

**CLEANING RESPONSIBILITIES - SPECIFICATIONS**

Daily	Monthly	<b>I = INPUT</b>	<b>O = OUTPUT</b>
Weekly	Quarterly	A task that must be completed as per the required frequency	A task that must be checked and cleaned if there is a need to maintain the required standard
Twice weekly	Annually		

**Entrance Area**

- Entrance Bins
- Smoking Bins
- Paved Area Outside Store (2m)
- Entrance Mats
- Fixed Mats & Wells
- Main Store Entrance Doors/Sliding (including glass)
- Rotating Doors (including glass)
- Entrance/Exit Flooring
- Windows, Sills & Frames (internal & external)
- Under & Surrounding Floor of Basket Racks
- Travelator Glass
- Escalator Glass
- Door Frames
- Wall Mounted Signs
- Notice Boards
- Frames & Carrier Bag Recycling Bins
- Children's Rides
- Photo Booths & Coinstar Machines
- Mobility Scooter
- All Glazing & Steel Work Internal & External (up to 4m)
- Kick Rail
- Walls
- Air Curtains
- Travelator/Escalator Clean
- Chewing Gum Paved Slabbed Area Outside 2M (not tarmac)

**Kiosk Area**

- Floor in Kiosk
- Kiosk Carcass
- Tops of Cupboards Visible to customers
- Signage

**Customer Service Desk**

- Customer Service Floor
- Carcass (include doors & perspex)
- Tops of cupboards visible to customers
- Signage (under 4m)
- Security Podium

**Sales Area**

- Floor Sweeping - All Front of House
- Produce Floor Daily Clean
- Produce Floor Mats
- Fridge Aisle Floor
- Milk Fridges, include Floor, Floor Chiller all surrounding Metal Plates
- Tills & Checkout Floors
- Floral Mats
- Produce Floor Deep Clean (without removal of fixtures & fittings)
- Produce Aisle (under displays) Sweep & Mop
- Produce Floor Deep Clean (with removal of fixtures & fittings)
- Ambient Aisle Floor
- Freezer Aisle Floor
- BWS Aisle Floor
- GM Floor
- TU/Clothing Floor
- Columns (buffer rail & kick rail)
- Public Telephone & Hood
- Buffer Rails & Kick Plates
- Windows including sills (up to 4m)
- Fire Exit & Doors
- Walls (include alarm boxes, posters)
- Bulk Heads, Signs & Information Boards
- Ventilation Louvres & Grills (up to 4m)

**Check Out Area**

- Floor around checkout area
- Self Scan Floor Area
- Floor inside Checkout
- Checkout Carcass (include steels but not belts)
- Self Scan Checkout Carcass (include steel beds)

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**JSR - Dining Area**

- Floor
- Fixed Mats
- Carpets
- Stair Ways
- Customer Lifts (inc floors, walls & door channel)
- Windows & Sills (up to 4m)
- Walls
- Customer Dining Chairs
- Customer Dining Tables, Legs & Base
- Café Self Clear Rack Carcass
- Glazed Patricians & Balustrades  
(all areas visible from Café seating)
- Doors & Frames
- Columns
- Wall Mounted Signs & Frames
- Bulk Heads, Customer Signage
- Chiller Cabinet Tops
- Ceiling (up to 4m)
- Floor - Reset post-Lunchtime

**JSR - Kitchen Area**

- Floor
- Sinks & Basins
- Hand Wash Dispensers
- Doors & Frames
- All Walls
- Canopy
- Extractor Filters (if removed by Store)
- Ventilation Grills
- Ceiling (up to 4m)
- Pipework

**Concessions**

- Timpson/Phone shops/Exchange and any other concessions - same as current
- Argos - same as current
- Lloyds Pharmacy - same as current
- Shared Sites - same as current

**Customer Toilets**

- Customer Toilet Clean & Restock where necessary
- x2 Floor (2x daily)
- x2 Urinals (2x daily)
- x2 Toilets (2x daily)
- x2 Sanitary Units (2x daily)
- x2 Hand Wash Dispensers (2x daily)
- x2 Empty Refuse Bins (2x daily)
- x2 Towels & Dryer (2x daily)
- x2 Sinks, Basins & Work Tops (2x daily)
- x2 Mirrors (2x daily)
- x2 Baby Change Table (2x daily)
- x2 Feminine Hygiene Disposal Bins/Nappy Bins (2x daily)
- x2 Entrance Doors & Frames (2x daily)
- x2 Cubicles, Portions & Doors (including tops & sides) (2x daily)
- x2 Disable Red Cord (2x daily)
- x2 Disabled Rails (2x daily)
- Ventilation & Grills
- Walls (include tiled areas)
- Air Fresheners
- Window, Sills & Frames
- Wall Mounted Signs/Notice Boards & Frames
- Ceilings (up to 4m)

