



A GUIDE

TO

CONTRACT

CLEANING



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Note

Whilst reasonable care has been taken to ensure the accuracy of the information contained in this guide, the Association cannot accept any responsibility for any errors or omissions caused by the use of any information shown herein.

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1. INTRODUCTION

The Contract Cleaning Industry as it is known, has grown tremendously in recent years as more and more companies have realised the benefits of using a specialist contractor to perform and manage functions not associated with their core business.

This certainly applies to routine building cleaning maintenance services which are labour-intensive and can be costly and time consuming to manage in-house.

This is because a cleaning contractor specialises in this particular field and is able to perform a cleaning service more cost effectively than can the client, and certainly with noticeably better results.

It is part of the reputable Contract Cleaning Company's mode of operation to access the client's requirements with care and to calculate in detail the exact labour, materials, equipment and supervision necessary to perform daily cleaning of premises to an agreed specification and with the utmost possible efficiency.

Most important of all, the Contract Cleaner is able to provide the necessary supervision and management of the cleaning team, leaving the client and his staff free to focus on their own particular business activities.

This guide will serve to give owners and occupiers of buildings a better understanding in general terms of this sector of the cleaning industry. This will also assist in avoiding the pitfalls which may arise in dealing with non bona-fide cleaners.

2. THE NCCA

The National Cleaners Association (NCCA) was founded in 1979 and is the National organisation representing the needs of that sector of the cleaning industry which performs the routine cleaning that is required predominately in commercial and public type buildings.

Membership of the Association is two fold namely:

- Enterprises which carry out cleaning operations, known as "Contract Cleaners" and enterprises which supply products and allied services to the Industry, known as "Suppliers".
- Members of the Association are well established, reputable specialists who take great pride in offering total, professional and competitive services to their clients.
- The Association expects it's members to maintain a high standard of conduct and efficiency and accordingly has adopted the following Code of Ethics:

A member company will unconditionally:

- Provide appropriate services to meet customer needs at a price economic to both parties.
 - Employ competent staff and make them effective through training and provision of suitable equipment and materials.
 - Respect competitors within the spirit of free enterprise.
 - Promote the industry through professionalism at all levels.
 - Comply with Statutes and the Association's Constitution and be open to audit to ensure compliance.
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3. ADVICE TO BUILDING OWNERS AND OCCUPIERS OF BUILDINGS

The interior fittings and furnishings of the building are an asset, and they need to be maintained so their values are not eroded. This is all too often ignored, with unfortunate economic consequences including a subsequent greater expenditure on maintenance services. This may be because there is sometimes a failure by owners and occupiers to appreciate that buildings are indeed an asset, and to realise that the buildings they occupy are a resource and that these assets and resources need to be protected just as any other form of asset or resource does.

A further important reason in itself that maintenance cleaning should be carried out is to ensure the health and safety of persons who work in the buildings. There are basic statutory requirements (Occupational Health & Safety Act) that buildings are kept safe and healthy for their occupants and for those who visit or pass by buildings.

Poor cleaning or the use of inappropriate cleaning methods can have a significant, adverse affect on the life of buildings and services.

Consequently it is important that maintenance / facility / building managers co-operate closely with those responsible for cleaning and that the owners and users are aware of this requirement.

To minimise financial risk an owner / occupier should directly be concerned with:

1. A Maintenance Cleaning Policy

This policy should ensure that value for money expended is obtained, in addition to protecting both the asset value and the resource value of the building concerned and the owner / occupier against breaches of statutory and legal obligations.

2. A Maintenance Cleaning Programme

Having a detailed programme of the frequency that will apply to cleaning components and elements of the building.

3. Records

Keeping a record of inspections to ensure the agreed maintenance programme is being adhered to in a professional manner.

The record should include *inter alia*:

- Obligations under Conditions of Lease or Occupancy.
- Statutory and insurance inspections.

