

SERVICE LEVEL AGREEMENT

Cleaning Services

**Revised June 2021 to incorporate the Enhanced
Cleaning regime to comply with Covid 19 legislation.**

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1. GENERAL STATEMENT

1.1 Cleaning Services is part of Campus Services and is a University service provider with a remit for:
Cleaning

This document details the services provided within current resources to meet the expectations of our customers and lays down the responsibilities of both parties.

1.2 This Service Level Agreement (SLA) is designed to provide both staff and resource support to staff, students and visitors, and where contracted to conference related functions and tenants.

2. BREACHES OF THE SERVICE LEVEL/ COMMENTS

2.1 The Cleaning Services Manager welcomes comments on the SLA with a view to service improvement. Where customers feel that the service level is not compatible with their requirements or that the support given is below the stated level, they should write in the first instance to:

Cleaning Services Manager
Estates
Room G22
University of Reading
Reading
Berkshire RG6 6AH

All complaints will be dealt with in accordance with the University's complaints procedures.

2.2 Where the response is not deemed satisfactory, aggrieved parties should contact the Director of Campus Services for further investigation.

2.3 Access to the Section's feedback and comments pages can be found at
<http://www.reading.ac.uk/cleaning-services>

3. CHANGES TO THE SERVICE LEVEL

3.1 The Cleaning Services Manager will review the SLA annually (November) and proposed changes will be brought to the Estates and Environment Committee (acting as client) for approval. Where there is a reduction of service, notice will be given that changes will be made following 30 days written notification.

Service	Level of Service
Opening Times	<p>Cleaning Services general operating hours are 05.30–15.00, Monday To Friday.</p> <p>The contact telephone number for Cleaning Services is Ext 8415</p> <p>You may also contact the Cleaning Services team via email- Cleaning@Reading.ac.uk.</p>
Response Times	<p>Incoming calls will normally be answered within 5 rings, if the call is diverted to voicemail your request will be answered within 1 hour during operating hours or the next working day</p> <p>Cleaning Services will respond to and deal with enquiries within 3 hours during our operating hours Monday to Friday.</p> <p>The hours may be available to be extended where a business request is made, and the cost of service cover agreed.</p> <p>Out of hours emergency answering service via Security control (Ext 7799)</p>
Service Objectives	<p>To provide a professional, pro-active, friendly, courteous, and helpful Cleaning Service to the staff, students and visitors that meets the needs of the University.</p> <p>To provide cost efficient and value for money services.</p> <p>To, where possible, use cleaning materials that are not harmful to the environment.</p> <p>To achieve customer satisfaction through engagement and responsive actions.</p> <p>To encourage customer feedback by providing feedback forms to University users within Schools and Functions to inform a cycle of continuous improvement.</p> <p>To measure, monitor and report service performance and pro-actively address areas for improvement.</p> <p>To understand the customer requirements and aim to provide a high quality, value for money service</p>
Principle Service Provision	<p>Enhanced Standard Service to meet COVID 19 requirements:</p> <p>An Enhanced office cleaning package</p> <p>An Enhanced Teaching space cleaning package.</p> <p>A complete standard Laboratory cleaning package. (Inc. Category1 & 2 Labs)</p>

Enhanced General cleaning to common areas

Address cleaning issues as required to comply with H&S Legislation including COVID 19.

Additional services:

COVID 19 'Thorough Cleaning package'

COVID 19 Deep Cleaning package**

Tailored services to meet the customer requirements which may incur additional costs, depending on requirements.

Contractual or one-off cleaning on request.

Training

Staff are trained to Cleaning Services guidelines through the Cleaning Services Training Program (CSTP). All supervisors and managers are trained to train to the CSTP. All cleaning staff are required to undertake training, Manual Handling, fire training, First Aid training COSHH training, with refresher training to be carried out on a regular basis.

Campus Services have achieved and maintain ISO9001:2015 accreditation.

To ensure performance standards are maintained, all staff are audited regularly by their supervisors and regularly spot checked by managers.

