



Fisheries and Oceans
Canada

**CANADIAN COAST GUARD
SEAL COVE BASE,
PRINCE RUPERT, BC**

Cleaning Standards

Owners Name (print) _____

Sample Initial _____

Supervisors Name (print) _____

Sample Initial _____

Supervisors Name (print) _____

Sample Initial _____

Company Owner and Proposed Site Supervisors: must also INITIAL each page and by doing so they confirm that they have read understood and agree to comply to these Standards.

In the event that a change in supervisory personnel takes place the Contractor must submit their signed copy of these standards to the Facilities Manager.

Exclusions from this service are areas as defined within the separate building descriptions:

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INTERIOR OF BUILDING

Includes all entrances, lobbies, waiting areas, rooms, corridors (open and closed areas), offices, file/copy rooms, meeting and conference rooms, classrooms, computer areas, hangers, common areas, stairways, coffee/lunch room areas and/or rooms, shops and all other spaces throughout the complex.

101	Tasks	Results Required
.1	<p>Empty/clean all waste holding receptacles and containers.</p> <p>The use of and daily replacement of liners is mandatory for all washroom, wet waste areas, first aid room, break area receptacles etc., whereas separate or special liners may be provided for recyclables.</p> <p>Note: As directed, the recyclables and shredded material are transported to the designated space in Stores.</p> <p>Where waste shredded or recyclable material needs to be emptied on a non-Quad day it will be left outside that office door in the hallway.</p>	<p>All waste, recyclable holding receptacles or containers are clean and in there correct place. No waste or recyclable holding containers or baskets were placed upon desks or tables during cleaning operations.</p> <p>All shredded and recyclable goods were transported as designated.</p> <p>Any office waste or recycling containers left in the hallway are emptied and cleaned and the clean container placed inside the door of that office.</p>
	<p>Recyclables/Shredding containers are to be cleaned and returned to their designates place.</p> <p>For health and safety reasons, no person is permitted to handle or sort any waste or recyclables with bare hands. Puncture proof gloves are to be used in the handling of all waste. Liners being removed from containers are to be done ensuring no body contact.</p> <p>Sharps other than those for metal recycling are to be noted along with the location in the communication book in the office of the RPSS.</p>	<p>Recyclable/shredded holding containers are clean and in their designated place.</p> <p>All recyclables were handled safely and transported to the designated areas.</p> <p>Any sharps are stored in a safe manner and were recorded as directed.</p>
.2	<p>Clean all furniture, frames, legs and wheels, trim, wood, plastic, vinyl, leather (e.g. TVs, credenzas, book cases, picture frames, desks, file cabinets, tables, furniture glass etc.) inclusive of desk lamps, fans and all client accessories such as staplers, ceramics, ornaments free standing and wall hung pictures including frames, etc. vinyl-using waterless hand cleaner, etc.</p>	<p>All furniture including the frames and wheels are free of dust and debris and presents an overall clean appearance, fixtures, telephones, glass tops, desks, accessories, vinyl, Plexiglas, Lexan, leather, etc., are free of finger marks, spots and stains, with no dust or streak marks present and in its correct location.</p> <p>Vinyl was cleaned using waterless hand cleaner and well wiped leaving no visible residue.</p>
.2	<p>Clean computer screens, keyboards.</p> <p>Do not, unless directed by the Facilities Manager, clean etc. any items that could be damaged or de-programmed.</p> <p>Note: Canadian Coast Guard arranges for the scheduled professional cleaning of keyboards and electronic computer equipment.</p>	<p>Computers, screens and keyboards were dry dusted and nothing was de-programmed.</p> <p>The Facilities Manager has been advised by notation in the communications book of any computer keyboards etc. that require deep cleaning.</p>
	<p>Clean exterior/interior of fire cabinets inc. glass</p>	<p>Fire hose cabinetry is clean</p>
101 Continued	Tasks	Results Required

