

## Janitorial Quality Standards

The work specified shall be accepted only if it meets the applicable quality standard, detailed in this section, to the satisfaction of the Terrace-Kitimat Airport Society. Failure to rectify specified deficiencies within the specified time frame, or a lack of service on any day, will result in liquidated damages.

Non-performance or shortfalls in the level of service, as determined by the Airport Manager, will result in deductions from monthly invoices.

Liquidated damages will be based on the time necessary to complete the task to the required standard, and the average hourly wage for employees in the janitorial services industry in the City of Terrace. The cost and estimated time for these damages will be set out for the Contractor when deductions are made from the Contractor's invoice.

The goal of these quality standards is a "no visible soil" condition. Under these standards, soil will be removed before being allowed to accumulate in routine cleaning.

Under these standards, soil removal will vary as to the area of work. Examples follow:

1. **Outside Areas**  
Object is no visible soil, meaning clean and neat appearance.
2. **Public Areas/Offices/General Use Areas**  
Object is no visible soil, meaning clean, bright, neat and hygienic.
3. **Washrooms/Lunchrooms**  
Object is no soil, meaning clean, bright, neat and an extremely high standard of germ/bacteria free hygiene.

The Specifications that follow are not in limitation of the Contractor's obligation to maintain the facilities/buildings in a first-class manner and represent the minimum service level required to achieve this standard.

No allowances will be granted to compensate for additional or unexpected costs incurred by the Contractor including, but not limited to, costs for extra personnel required to adequately perform the Service under this standard and in accordance with the Service Schedule.

The following page(s) illustrate examples of minimum quality standards.

## Exterior

### **Policing:**

Building entrances and sidewalks shall be free of paper and other debris/litter, including leaves.

## Floor Maintenance

### **Sweeping/Dust Mopping/Spot Cleaning:**

- There shall be no dirt, trash or other matter left in corners, behind or under freestanding radiators, under furniture or behind doors.
- Floors shall be free of dust film.
- There shall be no dirt left where sweepings were picked up.

### **Damp and Wet Mopping:**

- All mopped areas shall be clean and free of surface stains, mop streaks and loose mop strands.
- Walls, baseboards and other surfaces shall be free of watermarks and splashes.
- Water or other cleaning solution shall not have been allowed to collect under furniture legs and cabinets.

### **Spray Buffing:**

- There shall be neither dust nor dirt left on the floor.
- There shall be no muddying or rippling effect caused by over spraying.
- The floors shall present an overall appearance of cleanliness.
- Baseboards, equipment and furniture shall be free of spray residue.

### **Scrubbing/Stripping:**

- There shall be no surface dirt or stains visible when scrubbed.
- There shall be no wax or finish build-up on the floor surface when stripped.
- The furniture, excluding desks, file cabinets and bookshelves, shall be moved for complete floor coverage.
- Floor mats shall be clean and carpet or rug area around and under floor mats shall be free of dust and dirt.
- Floor area under immediate edge of rugs shall be free of dirt and dust.
- Bare floors around rugs shall be clean. No dirt shall be left in corners, under furniture, behind doors or radiators.

### **Other:**

- Chairs, waste paper baskets, etc., shall not be placed on desks or tables during cleaning operations. Furniture and equipment shall be replaced to the position they occupied prior to the commencement of the floor cleaning operations.

## Rest Room Cleaning and Servicing

### **Trash Removal:**

- All paper (re-cycling) and garbage receptacles shall be emptied.
- Plastic bags shall be replaced and the exterior surface wiped clean.

### **Supplies:**

- All dispensers of supplies shall be kept filled.

### **Sanitary Receptacles:**

- All sanitary receptacles shall be emptied and disposal bags replaced.
- All sanitary receptacles shall be free of odour, spots, stains, and finger marks.

**Fixtures:**

- All surfaces of washbasins and all exposed piping shall be free of dust, build-up, dirt spots and stains.
- All surfaces of flush tank, toilet seats, bowls and urinals shall be disinfected.
- Plumbing fixtures shall be free of stains, soap build-up, dust and mould.

**Dispensers, Walls, Stall Partitions, Doors, Shelves, Mirrors, and Ledges:**

- All dispensers, shelves, shelf brackets and ledges shall be free of finger marks, dust and stains.
- All mirrors shall be clean.
- Walls, stall partitions, and doors shall be free of dust, hand marks, pencil marks, water streaks, mop marks and fittings shall be free of mould.

**Floors:**

- Floors shall be maintained as per floor maintenance sub clauses using a germicidal detergent.