Our Service includes

Area	Frequency	Coverage
Washrooms & Toilets	2 x Daily	WCs & Urinals cleaned Rubbish picked up and bins emptied and wiped Sinks, taps and surrounds cleaned and disinfected Consumables checked and replenished as required All dispensers wiped down All touch points wiped down (door handles, door latches, push plates, flush (cistern) handles and light switches.
	5 x weekly (Daily)	Mirrors cleaned and buffed Hard surface floors swept and mopped Pipes and low-level areas (damp wiped) Tiles fixtures and fittings cleaned Walls, partitions, and toilet doors wiped
Corridors & Stairs	2x Daily	All touch points wiped down (door handles, push plates, stair rails and bannisters, and light switches. Rubbish picked up and bins emptied and wiped in recycling points in corridors and communal spaces
	2 x Weekly	Hard surface floors to be swept and damp mopped. Carpeted surfaces vacuumed
Entrances, Receptions, foyers & Communal/Service ¹ Areas:	2 x Daily	All touch points wiped down (door handles, push plates, stair rails and bannisters, and light switches. Other touch points wiped down such as shared user physical objects Checking and replenishment of sanitizing consumables

¹ Communal/Service areas may include shared physical objects: printer screens, facilities allowing online control etc

	5 x Weekly	Hard surface floors to be swept/vacuumed and mopped
Lifts & Lift floors	2 x Daily	Lift Control/call panel both interior and external to the lift (on each floor) wiped
	5 x weekly	Glass and doors cleaned Steel panels wiped Mirrors cleaned and buffed Lift floors cleaned (swept and mopped) Debris cleaned out from lift door runners
Lecture Theatres & Classrooms	2 x Daily	Rubbish picked up and bins emptied and wiped. Checking and replenishment of sanitizing consumables
	5 x weekly	Hard surface floors swept, and damp mopped Carpeted surfaces vacuumed Tables wiped daily and chewing gum removed as required
Teaching Laboratories	2 x daily	Checking and replenishment of sanitising consumables Empty and wipe bins
	5 x weekly	Hard surface floors swept and mopped Clean and wash hand basins only
Research Laboratories	1 x weekly	Level 1 Containment labs: Dust control: sweep and damp mop hard surface floors
	5 x weekly	Empty and wipe general waste bins next to hand wash basins only Clean hand wash basins only
	1 x weekly	Level 2 Containment labs: Hepa Vacuum and damp mop hard surface (no sweeping)
	5 x weekly	Empty and wipe general waste bins next to hand wash basins floors only Clean hand wash basins only
PC Labs & Study Areas	2 x daily	Rubbish picked up and bins emptied and wiped. Checking and replenishment of sanitising consumables
	5 x weekly	Hard surface floors swept, and damp mopped Carpeted surfaces vacuumed Tables wiped daily and chewing gum removed as required
Library, Including Library Café Seating Area Various frequency dependent on Term times Where not detailed elsewhere or specific to the library?	7 x weekly	Hard surface floors swept, and damp mopped Carpeted surfaces vacuumed
	3 x daily	Toilets (as above but frequency increased) Checking and replenishment of sanitising consumables
	1 x daily	Café Tables wiped (Campus Commerce Café staff are responsible for wiping the tables during opening hours).
Offices	2 x daily	All touch points wiped down (door handles, push plates, and light switches). Checking and replenishment of sanitizing consumables (Open Plan offices) Recycling and Central bin bank bins only emptied and wiped. (Cleaning Services will not empty desk side bins in buildings that have been upgraded with recycling stations ² .)

² Where buildings have recycling stations and office staff choose to retain a desk bin, the responsibility for emptying the desk bin will lie with the desk user/member of staff. Cleaning Services will not empty desk bins in buildings where recycling stations are installed.

