. Appliquer de l'eau et éponger.
- e. Répéter au besoin.

#### **TACHES DE MATIÈRES ORGANIQUES**

13. Cette catégorie comprend les sauces, le sang, la gélatine, les colles, les œufs, la vomissure et le lait. Ceux-ci contiennent des protéines et il faut des enzymes pour les enlever complètement; détacher comme suit :

- a. Appliquer la solution à enzymes et éponger. Ne pas trop mouiller.

ANNEX A

- b. Apply ammonia, if necessary, and blot.
- c. Apply water and blot.

**DYES**

14. These include food colour, medicines, furniture dye and residual coloured stains and are treated as follows:

- a. Apply neutral detergent and blot.
- b. Apply wet solvent and blot.
- c. Apply water and blot.
- d. Apply solution of reducing agent or bleach and blot.
- e. Apply water and blot.

**RUST STAINS**

15. Rust stains are made up primarily of iron oxide and are treated as follows:

- a. Apply rust remover and allow one to two minutes before blotting.
- b. Repeat if necessary.
- c. Apply water and blot.

**URINE STAINS**

16. Treat as follows:

- a. Apply mixture of ammonia and neutral detergent and blot.
- b. Apply water and blot.
- c. Apply acetic acid and blot.
- d. Apply water and blot.

- b. Au besoin, appliquer de l'ammoniaque et éponger.
- c. Appliquer de l'eau et éponger.

**TEINTURES**

14. Celles-ci comprennent les colorants alimentaires, les médicaments, les teintures à meubles et les taches résiduelles de matières colorantes : détacher de la façon suivante :

- a. Appliquer un détergent neutre et éponger.
- b. Appliquer un solvant humide et éponger.
- c. Appliquer de l'eau et éponger.
- d. Appliquer une solution de réducteur ou d'eau de Javel et éponger.
- e. Appliquer de l'eau et éponger.

**TACHES DE ROUILLE**

15. Les taches de rouille se composent principalement d'oxyde de fer ; on les détache de la façon suivante :

- a. Appliquer un désoxydant et attendre une ou deux minutes avant d'éponger.
- b. Répéter au besoin.
- c. Appliquer de l'eau et éponger.

**TACHES D'URINE**

16. Détacher de la façon suivante :

- a. Appliquer un mélange d'ammoniaque et de détergent neutre et éponger.
- b. Appliquer de l'eau et éponger.
- c. Appliquer de l'acide acétique et éponger.
- d. Appliquer de l'eau et éponger.



- e. Bleach may be required if carpet dyes will tolerate it. (Test before using).

- f. Apply odour counteractant.

#### CHEWING GUM

##### 17. Treat as follows:

- a. If gum is flattened onto fibres use pointed end of bone spatula to roughen surface.
- b. Apply chewing gum remover to freeze gum.
- c. Immediately scrape off frozen gum.
- d. Pick up and remove pieces of gum.
- e. If stain remains, apply volatile solvent and blot.

#### CANDLE WAX

18. Candle wax sitting on top of fibres can sometimes be removed using the same technique as for chewing gum. If the wax is melted into the tufts, the following method may be used:

- a. Place a clean towel over the stain. Apply a warm iron and the wax will melt into the cloth. Do **NOT** use hot settings.
- b. Repeat if necessary.
- c. To remove final traces, apply volatile solvent and blot.

- e. Il faudra peut-être utiliser un agent de blanchiment si les teintures du tapis ou de la moquette le tolèrent. (Vérifier avant de l'utiliser).

- f. Appliquer un désodorisant.

#### GOMME À MÂCHER

##### 17. Détacher de la façon suivante :

- a. Si la gomme est aplatie dans les fibres, employer le bout pointu de la spatule pour en rendre la surface rugueuse.
- b. Appliquer le détachant de gomme à mâcher pour congeler la gomme.
- c. Gratter immédiatement pour enlever la gomme congelée.
- d. Saisir et enlever les morceaux de gomme.
- e. Si la tache persiste, appliquer du solvant volatil et éponger.

#### CIRE DE BOUGIES

18. On peut parfois enlever la cire de bougie durcie sur le dessus des fibres en employant la même méthode que pour la gomme à mâcher. Si la cire a fondu dans les touffes des fibres, on peut recourir à la méthode suivante :

- a. Placer une serviette propre sur la tache. Appliquer un fer à repasser chaud et la cire se fondra dans le tissu. Ne **pas** employer un fer très chaud.
- b. Répéter au besoin.
- c. Pour enlever les dernières traces de cire, appliquer un solvant volatil et éponger.

## **STAIN REMOVAL ON HARD FLOORS**

### **ALCOHOLIC BEVERAGES**

19. Wash with natural detergent and water; if stain persists use hydrogen peroxide.

### **BLOOD**

20. Wash with diluted ammonia solution; rinse well with water.

### **GUM, WAX AND TAR**

21. Remove with putty scraper; clean residue with detergent solution or alcohol.

### **COFFEE**

22. Try a paste made of scouring powder and hydrogen peroxide.

### **INK**

23. Apply poultice of scouring powder and sodium perborate. alternatively apply ammonia soaked cloth. If brown stain persists treat as rust.

### **PAINT**

24. Wipe up immediately, scrub with strong detergent and abrasive pad. If floor has a good coating of floor finish, most of the dried paint may be scraped off with a razor blade scraper.

