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| **ITEM** *(as applicable)* | **ACTION** | **ACCEPTABLE OUTCOME** |
| FURNITURE  |
| Desks/Tables | Dust / Damp wipe  | Free from visible loose debris, dust and spillages |
| Storage units/Cupboards | Dust / Damp wipe  | Free from visible loose debris, dust and spillages |
| Chairs (hard backed) | Damp wipe/ Wash | Free from impacted debris, dust, cobwebs.  |
| Chairs (soft backed) | Dust and brush | Free from debris and dust |
| Video-conferencing equipment | Dust | Free from debris and dust |
| TOILETS |
| Cubicle floors and doors | Dust/Wash | Corners and edges of floors and toilet bowls free of debris and dust |
| Toilets | Wash/disinfect/wipe | Clear of debris |
| Sinks | Wash/disinfect/wipe | Sinks clear of debris, soap scum |
| Mirrors | Wash/disinfect/wipe | Clear of dirt/marks |
| Door Handles/Flush | Wash/disinfect/wipe | Door handles smear free |
| Hand dryers | Dust | Hand-dryers free from dust and debris |
| KITCHEN POINTS |
| Work surfaces  | Dust | Free from spillages, marks and dust |
| Cupboards | Dust | Free from spillages, marks and dust |
| Tables and chairs including legs | Wipe/disinfect | Free from dust and marks |
| Microwaves inside and out | Wipe/disinfect | Free from spillages, odours |
| Fridges (daily) | Spot clean | Free from spillages, odours |
| Fridges inside and out (weekly) | Dust/Wipe/disinfect | Out of date food disposed of at close of business week (Fridays) |
| Floors and ledges | Dust/Sweep/Mop | Corners and edges free from dust and debris |
| VERTICAL SURFACE |
| Walls | Dust/ Damp wipe/ wash | Free from debris, dust, cobwebs, removable stains & marks. |
| Doors | Dust/ Damp wipe/ wash | Free from debris, dust, cobwebs, removable stains & marks. |
| Glass doors and partitions | Dust/ Damp wipe/ wash | Free from debris, dust, cobwebs, removable stains & marks. |
| EDGES & RIDGES |
| Door frames | Detail Clean | Free from debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance. |
| Skirting boards | Detail Clean | Free from debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance. |
| Cable trunking | Detail Clean | Free from debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance. |
| Whiteboard/noticeboards | Detail Clean | Free from debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance. |
| FLOORS |
| Carpet | Spot clean | Free from visible loose debris, dust, fluff & lint. Free from removable stains & matter.  |
| Hard Floor | Full Vacuum | Free from visible loose debris, dust, fluff, lint and wet materials. |
| LOWER LEVELS |
| Surfaces below 3m | Vac/Dust/ Damp wipe/wash | Free from debris, dust and removable stains. Free from visible dust, loose litter & debris. Dry & smear free and of uniform appearance. |
| Walls | Vac/Dust/ Damp wipe/wash | Free from debris, dust and removable stains. Free from visible dust, loose litter & debris. Dry & smear free and of uniform appearance. |
| Air vents and grilles | Vac/Dust/ Damp wipe/wash | Free from debris, dust and removable stains. Free from visible dust, loose litter & debris. Dry & smear free and of uniform appearance. |
| CONSUMABLES |
| Soap | Replenish | Filled to capacity. Dispensers replenished.Appropriate spare stock made available on daily basis |
| Paper towels | Replenish | Filled to capacity. Dispensers replenished.Appropriate spare stock made available on daily basis |
| Toilet tissue | Replenish | Filled to capacity. Dispensers replenished.Appropriate spare stock made available on daily basis |
| Washing Up Liquid | Replenish | Filled to capacity. Dispensers replenished.Appropriate spare stock made available on daily basis |
| MISCELLANEOUS  |
| Recycling and waste Bins | Damp wipe/ Wash | Free from debris, dust, removable stains & marks. Dry & smear free. |
| Fire extinguishers and stands | Damp wipe/ Wash | Free from debris, dust, removable stains & marks. Dry & smear free. |
| Messages left for cleaners in Communications Log Book | Acknowledged and responded to | Written response/confirmation provided in Log Book by next working day. Concerns escalated by cleaners to supplier contract manager to action if appropriate. |
| Uniform  | Wear uniform | Uniform worn by operatives whilst on the client’s premises. |
| Attendance records | Operative sign in/out | Operative attendance on site registered and records available to the client. |
| Daily Cleaning register | Completed works recorded | Daily cleaning confirmed as complete to the client by close of business hours.  |
| Daily Cleaning issues | Client informed of issues | Client informed of issues impacting delivery of daily cleaning duties by close of working day. |
| Evening cleaning register | Completed works recorded | Evening cleaning confirmed as complete to the client by close of next working day.  |
| Evening Cleaning issues | Client informed of issues | Client informed of issues impacting delivery of evening cleaning duties by close of next working day. |