1 **FLOOR SPACE**

Usable area per square meter: (Total space per floor 1598m²)

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<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>TOTAL</td>
<td>1598m²</td>
<td></td>
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</table>

2 **TOILET AREA/KITCHEN AREA**

<table>
<thead>
<tr>
<th>FLOORS</th>
<th>KITCHEN</th>
<th>BATHROOMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FEMALE MALE DISABLE</td>
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<tr>
<td></td>
<td>10</td>
<td>8</td>
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</table>

3 **CLEANERS NEEDED**

The following number of cleaners is required:

- 3 General Cleaners (including bathrooms and staircases)
  - Cleaning males required for sweeping, cleaning males toilets and other maintenance activities.
- Total Cleaning Staff required is 4

4 **EQUIPMENT**

All equipment needs to be of an acceptable quality standard. An acceptable quality standard would be equipment of a brand name that is recognised within the facilities management industry as being durable in construction and reliable in service.

- Silent Vacuum Cleaners
- Brooms
- Mops
- Buckets
- Ladder (Long)
- Ladder (short)

Sufficient and separate gloves for each area should be provided for the cleaning of the bathrooms, kitchens and general areas. These gloves should be replaced monthly.

We require proper cleaning cloth for various areas in colour codes as follows:

- a) Red for bathroom purposes;
- b) Yellow for the workstations and equipment amongst other telephone equipment and computers; and
- c) Blue for the kitchens

A register for monitoring attendance must be provided.

**TASK DESCRIPTION FOR:**

1 **DUSTING**

Unless otherwise stated, the under-mentioned should be dusted everyday with a soft cloth or a duster, which is recommended specifically for this purpose, and should be cleaned daily:

- a) Contents of each room
- b) All surfaces and partitions
- c) All artwork and frames
- d) Wooden panels and partitions
Stock items in storerooms should be dusted on request, or at least once a month.

2 BLINDS
a) Dust blinds – weekly.
b) Clean blinds – monthly.

3 DOORS
a) Remove all dirty spots on wooden and aluminum doors – daily.
b) Polish door knobs with an approved metal polish where applicable – weekly.
c) Wash all glass doors (inside and outside) with a degreasing agent and equipment that will not scratch the surface, as required – weekly or on request.

4 GLASS PARTITIONING
Wash all full height and low-level glass partitioning – weekly.

5 FURNITURE
a) Polish wooden furniture everywhere with an approved polish. Such polish should not be greasy, and should not come off on anything it comes into contact with after it has been polished – weekly.
b) Do not polish any laminated furniture.
c) Remove all dirty spots from glass tops, desks and other furniture such as, bookcases, empty shelves in a proper way – daily.
d) Damp-Wash those parts of furniture covered in leather or imitation leather – daily.
e) Treat upholstered or leather covered parts of furniture with an approved agent – monthly.
f) Vacuum those parts of furniture covered with fabric – weekly.
g) Wipe telephones with a damp cloth using a suitable diluted disinfectant – daily.

6 INSIDE WALLS
Remove all spots such as fingerprints on walls, paintwork, and electric switches – daily.

7 STAIRS AND RAILS (INSIDE & OUTSIDE)
a) Wipe banisters with a damp cloth – daily.
b) Use polish on wooden banisters that will not scratch the surface, as required – monthly.
c) Clean all visible pipes - daily.

8 FLOORS
a) Clean all floors in order to maintain a high gloss – daily.
b) Should entry to offices or high traffic make it difficult to treat floors, it should be done after office hours.
c) Wash floors with an appropriate disinfectant – daily.

8.1 VINYL: VINYL-ASBESTOS TILES, LINOLEUM, ASPHALT, RUBBER AND SIMILAR COATINGS
The relevant surface should be properly cleaned and where necessary old polish should be removed with an appropriate agent. If a polish-remover is

