

## Operational Services

# Partnership Agreement between the Division of Facilities Management & Charles Sturt Campus Services Limited



# PARTNERSHIP AGREEMENT

## Division of Facilities Management

and

## Charles Sturt Campus Services Limited

For the provision of

## Cleaning and Maintenance Services

This document represents a formal agreement between:

**Charles Sturt Campus Services Limited**

and

**CSU; Division of Facilities Management**

The agreement being for the delivery of programmed and responsive cleaning and maintenance services, as prescribed in this agreement, for an initial period of three years between 1 January 2016 and 31 December 2019, subject to the satisfactory performance and provisions of this agreement.

### Signatories:

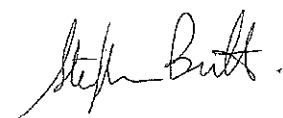


For Charles Sturt Campus Services Limited

Date: 2-5-16

For the Division of Facilities Management

Date:



Digitally signed by Stephen Butt  
DN: cn=Stephen Butt, o=CSU, ou=Div Facilities Management, email=sbutt@csu.edu.au, c=AU  
Date: 2016.04.26 16:01:55 +10'00'

### Purpose of Agreement

The intention of this agreement is to detail the agreed cleaning service arrangements. The process of developing the agreement will be used to establish a common understanding of these service arrangements.

### Parties Covered by the agreement.

The parties covered this agreement are:

#### The Company

- Charles Sturt Campus Services Ltd (CSCS)

#### The Client

- Charles Sturt University, Division of Facilities Management (DFM)

The DFM Client representative will be a senior officer from DFM Operational Services. The officer will provide representation to CSCS for all matters that fall within the responsibility of DFM for the purposes of cleaning and residential maintenance.

### DFM Representative for the Service

The DFM/CSCS Agreement liaison officer is:

Name: Peter Scott  
Title: Manager, Campus Services – Bathurst Campus  
Address: Building 3016, Panorama Avenue, Bathurst  
Telephone: (02) 6338 4191  
Email: [petscott@csu.edu.au](mailto:petscott@csu.edu.au)

### Cleaning Company's Representative

The cleaning company's Agreement representative

Name: Martin Dooner  
Title: General Manager, Charles Sturt Campus Services Ltd  
Address: Boorooma St Wagga Wagga  
Telephone: (02) 6933 4984  
Email: [mdooner@csu.edu.au](mailto:mdooner@csu.edu.au)

**NB. DFM may nominate an alternative representative where the primary representative is unavailable or is reassigned to alternative duties. DFM will advise CSCS of any change to its representative.**

### Definitions

**'KPI'** means a Key Performance Indicator as set out in **Schedule 1**.

**'Performance Criteria'** means the KPI's, service levels and performance standards specified in this agreement.

**'Personnel'** means officers, employees and agents of either party.

**'Company'** is Charles Sturt Campus Services Limited (CSCS).

**'Cleaning Company campus operations representative'** means the Company's representative who is responsible for the day to day administration of the Agreement.

**'DFM Representative'** means DFM's representative who is responsible for the day to day administration of the Agreement.

**'DFM Agreement Manager'** means the DFM Manager of Operations and Maintenance, who will represent DFM during performance reviews, budget negotiations and who is the principle point of contact for dispute resolution, where a dispute requires escalated and/or clarification.

**'Quality Service'** means:

- A client focused service.
- Utilising sound planning and management tools to ensure that client needs are always at the centre of activities.
- Providing flexibility and prompt response to changing client circumstances

**'Services'** means the service to be provided by the Company to DFM in accordance with this Agreement.

**'Campuses'** means the premises where the services are to be provided.

**'Standards'** means all Australian Standards applicable to services in the agreement.

### Key Information

This Agreement will operate for the agreed period unless terminated by the University.

Where engaged by DFM, CSCS will only act within the authority given under this Agreement.

Alterations to this Agreement may be made only after obtaining the written consent of all signatories to this Agreement. Requests for changes must be made in writing with adequate time allowed for consultation, negotiation and implementation of agreed changes.

Any concerns regarding the Agreement should be raised, in the first instance, at the monthly review meetings. If unresolved, the matter shall be then be raised with the DFM Manager of Operations & Maintenance. The matters may further be escalated to the Director, Operational Services – Division of Facilities Management. If the dispute cannot be resolved between the parties by the Director, Operational Services a determination shall be sought from the Executive Director, Division of Facilities Management.

### Scope:

This Agreement does not apply to cleaning or related services that are not under the governance of the Division of Facilities Management i.e. residential accommodation and catering facilities.

*Further reference to the Scope in regards to tasks performed can be found in Table 1. at the end of this document.*