	1 x daily	Hard surface floors swept, and damp mopped Carpeted surfaces vacuumed Desks wiped - Desks will only be cleaned if they are completely cleared (<i>Cleaning Services will not remove items in order to clean</i>) Waste removed (please see Point 5 below)
	1 x weekly	All furniture dusted All low level and high-level dusting – sills, edges, and ledges Doors wiped down and glass cleaned
Meeting Rooms	2 x Daily	All touch points wiped down (door handles, push plates, and light switches. Hard surface floors swept, and damp mopped Carpeted surfaces vacuumed Recycling and Central bin bank bins only emptied and wiped Waste removed (please see Point 5 below) Checking and replenishment of sanitizing consumables
	1 x weekly	All furniture dusted All low level and high-level dusting – Sills, edges, and ledges Doors wiped down and glass cleaned
Doors	2 x daily	Door handles, kick and push plates damp wiped, dried and buffed to remove all stains, marks and smears
	As required and if not covered above	Glazing and glass polished
Kitchens/Tea Points ³	2 x daily	All touch points wiped down (door handles, push plates, and light switches.
	5 x weekly	Bins emptied and lids wiped Hard surface floors swept and mopped Sinks and surfaces wiped over and sanitised

4. ADDITIONAL COVID 19 CLEANING

Protocols have been devised for additional cleaning in the event of positive Covid19 test results where colleagues/Students have come on to site.

Where there is a positive test result for a colleague or student who has been on campus, Cleaning Services should be contacted as soon as possible to discuss cleaning options.

Thorough Cleaning – Covid 19

Where an office or workstation restriction can be maintained and a deliberate delay of at least 72 hours before cleaning can be observed, after this time the process of Thorough Cleaning will take place. This will follow Cleaning Services Thorough Cleaning for Covid 19 Protocol which is based on Public Health England and UK Government Cleaning recommendations and advice. The Thorough Clean take place, resource permitting outside of normal working hours

Deep Cleaning – Covid 19

³ It is the responsibility of all kitchen users to keep the work surfaces clear of utensils and clean, also to maintain the cleanliness of microwaves, fridges, and other appliances. Cleaning staff will not fill or empty dishwashers or carry out washing up.

Where more immediate use of the area is required (i.e. not feasible to delay for at least 72 hours), the process of Deep Cleaning will take place. This will follow Cleaning Services Deep Cleaning for Covid 19 Protocol which is based on Public Health England and UK Government Cleaning recommendations and advice. The Deep Clean will take place as soon as is reasonably possible and resource permitting, outside of normal working hours. Access to the area will not be permitted until the Deep Clean has been completed.

5. PERIODIC/ADDITIONAL CLEANING

The University cleaning operation for the specification outlined within this document is funded from the Cleaning Services budget.

Where Cleaning resources are required to provide additional cleaning when areas are left in an unacceptable condition after an event, this may result in additional charges being applied.

If there is a requirement for additional cleaning services which are not specified as above, please contact us on cleaning@reading.ac.uk or Ext. 8415 to discuss prior to raising a WREN.

To request any additional cleaning services please contact the Estates Helpdesk on Ext 7000 and request a WREN to be raised with the following information: Building name, Department, room number and give your Project code. Final arrangements can then be agreed, and costs will be recharged to your department on the completion of the work.

Additional Cleaning Services can include: Periodic/Spring Cleans, non-standard Carpet Cleaning, cleaning of Kitchen appliances: Microwaves, Fridges etc.

To request cleaning for conference and events please contact the Helpdesk on Ext 7000 and request a WREN to be raised with the following information: Building name, Department, room number and Project code. Details can then be agreed, and costs will be recharged to your department on the completion of the work. **Please also remember that you may need additional cleaning services after your event, as the venue will be required for teaching/other events.**

Window Cleaning

External window cleaning will require the use of an external specialist window cleaning company who has the appropriate equipment and for which there will be a charge. For further information please contact the Cleaning Services Manager.

External Cleaning – Street Furniture/Signs

Cleaning of Street furniture, signage, seating, lighting posts and railings can be arranged. For further information please contact the Cleaning Services Manager

Bank Holiday and Closure day cleaning

Our services do not include public holidays and University closure days. If there is a requirement for cleaning services during public holidays, please contact the Cleaning Services Manager to discuss additional requirements. Please note this will be chargeable at current rates.