4. SELECTING A PROFESSIONAL CONTRACT CLEANING SERVICE

4.1 Decide on the Standard of Cleaning Service you desire in your building.

Before getting into the subject of cleaning specifications covered in Section 5 of this guide, it is as well at this point to attempt to define the words “Cleaning Services”. The term in its broadest sense is intended to describe any work done that requires the removal of dirt from, and providing an aesthetic or hygienic improvement to, any surface or article in, on, or around, industrial commercial and institutional buildings.

In essence, one has to attempt to decide objectively how clean the building needs to be. This level of cleanliness will generally be determined by the client’s needs and his / her willingness to pay for it. It should be understood needs vary from building to building and, in turn, in specialised areas within buildings. The industry tends to define the level of cleanliness in a building in three categories, as follows:

SUPERIOR CLEANING

Whereby a building occupant may wish to have his / her premises maintained at a level of cleanliness to support or enhance his / her commercial image; to protect his / her investment in fittings and finishes, or for other reasons. In other words the cleaning methods and / or frequencies are intensified from the levels of “Standard Cleaning” as stated below.

STANDARD CLEANING

A level that is generally considered the norm, for example, the levels normal in office type buildings.

BASIC CLEANING

A level of cleaning where “Standard Cleaning” methods are reduced, generally dictated by client financial or other constraints.

Note: It is understood that there are buildings, or areas within a building, which will require Superior Cleaning and / or Specialised methods including, for example hospitals and clinics.

Detailed specifications are needed therefore to describe each area in a building, together with a list of tasks and cleaning frequencies preferred, as well as some indication as to the level of cleanliness which each task is to be done, i.e. Superior, Standard or Basic

4.2 Ensure you have a Contract Agreement.

The Client and Contractor should enter into a formal contract agreement and this should spell out clearly the responsibilities of both parties so that misunderstandings can be avoided once the cleaning service is under way.

The NCCA has a guide recommended agreement between parties which can be downloaded from the Association's web-site: www.ncca.co.za – under publications.

Obviously it is realised there will be deviations from these recommendations from time to time because of the individual nature of contracts.

4.3 Calling for Tenders

There are essentially three methods of calling for tenders namely:

1. A negotiated tender, whereby the client negotiates direct with one cleaning contractor.
2. An open tender, whereby the client advertises to anyone who is interested in tendering.
3. An invitation (selective) tender whereby the client invites a selection of cleaning contractors to tender.

For the purpose of this guide we will cover the ideal steps which should be taken with invitation tendering, but essentially the basics apply to all three methods.

The principle of selective tendering is that it allows the client to screen more fully potential tenderers prior to receiving prices for the intended cleaning service – we recommended at least a minimum of three tenderers. The basic assumption, then is that any one of the tenderers is qualified to do the job and that most probably price alone will be the major factor in evaluation and decision making.

The reason for screening beforehand is that the small number of tenderers enables adequate time to be spent with each tenderer. The purpose of this is to explain the cleaning specification/s thoroughly, carefully showing the building, introducing key tenants or occupants and providing a “feel” for the standard of cleaning required. If more than three contractors are tendering, there is often not enough time for such detailed communication of needs, consequently, the contractors could under or over-estimate the contract. How then do you select three tenderers?. How do you select your dentist?, or your lawyer? Cleaning Contractors are also professionals in their field and similar criteria used for selection of any professional are relevant, particularly the reputation the contractor has with colleagues and customers. Other checks can be performed as well. The following are a few of the steps which can be taken:

Contractor's Reputation – Check the contractor's reputation in your area. Ask for a list of his / her local contracts similar in size and scope to your building. With each contact given, ask also for the name and telephone number of the customer. From these lists make random checks of what his / her customers think of his / her work.

Financial Stability - Appraise the contractor's financial stability to determine adequacy to handle your building. This can be obtained by asking for bank and credit references.

General Stability – How long has the contractor been in business in your area? How many years has the local manager or owner, been in his / her current position?

Contractor's Premises – If the contractor meets the above criteria, arrange to visit his / her premises. Whilst there observe the following:

- The calibre of his supporting people.
- His / her personal practices and records.
- The relationship he / she have with the Unions.
- His / her technical back-up and resources.
- His / her staff skills development and motivation programmes

Make a general assessment of the "mood" and the order within his / her office. An untidy, dirty office with employees working at half speed does not indicate a good contractor.