9 CARPETS (wall-to-wall and loose)
a) Vacuum all carpets - weekly
b) Thorough vacuuming as follows:
High Traffic like passages – daily
- Offices and Conference Facilities – daily
  c) Clean spots or stains immediately on a daily basis. There should be guarded against the use of cleaning agents that could damage or discolour the carpets.
  d) The carpets should then be washed with an appropriate carpet washing machine. When carpets are washed, dirty marks or stains should be removed after which the carpet should be thoroughly vacuumed. It should be ensured at all times that the carpets do not
10 OUTDOORS CONCRETE SURFACES AND PAVING (marble, ceramics, terrace, tiles etc, excluding those in toilets)
  a) Balconies, passages, footways and water canals should be swept with appropriate brooms and dirty spots removed – daily.
  b) Pick up all rubbish on paving – daily.
11 RUBBISH REMOVAL
  a) Empty all waste bins in office, kitchen, bathrooms and general areas – daily.
  b) All rubbish bins should be washed with an approved disinfectant.
  c) Sufficient rubbish bags need to be provided daily to outline the bins in the kitchens, bathrooms or where necessary.
  d) All rubbish bags will be removed from the containers with the rubbish intact and the containers will be outlined with new bags daily.
  e) Empty and wash all large bins outside conference rooms – three times a day.
  f) The contents of waste bins and other office rubbish should be removed neatly in bags and deposited to the collecting points of rubbish bins provided for this purpose
  g) Rubbish bags may not be dragged across floors or carpet tiles as the bags may be damaged.
  h) The contractor will be responsible for sorting waste paper for rendering to waste paper dealers. The manner of disposal to be indicated – daily.
  i) Leaves, paper and other debris falling on or blowing onto the premises should be collected and placed in plastic bags to be provided by the contractor, and put in an appropriate place on the premises.
12 KITCHENS
  a) Kitchen floors to be washed - daily
  b) Counters tops to be washed - daily
  c) Cupboards to be cleaned and washed inside daily to avoid infestation.
13 BATHROOMS
  a) Bathroom floors to be washed - daily
  b) Counters tops to be washed - daily
  c) Toilet Pans, Covers, Urinals, Basins, Towel Rails and Taps are to be cleaned with approved disinfectant – twice a day
  d) An approved agent should be put in toilet pans to prevent deposits forming – weekly
  e) All mirrors should be cleaned and polished – daily
  f) Approved agents should be put in basins and urinals to prevent clogging – weekly
  g) Glazed and enamel surfaces should be washed with a approved liquid agent, no abrasives or scouring materials may be used
  h) Toilet papers to be replaced regularly during the day.
14 BRASS ITEMS
  a) Should be cleaned - daily.
  b) Should be polished with appropriate agent using an equipment that will not scratch the surface, as required – weekly or on request.
15 REFRESHMENT COORDINATORS
The following tasks will be expected from the Refreshment Coordinators:
  a) Wash all crockery and maintain proper stock control.
  b) Maintain a clean & healthy catering environment
  c) Ensure a hygienic regime for all catering equip and suppliers.
  d) Glasses and water bottles must be cleaned and replenished daily.
16 **CLEANING TIME**

The servicing times will occur daily during normal office hours (06H30 – 15H30) except where changes are specifically requested by AGSA.

17 **WINDOWS**

Windows must be washed inside and outside once a month and when necessary. Company must provide own safety harness when cleaning outside windows.

18 **SECURITY IDENTIFICATION**

The contractor must supply each employee with a photo identification card. The card must have the following information:

a) The name of the firm (contractor)
b) Name of the employee
c) Identity number of the employee
d) Signature of the employee

The card must be worn so as to be visible at all times whilst on the premises. The contractor must have sufficient control over the permits to prevent any unauthorized use thereof. A list of names of all employees, who are to be employed on this contract, as well as their replacements, must be furnished beforehand.

19 **FIRE EXTINGUISHERS**

The contractor and his employees shall under no circumstances make use of fire hose reels or other fire extinguishers on the site in the activities attached to the rendering of the services.

20 **WARNING SIGNS**

Clearly readable warning notices or signs shall be exhibited where needed, where the rendering of the cleaning services may cause injuries to any person(s).

21 **INFLAMMABLE AND POISONOUS SUBSTANCES**

The contractor shall not use or store any poisonous or highly inflammable substances on the premises without the written consent of the AGSA for the rendering of the services or any other purposes.

22 **DAMAGE COMPENSATION**

The contractor will be held responsible for any damage or thefts that may be caused, to the premises or contents, by him/her or his/her employees or be due to their neglect, whether in the normal execution of their duties or otherwise, and a claim for indemnification can accordingly be imposed by the AGSA against the contractor.

23 **COMPLIANCE WITH ACTS AND REGULATIONS**

The contractor must comply with all the acts and regulations applicable to cleaning services.

24 **TRAINING**
Cleaning staff needs to be trained in every aspect relating to the handling of all equipment that they use with regards to this contract. The employer will be held responsible for any damages or injuries arising from any misuse or negligent use of such equipment by one of their “on site” staff members.

25  **ABSENTEEISM**

Should a staff member not be present at work a replacement is required by 10H00 of that day or earlier.