CLEANING STANDARDS BULIDINGS

Canadian Coast Guard, Seal Cove Base, Prince Rupert, BC

.2 cont	Vacuum fabric upholstered furniture etc.	Fabric furniture including the frames and wheels are free of dust and debris and presents an overall clean appearance.
	Spot clean all fabric and vinyl, etc.	All fabric and vinyl, etc. furniture is free of spots and stains.
	Clean with germicidal detergent : all telephones, furnishings and fittings in public access areas, all surfaces of beds and washable mattresses in areas such as First Aid room.	Special attention was given to the mouth, earpieces and cradle of telephones, whereas the touch pad of office phones was cleaned carefully and no de-programming occurred. Clean cleaning cloths with germicidal detergent were used.
.2	Dust/Clean all appurtenances, overhead pipes and cross supports.	The surfaces are free of visible dust.
.2	Vacuum fabric dividers. Spot Clean non-fabric dividers. Clean divider frames and supports.	Fabric and non-fabric dividers including frames and supports are free of dust and debris and presents an overall clean appearance.
.3	Clean window sills, partition ledges, baseboards and all other surfaces which could reasonably be cleaned from a standing position including brushes, blackboard ledges, cleared whiteboards and blackboards, wall louvers, moldings, radiators, etc. Note: In cleaning white boards, only approved cleaning tools and a small amount of Temp paste with a clean wetted cloth is to be used.	All surfaces are clean and free of finger marks, spots and stains, with no dust, streaks or debris present. In cleaning blackboards and blackboard brushes, only approved cleaning tools were used. In cleaning white boards, only approved cleaning tools and a small amount of Temp paste with a clean wetted cloth was used (i.e., no products such as Expo or abrasive cleaners were used).
.4	Clean all hard surface flooring including painted and unpainted concrete. Note: If floors are rough, a Scruffy wet mop may be used, otherwise, the Microfiber dry and wet pads are to be used.	All floors are clean and free from debris, surface stains or detergent streaks. Special care and attention was paid to all corners and edges. No cleaning solutions have collected against and under furniture legs and cabinets.
.5	Vacuum carpeted areas, including stairs and mats; moving all light furniture other than desks, screens, cabinets, etc. Carpets, rugs and entrance mats shall be spot cleaned (rinsed if required), traffic lane vacuumed daily and all carpet must be vacuumed thoroughly wall to wall no less than weekly, using appropriate equipment and attachment tools. Pile lift carpet no less than monthly in the carpeted Quad areas and weekly in the carpeted daily clean areas. Permission will be required to pile lift in MCTS. Any Spots or stains that cannot be removed are to be recorded in the communication book. Dust / Clean "T" mats, etc.	All Carpet/matting is free of dust, debris, spots and stains. No soil or other matter was left in corners or around the edges of the carpet. Carpet spot/stains were sprayed from the exterior perimeter into the center. The spot/stain was well tamped using clean white absorbent cloths. All lightweight furniture and equipment moved during vacuuming operation was returned to their original locations. Any Spots or stains that could not be removed were recorded inc. location, in the communication book Under "T" mats, furniture, tables, chairs, bookcases, between file cabinets, behind doors, along baseboards and/or freestanding radiators are clean and free of debris.

101 Continued	Tasks	Results Required
.6	<p>Spot clean and remove marks from walls, doors, woodwork, glass partitions and other similar surfaces.</p> <p>Note: Any spots that could not be removed by normal means are to be recorded in the communication book.</p>	<p>No marks are visible.</p> <p>Any spots that could not be removed by normal means were recorded in the communication book.</p>
.7	<p>Clean water fountains, water dispensing machines, eye wash stations, using Temp Paste followed by germicidal solution. Pay special attention to the spout and drains cleaning with small brush and Temp Paste followed by cleaning with germicidal detergent.</p>	<p>All surfaces are clean and free of spots, stains, streaks and smudges. Walls and floors around the item are clean and free from debris, spots and watermarks.</p>
.8	<p>Clean all surfaces of elevators.</p> <p>Method: Elevator tracks are to be wet cleaned as required to maintain a clean appearance.</p>	<p>All surfaces, interior and exterior are clean and free of debris, dust, finger marks, streaks, graffiti, etc. There is no soil in the tracks or rails.</p>
.9	<p>Clean all counter tops, including splash backs, fronts and sides, all cupboard doors, hardware, exposed plumbing and cleared sinks</p> <p>Clean all dispensers inside and out and restock.</p>	<p>All surfaces are clean and free of stains, dust, finger marks, streaks, spots, and free of odors.</p> <p>Dispensers are clean inside and out and have been restocked with approved products.</p>
.9	<p>Note: the client maintains the day-to-day cleaning of the interior surfaces of their refrigerators.</p> <p>Special Schedule: On the first available Quad Monday (non statutory) of the months of January, April, July, and October the interiors of all site refrigerators and common surrounding cupboards are to be thoroughly cleaned.</p>	<p>All exterior of appliances, fridges etc. were cleaned including the interior of microwaves.</p> <p>Interior of refrigerators and all common surrounding cupboards were cleaned as scheduled and no cover-up sprays or polishes were used.</p>
.10	<p>Clean metal and metal painted surfaces, such as chrome, stainless steel, brass and similar finishes – including door knobs, push bars, kick plates, door grilles, vents, handrails, switch plates, railings, doors, exteriors of refrigerators, microwaves- inside and out, appliances, hot plates etc.</p>	<p>All surfaces are clean and free of streaks, finger marks, etc., bright and in a condition equal to that of the intended finish. Any brass was cleaned using approved brass cleaner.</p> <p>All hand touch surfaces were cleaned using germicidal detergent.</p>