### **OIL AND GREASE**

25. Scrub with detergent solution. Prompt removal is essential on asphalt since grease and oil soften this surface.

## **DÉTACHAGE DES PLANCHERS DURS**

### **BOISSONS ALCOOLIQUES**

19. Laver avec un détergent neutre et de l'eau; si la tache persiste, employer du peroxyde d'hydrogène.

### **SANG**

20. Laver avec une solution diluée d'ammoniaque; bien rincer avec de l'eau.

### **GOMME, CIRE ET GOUDRON**

21. Enlever avec un couteau à mastic; nettoyer le résidu avec une solution de détergent ou de l'alcool.

### **CAFÉ**

22. Essayer une pâte faite de poudre à récurer et de peroxyde d'hydrogène.

### **ENCRE**

23. Appliquer un cataplasme fait de poudre à récurer et de perborate de sodium. Ou encore, y appliquer un chiffon imbibé d'ammoniaque. S'il persiste une tache brune, la traiter comme si c'était de la rouille.

### **PEINTURE**

24. Essuyer immédiatement, frotter avec un détergent fort et un tampon abrasif. Si le plancher a reçu une bonne couche de fini à plancher, la majeure partie de la peinture pourra être grattée avec un grattoir à lame de rasoir.

### **HUILE ET GRAISSE**

25. Frotter avec une solution de détergent. Une intervention rapide s'impose sur l'asphalte car les graisses et les huiles amollissent cette surface.

**RUST**

26. Mix one part sodium citrate with six parts water, mix with an equal portion of glycerine. Mix this with scouring powder to form a poultice. Allow to dry on the stain for 2 to 3 days.

**URINE**

27. Pick up excess, wash area with germicidal detergent solution.

**ROUILLE**

26. Mélanger une partie de citrate de sodium à six parties d'eau et mélanger cette solution à une quantité égale de glycérine. Y ajouter de la poudre à récurer pour former un cataplasme. Laisser à sécher sur la tache de 2 à 3 jours.

**URINE**

27. Enlever le plus gros; laver avec une solution de détergent germicide.



**ANNEX B****MAINTENANCE EQUIPMENT**

1. The following is a condensed list of equipment that is available for janitorial maintenance purposes. For a complete list of available equipment refer to CFP 137:

7910-21-862-5982	Cleaner, Vacuum
7910-21-555-2280	Cleaner, Vacuum
7910-21-883-0646	Cleaner, Vacuum
7910-21-845-9661	Cleaner, Vacuum
7910-21-554-2282	Cleaner, Vacuum
7910-21-807-8841	Cleaner, Vacuum
7910-21-877-0316	Cleaner, Vacuum
7910-21-883-0697	Cleaner, Vacuum
7910-21-886-4693	Cleaner, Vacuum
7910-21-860-6875	Cleaner, Vacuum
7910-21-883-0647	Cleaner, Vacuum
7910-21-855-3140	Polisher-Scrubber — Vacuum, Floor

7910-21-108-1158	Polisher, Floor
7910-21-841-8127	Polisher, Floor
7910-21-888-4829	Polisher, Floor
7910-21-883-0670	Polisher, Floor
7910-21-883-0671	Polisher, Floor
7910-21-801-0586	Scrubbing Machine, Floor
7910-21-819-1493	Scrubbing Machine, Floor
7910-21-844-4286	Scrubbing Machine, Floor
7910-21-860-6874	Scrubbing Machine, Floor
7910-21-862-7056	Scrubbing Machine, Floor
7910-21-883-0211	Scrubbing Machine, Floor
7910-21-860-5251	Shampooing Machine, Carpet and Rug

2. The following is a representative list of items available for use by cleaning staff, for a complete listing refer to CFP 137.

**ANNEXE B****MATÉRIEL D'ENTRETIEN**

1. Ce qui suit est une liste restreinte du matériel disponible à des fins de nettoyage et d'entretien. Pour avoir la liste complète du matériel disponible, consulter CFP 137 :

7910-21-862-5982	Aspirateur
7910-21-555-2280	Aspirateur
7910-21-883-0646	Aspirateur
7910-21-845-9661	Aspirateur
7910-21-554-2282	Aspirateur
7910-21-807-8841	Aspirateur
7910-21-877-0316	Aspirateur
7910-21-883-0697	Aspirateur
7910-21-886-4693	Aspirateur
7910-21-860-6875	Aspirateur
7910-21-883-0647	Aspirateur
7910-21-885-3140	Polisseuse à balais-brosses, planchers
7910-21-108-1158	Polisseuse, planchers
7910-21-841-8127	Polisseuse, planchers
7910-21-888-4829	Polisseuse, planchers
7910-21-883-0670	Polisseuse, planchers
7910-21-883-0671	Polisseuse, planchers
7910-21-801-0586	Machine lave-planchers
7910-21-819-1493	Machine lave-planchers
7910-21-844-4286	Machine lave-planchers
7910-21-860-6874	Machine lave-planchers
7190-21-862-7056	Machine lave-planchers
7910-21-883-0211	Machine lave-planchers
7910-21-860-5251	Machine à laver au shampooing, tapis et moquettes

2. Ce qui suit est une liste représentative des articles de matériel mis à la disposition du personnel chargé du nettoyage et de l'entretien. Pour une liste complète, consulter la CFP 137.