**Bakery - Service Counter**

- Sinks & Basins (Clean & Replenish)
- Floor
- Doors & Frames
- Walls
- Wall Mounted Signs, Notice Boards & Frames
- Dispensers (soaps, hand creams, towels & dryer)
- Buffer Rail
- Bulkhead Signs
- Ventilation Louvres & Grills
- Ceiling (up to 4m)

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 Weekly  
 Twice weekly

Monthly  
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**Bakery - Preparation Area**

- Floor
- Fixed Mats
- Fixed Mat Wells
- Sinks & Basins (Clean & Replenish)
- Dispensers (soaps, hand creams, towels & dryer)
- Doors & Frames
- All Walls
- Columns
- Wall Mounted Signs, Notice Boards & Frames
- Oven Canopies  
(incl. hoods, canopies above donut fryers)
- Ceiling (up to 4m)
- Ventilation Louvres & Grills
- Pipework

**TU & GM Areas**

- Changing Rooms (include Mirrors, Doors, Walls)
- Carpets Vacuumed
- x2 Wall Mounted Signs, Notice Boards & Frames  
(2x monthly)

**Mezzanine Floor**

- Stair Ways
- Balustrades
- Louvres & Ventilation Grills

**Warehouse (Including Online Rooms)**

- Sinks & Basins (Clean & Replenish)
- Dispensers (soaps, hand creams, towels & dryer)
- Floors (clean, including area around bailer)
- Fixed Mats
- Kick Rails behind and tops
- Good Lifts (including floors, walls & door channels)
- Fixed Mat Wells
- Internal Doors & Frames
- Windows, Sills & Frames
- Walls & Columns (to a height of 4m)

**High Risk - Sales Counters**

- Floor
- Sinks & Basins (Clean & Replenish)
- Dispensers (soaps, hand creams, towels & dryer)
- Ventilation Louvres & Grills
- Doors & Frames
- Walls (including tiles up to 4m)
- Wall Mounted Signs, Notice Boards, Frames & Rails
- Ceiling (up to 4m)
- Bulkhead Signs
- Walls

**High Risk - Preparation Areas**

- Floor
- Fixed Mats
- Fixed Mat Wells
- Sinks & Basins (Clean & Replenish)
- Dispensers (soaps, hand creams, towels & dryer)
- Ventilation Louvres & Grills
- Doors & Frames
- x2 Windows, Sills & Frames (2x monthly)
- Walls (including tiles)
- Columns
- Wall Mounted Signs, Notice Boards, Frames & Rails
- Ceiling (up to 4m)
- Oven Canopies (hoods)
- Walls

**Cold Stores - Walk-In**

*Including any online cold stores*

- Floor
- Doors & Frames
- Door Handles
- Walls
- Ceiling (below 4m)
- Cold Store Deep Clean co-ordinated with  
refrigeration supplier

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**Loading Bay**

- Sinks and Basins (Clean & Replenish)
- Dispensers (soaps, hand creams, towels & dryer)
- Loading Bay & Reception Floor Area
- Fixed Mats
- Fixed Mat Wells
- Internal Doors & Frames
- Shutters Doors & Floor Channels
- Windows, Sills & Frames
- Goods Lifts (including floors, walls & door channels)
- Walls & Columns (up to 4m)

**Corridors & Stairways**

- Floors & Stairs - sweep
- x2 Floors & Stairs - clean (2x monthly)
- Stair Banisters
- Fixed Mats
- Fixed Mat Wells
- Doors & Frames
- Door Handles
- Mirrors
- Ventilation Louvres & Grills
- Handrails & Access Equipment (Evac Chair)
- Windows, Sills & Frames
- Wall Mounted Signs, Notice Boards & Frames
- Walls
- Ceiling (up to 4m)

**All Office Space***Including HR, Training, Managers & Prayer Room*

- Empty Refuse Bins
- Floors - Carpet
- Fixed Mats
- Floor - Vinyl
- Fixed Mat Wells
- Doors & Frames
- Windows, Sills & Frames
- Wall Mounted Signs, Notice Boards & Frames
- Ventilation Louvres & Grills
- Walls
- Ceiling (under 4m)