WASHROOMS, SHOWER ROOMS, LOCKER ROOMS, FITNESS ROOMS

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

201	Tasks	Results Required
.1	<p>Clean using germicidal detergent all basins-all sides, plumbing fixtures (including exposed pipes) polished chrome, brass or similar fixtures. Temp Paste is to be used to pre-clean sinks, counters etc. NOT chrome, followed by rinsing and then cleaning with germicidal detergent.</p> <p>Note: The use of germicidal solution is mandatory for washroom locker and fitness room cleaning with particular attention to all hand touchable surfaces including lockers, equipment, door handles, light plate switches etc.</p>	<p>All interior and exterior surfaces of fixtures, washbasins, shower stalls, are clean and free of spots, stains, finger marks, soap scum, odours and mildew/mold. Chrome, brass, or similar surfaces are clean, bright, and free of finger marks, spots, and stains.</p> <p>In using the Temp Paste a cloth and scrub brush was used to ensure no stains or buildup around the drains.</p> <p>Germicidal detergent was used. All surfaces are clean.</p>
	<p>Note: Separate cleaning cloths are to be used for the cleaning of washrooms, locker, change rooms, and each piece of fitness equipment, walls etc.</p>	<p>Clean, separate, cleaning cloths were used on all items. All surfaces are clean.</p>
	<p>All shower curtains where they exist are to be removed laundered and re-hung every weekend.</p>	<p>Shower curtains where they exist were removed, laundered and re-hung as required every weekend.</p>
	<p>Clean toilets and urinals using germicidal detergent solution. Where a need exists, a non-acid or food grade phosphoric acid bowl cleaner dispensed using only a flip, pop up top or a foaming trigger spray head may be used.</p> <p>Wash using wall washing equipment 6 feet of the surrounding wall surfaces to include the back and sides and/or 6 feet of the surrounding areas of urinals.</p> <p>Note: For the hand cleaning of urinals and toilets, only acrylic bowl swabs may be used.</p> <p>Note: All leaks and plumbing problems, and all broken and poorly operating dispensers are to be communicated immediately to the RPSS.</p>	<p>All interior and exterior surfaces of fixtures, toilet seats, bases, bowls, urinals, exposed flush tanks, and piping are clean and free of spots, stains, finger marks, soap scum, odours and mildew/mold. Chrome, brass, and similar surfaces are clean, bright, and free of finger marks, spots, and stains. Wall areas surrounding urinals etc. are clean.</p> <p>No bowl cleaning tools with wire in their makeup were used. No tank drop cleaners/jells or tablets were used.</p> <p>All minor leaks and plumbing problems were listed in the communication book. All major leaks are to be communicated immediately.</p>
	<p>Odor counteraction- urinal maintainers formulated with acids and detergents held in a mat frame may be used as necessary.</p>	<p>Urinals are free of objectionable odors, urinal maintainers (in disposable mats) are used as necessary.</p>
.2	<p>Remove liners, clean and replace liners. All sanitary and waste receptacles are to be emptied daily, cleaned with germicidal detergent solution and relined.</p>	<p>All sanitary and waste receptacles are clean inside and out, and free of spots, stains, finger marks, odours and the liners were replaced.</p>