## ANNEX B

7920-21-842-6501	Mop, Wet Cotton	7920-21-842-6501	Vadrouille, humide, coton
7920-21-847-4819	Mopping Outfit, Floor	7920-21-847-4819	Nécessaire de vadrouille, planchers
7920-21-841-7178	Wringer, Mop	7920-21-841-7178	Essoreuse, vadrouille
7920-21-807-8878	Handle, Mop	7920-21-807-8878	Manche, vadrouille
7920-21-840-9318	Mophead, Wet	7920-21-840-9318	Vadrouille, humide
7920-21-847-4175	Mophead, Dusting, Cotton	7920-21-847-4175	Vadrouille, époussetage, coton
7920-21-847-4820	Brush, Sanitary	7920-21-847-4820	Brosse, sanitaire
7920-21-554-0025	Broom, Push	7920-21-554-0025	Balai, transversal
7920-21-554-0728	Broom, Push	7920-21-554-0728	Balai, transversal
7920-21-842-0625	Brush, Dusting, Bench	7920-21-554-0625	Brosse, époussetage, banc
7920-21-554-1025	Brush, Scrubbing	7920-21-554-1025	Balai-brosse
7920-21-554-2155	Mopping Outfit, Floor	7920-21-554-2155	Nécessaire de vadrouille, planchers
7920-21-841-8423	Broom, Upright, Broomcorn	7920-21-841-8423	Balai, vertical, paille de riz
7920-21-554-0100	Broom, Whisk	7920-21-554-0100	Plumeau
7920-21-116-6027	Bucket, Mop 20 qt	7920-21-116-6027	Seau, à vadrouille, 20 pintes B-2

**JANITORIAL MATERIAL SUPPLY LIST**

3. The following is a list of essential supplies that may be kept on hand and is authorized for use in performing janitorial maintenance of floors, walls, and fixtures at DND installations. Reference shall also be made to CFP 137 Part 2, to meet special requirements.

ITEM NO.	CGSB STD	CLEANING COMPOUNDS	
1	2-GP-9 type B	Scourint Powder	7930-21-106-6731
2	2-GP-46	Cleaning Compound, Toilet Bowl, Liquid, Acid	7930-21-852-7181 6850-21-880-9997
3	2-GP-47	Cleaning Compound, Toilet Bowl, Granular, Acid	7930-21-852-7824
4	2-GP-49	Cleaning Compound, Alkali, Pipeline	6850-21-880-9996
5	2-GP-55	Glass Cleaner	7930-21-853-8389 7930-21-857-9481
6	2-GP-60	Remover, Floor Finish, Non-ammoniated	7930-21-886-9032
7	2-GP-107	Detergent, General Purpose	7930-21-570-0480 3930-21-857-9961
8	2-GP-112	Remover, Floor Finish, Ammoniated	7930-21-570-4765 7930-21-800-7431 7930-21-840-9249
9	2-GP-141	Detergent, General Purpose, Powder	7930-21-846-9342 7930-21-852-7684
10	2-GP-160	Disinfectant — Detergent Phenolic Type 1	6840-21-111-3063 6840-21-852-7685
11	2-GP-160	Disinfectant — Detergent Quaternary — Ammonium Type 2	6840-21-888-6395
12	2-GP-175	Detergent, General Purpose Concentrate	7930-21-570-0477 7930-21-570-0478
ITEM NO.	CGSB STD	POLISHES	
13		Cleaning Compound, Rug and Upholstery	7930-21-860-6832
14	25-GP-6	Polish Metal	7930-21-570-4300

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## ANNEX B

15	25-GP-10	Polish, Furniture	7930-21-859-0876 7930-21-570-4230
16	25-GP-13	Sweeping Compound Sawdust — Wax Type 2	7930-21-570-1353
17	25-GP-14	Absorbent Material, Oil and Water	7930-21-570-1300
18	25-GP-20	Sealer, Water Base Type 2 See Note 1.	7930-21-868-7011
19	25-GP-21	Finish, Floor, Light Traffic	7930-21-879-8180
20	25-GP-22	Finish, Floor, Heavy Traffic	7930-21-879-8183

**MISCELLANEOUS**

21	25-GP-20	Sealing Compound, Water Base Type 2	8010-21-868-7011
22		Absorbent Material, Floor Mop, Oil Conq-r-dust, Hygo, No. 1424, etc.	n.i.c.
23	25-GP-2	Wax, Floor, Paste	

**NOTES**

1. Only type 2 water emulsion sealer shall be applied to coated or covered floors.
2. Air deodorant blocks shall not be used in urinals.
3. NATO stock numbers listed in preceding paragraphs are a representative list only.
4. Many compounds and chemicals, recommended for stain removal in Annex A are not scaled for janitorial services. They may however, be obtained in very small amounts from sections for which they are scaled. They are to be asked for on an as-required basis and they shall not be stocked for future use.

## LISTE DES FOURNITURES DE MATÉRIEL D'ENTRETIEN

3. Ce qui suit constitue une liste des fournitures essentielles que l'on peut garder en réserve et dont l'emploi est autorisé pour faire des travaux d'entretien des planchers, des murs et des appareils à demeure dans les installations du MDN. Il faudra aussi consulter la CFP 137, Partie 2, en cas de besoins spéciaux.

