

**Guide to Cleaning and Related Services**

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*SERVICE LEVEL STATEMENT*

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**Facilities Services Mission Statement**

To provide a high standard of cleaning, portering, logistics and security related services to University buildings, carried out by an efficient, friendly and effective workforce which is committed to consistently providing services of the highest possible quality.

## 1. Introduction

The Cleaning Team are part of Facilities Services, one of 6 sections within the Estates and Facilities Directorate.

We provide services to approximately 60 buildings (except student residences) predominantly on the main Kings College and Foresterhill campuses, using a combination of early morning, day and nightshift cleaning staff.

We are also responsible for managing contracts with third parties to provide related services to other University buildings which are not located on or near to either of the core campuses.

## 2. Cleaning Services Team – Key Contacts

**Estates and Facilities Helpdesk                      01224 273333**

<b>Name</b>	<b>Contact no</b>	<b>Title</b>	<b>Area (base)</b>
Jackie Wyness	01224 273618 07795 645668	Cleaning Manager	University Office
Jane Black	07795 800010	Snr Cleaning Supervisor (early)	South (Taylor)
Mike McGillivray	07774 017863	Cleaning Supervisor (day)	North (Zoology)
Lynne Stewart	07792 352117	Cleaning Supervisor (early)	East (MacRobert)
Amber Jeyema	07771 842746	Cleaning Supervisor (night)	West (F/Noble)
Karen Thomson	07771 841823	Cleaning Supervisor (night)	Foresterhill
Karen Hughes		Cleaning Supervisor (day)	Foresterhill

## 3. Scope of Service

The services comprise

- Internal cleaning of all academic, teaching, social and other operational facilities of the University
- Internal and external window cleaning
- Supply of cleaning materials and related wash-room supplies
- Additional or supplementary cleaning services such as carpet cleaning, periodic cleans, cleaning over 2m, power washing, gum removal, barrier matting cleaning etc

## 4. Service periods

The information supplied is provided as *general* guidance on the main service activities and their frequency of cleaning across the University where services are provided in house. Where services are outsourced, specific service levels apply.

Core cleaning activities are undertaken in offices, circulation space, labs, teaching and seminar space, toilet/washroom facilities, communal use and entrance areas, libraries and areas with frequent use/high footfall.

**Other cleaning activities vary in frequency and timing, depending on factors such as the size or frequency/type use of the area being cleaned, and the type of flooring.**

### **Core Cleaning activity**

Monday – Friday                      between 0530–1130  
Monday – Friday                      between 1000-1600  
Sunday – Thursday                      between 2200 – 0600 (0500 on Friday)

The University is closed during the Christmas and New Year period. On other statutory Public and University holidays, a reduced service is provided.

## 5. Outline Schedule of Service

The schedule of in-house service provision is generic and based on the most common types of space found at the University. Some areas or buildings will have variations or specific service levels, based on agreements between the School and Facilities Services. In buildings with outsourced provision, the service level is bespoke and is established with the building occupants as part of the tendering process.

All cleaning takes place between Monday and Friday, unless otherwise stated.

### Waste removal

Recycling bins	Daily
General waste	Daily

### Replenishments

Hand sanitiser, soap, toilet roll, hand towels	Daily
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### Cleaning Provision

	Cleaned
Class, training or seminar rooms	2 x per week
Lecture theatres (large, tiered, fixed seating)	2 x per week
Laboratories (low risk/central teaching)	3 x per week
Computer room/IT suite	2 x per week
Computer room/IT suite (24 hours)	Daily
SDRL	Daily
Small libraries (incl. study areas)	2 x per week
Reception, atrium & entrances a	Daily
Canteen or refectory	Daily
Kitchen/tearoom/staff rooms or common rooms	Daily
Corridors	Weekly
Staircases	2 x per week
Lifts	2 x per week
Washrooms - Toilets and showers	Daily, some 2 x per day in high footfall areas
Offices	Weekly
Meeting/conference rooms/facilities	Daily
University events facilities (eg Chapel/Elphinstone Hall/Linklater Rooms /KCC/Butchart)	Daily, and as required
Sports facilities (King's Pavilion, Butchart)	Daily
Nursery	Daily
First Aid rooms	2 x per week

## 6. Additional Service Checks & 7 Day Service Provision

Our cleaning staff undertake supplementary checks to high footfall areas or high use areas during the day. The areas include toilet facilities, conference and meeting rooms, key areas used for events (eg Chapel) at Kings, the SDR Library, IT/computing suites and other spaces which open at weekends.