201 Continued	Tasks	Results Required
.3	Clean all surfaces inside and out , including all toilet tissue, soap, sanitizer and towel dispensers, holders, attachments and other hardware. Installed dispensers are to be kept fully stocked.	All dispensers of supplies/products are clean inside and out. Dispensers, holders, attachments and other hardware are free of finger marks, spots, stains, and odours. Dispensers are fully stocked with supplies/products.
.4	Clean with detergent solution all partitions, modesty panels, walls including enamel surfaces, doors and ledges, vents, grilles, kick plates and ledges. Clean all locker surfaces. Clean the interiors of any empty lockers.	All surfaces and fittings are clean and free of dust, finger marks, streaks, smudges, mold or mildew. Wall washing procedures were carried out using effective wall washing tools/mops and procedures. Neither spot hand cleaning nor the use of sponges was used for the cleaning of wall surfaces. Walls and partitions are clean and free of finger marks, smudges, streaks, etc. Empty lockers are clean.
.5	Clean all mirrors, windows, frames, counters, powder shelves and bright work, including flushometers, piping and toilet seat hinges.	Mirrors and frames, etc., are clean and free of finger marks, smudges, streaks, etc. Glass and mirror work were cleaned using water and a Microfiber chamois cloth or a squeegee and lambswool applicator. No paper products were used.
.6	Clean floors , including any step-up areas, with detergent solution, ensure floor drains are not blocked. Pour clean water in floor drains weekly, where required, or as directed.	Floors, including corners, are clean and free of black marks, loose paper, water and mop marks; bases are clean, and all areas are free from obnoxious odours. Wall bases and other surfaces are free of watermarks and floor finish or water splashes. There is no odour emanating from floor drains.
	Following cleaning, the floors in change rooms, locker rooms, fitness room etc., are to be flat wet mopped using germicidal detergent solution.	Germicidal detergent solution and a microfiber flat mop was used for floors in areas where one could expect persons to be with bare feet.
.7	Scrub floors and bases with detergent solution no less than weekly. Re-coat sealer/finish as required.	Floors as required are maintained with sufficient coats of our water base sealer and/or our finish, providing surface protection and an overall attractive appearance.
.8	Wall Washing ; Daily: all showers/ rooms Weekly: washrooms. Walls: in locker rooms, washroom access corridors, areas where washer and dryers are located are washed the first week of every month.	All shower and shower room surfaces were cleaned, scrubbed as required, rinsed, etc. Walls: in locker rooms, washroom access corridors, areas where washer and dryers are located were washed the first week of every month in accordance with these standards.

STAIRWAYS AND LANDINGS

301	Tasks	Results Required
	Clean handrails, ledges, railings, baseboards, and banisters, etc. Spot clean walls and glass sidings.	Handrails and walls are uniformly clean, free from dust, finger marks, smudges and soil.
	Dust walls ceilings, overhead pipes and cross beams etc.	Walls ceilings, overhead pipes, appurtenances, cross beams etc. are free of visible dust.
	Vacuum carpeted stairs and risers.	Stairs and risers are free of dust and debris and present an overall appearance of cleanliness.
	Spot Clean carpeted stairs and risers.	The carpeted landings, stairs, risers, etc. are free of spots, stains, etc..
	Clean washable surfaced stairs, nose cones, landings, and risers.	Stairs, landings, risers, etc., are clean and free of loose and caked soil, and surface stains. Wall bases and stair risers are free of watermarks and splashes from cleaning solution. Stair landings and adjacent areas present an overall appearance of cleanliness.
	Dust Walls, ceilings, overhead pipes, appurtenances, cross beams etc.	Walls ceilings, overhead pipes, appurtenances, cross beams etc. are free of visible dust.
	Wash walls (from the bottom up) washable ceilings and appurtenances. Where walls and ceilings are to be washed the walls are to be washed first.	After washing walls (from the bottom up) etc. all surfaces are clean and there is no evidence of the cleaning procedures.

RESILIENT AND NON-RESILIENT FLOORS

All floors (e.g., sheet vinyl, vinyl tile, corolon, tarquette, ceramic tile, raised computer flooring, painted and unpainted concrete etc.).

302	Tasks	Results Required
	<p>Prepare floor by scrubbing prior to any system of maintenance.</p> <p>Note: Only detergent solutions and under no circumstances any floor stripper is to be used on a Marmoleum floor. Consult your supplier for correct procedures should this flooring exist.</p>	Following scrubbing and neutralizing, no dust, soil, stains, etc., is visible, no evidence of muddying or rippling effect exists. Corners, bases and equipment, etc., are free of residue and the floor presents a uniform and overall appearance of cleanliness.
	<p>Burnish all surfaces.</p> <p>Note: Spray buffing method and procedures are not permitted.</p>	All hard finished surface areas have been burnished as required to maintain an overall attractive appearance. No spray buffing was carried out.