N° DE L'ARTICLE	NORME ONGC	PRODUITS DE NETTOYAGE	
1	2-GP-9 type B	Poudre à récurer	7930-21-106-6731
2	2-GP-46	Produit de nettoyage, cuvettes toilettes, liquide, acide	7930-21-852-7181 6850-21-880-9997
3	2-GP-47	Produit de nettoyage, cuvettes toilettes, granules, acide	7930-21-852-7824
4	2-GP-49	Produit de nettoyage, alcalin, tuyauterie	6850-21-880-9996
5	2-GP-55	Nettoyeur à vitres	7930-21-853-8389 7930-21-857-9481
6	2-GP-60	Décapant, fini de plancher, non ammoniacal	7930-21-886-9032
7	2-GP-107	Détergent, toutes-fins	7930-21-570-0480 7930-21-857-9961
8	2-GP-112	Décapant, fini de plancher, ammoniacal	7930-21-570-4765 7930-21-800-7431 7930-21-840-9249
9	2-GP-141	Détergent, toutes fins, poudre	7930-21-846-9342 7930-21-852-7684
10	2-GP-160	Désinfectant — Détergent phénolique, type 1	6840-21-111-3063 6840-21-852-7685
11	2-GP-160	Désinfectant — Détergent ammoniacal quaternaire, type 2	6840-21-888-6395
12	2-GP-175	Détergent, toutes fins, concentré	7930-21-570-0477 7930-21-570-0478

N° DE L'ARTICLE	NORME ONGC	POLIS	
13		Produits de nettoyage, tapis, moquettes et rembourrage	7930-21-860-6832
14	25-GP-6	Poli, métal	7930-21-570-4300
15	25-GP-10	Poli, meubles	7930-21-859-0876 7930-21-570-4230
16	25-GP-13	Produit de balayage	7930-21-570-1353
17	25-GP-14	Sciure de bois — cire type 2	
18	25-GP-20	Matériau absorbant, huile et eau	7930-21-570-1300
18	25-GP-20	Bouche-pores, type 2 à base d'eau. Voir remarque 1.	7930-21-868-7011
19	25-GP-21	Fini, plancher, faible circulation	7930-21-879-8180

(English on page B-3)

## ANNEX B

20	25-GP-22	Fini, plancher, grande circulation	7930-21-879-8183
21	25-GP-20	<b>DIVERS</b> Produit bouche-pores, type 2 à base d'eau	8010-21-868-7011
22		Matière absorbante, vadrouille de plancher, huile; Conq-r-dust, Hygo, N° 1424, etc.	n.e.s.
23	25-GP-2	Pâte à encaustiquer, plancher	

## NOTA

1. On ne doit employer, sur les planchers enduits ou recouverts, que du bouche-pores à émulsion aqueuse du type 2.
2. On ne doit pas employer de pastilles désodorisantes dans les urinoirs.
3. Les numéros de stock de l'OTAN figurant dans les paragraphes précédents ne constituent qu'une liste-témoin.
4. Plusieurs des composés et produits chimiques recommandés pour le détachage à l'annexe A ne sont pas disponibles en formats qui conviennent aux services de nettoyage et d'entretien. On peut cependant s'en procurer en très petites quantités des sections à qui les formats conviennent. On devra les demander au fur et à mesure des besoins; on ne doit pas les garder en stock pour usage ultérieur.

## GLOSSARY

<b>Abrasive disc</b>	Thin screen mesh disc containing relatively coarse abrasive for use with "motor over brush" machine in light sanding operations.
<b>Automatic floor machine</b>	Self-propelled machine which can dispense cleaning solution, scrub floor and pick up dirty solution in one pass.
<b>Bonnet cleaning</b>	Method of carpet cleaning utilizing a specially designed cloth pad (bonnet) with a "motor over brush" floor machine.
<b>Builders</b>	Agent added to a cleaner to increase its detergency or cleaning power, usually alkaline.
<b>Detergents</b>	A formulated cleaning product which contains surfactants, and may contain builders, solvents etc.
<b>Dry powder cleaning</b>	Cleaning of carpet or upholstery by using a specially developed powder cleaner. Useful for relatively light soiling in regular appearance maintenance program. Minimizes water damage, does not wet fibre.
<b>Dry buffing</b>	Buffing floor with a buffing pad on a buffing machine without spraying any type of liquid on the floor.
<b>Emulsification</b>	The act of suspending small insoluble particles of one substance in another, i.e. dirt or oil in water.
<b>Extraction</b>	Method of cleaning carpet or upholstery by spraying high pressure cleaning solution, and then immediately removing dirty solution with strong suction. Requires special equipment.
<b>Floor finish</b>	Floor treatment to provide protection and improve appearance. Based on synthetic polymers. Dries to a high gloss. Has largely replaced floor waxes.
<b>Floor wax</b>	A product for floor maintenance designed to protect and enhance appearance. Made from emulsified natural and synthetic waxes. Requires buffing to achieve optimum gloss. Largely replaced by floor finishes.
<b>Germicidal detergent</b>	A detergent preparation (cleaner) which has the ability to kill germs and bacteria.
<b>Hard floors in this manual</b>	All floor surfaces other than carpet.
<b>Iodophor</b>	Germicidal cleaning agents which have free iodine as the active germicidal ingredient.