Service checks involve with the facilities themselves being checked and receiving additional cleaning if required, eg

- inspecting the general condition of the area
- replenishing hand towels, toilet rolls, hand sanitiser, and hand soap dispensers
- removing rubbish/emptying bins
- spot cleaning eg of spillages

<i>Service checks</i>	<i>Monday – Friday</i>	<i>between 1000 and 1600</i> <i>between 1700 and 2000</i>
	<i>Saturday &amp; Sunday</i>	<i>between 0530 and 0830</i>

For more specific information regarding the service levels and cleaning frequencies at a more local level, please speak to Jackie Wyness, Cleaning Manager.

## **7. Exclusions**

Our services do not include

- Cleaning computers, keyboards, printers and telephones etc
- Cleaning desk/work surfaces, if not cleared of papers and other items
- Vacuuming or cleaning floors, if not clear and unobstructed
- Washing crockery, cutlery, glassware, or cleaning inside microwaves, fridges or similar equipment in kitchenettes/kitchens or staff facilities
- Cleaning whiteboards
- Cleaning above shoulder height (above 2m)
- Cleaning specialist equipment eg in labs or IT suites
- Collecting and removing food waste or equipment/items from meeting rooms or vending/café areas
- Removing waste from individual offices

### **Food and drink**

Food and drink (except bottled water) is discouraged from being consumed in teaching rooms or in computing facilities.

### **Laboratories**

There is a separate code of practice relating to cleaning provision and practices within laboratories – only certain low risk labs are cleaned by the central cleaning team.

Laboratory users in specialist areas or dealing with specialist equipment will be expected to clean their own equipment and relevant schools are required to purchase the appropriate materials to do so, e.g. Hoists, monitors, gym equipment, specialist laboratory equipment e.g. microscopes, autoclaves etc and including sinks and taps, etc.

For health and safety reasons, laboratory users and technical staff are responsible for cleaning laboratory sinks and benches and removing laboratory waste. Cleaning staff undertake limited duties in specific labs and report any spillages they find or accidentally cause to their Cleaning Supervisor. They are not permitted to clean these - or any chemical spills -up.

Laboratory staff must leave the lab in a safe condition and ensure that no 'sharps' are discarded in the general waste bins.

## **8. What can I expect from our cleaner?**

Our Staff

- all wear a uniform, which makes them easily identifiable as members of the Estates and Facilities team
- are friendly, courteous and helpful
- have appropriate equipment, materials and training to help them do their job efficiently and effectively

## **9. What you can do to help us**

All members of our University community - building users, staff, students and occupiers - have a shared responsibility for maintaining good personal hygiene practices, whether they are teaching, undertaking research, or working in schools, labs or offices.

**We would ask for support and cooperation from all staff and students to ensure that they maintain the highest levels of hygiene, and take a responsible, shared approach to hand hygiene and general cleanliness.**

When on campus, users are expected to clean their own desk, telephone, keyboard, mouse and screen and touchpoints in their own personal office spaces. It is also good practice to wipe down shared lecterns, IT/other controls, desktop equipment, projectors, laptops, mice and keyboards.

With so many buildings and different types of spaces, we try our best to keep the University a tidy and pleasant environment for everyone – and staff and students can assist us by following a few simple guidelines.

Please help us, by

- Removing your own office waste to the central bins/recycling points at the end of each working day - we only remove waste and recyclates from central or communal bins. Unemptied bins are a fire and potential health hazard.
- Wiping up any tea/coffee/water spills
- Ensuring that rubbish, food wrappers, waste and recycling are put into the appropriate receptacles. Please don't just leave them lying around for someone else to pick up.
- Ensuring bins are not overfilled – if a receptacle is overfilled, or bin bags are too heavy or bulky, the staff are unable to remove them
- Keeping office surfaces clean and clear of papers to allow our staff to do their job: our cleaning teams need free and unhindered access to complete their tasks. If you have lots of paper on your desk, it is normal for them not to move it.
- Locking away confidential materials
- Keeping floor areas under and around desks clear, to allow floor cleaning to take place
- Giving us adequate notice for exceptional or "out of the ordinary" requests (eg a change of timetable of use / special requirements). The more notice you can give us, the easier it is for us to complete the task.
- Letting us know when something is wrong as soon as you can, preferably at the time, so that we can take action quickly to resolve any issues

All the Facilities Services teams work within finite resources: occasionally, disruption to the level of service may be caused by factors out with our control, (e.g. lack of access to area, inclement weather or unplanned staff absences). In this event temporary adjustments are made to provide the best service possible under the given circumstances. We will always try our best to maintain services as best we can.

