

### 1. Cleaning and Pest Control

SLA Category	Output	Format	Frequency	Target Delivery	Additional Requirements	Scoring Method	Weighting	Score	Comments
Cleaning	Carpet	Report	Monthly	5 days from End of Month (EoM)	Submitted at monthly client meeting. Critical factors: stains, litter & chewing gum	Cleaning scorecard and target scores by area will be provided by APAM.  Unacceptable degree; requires urgent remedial attention = 0  Clear presence; requires remedial attention = 1  Minor presence; requires closer attention = 2  No obvious presence; room for improvement = 3  No obvious presence; presentation is satisfactory = 4			Schedule to be provided by Service Provider and proof of weekly completion to be provided as per FM contract requirement
	Hard surface floors				Submitted at monthly client meeting. Critical factors: stains, visible dirt, chewing gum				
	Glass accessible from floor level (i.e. <1.8m)				Submitted at monthly client meeting. Critical factors: finger prints, smudges, visible dirt				
	Walls, columns & solid doors				Submitted at monthly client meeting. Critical factors: finger prints, smudges, visible dirt				
	High surfaces (i.e. >1.8m)				Submitted at monthly client meeting. Critical factors: dust or cobwebs on ledges, air con ducts, signs, TV/plasma screens, other surfaces				
	Furnishings				Submitted at monthly client meeting. Critical factors: stains, visible dirt, chewing gum				
	Washrooms				Submitted at monthly client meeting. Critical factors: check sheets visible & complete, odour, floors, cubicles, urinals, basins, showers				
	Wayfinding and directory signage at low level				Submitted at monthly client meeting. Critical factors: dust, dirt build up, cobwebs				
	Vertical transport				Submitted at monthly client meeting. Critical factors: finger prints, stains, litter, graffiti, chewing gum, smudges, visible dirt				

Cleaning	Litter control, walkways, paths & paved areas	Report	Monthly	5 days EoM	Submitted at monthly client meeting Critical factors: bin overflow, litter in grated drains & loading docks, measurable amounts of litter blown off from surrounding area	<p>Unacceptable degree; one or more occasions when bins overflowing, unacceptable number of occasions for grated drains, loading docks &amp; measureable litter = 0</p> <p>Minor degree; no occasions when bins overflowing, acceptable number of occasions for grated drains &amp; loading docks, unacceptable occasions for measureable litter = 2</p> <p>Acceptable degree; no occasions when bins overflowing, acceptable number of occasions for grated drains, loading bays &amp; measureable litter = 4</p>			Schedule to be provided by Service Provider and proof of weekly completion to be provided as per FM contract requirement
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