**Colleague Locker Room**

- Empty Refuse Bins
- Floors
- Ventilation Louvres & Grills
- x2 Lockers (tops) (6 monthly)
- Doors & Frames
- Door Handles
- Ceiling (up to 4m)

**Colleague Toilets**

- Floor
- Sanitary Ware (including WC & Urinals)
- Urinals
- Toilets
- Sinks & Basins (Clean & Replenish)
- Dispensers (soaps, hand creams, towels & dryer)
- Empty Refuse Bins
- Cubicles, Portions & Doors (including tops & sides)
- Mirrors
- Air Fresheners
- Shower Cubicles
- Doors & Frames
- Door Handles
- x2 Windows, Sills & Frames (6 monthly)
- Ventilation Louvres & Grills
- Ceiling (up to 4m)
- Walls

**Colleague Canteen Area**

- Bins emptied & bags replaced
- Rubbish disposed of accordingly
- Floor sweep
- Floor
- Fixed Mats
- Carpet - vacuum & spot clean
- Fixed Mat Wells
- Windows, Sills & Frames
- Doors & Frames
- Door Handles
- Wall Mounted Signs, Notice Boards & Frames
- Ventilation Louvres & Grills
- Walls & Columns
- Ceiling (up to 4m)

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**Petrol Station - Kiosk Area**

- Sales Floor  
(include area behind counter where staff serve)
- Fixed Mats
- Fixed Mat Wells
- Counter Fronts
- Main Store Entrance Doors/Sliding (including glass)
- x2 Windows (2x monthly)
- x2 Window, Sills & Frames (internal & external)  
(2x monthly)
- Walls
- Wall Mounted Signs, Notice Boards & Frames
- Ventilation Louvres & Grills
- Bulkhead Signs

**Petrol Station - Office Area***Including small control room on remote manned sites*

- Empty Refuse Bins
- Floors (including carpets)
- Doors & Frames
- Windows, Sills & Frames (internal & external)
- Wall Mounted Signs, Notice Boards & Frames
- Ceiling (up to 4m)
- Ventilation Louvres & Grills
- Walls

**Car Park**

- Empty Refuse Bins
- Car Park Surface - sweep & litter pick
- Landscaped Areas  
(litter pick up to 1 arm's length into undergrowth)
- Stairwells (sweep)
- Leaf Clearance & Removal of Waste
- x2 Stairwells (clean)(2x monthly)
- x3 Customer Lifts Clean & Mop  
(including floors, walls, door channel)(3x weekly)
- x3 Customer Lifts Sweep (Floor & Door Channel  
(3x weekly)
- Covered Trolley Bays  
(sweep litter & debris framework, glass & paint)
- Metalwork In External Areas (under 4m)
- x2 Signs (up to 4m) (6 monthly)
- x2 Kiosk, Barriers & Ticket Machines (6 monthly)

**Petrol Station - Toilets**

- Empty Refuse Bins
- Sinks & Basins (Clean & Replenish)
- Dispensers (soaps, hand creams, towels & dryer)
- Floors
- Mirrors
- Urinals
- Toilets
- Doors & Frames
- Windows, Sills & Frames
- Air Fresheners
- Ceiling (up to 4m)
- x2 Walls (2x monthly)

**Petrol Station - Forecourt & Externals**

- Empty Refuse Bins
- x3 Forecourt Sweep & Litter Pick (3x weekly)
- Dispensers (Towels & Gloves)
- Newspaper Stands, Buckets & Bunker
- x3 Air, Water & Vacuum Machines (3x weekly)
- Leaf Clearance & Removal of Waste
- Pumps (including hoses & handles)
- Pump Plinths/Bases
  - Forecourt Stain Removal- Work Order -as required

**External**

- x3 Paved Area under Canopy, sweep litter & debris  
(3x weekly)
- x3 Paved Area under Covered Walkways (3x weekly)
- x3 Trolley Bay Area, sweep litter & debris (3x weekly)
- x3 Fire Escape Pathways kept clear & tidy (3x weekly)
- ATM Controls & Screen
- x2 ATM Surrounds (2x monthly)
- Lifts
- x2 External Windows (to 4m) (2x monthly)
- Travelator/Escalators Clean
- x2 Fascia (to a height of 4m) (6 monthly)

**Recycling Area**

- Area is swept and kept clear of litter & debris
- Additional bags & small items removed
  - Full bins are reported to store - as required
  - Fly Tipping is reported to store - as required