302 Continued	Tasks	Results Required
<p>. Scrub and re-coat wear areas.</p> <p>Note: Washrooms are to be maintained in a pristine condition.</p> <p>Note: In neutralizing the stripper/scrubbing solution our provided food grade acid neutralizer (not vinegar) is to be used.</p>	<p>After scrubbing, neutralizing, and re-coating using our products as required, the slip resistant finished area is free of streaks, mop strands, and marks, with no evidence of improper finish application. No heavy accumulation of finish exists adjacent to walls, baseboards, under doorways, fixtures and furniture. Floors are clean and bright-looking overall with a reflective sheen, including under furniture and equipment. Furniture and equipment have not been marred or damaged and furniture and equipment moved during operations has been returned to its original location. In appearance, all flooring exhibits a uniform sheen with reflective properties that are acceptable to the Site Authority. This level of floor care and appearance is maintained at all times.</p>	
<p>Refinish all floors as required.</p> <p>Neutralize: Following the wet vacuuming up of the stripper solution, the floor shall have been neutral rinsed, using our food grade acid neutralizer.</p> <p>Rinse: Following the wet vacuuming up of the neutralizer solution, the floor shall have been rinsed at least twice with clear cool water, followed each time by wet vacuuming</p>	<p>After stripping, all soil, seal, finish and stains have been removed. All areas whether machine and/or hand cleaned, are free of soil, water streaks, mop marks and strings.</p> <p>Upon completion of the stripping process the floor is neutral in pH, presents an overall appearance of cleanliness, while walls, baseboards and other adjacent surfaces are free of solution splashing and scars from equipment.</p>	
<p>Buff: Where a mop drag condition from standing fibers or impurities exists following the stripping and drying process, the use of a buffing pad followed by an additional clean clear rinse will be required.</p>	<p>Prior to the application of sealer or finish, the floor surface was smooth with no mop drag.</p>	
<p>Apply: Our sealer, if required.</p>	<p>Sufficient coats of our sealer were applied to present an overall level appearance, allowing sufficient drying time between applications.</p>	
<p>Apply: finish.</p> <p>Note: Our low maintenance, durable, mar resistant finishes will be used.</p>	<p>Sufficient coats of our slip resistant finish (minimum of four) were applied to offer floor protection and an overall attractive appearance.</p>	
<p>Clean grout if needed.</p> <p>Note: Consult the supplier of our supplied cleaning chemicals if unsure as to how to proceed.</p> <p>Note: Mix 32 ml. of our food grade Neutralizer per L. (4 oz. Per gallon) of water. Using a wet mop, lay the solution (on floor surface only – not walls or any metal surfaces), let stand for a minimum of 5 minutes. Agitate (do not splash). Pick up solution with a wet vacuum. Rinse floor area using a clean wet mop and warm water. Repeat procedure if required. Let dry. Note: if the grouted area has been improperly sealed with a solvent-based sealer such as a urethane, this must be removed by mechanical means before a proper cleaning procedure is used.</p>	<p>Grout is clean in appearance. No staining or soil build-up is visible.</p>	

ALL CARPETS AND MATTING

303 Tasks	Results Required
Vacuum all carpet and interior walk off mats. Exterior mats –clean and dry underneath.	All carpet and interior and exterior matting throughout the site was vacuumed on a regular and consistent basis.
Spot clean carpet including matting.	All carpet and matting was spot cleaned with the vacuuming program.
Pile Lift all carpet and matting weekly, (monthly in quad areas) to relieve matting conditions. Pile Lift to raise the pile prior to spin cleaning to permit the removal of imbedded soil.	Carpets and matting were pile lifted and present an even, clean appearance, free of soil, spots, stains, grit and dust.
Spin/Bonnet Pad Clean all carpet foot traffic areas a minimum of monthly and during snow/wet weather at minimum every two weeks by pre-spraying using our Ultra ‘Clean” at the recommended dilution. Pre-spray use a 175-300RPM scrubber with a clean dry spin/bonnet pad or thin line pad. Laundered pads.	The spin cleaning is carried out at a frequency that ensures that no traffic lanes are visible and is carried out immediately following the pile lifting. Frequency was increased every 2 weeks during snow or wet weather The pads were laundered after use.

CEILING AND WALLS

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

304 Tasks	Results Required
<p>Dust walls and ceilings, including appurtenances such as doors, trim, moldings, ledges, radiators, and grilles overhead pipes and bracings.</p> <p>Note: in the case where the spot cleaning of common walls, doors frames and surfaces has not been maintained to our standard, the resulting factor is that the contactor will at their own cost be required to wash the surfaces.</p> <p>No wall or ceiling washing is required with the exception of all washrooms, shower rooms, locker rooms and their adjacent hallways including all doors, frames, glass, vinyl, wood and metal surface.</p> <p>If walls are being washed for painting they are to be washed with TSP and rinsed well. Note: Walls to be overall uniformly clean.</p> <p>Note: Walls only, are to be cleaned from the bottom up, staying within ½ inch of ceiling to prevent marks. Note: Wall washing procedures utilize professional and effective wall washing tools/mops or equipment. Hand cleaning or the use of sponges of any kind is not permitted for washing wall surfaces.</p>	<p>All walls and ceilings, including appurtenances such as doors, trim, moldings, ledges, radiators, and grilles overhead pipes and bracings were dusted.</p> <p>All spot cleaning has been carried out to comply with these standards.</p> <p>All work was completed within the contract requirements.</p> <p>If provided with a separate purchase agreement for wall washing, all applicable walls were, washed with TSP and rinsed well, using effective professional equipment.</p>