Management Quality – Meet and access the key manager of the contractor. In small companies this will be the owner; in larger companies the branch manager. Get a feel for the person, his / her integrity, his / her personality, etc. Would you feel comfortable negotiating and working with him / her?"

Management Depth – Is the contractor's organisation dependent on one person, or is there good depth.

Skills Development – Professional contractors have their own in-house skills development programmes which assure quality cleaning by utilising competent workers backed up by thorough supervision and inspection.

Quality Service – Inspect the contractor's work. Pick out at random a couple of the buildings similar to yours which are serviced by the company and check through them without advance warning.

Technical Strength – Does the contractor use the latest equipment and methods? Does he / she have an organised system for keeping abreast of new material, equipment, method and trends?

NCCA Membership – Is the contractor a member of the NCCA?

4.4 Choosing the Contractor

Having selected three tenderers, any of whom you would be happy to service your building, the next step is to acquaint them thoroughly with specification/s, your building, and your expectations.

It is advisable to set a day and a time when the tenderers individually will meet with you. It is not advisable to discuss the proposals with the tenderers at this stage. Once all prices are in, you can then let each contractor individually explain his / her proposal in detail. Since the screening should ensure that the three or so tenderers are competent and responsible, price essentially will certainly be a prime factor in your selection, provided the contractor has a reasonable amount of labour and supervision and has complied completely with the conditions of the tender enquiry.

If all three tenders are very close, then non-monetary factors, perhaps revealed through the screening checks listed above, could influence you to select a contractor other than the lowest tenderer.

4.5 Help the Contractor Succeed

It is in your interests (if you are to appear an astute selector of contractors!!) that the contractor you select should succeed. So help him / her! Regard him / her, once selected, as a partner and not as an adversary. Some practical ways in which he / she can be helped are as follows:

- Ensure there is a signed contract agreement as soon as possible.
- Provide adequate lead time to start the contract. Ask the contractor how long he / she needs and encourage him / her not to state too short a time just to impress you.
- The time allowed should be at least two weeks for a building over 10 000 sq metres in floor area to allow the contractor to be properly prepared. Use the allowed time to help the contractor set the stage, by:
 - arranging adequate storage space for his / her equipment and supplies;
 - set up communication and liaison points;
 - notifying tenants of the change of cleaning contractor and arranging for the new contractor to meet the larger tenants;
 - making adequate transfer arrangements from the existing contractor or your own staff, as the case may be;
 - and do not forget to pay the contractor on time as agreed in the contract agreement!

4.6 Monitor the Contractor's Performance

Encourage the idea of a "partnership" with your contractor. Always keep open lines of communication.

- At the supervisory level, in particular, set up channels for communication regarding complaints, namely communication from the supervisor on how a complaint was dealt with, and communication to the complainant on the action taken.
- Lines of communication at the branch manager or owner level are also important. This communication should be regular, routine practice, and not just followed in times of dissatisfaction or crisis.

Some formal monitoring of the contractor's performance is advisable, both to determine that you are getting what you are paying for and to assist you in determining whether or not the contractor should be allowed to tender on another one of your buildings.

Three possible ways of monitoring are as follows:

- Regular inspections in random areas by the contractor and yourself.
- Written notes of these inspections with copies to yourself and the contractor.
- Monitor the tenant's feelings on the standard of cleaning, by informal discussions with them or by periodic, simple questionnaires that can be distributed by the contractor's staff the night before.

4.7 TRAPS INTO WHICH THE CLIENT CAN FALL

If the foregoing procedures set out in this section are not carried out, or not carried out in full, you may fall in to some of the following traps:

Price Increases – Here the contractor tenders very low, gains the job, does a first class cleaning performance for the initial two or three months (at considerable expense), then asks for a price increase on some pretext of misunderstanding over the specification/s , or wanting to pay the staff higher wages, or inflation, etc. etc.