(Français à la page GL-4)

Lambs wool applicator	Small rectangular applicator with a pile used for the application of floor sealers and finishes.
Metal interlock floor finish	Polymer based floor finish with improved characteristics (water resistance, stripping etc.) due to incorporation of metal ions.
"Motor over brush" floor machine	Rotary disc floor machine in which the weight of the motor is positioned over the drive pad to provide maximum pressure between the buffing pad and the floor.
pH	System for expressing acidity/alkalinity. pH 7 is neutral. Values less than 7 are acid. Values greater than 7 are alkaline.
Phenolic detergent	Germicidal cleaners containing phenol or derivatives of phenol as the germicides.
pPM	Parts per million.
Quaternary detergent	Germicidal cleaner in which the active germicide is a quaternary ammonium salt.
Sealer	A product similar to a floor finish, which is applied to a new or clean unsealed floor to protect the floor from harsh cleaners and abrasion. Not removed by normal stripping procedures.
Shampooing	Method of cleaning upholstery or carpet with foam generating equipment.
Soap	Cleaner produced from naturally occurring fats, and alkalis. Subject to scum formation in hard water.
Spray cleaner	Specially formulated cleaner for use in spray cleaning programs. Contains cleaning agents, solvents, protective film forming ingredients.
Spray cleaning	Method of cleaning hard surface floors by spraying a small area with a spray cleaner, then buffing the floor until dry and glossy with a floor machine equipped with a buffing pad.
Spray buffing	Method of restoring the gloss of hard surface floors by spraying the floor with diluted floor finish then buffing the floor until dry and glossy with a floor machine equipped with a buffing pad.
Stripping	The act of removing all accumulated soils and finishes/wax from a floor surface. Sealers are not usually removed by this procedure.
Stripping or buffing pad (synthetic pads)	Round flat pads used under a floor machine for cleaning operations. Composed of a variety of materials: various abrasives, nylon, polyester etc.
Surfactant	A chemical with surface active properties i.e. wets surfaces and has emulsification and cleaning properties.

Synthetic	Man made, not naturally occurring in nature.
Tack ragging	Mopping floor with a rag soaked in solvent to remove any accumulated dust.
Two bucket system	Method of cleaning/disinfecting, using two buckets with wringers and two mops. One bucket is used for the cleaning solution, the other for the rinse or disinfecting solution.

## GLOSSAIRE

Disque abrasif	Disque à treillis fin contenant un abrasif relativement rugueux pour emploi avec une machine "moteur au-dessus de la brosse" lors de travaux de sablage léger.
Lave-planchers automatique	Machine automobile qui peut épandre la solution nettoyante, broser le plancher et recueillir la solution sale en une seule passe.
Nettoyage au bonnet	Méthode de nettoyage des tapis et moquettes utilisant un tampon en tissu de conception spéciale (bonnet) avec une machine "moteur au-dessus de la brosse".
Adjuvants	Agents ajoutés à un produit de nettoyage pour en augmenter l'effet détersif, d'ordinaire alcalins.
Détergents	Produit de nettoyage de formule spéciale qui contient des surfactants et peut contenir des adjuvants, des solvants, etc.
Nettoyage à la poudre sèche	Nettoyage de tapis et moquettes ou de rembourrage à l'aide d'un produit pulvérisé de composition spéciale. Utile contre des saletés relativement légères dans un programme régulier d'entretien esthétique. Minimise les dégâts dus à l'eau, ne mouille pas les fibres.
Polissage à sec	Polissage d'un plancher avec une polisseuse munie d'un tampon polisseur sans épandre aucun liquide sur le plancher.
Émulsification	L'action de suspendre de petites particules insolubles d'une certaine substance dans un autre, c.-à-d. de la saleté ou de l'huile dans de l'eau.
Extraction	Méthode de nettoyage des tapis et moquettes ou du rembourrage en vaporisant à haute pression une solution nettoyante pour ensuite enlever la solution salie par une forte succion. Exige un matériel spécial.
Fini de plancher	Traitement qu'on fait subir au plancher pour le protéger et en améliorer l'apparence. Basé sur des polymères synthétiques. Donne un beau luisant une fois sec. A largement remplacé les cires.
Encaustique	Produit d'entretien de planchers destiné à les protéger et à en améliorer l'apparence. Fait de cires naturelles et synthétiques émulsifiées. Nécessite le polissage pour atteindre le luisant optimal. Largement remplacé par les finis de plancher.
Détergent germicide	Préparation détersive (produit de nettoyage) qui a la faculté de tuer les microbes et les bactéries.
Planchers durs - dans le présent manuel	Toutes les surfaces de planchers autres que les tapis et moquettes.

(English on page GL-1)



Iodophore	Agents de nettoyage germicides dont l'ingrédient germicide actif est de l'iode libre.
Épandeur en laine d'agneau	Petit épandeur rectangulaire à face de poil pour appliquer les bouche-pores et les finis.
Finis de plancher à chaînon métallique	Finis de plancher à base de polymères dans lesquels l'incorporation d'ions métalliques a amélioré certaines caractéristiques (résistance à l'eau, décapage, etc.).
Machine "moteur au-dessus de la brosse"	Polisseuse de plancher à disque rotatif dans laquelle le poids du moteur est situé au-dessus de la brosse pour assurer le maximum de pression entre le tampon polisseur et le plancher.
pH	Système servant à exprimer l'acidité/alcalinité. Un pH de 7 est neutre. Les valeurs au-dessous de 7 sont acides. Les valeurs au-dessus de 7 sont alcalines.
Détergent phénolique	Produits de nettoyage germicide contenant du phénoi ou des dérivés du phénol comme agents microbicides.
Ppm	Parties par million.
Détergent quaternaire	Produit de nettoyage germicide dans lequel l'agent germicide actif est un sel d'ammoniaque quaternaire.
Bouche-pores	Produit similaire à un fini de plancher, que l'on applique sur un plancher neuf ou un plancher propre non traité pour le protéger des produits de nettoyage énergiques et de l'abrasion. Ne s'enlève pas par les méthodes de décapage normales.
Shampooing	Méthode de nettoyage du rembourrage et des tapis et moquettes avec un appareil générateur de mousse.
Savon	Produit de nettoyage fabriqué à partir de matières grasses naturelles et d'alcalis. Tend à former de l'écume dans de l'eau dure.
Produit de nettoyage par vaporisation	Produit de nettoyage de formule spéciale qui s'emploie dans des programmes de nettoyage par vaporisation. Contient, des agents nettoyeurs, des solvants, des ingrédients formateurs d'une pellicule protectrice.
Nettoyage par vaporisation	Méthode de nettoyage des planchers à surface dure qui consiste à vaporiser un produit de nettoyage sur une petite surface, puis à polir le plancher jusqu'à ce qu'il soit sec et luisant avec une machine d'entretien de planchers munie d'un tampon polisseur.