## **10. Other Services Provided**

### **MFDs**

Tubs of cleaning wipes and/or dispensers are supplied at designated functioning MFDs which users must use to clean equipment after use. These will be replenished by Estates and Facilities.

Users are expected to maintain good hand hygiene and cleanliness practices including wiping down their desk, mouse, keyboard and monitor before and after use.

### **Window cleaning – internal and external**

Windows in non-residential buildings are cleaned annually internally and externally by a specialist contractor who has tendered for the contract. The annual clean generally takes place during the course of the summer, and is mostly undertaken early in the day so disruption to building users is minimized.

Main building entrances, high-use/footfall areas and some ground floor windows are cleaned more frequently.

## Electrostatic Cleaning

Disinfection of specified areas will take place by Facilities staff utilising the electrostatic cleaning system, e.g.

- Lifts
- Reception areas
- Foyers and entrances
- Library desks and chairs
- Eating areas: including chairs, tables door handles, vending machines etc.

This service is undertaken on request through the Estates and Facilities Helpdesk by contacting [estates@abdn.ac.uk](mailto:estates@abdn.ac.uk).

## Cleaning for meetings, events and other community activities

Extra or additional cleaning requirements for an event or a conference must be discussed and prearranged with the Cleaning Manager **in advance**, eg cleaning of any facilities or rooms which are required again in the evening after use during the day.

Please do give us as much notice as possible – due to shift working activity, it is not usually possible to make arrangements with less than 24 hours notice.

Booking spaces for events is made through the appropriate service provider as listed below:

Central teaching poolbook through central timetabling [roombookings@abdn.ac.uk](mailto:roombookings@abdn.ac.uk)  
Event & meeting rooms book through Conference & Events [conf.events@abdn.ac.uk](mailto:conf.events@abdn.ac.uk)  
Staff meeting rooms book using Outlook - University staff only  
SDRL book through SDRL on [adminroombookings@abdn.ac.uk](mailto:adminroombookings@abdn.ac.uk)  
Suttie Centre book through the Centre Manager: [arlene.ray@abdn.ac.uk](mailto:arlene.ray@abdn.ac.uk)

All paperwork and items/equipment brought to the room by the user must be removed at the end of the booking.

We are grateful for your consideration when planning an event, in the context of giving us sufficient notice so we can still deliver our core services whilst supporting your activity. It can be challenging to balance our daily workload with ad hoc requests and priorities.

## 11. Arranging Additional or Specialist Services

Cleaning specialist /technical items of equipment or specialist operational areas is the responsibility of individual schools or departments.

We are happy to arrange additional or specialist cleaning – these are tasks considered out with the normal service provision because of their importance, complexity, magnitude or cost, and may justify more precise scheduling or specifications than might normally be the case.

If you require additional cleaning or related services, or are even just looking advice on specialist cleaning, please contact us through the Estates Helpdesk [estates@abdn.ac.uk](mailto:estates@abdn.ac.uk).

Specialist cleaning operations may be carried out outside core working hours/days eg overnight, at weekends. Depending on the nature of the request, the activity could be completed by in-house staff, or, if more appropriate, through an external contractor with **associated costs being re-charged to the requesting school or department**. A budget code will be requested at the time of booking.

**eg**

- Carpet cleaning
- One off cleans of areas, offices, etc
- Cleaning of kitchen appliances eg inside fridges and microwaves
- Cleaning after refurbishments or room moves

- Additional window cleaning (e.g. for high profile visits)
- Deep (disinfectant) cleans
- Cleaning at height (ie over 6 feet) eg atrium ledges
- Cleaning of ceilings, lighting, lighting diffusers
- Gutter cleaning
- Pest control
- External cleaning eg building facades
- Bulk refuse removal (ie over and above normal waste)

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We are happy to provide guidance and advice to colleagues and welcome the opportunity to discuss requirements – please contact the Cleaning team through [estates@abdn.ac.uk](mailto:estates@abdn.ac.uk) and we will do our best to help.

*Petra Barber  
Assistant Director  
Facilities Services*

*April 2022*