Solution:

Build into the contract agreement some rough guidelines (e.g. price per square meterage, etc) for any new square meterage cleaned. Also that wage increases can only be claimed if they are Gazetted statutory increases.

Devious Contractor – This is the contractor who tenders low, and gains the job. He / she start off with a bang and everyone is happy for a month or two. As your attention moves to other things, his / her work quality gradually deteriorates. Eventually you complain – he / she then performs a “heroic effort” to get the place cleaned up and back to standard. Once again your attention goes to other things, the quality gradually deteriorates again, and the cycle repeats for as many times as your patience will allow.

Solution:

Terminate the contract in terms of the Breach clause in your contract agreement.

5. DEVELOPING A CLEANING SPECIFICATION

5.1 GENERAL

Set out in writing, instructions to tenderers and the terms of the contract you feel will provide the cleaning standard you need, as follows:

Detailed specifications are essential describing a list of tasks to be performed for each area in your building, as well giving some indication as to the thoroughness / frequency to which each task is to be performed.

The specification / s should be specific and realistic.

For example: It is not uncommon for a building manager to draw up specifications which, if carried out in full, would satisfy a "Superior Cleaning" standard, yet he / she only needs and wants "Standard Cleaning". The fact that he / she only wants standard cleaning is clear from existing condition of his / her building and "intelligence" the tenderers receive on his / her price range. Tenderers are then faced with the dilemma of either tendering to the specification literally, (thus pricing themselves out of contention), or tendering on the "Superior" specifications that will give the standard they sense the customer really wants, while costing to carry out a lesser specification. This situation is unhealthy. Not only does it encourage a lack of integrity and professionalism in the Contract Cleaning

Industry, but makes it very difficult for the building manager to receive comparable tenders, as each is guessing the standards really wanted. Thus to repeat, specifications should always be **specific, detailed and realistic**.

Take as an example, carpet vacuuming. The term "vacuum carpets" is vague. Does it mean a thorough vacuum of the entire carpeted area, moving furniture, vacuuming along the edges and into corners with a special tool, or does it mean a quick shuffle in and out of the office, touching only on obviously heavy traffic areas? Frequency should vary for different areas. Clearly a heavy trafficked carpeted lobby or elevator will require thorough vacuuming every day, whereas the lightly trafficked areas may only require a thorough vacuuming periodically.

Thus the specifications which you draw up should be realistic and should give only the frequencies for each cleaning task that are really needed to provide the standard of cleaning you want. Therefore this will involve higher frequencies for heavy traffic areas and executive suites, and lower frequencies for other areas.

In summary, specifications should include:

- A general description of the building and its occupants.
- A precise description of areas to be serviced.
- Cleaning methods required and frequency of areas to be serviced.
- Total cleanable floor square meterage.

5.2 TYPICAL EXAMPLE OF AN OFFICE BLOCK SPECIFICATION

Following is an alphabetical list of areas and surfaces found in a typical office block, and a brief description of an effective cleaning method and frequency required in terms of the industry's "Standard Cleaning".

	<u>STANDARD METHOD</u>	<u>FREQUENCY</u>
ASH TRAYS	Empty & wet wipe	Daily
BANNISTERS	Dust & wet wipe	Twice weekly
BASINS	Wet wipe with hard surface cleaner Remove mineral deposits	Weekly Monthly
BATHS	Wet wipe with a hard surface cleaner	Daily
BLINDS	Vertical – remove dust Horizontal – damp wipe	Monthly Monthly
CARPETS	Vacuum - high traffic - low traffic Remove spots and stains Interim clean Restorative clean	Daily Twice weekly As necessary As required As required
CEILINGS	Dust and wipe air vents	Twice annually
CHAIRS	Fabric - vacuum - spot clean - shampoo Vinyl and leather - dust - damp wipe	Fortnightly As necessary As required Daily Fortnightly
COMPACTORS	Clear litter from area	Daily
COURTYARDS	Remove litter Sweep	Daily Weekly
CURTAINS	Wash or dry clean	As required
DESKS	Natural/unsealed wood - dust - polish Sealed wood/glass/formica - dust & damp wipe - polish	Daily Twice weekly Daily Weekly
DOORS	Remove finger-marks on glass and push plates Dust or damp wipe	Daily Monthly