304	Continued Tasks	Results Expected
	<p>Clean all wood panel walls, including doors, frames, glass, vinyl, and metal.</p> <p>Note: The method used to clean wood walls is to be pre-approved by the Facilities Manager.</p>	<p>All wood panel walls, including doors, frames, glass, vinyl, and metal are clean.</p>
	<p>Overhead doors in Shops, Stores and Helicopter Hanger (separate cost) may be required to be washed both sides in March, June, September and December.</p> <p>Note: The Facilities Manager will determine if a surface is washable.</p>	<p>If provided a separate purchase agreement overhead doors were washed as scheduled and reported in the communication book upon each completion.</p>

VENETIAN BLINDS / VERTICAL/ MYLAR BLINDS/ DRAPERIES

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

305	Tasks	Results Required
	<p>Dust clean all washable surfaces</p>	<p>All tracks, pull rods, surfaces, casings and sills are free of dust, fingerprints, etc.</p>
	<p>Vacuum all surfaces of fabric blinds.</p>	<p>All fabric surfaces are free of dust.</p>
	<p>Vacuum drapes/curtains.</p>	<p>Drapes/curtains and tracks are free of dust, neatly tracked and present an overall clean appearance.</p>
	<p>In June Remove- and have professionally cleaned all draperies/ blinds, (including tapes and cords). Reinstall. Report when completed.</p> <p>Clean tracks, frames, etc.</p>	<p>In June all window coverings were cleaned.</p> <p>After the removal of the window coverings all frames, tracks, ledges etc. were washed prior to the re-installation of the window coverings.</p>

VERTICAL SURFACES, HIGH CLEANING

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

306	Tasks	Results Required
	<p>Clean- all surfaces</p>	<p>All surfaces are clean and free of dust, finger marks, smudges, stains, streaks, etc.</p>

LIGHT FIXTURES, PARABOLICS, AIR AND WALL VENTS, DIFFUSERS, EXHAUST VENTS AND FREE STANDING FANS

307	Tasks	Results Required
	<p>Record in the communication book any flickering or burnt out lights/tubes</p>	<p>All flickering or burnt out lights were recorded. The light lenses are free of debris, bugs/insects, etc.</p>
	<p>Dust exterior of light lenses, including ceiling areas, air and wall vents. Lower lens and remove any debris bugs/insects etc. In the handling parabolic light covers, do not touch with bare hands, as this will mar the reflective properties. If lowering the light lens, be sure to have hands covered.</p>	<p>Exterior of fixtures and vents are free of dust, the interiors exhibit no debris and bugs/insects. No finger marks are visible from the dusting or lowering and reaffixing of the lens.</p>
	<p>Wash- if scheduled all internal light fixtures. Wash complete air and wall vents, diffusers, free standing fans.</p>	<p>All internal light fixtures if scheduled were washed. All air and wall vents, diffusers, free -standing fans were washed. After washing the surfaces, blades are clean and free of stains, streaks etc. and the clean vent/fan covers are properly re-assembled.</p>

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

308	Tasks	Results Required
	<p>Clean entrance(s) glass inside and outside, including frames, sashes, sills and moldings.</p> <p>Clean all glass Plastic /Plexiglas/Lexan surfaces, including partitions</p> <p>Remove all cobwebs, litter etc.</p> <p>Clean unless otherwise stated -all interior windows and any interior glass dividers in March, June, September and December;</p> <p>Clean unless otherwise stated - all exterior windows in March, June and September.</p> <p>ER/RPSS - Clean the windows inside and out every weekend.</p>	<p>All exterior and interior entrance glass, frames and sashes are clean and free of soil, streaks and Watermarks, cobwebs, litter, tape and tape residue etc.</p> <p>There is no damage to the exterior building facings or shrubbery arising from the window cleaning.</p> <p>There is no damage to either the glazing compound or any special anti-glare coating that may be present on the glass surface.</p> <p>All interior/exterior windows were cleaned monthly. All interior glass dividers/partitions were cleaned monthly.</p> <p>No paper towels or abrasive products were used. When using a blade scraper on glass (only), the surface as well as the blade was wet first.</p>
	<p>Clean all interior glass/Plexiglas, display cases etc., including frames, sashes, sills and moldings.</p> <p>Note: The contractor is required to supply a product which identifies as safe for use on Plexi Glass and Lexan surfaces.</p>	<p>All interior glass/Plexiglas, Lexan display cases, frames are clean and free of finger marks, streaks, smudges, tape and tape residue, paint, etc.</p> <p>There is no damage to either the glazing compound or any special anti-glare coating that may be present on the glass surface.</p> <p>No paper towels or abrasive products were used. All furniture and equipment moved during cleaning operations is in their correct locations.</p>