Polissage par vaporisation	Méthode consistant à redonner du luisant aux planchers à surface dure en vaporisant sur le plancher du fini de plancher dilué, puis à polir le plancher jusqu'à ce qu'il soit sec et luisant avec une machine d'entretien de planchers munie d'un tampon polisseur.
Décapage	Action d'enlever de la surface du plancher toutes les saletés accumulées et les finis/encaustiques. D'ordinaire, ce procédé n'enlève pas les bouches-pores.
Tampon de décapage ou de polissage (tampons synthétiques)	Tampons ronds et plats posés sous une machine d'entretien de planchers lors de travaux de nettoyage. Sont composés de diverses matières: abrasifs divers, nylon, polyester, etc.
Surfactant	Produit chimique ayant des propriétés superficielles actives, c.-à-d. qu'il mouille les surfaces et possède des propriétés de nettoyage et d'émulsification.
Synthétique	De fabrication humaine, ne se trouve pas tel quel dans la nature.
Nettoyage au chiffon	Essuyage du plancher avec une vadrouille coiffée d'un chiffon imbibé de solvant pour en enlever la poussière accumulée.
Système à deux seaux	Méthode de nettoyage/désinfection à l'aide de deux seaux munis d'essoreuses et de deux vadrouilles. Un des seaux contient la solution de nettoyage, l'autre de l'eau de rinçage ou une solution désinfectante.





## ANNEX "B", BASIS OF PAYMENT

All prices herein are firm net prices in Canadian Funds including Canadian customs duties, excise taxes, excluding H.S.T. All costs associated with travelling to outlying buildings are included in the pricing.

### Pricing Periods:

Year 1 16 November 2015 to 15 November 2018

Year 2

Year 3

Year 4 (optional)

Year 5 (optional)

### PRICING BASIS "A"

Firm monthly prices for work detailed in Tables 1-5, Service Frequencies, Section 01712, (except for the column entitled "Task Authorization"), and in accordance with Annex A. Usage will be 12 months per pricing period.

#### Scheduled Cleaning of Buildings

<u>Cleaning Buildings</u>	<u>Firm Monthly Price, Year 1</u>	<u>Firm Monthly Price, Year 2</u>	<u>Firm Monthly Price, Year 3</u>	<u>Firm Monthly Price, Year 4</u>	<u>Firm Monthly Price, Year 5</u>
B4 – Construction Engineering (CE)					
B7 – Transient Quarters					
B7a – Administration					
B10 – Hospital					
B11 – Other Rank Quarters					
B14 – Combined Mess					
B15 – Wing Supply & RCSU (Supply)					
B15 – Wing Supply & RCSU (Cadet's Office)					
B16 – Transportation / EME					
B18 – Chapel					
B23 – Recreational Centre					
B33 – Museum/Imagery					
B45 – CE & Fire Prevention					
B64 – Military Police Headquarters					
B66 – WTIS Line Crew					

Solicitation No. - N° de l'invitation  
W0135-141583/A  
Client Ref. No. - N° de réf. du client  
W0135-14-1583

Amd. No. - N° de la modif.  
File No. - N° du dossier  
KIN-4-42166

Buyer ID - Id de l'acheteur  
kin519  
CCC No./N° CCC - FMS No./N° VME

<b><u>Cleaning Buildings</u></b>	<b><u>Firm Monthly Price, Year 1</u></b>	<b><u>Firm Monthly Price, Year 2</u></b>	<b><u>Firm Monthly Price, Year 3</u></b>	<b><u>Firm Monthly Price, Year 4</u></b>	<b><u>Firm Monthly Price, Year 5</u></b>
B95 – Family Resource Centre					
B100 – Band					
B109 – System Support Centre					
B111 – CE Roads and Grounds					
B127 – DLP Building					
B127a – DLP Turnstile Building					
B134 – MP Head Quarters					
B135 – WASF / RTF Trainer					
B139 – Community centre					
B142 GRA Turnstile Building					
B143 GRA Turnstile Building					
B144 GRA Turnstile Building					
B147 – Dependants' Medical Clinic					
1401 Airport Rd. (RHU)					
1403 Airport Rd. (RHU)					
SRD1 – SRD-Site Service Building					

## Monthly Pricing for Sanitary Supplies

Firm monthly prices for supply of paper towels, toilet paper and soap for washrooms detailed in Tables 1-5, Service Frequencies, Section 01712, (except for the column entitled "Task Authorization"), and in accordance with Annex A. Usage will be 12 months per pricing period.