	Damp wipe door handles	Weekly
ELEC EQUIP	Dust	Daily
	Damp wipe	Weekly
ESCALATORS	Hand rails - damp wipe	Daily
	Side panels – damp wipe	Weekly
	Treads – brush out litter	Weekly
FIRE ESCAPES	Treads – sweep	Fortnightly
	Hand rails – damp wipe	Monthly
FLOORS COVERINGS		
RESILIENT (vinyl, PVC, linoleum, sealed wood (not laminated), etc.)		
	<u>HIGH TRAFFIC</u>	
	Remove dust with mop or disposable cloth sweeper	Daily
	Damp mop for soilage	As necessary
	Spray clean or burnish	3 times weekly
	Using a mechanised system: light scrub and apply maintenance coat	As necessary
	Strip clean and reseal	As required
	<u>LOW TRAFFIC</u>	
	Remove dust with mop or disposable cloth sweeper	Daily
	Damp mop for soilage	As necessary
	Spray clean or burnish using a mechanised system	Weekly
	Light scrub and apply maintenance coat	As necessary
	Strip clean and reseal	As required
HARD FLOOR COVERINGS (ceramic, marble, granite, brick, concrete, etc.)		
	<u>HIGH TRAFFIC</u>	
	Remove dust with mop or disposable cloth sweeper	Daily
	Damp mop for soilage	As necessary
	Spray clean or burnish	2 times daily
	Using a mechanised system machine scrub and dry to remove accumulated soilage	As necessary
	<u>LOW TRAFFIC</u>	
	Remove dust with mop or disposable dust sweeper	Daily
	Damp mop for soilage	As necessary
	Spray clean using a mechanised system	Weekly
	Machine scrub and dry	As necessary
FURNITURE	Natural/unsealed wood - dust	Daily

	- polish Sealed wood/glass/formica chrome/steel/plastics:	Twice weekly
	- dust & damp wipe - polish	Daily Weekly
GARAGES/ COVERED PARKING	Remove litter	Daily
	Remove dust using mechanical sweeper or broom	Weekly
	Remove oil spillage with degreaser (machine scrub and dry)	As required
HEATERS	Dust and damp wipe	Weekly
KITCHENS	Crockery & cutlery washed, dried & stored	As necessary
	Floors and work surfaces damp mopped/wet wiped and dried	Daily
	Walls and cupboard doors wet wiped and dried	Twice weekly
	Cupboard storage cleaned, wet wiped and disinfected	Monthly
LAMPS	Dusted Damp wiped	Daily Weekly
LAVATORIES (Toilets)	Ensure usability and replenish consumables	Daily or as necessary
	Remove soilage from bowl and under flush rim with hard surface cleaner and brush	Daily or as necessary
	Remove mineral deposits	Monthly
	Wet wash seat and lid, cistern and pipes, etc.	Daily or as necessary
	Disinfect all components	Daily
	Wet wipe doors and walls	Twice weekly or as necessary
LIFTS	Sweep, damp mop or vacuum as appropriate for floor type	Daily
	Remove marks from doors and control panels	Daily
	Damp wipe walls	Weekly
LIGHTS	Dust Damp wipe	Monthly Twice annually
LIGHT SWITCH	Damp wipe	Weekly
MIRRORS	In washrooms – wet wipe	Daily or as