**Staircase**

**Sweeping and Dusting:**

- Stair landings, treads and corners of stair treads shall be free of dirt, dust streaks and debris/litter.
- Stair railings, ledges, door mouldings, radiators, window sills and grills shall be free of dust.

**Cleaning, Polishing, and Wall Spotting:**

- Glass, wood and metal surfaces shall be clean and free of all marks and dirt.
- Handrails, doorknobs and other surfaces shall be clean and polished where applicable.
- Walls up to a standing height shall be free of all marks.

**Mopping and Stripping:**

- Stair landings, treads, risers, walls and baseboards shall be clean and free of watermarks and splashes from cleaning and finishing solutions. Floors shall be maintained as per floor maintenance sub clauses.

**Miscellaneous**

**Walls:**

- Walls shall be free of finger marks, smudges and other defacing marks.
- Cove baseboards, lower walls and areas around fixtures shall be free of build-up or other soil.

**Glass Doors:**

- There shall be no streaks, smears or unwashed places on glass, and all framing shall be clean.
- There shall be no water on the floor sills or ledges.

**Polishing Metal Surfaces:**

- Door knobs, push bars, kick plates, railings, metal surfaced doors and other surfaces shall be clean and polished.

**Other:**

- Foot grills and recessed pans shall be free of dirt and debris after cleaning.
- Walk-off mats shall be clean and dry.
- Lobby and entrances shall be free of debris/litter.
- Notice boards, directory boards and interior of fire hose cabinets, including glass, shall be clean.

**Trash Removal:**

- All ashtrays and waste paper receptacles shall be empty, clean and in place.
- All paper and garbage receptacles shall be emptied.
- Plastic bags shall be replaced and the exterior of receptacles wiped clean.

**Dusting:**

- There shall not be any dust or dust streaks on desks or other office furniture.
- Glass tops on desk and tables shall be clean and free of finger marks and stains.
- All pictures, plaques, etc. shall be free of dust.
- Corners and crevices shall be free of dust.
- Radiators, window stools, door ledges, frames, louvres, baseboards and partition ledges shall be free of dust.

**Spot Cleaning:**

- Walls, doors, door frames, door and partition glass shall be free of finger marks.

**Damp Wiping:**

- Mirrors and all other glass shall be clean and free of dust, dirt streaks and spots.

**Ash Receptacles/Sand Urns:**

- All debris shall be removed from the receptacles/urns. There shall be no debris in the base of the receptacles/urns.
- The exterior of the receptacles/metal urns shall be wiped clean and any chrome parts cleaned and polished.

**Drinking Fountains:**

- The metal surfaces shall be clean and free of stains.
- All other surfaces shall be free of spots, stains, and streaks.
- All fountains shall be disinfected.

**Clocks, Pictures, and Plaques:**

- Glass shall be clean and free of streaks.
- Edges shall be wiped free of dust.

**Light Fixtures:**

- They shall be free of dust and insects. No dirt shall be left on furniture or floor beneath fixture.
- When washed, shall be clean and free of streaks.
- Diffuser shall be securely in place.
- No watermarks shall appear on furniture or on floor.

**Lockers:**

- Tops shall be free of dust.
- Fronts shall be free of spots, splash marks, dust and streaks.

**Overhead Pipes:**

- They shall be free of dust.

**Venetian/Vertical/Mylar Blinds:**

- Both sides of slats shall be clean and free of dust.
- Window frames and adjoining area shall be free of dust.
- Mylar blinds shall be free of all smudges.

**Wall or Ceiling Ventilators/Vents/Diffusers:**

- They shall be clean.
- Framework and ceiling around ventilator shall be wiped clean.

**Exhaust Fans:**

- Wall area around fan shall be free of dust.

**Junction of Walls and Ceilings:**

- They shall be free of cobwebs.

**Window, Partition and Show Case Glass Cleaning:**

- Glass shall be clean on both sides and free of all streaks.
- Sash, sill and stool shall be clean and free of watermarks.
- Items moved during the cleaning operations shall be returned to original location.

**Contractor's Space and Cleaners' Closets:**

- All floors shall be clean.
- All fixtures and walls shall be free of dust and stains.
- Mop pails/trucks shall be empty and free of odours.
- There shall be no waste paper, garbage or empty containers in the Cleaners' Closets.

Signatures:

_____ Authorized Signatory Terrace-Kitimat Airport Society Date: _____	<i>and</i>	_____ Authorized Signatory Date: _____
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