<b><u>Sanitary Supplies for Buildings</u></b>	<b><u>Firm Monthly Price, Year 1</u></b>	<b><u>Firm Monthly Price, Year 2</u></b>	<b><u>Firm Monthly Price, Year 3</u></b>	<b><u>Firm Monthly Price, Year 4</u></b>	<b><u>Firm Monthly Price, Year 5</u></b>
B4 – Construction Engineering					
B7 – Transient Quarters					
B7a – Administration					
B10 – Hospital					
B11 – Other Rank Quarters					
B14 – Combined Mess					
B15 – Wing Supply & RCSU (Supply)					
B15 – Wing Supply & RCSU (Cadet's Office)					
B16 – Transportation / EME					
B18 – Chapel					
B23 – Recreational Centre					
B33 – Museum/Imagery					
B45 – CE & Fire Prevention					
B64 – Military Police Headquarters					
B66 – WTIS Line Crew					
B95 – Family Resource Centre					
B100 – Band					
B109 – System Support Centre					
B111 – CE Roads and Grounds					
B127 – DLP Building					



<b><u>Sanitary Supplies for Buildings</u></b>	<b><u>Firm Monthly Price, Year 1</u></b>	<b><u>Firm Monthly Price, Year 2</u></b>	<b><u>Firm Monthly Price, Year 3</u></b>	<b><u>Firm Monthly Price, Year 4</u></b>	<b><u>Firm Monthly Price, Year 5</u></b>
B127a – DLP Turnstile Building					
B134 – MP Head Quarters					
B135 – WASF / RTF Trainer					
B139 – Community centre					
B142 GRA Turnstile Building					
B143 GRA Turnstile Building					
B144 GRA Turnstile Building					
B147 – Dependants' Medical Clinic					
1401 Airport Rd. (RHU)					
1403 Airport Rd. (RHU)					
SRD1 – SRD-Site Service Building					

#### **PRICING BASIS "B"**

##### **Contract Financial Security Fees**

These fees will be paid upon receipt of the Contract Financial Security.

1	Cost of Contract Financial Security for Years One, Two & Three	\$	/ 3years
2	Cost to extend the expiry period of Contract Financial Security for option Year Four	\$	/year
3	Cost to extend the expiry period of Contract Financial Security for option Year Five	\$	/year

## **PRICING BASIS "C"**

Firm all-inclusive prices in Canadian currency for as and when requested (Task Authorization) janitorial goods and services in accordance with the Statement of Work in Annex "A".

All charges for labour for extra service calls must be verified by a time log signed by the SSA. The log will be kept in the SSA's office or at a prearranged job site location.

In unit of issue "/m<sup>2</sup>" means "per square meter".

**Additional Materials:** This only applies to cleaning materials that are not included in other pricing included in this annex.

**Pricing for Work in Service Frequencies Tables 1 to 5 in Annex "A" Section 01712, column entitled "Task Authorization."**

Item	Description	Unit of issue	Yearly Est. Usage	Unit Price Year 1	Unit Price Year 2	Unit Price Year 3	Unit Price Year 4	Unit Price Year 5
<b>1</b>	<b>Additional Cleaning Services (including labour and materials)</b>							
A	Hot Water Extraction of carpet	m <sup>2</sup>	500	\$ ____/m <sup>2</sup>	\$ ____/m <sup>2</sup>	\$ ____/m <sup>2</sup>	\$ ____/m <sup>2</sup>	\$ ____/m <sup>2</sup>
B	Strip floors and apply 3 coats of wax	m <sup>2</sup>	5000	\$ ____/m <sup>2</sup>	\$ ____/m <sup>2</sup>	\$ ____/m <sup>2</sup>	\$ ____/m <sup>2</sup>	\$ ____/m <sup>2</sup>
C	Shampoo clean furniture	Hour	200	\$ ____/Hour	\$ ____/Hour	\$ ____/Hour	\$ ____/Hour	\$ ____/Hour
<b>2</b>	<b>Additional Janitorial Labour</b>							
A	during regular working hours	Hour	500	\$ ____/Hour	\$ ____/Hour	\$ ____/Hour	\$ ____/Hour	\$ ____/Hour
B	outside regular working hours	Hour	500	\$ ____/Hour	\$ ____/Hour	\$ ____/Hour	\$ ____/Hour	\$ ____/Hour
C	on weekends or observed holidays	Hour	100	\$ ____/Hour	\$ ____/Hour	\$ ____/Hour	\$ ____/Hour	\$ ____/Hour
<b>3</b>	<b>Additional Materials</b>							
A	Material at contractor's laid down cost plus percentage mark-up	%	\$10,000	____%	____%	____%	____%	____%

---

## **ANNEX "C", Insurance Requirements**

### **Commercial General Liability Insurance**

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a Contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.

The Commercial General Liability policy must include the following:

- a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
- b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
- c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
- d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
- e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- g) Employees and, if applicable, Volunteers must be included as Additional Insured.
- h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
- i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- j) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- m) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
- n) Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
- o) Litigation Rights: Pursuant to subsection 5(d) of the *Department of Justice Act*, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgment of receipt.