	and dry Ornamental – use glass cleaner	necessary Weekly
ORNAMENTS	Dust and damp wipe	Twice weekly
OVENS/STOVES	Wet wipe hot plates with hard surface cleaner Use caustic aerosol spray on enameled oven surfaces Wet wipe and rinse inside surfaces of microwaves	Daily or as necessary Monthly Weekly or as necessary
PARKING (OPEN)	Remove litter Remove dust using broom or mechanical sweeper	Daily Weekly
PARTITIONS	Spot clean Wet wipe washable surfaces Clean glass with glass cleaner	As necessary Twice annually Monthly or a necessary
PAVING	Remove litter Remove dust by sweeping	Daily Weekly
PICTURES	Dust frames Damp wipe frames Clean glass with glass cleaner	Fortnightly Monthly Monthly
PIPES	Dust Damp wipe	Weekly Monthly
PLUGS	Damp wipe	Weekly
POWER SKIRT	Dust and damp wipe	Weekly
RADIATORS	Dust Damp wipe	Twice weekly Weekly
RAILINGS	Dust Damp wipe	Daily Twice daily
REFRIGERATORS	Damp wipe top Damp wipe doors & sides Remove contents & damp wipe shelves Defrost and clean shelves and inside surfaces	Twice weekly Weekly Weekly As necessary
RUBBISH BINS	Empty and damp wipe Remove stains and disinfect	Daily Weekly or as necessary

SCREENS	Vacuum Shampoo	Monthly As required
SHELVES	Dust those that are empty Damp wipe when shelves are cleared	Weekly As required
SHOWERS	Remove oils/ grease from walls, doors and floor using hard surface cleaner	Daily
SINKS	Wet wipe	As necessary
SKIRTINGS	Dust Damp wipe	Twice weekly Weekly
STAIRS	Sweep, dust, mop or vacuum treads	Daily
SWITCHES	Damp wipe	Weekly
TABLES	In canteens – wet wipe Other areas – as for “Desks”	Daily
TAPS	Wet wipe with hard surface cleaner Remove mineral deposits	Daily Monthly
TELEPHONES	Dust Apply disinfectant or deodorizer	Daily Daily
TOILETS	As for “Lavatories”	
URINALS	Remove litter Wet wipe with hard surface cleaner or disinfectant Wet wipe and dry pipes & flushing mechanism Mop step of floor at urinal with disinfectant	As necessary Daily Daily Daily or as necessary
	Remove mineral deposits from gullies and drains	Monthly
WALLS	Spot clean Wet wipe and dry washable surfaces	As necessary Twice annually
WASTE BINS	as for “Rubbish bins”	
WINDOWS	Clean inside faces with glass cleaner Clean outside faces with glass cleaner	Monthly Quarterly or as required

WINDOW CILLS

Dust
Dust and damp wipe

Twice weekly
Weekly

NOTES

1. As necessary means:

The Contractor has undertaken to perform this work at no additional cost.

2. As required means:

The Contractor has stated at tender stage he / she will perform the work when instructed at an additional cost.

6. SPECIFICATION PREAMBLE

The following is typical information which preferably should be given together with the cleaning specification, at tender stage.

6.1 SCOPE OF CLEANING CONTRACT

Describe type of building i.e., office block, hotel, etc.

State number of:

- Floors
- Toilets
- Tea kitchens
- Levels of basement parking area

6.2 TOTAL SQUARE METERAGE OF FLOOR AREAS TO BE LEANED

Preferably split into the different areas e.g:

- Office area
- Entrance / foyer area
- Toilet area
- Tea Kitchen
- Basement parking area
- Open parking area

NOTE

Provision of reduced scale floor plans can be useful in this regard.

6.3 OCCUPANTS

State approximate total number of occupants at any one time.

6.4 ADDRESS

Physical address of the building.

6.5 SITE VISIT BY TENDERERS

State date and time set down.

7. CLEANING TERMINOLOGY USED – FOR CLIENT INFORMATION

The purpose of this section is to establish standard nomenclature for the various cleaning procedures referred to in the example cleaning specification, and to give a brief description of action required to undertake the procedure. It is not a substitute for common sense or comprehensive cleaning manuals and skills development programmes from recognised suppliers of mechanised cleaning systems.

“Cleaning is the removal of unwanted dirt / matter”.

“More germs are removed by cleaning than are killed by disinfectants”.

Abbreviations: M = Machinery
E = Equipment and Consumables
C = Chemicals
P = Preparation
A = Action

DEFINITIONS

Dressing: Usually a dry bright or buffable polymer and synthetic wax emulsion, applied to resilient floors to protect and/or enhance their aesthetics and ease the cleaning process.