STORAGE AREA

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

CLEANERS' CLOSETS AND PROVIDED SPACE

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

BUILDING EXTERIOR and FURNISHINGS

Main entrance, Loading docks, Truck Bays walkways, entrances, exits, walkways to the main sidewalks and furnishings adjacent to the external building access, any outside eating areas including benches and picnic tables.

311	Tasks	Results Required
	<p>Empty and clean all waste/ash trash receptacles/urns, replace sand.</p> <p>For fire and safety, separate metal ash holding cans must at all times be used for any ashtray contents</p> <p>Maintain clean all entrances, exits areas, doors, door grills, floor grills and any recess pans.</p>	<p>Receptacles are clean inside and out and free of soil, marks, streaks, liners if any are replaced etc. Sand has been replaced and or urns emptied.</p> <p>All entrances/exits and their surfaces are maintained clean.</p>
	<p>Remove/clean all waste or litter from loading docks, walkways to the sidewalks or grass areas, and all other patio areas.</p> <p>Clean any patio furniture, benches etc.</p>	<p>All areas are clean and free of food, debris, litter cobwebs and debris.</p> <p>Any patio furniture was cleaned when weather permits their use.</p>
	<p>Pressure wash loading docks, walkways as needed to maintain clean and attractive.</p>	<p>Loading docks and walkways were pressure washed. Surfaces and adjacent walls are free of marks, graffiti, gum, soil, etc. and present an overall clean appearance.</p>

Cleaning Firms Topics and Instructions

Topics	Instructions
Chemicals that are Banned	All products classified as "Consumer" products. No solvent seals or finishes, ammoniated strippers, mop-on/mop-off strippers, products containing d'limonene, nonylphenols (NPE's), alkylphenols (APE's), butyl or butyl by-products. No hydrochloric, hydrofluoric or sulphuric acids or ammonia. Armoral, Protectol, products containing Anionic optical brighteners, Saddle Soap or like products. No aerosol or trigger sprayer dispensed cleaners or polishes. No Vinegar, Windex or like product, powdered cleansers, SOS or other aggressive damaging pads. No parazine blocks, or any other products that have been banned as detrimental by their chemical make up, lack of MSDS compliance, damage to surfaces or not pre-approved in writing by the Facilities Manager are permitted on, or for use in, the premises. Except in those instances where they are designated for specific application by the British Columbia Centre for Disease Control No bleach, Phenolic or Hydrogen Peroxide based germicides are permitted for use.

Topics (Continued)	Instructions
Cleaning results	It is recognized that in attaining the results required, supplies or equipment, over and above those specified by us as may be required and therefore, you are reminded that prior to having any alternative or additional supplies or equipment on Site, the written approval of our Facilities Manager must be obtained and that written approval must be on site in the MSDS binder.
Carpet and Upholstery Spot Cleaning Product	For carpet, matting and upholstery spot cleaning and carpet spin cleaning only our provided Ultra Chem 'Clean' product is permitted.
Cleaning Carts	All cleaning carts must be cleaned daily and set up ready for the next day service.