5. WASTE MANAGEMENT

General waste is collected daily from classrooms, lecture theatres, teaching Laboratories, kitchens and toilets by cleaning staff.

In the event of an office clear out/move resulting in a large amount of heavy waste please contact portering@reading.ac.uk to discuss your requirements prior to raising a WREN.

Plastic bags to dispose of large amounts of waste are available on request supplied in batches of 10 bags for a nominal charge:

Black Bags – General waste

Clear Bags – Recyclable waste,

Please contact cleaning@reading.ac.uk

Shredding

To remove any items for shredding or confidential waste please contact waste@reading.ac.uk to arrange collection and disposal

Recycling

The University has a sustainable waste policy and endeavours to recycle as much as possible across the site. The Cleaning/Portering teams provide the following services:

Paper Bins – These are for paper only. If you require more bins for your department, please contact the University Sustainability team.

Cardboard – This must be flattened and placed beside the general waste bins or another appropriate place. We will then remove for recycling.

Bottle Bins – For plastics and cans. Please make sure that all bottles and cans are empty before disposal.

Glass – we will clear away broken glass. This will be carried out by a Cleaning Supervisor. Please contact Cleaning Services on Ext 8415.

Note: - Any recyclable waste that becomes contaminated with general waste will be sent to landfill, so please use our recycling bins correctly and help us improve the University's recycling rate.

6. SERVICE STANDARD

The expected standard after cleaning and waste collection is:

Area	Standard
Classrooms/ Lecture Theatres/ Lifts/Stairs	All low-level surfaces will be free from dust All fixtures and fittings will be free from dust and debris Floors will be free from debris and dust as per our Service Spec All waste receptacles will be empty
Washrooms and Toilets	All low-level surfaces will be free from dust All fixtures and fittings will be free from dust and debris. All sanitary fittings will be free from dust, dirt and smear free Mirrors will be clean and smear free Floors will be clean and free from debris and dust Consumable items will be checked and as replenished as required
Laboratories	Floor will be free from dust and debris
Kitchens	All low-level surfaces will be free from dust All fixtures and fittings will be free from dust and debris Floors will be free from debris and dust as per our Service Spec All waste receptacles will be empty

Areas NOT covered by Cleaning Services Service Level Agreement

1. External cleaning – Please refer to the External Cleaning SLA
2. Blinds
3. Stores and workshops
4. Removal of heavy rubbish: Please request Porter assistance by raising a WREN via <http://www.reading.ac.uk/fmd/businessservices/HelpDesk/fmd-bsd-help-desk.aspx>
5. Removal of confidential and shredded waste: Please request Porter Assistance by raising a WREN via <http://www.reading.ac.uk/fmd/businessservices/HelpDesk/fmd-bsd-help-desk.aspx>
6. Laboratory bins by hand wash basins which contain gloves and experimental utensils **WILL NOT BE EMPTIED** by cleaning staff and will be reported to Health and Safety.
7. Individual desk bins will **NOT** be emptied in areas that have been upgraded to have recycling stations outside of offices.
8. Cleaning staff will not fill or empty dishwashers or carry out washing up.

8. VERSION CONTROL

Version	Keeper	Reviewed	Approved by	Approval Date
1.0	Cleaning Services	Annually	EFC	16/10/2014
1.1	Cleaning Services	Annually	EFC Chairs Action Ref 17/16	02/03/17
1.2	Cleaning Services	Annually	E&E Chairs Action Ref 18/20	30 th November 2018
1.3	Cleaning Services	Annually	E&E Chairs Action Ref 20/05	13 th February 2020
1.4	Cleaning Services	June 2020 COVID19	E&E Ref 20/28	22 nd June 2020
1.5	Cleaning Services	June 2021	Estates Committee Ref 21/41	24 th June 2021