Polish: Usually a petroleum wax or synthetic wax high solid paste or liquid, best suited to porous or semi-porous floors e.g. wood, quarry tile, slasto, concrete, etc. (Must be buffed to shine).

Sealer: Either polyurethane or acrylic based. Used to make porous floors e.g. wood, concrete, stone, etc. essentially non-porous and washable.

Stripper: A detergent that will chemically unlock the binding molecules in dressings and polishes and allow them to be removed from the floor. (Strippers are effective on sealers).

BURNISH

(Used on resilient and hard floors)

M -High speed rotary floor polisher (1 000 r.p.m. or more)

E -Ultra or high speed floor pad. Spray bottle.

C - Floor maintenance spray cleaning detergent.

P - Floor to be dust free and dry.

A - Spray a fine mist over 2 or 4 square metres of floor (coverage 1 000 sq. metre per litre). Pass machine briefly over the sprayed area to spread chemical, then systematically cover area. Two or three passes over same area should leave it clean and dry, with shine restored. Use this technique without spraying if the floor has been mopped with wash and wax type detergent.

DAMP MOP

(Used on resilient and hard floors)

E - Single or double mobile bucket and wringer system. Mop handle and heavy duty mop head or flat/butterfly mop or variant.

P - Floor to be pre-swept.

C - Warm water solution with either neutral or wash and wax type detergent or disinfectant.

A - Dip mop into solution and wring dry. Cover floor with flowing sweeps exerting pressure to remove marks. Insert mop in solution and wring dry frequently.

DAMP WIPE

(Used on non-porous or washable surfaces)

E - Bucket, lint free cloth.

C - Usually a neutral detergent, but disinfectant cleaner or purpose made detergents also acceptable.

P - Surfaces should be dusted.

A - Use warm water, cloth to be squeezed or wrung out until only damp, but not dripping. Use systematic wiping motion and additional pressure on stubborn soilage. Re-immersed cloth in detergent solution frequently and squeeze dry. Change the solution at appropriate intervals to ensure dirt is not reapplied.

DISINFECTANT

(Used on non-porous or washable surfaces)

E - Bucket and mop (for floors) and lint free (for other surfaces) or spray bottle.

C - Chlorine, quarternary ammonium or other disinfectant.

P - Surfaces must be cleaned before disinfecting.

A - Apply disinfectant diluted to manufacturers specification applicable for the surface, using mop, cloth or spray bottle as appropriate. Apply liberally and allow 10 minutes reaction time, then vacuum, mop or wipe dry.

DUST

(Used on any washable or non-washable, porous or non-porous surface that will not be damaged by dry wiping)

M - Vacuum cleaner and attachments.

E - Duster, brush or dusting tool.

P - Surfaces must be dry.

A - Use a vacuum to remove dust, or reverse airflow to blow dust from inaccessible areas to where it can be collected and removed. Use cloth, brush or dusting tool gently to remove loose dust, taking care not to re-distribute the dust into other areas.

NOTE: Damp wiping is often a better option.

DUST MOP

(Used on any porous or non-porous hard floor)

E - Mop sweeper or disposable cloth sweeper.

P - Surface must be dry. Mop head must be clean or fitted with unused disposable cloth.

A - Push the tool in straight lines or work backwards using a figure 8 movement if the tool design allows. Maintain the same leading edge, as reversing the direction will cause dirt to fall off. Keep the tool flat on the floor throughout the exercise. Fit new disposable cloths or wash mop heads frequently.

INTERIM CLEANING

(Used on hard floors)

More intensive than daily cleaning, but less costly and disruptive than restorative cleaning.

M - Suitable floor scrubbing machines e.g. automatic floor scrubber/dryer, rotary and wet pick up vac, etc.

E - The mop system, blue pad for light scrubbing, clean mop or lamb's wool applicator.

C - Neutral, preferably low foaming detergent. Appropriate floor dressing.

P - Floor to be pre-swept.

A - Apply solution from machine tank or with mop. Scrub and vacuum away slurry. Rinse with clean water, vacuum and mop dry. Apply one coat of the floor dressing.