For the province of Quebec, send to:

Director Business Law Directorate,  
Quebec Regional Office (Ottawa),  
Department of Justice, 284 Wellington Street, Room SAT-6042,  
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:

Senior General Counsel,  
Civil Litigation Section,  
Department of Justice 234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

#### **Automobile Liability Insurance**

1. The Contractor must obtain Automobile Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a Contract of this nature, but for not less than \$2,000,000 per accident or occurrence.
2. The policy must include the following:
  - (a) Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence
  - (b) Accident Benefits - all jurisdictional statutes
  - (c) Uninsured Motorist Protection
  - (d) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.
  - (e) Liability for Physical Damage to Non-owned Automobiles: Ontario OPCF 27 or 27B / Quebec: QEF #27 / Other Provinces: SEF#27
  - (f) OPCF/SEF/QEF #44 or #44R - Family Protection Endorsement - Private Passenger Vehicles.

#### **Comprehensive Crime Insurance**

1. The Contractor must obtain Comprehensive Crime (Fidelity) insurance on a Blanket basis, and maintain it in force throughout the duration of the Contract period, in an amount as listed below:
  - (a) Insuring Agreement 1: Employee Dishonesty (Form A) in an amount of not less than \$5,000.00 covering all employees of the Contractor. Such Fidelity Insurance must contain a "Third-Party Extension" or "Client Coverage" extending such coverage to Canada with respect to the risks associated with this agreement.
  - (b) Agreement II/III: Money & Securities Loss Inside Premises/Outside Premises in an amount not less than \$5,000.00
2. The Comprehensive Crime insurance must include the following:
  - (a) Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
  - (b) Loss Payee: Canada as its interest may appear or as it may direct.





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Annex D,

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Department of National Defence		2. Branch or Directorate / Direction générale ou Direction RCAF
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work / Brève description du travail The provision of janitorial services including all labour, material, product, tool and equipment.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED <input type="checkbox"/>	PROTECTED A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO RESTRICTED <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO DIFFUSION RESTREINTE <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET <input type="checkbox"/>	NATO CONFIDENTIAL <input type="checkbox"/>	SECRET <input type="checkbox"/>
SECRET <input type="checkbox"/>	NATO SECRET <input type="checkbox"/>	SECRET <input type="checkbox"/>
TOP SECRET <input type="checkbox"/>	NATO COSMIC TOP SECRET <input type="checkbox"/>	TOP SECRET <input type="checkbox"/>
TRÈS SECRET <input type="checkbox"/>	NATO COSMIC TRÈS SECRET <input type="checkbox"/>	TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) <input type="checkbox"/>
TRÈS SECRET (SIGINT) <input type="checkbox"/>		TRÈS SECRET (SIGINT) <input type="checkbox"/>





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**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes  
Non ☐ Oui

If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes  
Non ☐ Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- |   |   |  |  |
|---|---|--|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS<br>COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL<br>CONFIDENTIEL           | <input checked="" type="checkbox"/> SECRET<br>SECRET | <input type="checkbox"/> TOP SECRET<br>TRÈS SECRET               |
| <input type="checkbox"/> TOP SECRET - SIGINT<br>TRÈS SECRET - SIGINT        | <input type="checkbox"/> NATO CONFIDENTIAL<br>NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET<br>NATO SECRET  | <input type="checkbox"/> COSMIC TOP SECRET<br>COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS<br>ACCÈS AUX EMPLACEMENTS              |   |  |  |

Special comments:  
Commentaires spéciaux : Security Instructions Attached.

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☐ No ☒ Yes  
Non ☐ Oui  
If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No ☐ Yes  
Non ☐ Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes  
Non ☐ Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes  
Non ☐ Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No ☐ Yes  
Non ☐ Oui

**INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes  
Non ☐ Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes  
Non ☐ Oui



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**PART C - (continued) / PARTIE C - (suite)**

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL  CONFIDENTIEL	SECRET	TOP SECRET  TRÈS SECRET	NATO RESTRICTED  NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL  NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET  TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non

☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non

☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).





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**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

**13. Organization Project Authority / Chargé de projet de l'organisme**

Name (print) - Nom (en lettres moulées) Capt Alain D. Ruel		Title - Titre Wing Construction Engineering Officer	Signature 	Date 02 FEB 15
Telephone No. - N° de téléphone (705) 494-2011 x2435	Facsimile No. - N° de télécopieur (705) 494-2129	E-mail address - Adresse courriel alain.ruel@forces.gc.ca		

**14. Organization Security Authority / Responsable de la sécurité de l'organisme**

Name (print) - Nom (en lettres moulées) Dawn Murray - DDSO - Industrial Security SRCL Team Lead		Title - Titre	Signature 	Date 24 February 2015
Telephone No. - N° de téléphone 613-957-1298	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel E-mail: dawn.murray@forces.gc.ca		

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?  
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

☒ No  
Non ☐ Yes  
Oui

**16. Procurement Officer / Agent d'approvisionnement**

Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

**17. Contracting Security Authority / Autorité contractante en matière de sécurité**

Name (print) - Nom (en lettres moulées) ERIN O'NEILL		Title - Titre CONTRACT SECURITY OFFICER	Signature 	Date March 4 2014
Telephone No. - N° de téléphone 613-957-1298	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel erin.o'Neill@pwgsc-tpsgc.gc.ca		



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## ANNEX "E" to PART 5 - BID SOLICITATION

### FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\)-Labour's](#) website.

Date: \_\_\_\_\_ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- ☐ A1. The Bidder certifies having no work force in Canada.
  - ☐ A2. The Bidder certifies being a public sector employer.
  - ☐ A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
  - ☐ A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- ☐ A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

**OR**

- ☐ A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity](#) (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- ☐ B1. The Bidder is not a Joint Venture.

**OR**

- ☐ B2. The Bidder is a Joint Venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)