<p>Current ISO or current and Client/Worker Protection</p>	<p>In protection of the client and workers products other than those which have been authorized in writing, as exceptions, found on site that and not listed as pre-approved based on Terra Choice/Green Seal will be immediately removed and disposed of, as can any items, equipment, supplies, etc., that have been banned by these Standards, or that the Facilities Manager deems as potentially harmful to persons, building surfaces, or the environment. Any and all costs associated with this removal will be the responsibility of the Contractor and the Contractor will be assumed to be in breach of the contract.</p>
<p>Dusters <i>Note:</i> Feather dusters, poly wool dusters or swiffers, are not permitted on or for use at the site.</p>	<p>Long handled dusters with a microfiber head may only be used for the removal of dust from high ledges walls etc.</p>
<p>Equipment – Safe</p>	<p>All cleaning equipment, ladders, etc. stored or used on site, are to be inspected regularly and maintained in a state acceptable to Facilities Manager as well as current WCB regulations and are to be CSA approved.</p>
<p>Finish Mops</p>	<p>Silk looped mops used in the application of floor sealers and finish may be rinsed clean and hung to dry.</p>

<p>Topics (Continued)</p>	<p>Instructions</p>
<p>Lockable Space</p>	<p>Where adequate lockable space has been provided, the approved products, minor and electrical equipment, such as vacuums, etc., utilized in the day-to-day delivery of the service are to be available for regular inspection, in the provided space.</p>
<p>Mops/Pads and Cloths <i>Note:</i> Non-launderable including (straight string) mops of any kind are not permitted on or for use at the site. Note: A wet vacuum must be used for large spill clean-up. Note: Looped launderable wet mops specifically designed for rough flooring accompanied by a special floor pail and wringer for dealing with gross soil may be used if this condition exists.</p>	<p>Microfiber-(cleaning cloths, dry and wet mop pads, wall washing mops and extendable dusters must be of a launderable type. Laundered, (in a washing machine and for most dried in a dryer), clean, pads/mops and cloths must be on site in sufficient quantity at the start of each shift and/or cleaning function. Separate clean Microfiber cleaning cloths must be used for each area e.g. an office, a meeting room, a washroom etc. and within each area a separate side for each item cleaned. No re-dipping of cleaning cloths or mops/pads into cleaning solutions is permitted and all used must be set aside for laundering once all 8 sides of the cleaning cloth have been used. Separate floor pads must be used in each area of any floor cleaning procedure.</p>
<p>Safe Equipment</p>	<p>All cleaning equipment, ladders, etc. stored or used on site, are to be inspected regularly and maintained in a state acceptable to the Facilities Manager and to current WCB regulations and are to be CSA approved. Equipment repairs irrespective of how minor must be fixed immediately.</p>
<p>Safe Identification of Hazards</p>	<p>Any and all wet areas representing a slip hazard to a client must be clearly identified by the use of safety signs. Safety signs must be removed as soon as the hazard no longer exists.</p>

Supplies Equipment and Products Approval	<p>Only the contract-listed supplies and equipment etc., which must, by the Contractor's bid submission be professional/industrial supplies and equipment which meet or exceed the specifications and requirements identified by the contract are permitted on, or for use in, the premises.</p> <p>Only our purchased or our approved chemicals (cleaning products) <i>are</i> permitted on, or for use in, the premises.</p>

APPROVED PRODUCTS

All products used on this site require our pre-approval. The basic day-to-day cleaning products required are purchased by us and are to be used as per the manufacturers directions. Any approved products that are approved and contractor supplied must also be used as per the manufacturers directions.

CLEANING INSPECTIONS

Every week based on our current cleaning standards, the site Supervisor is required to have carried out and submitted detailed cleaning inspections of all of the weeks work – building by building-for the entire site. The individual buildings inspections are to be submitted on Friday each week to the office of the RPSS. Cleaning functions that are carried out on a less frequent basis as well as project work is to be recorded daily in the communication book. The RPSS will determine if any of the work has not been completed to the standards and if this should occur the supervisor will be required to, outside of the regular assigned hours, to supervise additional work hours, at the cost of the Contractor, to complete the work to the satisfaction of the RPSS and these Standards.

COMMUNICATION

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

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

ENERGY CONSERVATION

The contractor is expected to limit energy consumption by establishing efficient work patterns and by turning electrical equipment off and lights out when not required.

MICROFIBER

It is a mandatory requirement of the site that the specified color-coded Microfiber cleaning cloths including the chamois style for glass and window cleaning is used. White terry cloths may only be used in the tamping process for fabric and carpet spotting procedures. Other than where a rough floor exists where a special rough floor looped, launder able wet mop may be required, the requirement of dry and wet mopping is to be carried out using Microfiber dry and wet pads. No cloths or pads are permitted to be re-dipped in any cleaning solution. All must be set aside and laundered after use. Disposable cloths are required for cleaning vinyl with the waterless hand cleaner.

MOULD AND MILDEW

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

Note: Instances of larger contaminated areas or where the mould/mildew returns are to be reported immediately to the

CLEANING STANDARDS BULIDINGS

Facilities Manager.

Canadian Coast Guard, Seal Cove Base, Prince Rupert, BC