INTERIM CLEAN

(Used on carpets)

Ideal process is dry, or nearly so.

M - Rotary for pad system, spreader for powder system, vacuum cleaner.

C - Cellulose or other carpet cleaning powder.

P - Vacuum carpets.

NOTE: These interim cleaning systems work well on cut pile carpets, but have limited benefits on looped or needle punch carpets.

A - Pad system: Cover lightly soiled areas or the entire area with impregnated Pad fitted to rotary.

Powder system: Sprinkle powder over soiled areas or entire area as required, covering no more than about 10 sq.m at a time. Work the powder into the carpet using the spreading machine in one direction and then at right angles. Leave powder to absorb the dirt for 15 minutes or more (refer to manufacturer's directions) and vacuum to remove residue powder from the carpet.

POLISHING

(Used on wooden, sealed wood or laminated furniture and fittings)

E - Soft dusting cloth.

C - Silicone or cream based, petroleum wax or synthetic, past liquid or aerosol.

P - Dust to be removed before any polish is applied.

A - Small amount of liquid or spray applied to small area. Allow polish to dry to a haze and buff with a soft polishing cloth.

RESTORATIVE CLEANING

(Used on hard and resilient floors)

Referred to as stripping and sealing.

M - Automatic scrubber, or rotary floor machine and wet & dry vacuum.

E - Black scrubbing pad, wet mopping equipment, lambs wool or mop applicator, doodle bug hand tool for edges and corners.

C - Stripper and floor dressing.

P - Litter and loose dust to be removed from the floor.

A - Apply diluted stripper with a mop or watering can; allow to lie on the floor for ten minutes or more, scrub floor with machine, use doodle bug for awkward areas ("look after the edges, the middle will look after itself"), vacuum slurry ensuring it does not dry out on the floor, rinse the fresh water and vacuum, mop with fresh water, ensure floor is dry and apply two or three coats of floor dressing (as per manufacturer's specification).

RESTORATIVE CLEANING

(Used on carpets)

Usually a damp/wet process requiring time and labour.

M - Standard speed rotary floor machine with solution tank and carpet shampoo brush, or purpose built carpet shampooer and/or hot water extraction machine (loosely termed "steam cleaner").

C - Dry foam shampoo (6% moisture content in use), detergent for use in extraction machine, de-foamer for extraction machine.

P - Carpets to be vacuumed at outset and free of litter.

A - Shampoo a small area (about 4 sq. m) in one direction and then again at 90 degrees, ensuring that the carpet is not too wet. For carpets that are only lightly soiled, use the extraction machine as a dry vacuum (or a wet and dry vacuum with a carpet tool) to remove foam and dirt residue. For heavily soiled areas and traffic lanes, spray warm water on carpets with extractor and then suck up residue. The extractor machine may be used without first shampooing.

SPOT CLEAN

(Any surface)

Remove any spillage or marks immediately that appear (preferably within a day or two of their appearance) using appropriate methods

SPRAY CLEAN

(Hard and resilient floors)

Same technique as described under BURNISH, except that machines are at slower speed (between 165 and 400 r.p.m.) and the pad is read.

STAIN REMOVAL

(Used on any surface)

“The difference between a spot and a stain is about 10 days”. See notes under SPOT REMOVAL. For marks that do not respond to normal cleaning techniques, consult a specialist stain removal guide.

STRIP AND SEAL

(Used on hard and resilient floors)

See notes under RESTORATIVE CLEANING for these floors.

SWEEPING

(Used on any hard floors, paving, concrete etc.)

M - Motorised walk behind or ride on sweeper, mechanical broom or push sweeper.
E - Platform broom (hard bristle for rough surfaces, soft for smoother surfaces).
A - Move machines or brooms over surfaces at an effective speed without creating clouds of dust by going too fast. Empty machine hoppers regularly; if using a broom, leave manageable piles of litter for collection.

VACUUM

(Any surface, floors, upholstery etc.)

Use commercial or industrial equipment either, of the drum or upright type.

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