1. **Introduction.** The University of Dundee, Precinct Services (Cleaning) (PSC) provides a basic cleaning service across the Estate for internal areas only with the exception of the following:

   a. Ninewells Area – All cleaning undertaken by NHS staff, except Wilson House.
   b. Kirkcaldy Campus – All cleaning undertaken by staff managed by School of Nursing and Health Sciences.
   c. Institute of Sport and Exercise - All cleaning undertaken by staff managed by ISE.
   d. Library and Learning Centre – Staff areas cleaning undertaken by 1 staff member managed by LLC.

   Note: Bonar Hall is a joint use building between the University and DUSA. For DUSA related activities they will clean premises. All other University sponsored events cleaning will be undertaken by PSC after consultation with UoD users.

2. **Service.** PSC undertake a basic daily clean, staff normally work for 3 hours either AM or PM. Two staff work later to clean part of Tower and also VRC. Additionally 2 staff members are utilised 1200-1500hrs Mon-Fri to check high usage areas such as Tower, Dalhousie and DJCAD. There is also a cleaner available in Life Sciences complex 1100-1400hrs servicing washroom areas. In Term Time only, due to usage, the Main Library has staff available during day, early evening and at weekends.

3. **Schedules.** Subject to availability cleaning services will operate to the following criteria:

   a. **Daily Tasks:**
      1. All washroom areas will be checked and cleaned this includes including floors, toilets, and wash hand basins. Also showers when used but not any standalone showers used specifically for H&S Incidents. Replenishment of stocks; soap, toilet tissue and hand towels, also sanitary products where provided. Emptying of waste and sanitary bins.
      2. Emptying of waste at Recycling Points where required. In accordance with policy no office bins will be emptied. If staff choose to retain them they are responsible for emptying at recycling points. Also waste bins in lecture theatres and or classrooms.

         Note: Cleaning staff will not lift heavy bags of waste placed at Recycling Points or large amounts of cardboard. Please ensure any waste bags are of an acceptable carrying weight. Arrange for cardboard disposal through Estates.

      3. Cleaning of eating areas or small communal kitchens which are utilised by staff and or students. This includes floors, table tops, work surfaces and floors. Replenishment of stocks of soap and hand towels. Removal of rubbish from waste bins where applicable.

         Note: Cleaning staff are not responsible for cleaning of fridges. Similarly they are not responsible for cleaning microwaves, toasting machines, or any other cooking equipment.
(4) Main Entrance Areas particularly floors, glass on doors and seats if applicable. This will involve vacuuming, or sweeping of floors and wiping down of glass areas. Washing of hard floors general dust or wiping of surfaces. Also if lifts located in reception areas.
(5) Laboratory floors and wash hand basins contained within. Surface tops are cleaned by technicians. Removal of waste bins where located but not hazardous waste. Replenishment of soap and towels.

b. **Weekly Tasks:**
   (1) Offices to be vacuumed or swept out once per week.
   (2) Lecture Theatres as above, unless high usage dictates otherwise.
   (3) Presentation Boards in lecture theatres to be cleaned on Mondays.
   (4) Running taps that are not used regularly as a preventative measure for legionella.
   (5) Lifts that are not located in reception areas. Door wiped down and internal flooring swept and then washed.
   (6) Classrooms floors either vacuumed or swept then washed if applicable. Desks and ledges wiped down.
   (7) Workshops to be swept or vacuumed with industrial equipment only if made available and training given.

c. **Fortnightly:**
   (1) Stairs and stair wells. These will be cleaned more often in heavy traffic areas.
   (2) Internal doors and handles in corridors and offices are wiped down.

d. **Monthly Tasks:**
   (1) Office surfaces dusted or wiped down. If documents or other paper on desks they will not be moved. Staff must adopt clear desk policy if they wish surfaces to be wiped or dusted.
   (2) Skirting boards to be wiped.
   (3) Shelving but cleaning staff will not remove items.
   (4) Internal glass at height level where possible.
   (5) High level dusting with extended pole where appropriate.

e. **Yearly Tasks:**
   (1) Carpets may be cleaned with shampoo cleaner if required in high usage areas but normally every 2 years.
   (2) Where required certain ‘deep cleaning’ of lecture theatres, classrooms and laboratories may be undertaken in consultation with business managers.
   (3) DJCAD Degree Show in consultation with staff.
   (4) Other events in consultation with organisers.

4. **Special Areas.** The Nursery and Crèche have specialised cleaning on a daily basis Mon-Fri because of the nature of use. Additionally deep cleans are undertaken more frequently when premises is closed for use.
5. **External Areas.** Any request for external area cleaning e.g. roads pathways must go through Estates or contact Help Desk on 88181. This is not undertaken by PSC.

6. **Waste Uplifts.** Any requests for waste uplift out with normal waste removed by PSC must be made to the Help Desk on 88181. This includes removal of any confidential waste and large amounts of cardboard/paper.

7. **Specific Cleaning Requests.** Any specific requests for cleaning outwith basic agreement e.g. functions or events must be requested through Help Desk. In most cases there will be a cost involved and codes will be required to recharge for service.

8. **Works Projects.** PCS are not responsible for cleaning following contracted works unless specifically requested to do so through the Project Manager. Normally after Works Projects the contractors should undertake a builder’s clean, which leaves area in same condition prior to work commencing. If there are any issues with cleaning post Works Project it must in the first instance be raised with respective Project Manager.