### Performance Review and Reporting

- As part of this agreement, DFM require that regular reviews of the service are carried out to ensure ongoing compliance with the specifications. A structured meeting program shall be established. Meetings are to be minuted and issues raised are to be addressed via an action table.
- The Company shall attend one agreement review workshop per year.
- The Company shall attend monthly business meetings between the cleaning Company's campus operations representative and the Division of Facilities Management (DFM) Campus Services Manager (or delegate) at each campus.
- The Company shall attend monthly business meetings between the Company manager and the nominated DFM representative(s).
- The performance of the Company will be evaluated on a number of levels including qualitative, quantitative and established values.
- The Company's performance is reviewed through measurement and statistics. Both CSCS and DFM will benchmark and provide reports about the cleaning Company's performance against the established performance criteria.
- CSCS shall produce clear and concise management reports and statistics, on a monthly or an 'as required' basis, to indicate that performance standards are being maintained. These management reports and statistics will help to control the business and will assist CSU and CSCS to identify/implement ongoing improvement. Both parties must maintain statistics about the cleaning Company's performance and discuss these during the scheduled agreement review meetings.
- The Company shall, as soon as reasonably practical, notify DFM upon becoming aware of a failure or potential failure to comply with the performance criteria or any issue which may affect the delivery of the services pursuant to this agreement. DFM shall also be advised of contingency plans to manage these issues if they arise.
- With regard to routine and periodical cleaning, the Company must provide a system by which DFM and CSU personnel can review and monitor routine and periodical cleaning requirements and their progress in relation to the cleaning schedule.
- Reporting Maintenance Issues – CSCS will have a system in place where cleaning personnel assist in the identification of maintenance items and these items are reported for action through the BEIMS work order management system.



### Operational obligations

- DFM will manage requests for responsive cleaning and out of scope works through the BEIMS work order process. Requests will be prioritised and authorised by DFM and forwarded to the cleaning Company in a timely and accurate manner using a consistent format for all campuses. The company will respond to these requests and engage the relevant resources to perform the works required. Reference Schedule 5 - Scope of Works.

These requests will be considered as additional work and will be charged as an exception to the base line agreed services.

For unplanned cleaning requests, DFM and CSCS will work together to provide an appropriate and timely response to clients. CSCS will provide regular feedback about the progress of emergency and urgent work.

- DFM requires a minimum standard of Level 3 (Managed Care - per the cleaning Matrix) for all office areas, teaching spaces and other buildings. Areas to be cleaned that fall outside the Level 3 descriptor will be identified in an exceptions matrix. The exceptions matrix will be accessible by all parties via a shared medium e.g. the CSCS website.
- Cleaning Specifications and Schedules (routine & periodical) - The Company shall enlarge these schedules where practical to size A3, laminate them and display them as wall charts in the area to which they apply. Cleaning rooms will contain copies of the relevant schedule for that particular area. Reference Schedule 4 - Standard Cleaning Specification.
- Waste and Rubbish - It will be the responsibility of the Company to place all general waste and recycling wheelie bins at their designated pick up points and return them once they have been emptied. Failure of a third party contractor to service these bins in an agreed time frame must be reported to the DFM Campus Services Manager. The DFM Campus Services Manager will make a decision regarding management of the unemptied bins.
- CSCS will arrange for the engagement of additional resources, as and when required, to accommodate work peaks and casual absences of cleaning personnel to ensure service delivery is not compromised.
- The Company shall have a policy and process in place to control staff identification, University keys, access cards and building security.
- The Company shall provide evidence that its sustainability objectives align with the University's sustainability strategy. The CSCS monthly report shall provide evidence of progress against the sustainability objectives.

### Business obligations

- CSCS will provide cleaning services in accordance with this agreement and all relevant legislation, procedures, policies, codes of practice, and compliance obligations.
- Communication - The Company will maintain, as far as is reasonably practical, a staffed office with manned telephone facilities between 6:00 am and 4:30 pm, Monday to Friday with after-hours service accessibility.
- Uniform Requirements - All permanent personnel engaged by the Company shall be supplied with uniforms and wear appropriate safety footwear and other personal protective equipment (PPE) where applicable.

### Work Health & Safety & Quality Assurance obligations

- CSCS will maintain safety management and personnel training systems. Records from these systems must be produced when requested by DFM.
- Safety Data Sheets (SDS) for all cleaning products shall be provided by the Company at each cleaner's room.
- Use of Electrical and Other Appliances – In accordance with relevant legislation and regulation and industry best practice, all electrical plant and equipment used by the Company shall have a current electrical safety test tag attached along with fitted RCD protection, where applicable.
- Attendance Registers - For safety purposes the Company will maintain attendance registers at all CSU premises to record the attendance of the personnel employed by the Company. The attendance records are to be made available to fire wardens and emergency services in the event of an evacuation or critical incident.
- CSCS will implement a process of continual improvement (CI) and rigorously apply and report against the quality assurance program. DFM and CSCS will actively participate in on-campus quality service audits on both a scheduled (monthly) and an impromptu basis. These audits shall detail the level of service being achieved, and include a schedule of items for rectification and dates for completion and reinspection.
- DFM reserves the right to appoint an independent consultant to carry out regular Quality Audits of the cleaning service and these inspections will be designed to ensure that cleaning processes and practices meet the required standards and identify opportunities for efficiency and performance improvements.
- The Company shall have in place a documented complaints management procedure. CSCS and DFM will provide reports about investigations, remedial work and client feedback.



### Financial obligations

- The Company shall issue a monthly invoice for agreed services (this is the baseline). In addition to the monthly invoice an exceptions invoice, for authorised variations or additional work will also be issued. All additional or exceptions works will record the BEIMS work order number for that work as a line item in the monthly invoice. Ongoing agreed variations to services will be added or subtracted from the baseline of the standard monthly invoice.
- The agreement pricing will reflect the fact that work must at all times be performed to ensure compliance with the cleaning level matrix.
- During normal working days, DFM expects that emergency cleaning will generally be handled without disruption to scheduled services and will be charged as authorised additional work against a BEIMS work order number.
- For the duration of the agreement, CSCS is responsible for the provision of the services and for identifying and implementing processes and cost improvements that will achieve maximised value at minimal cost; thereby affording to the University the benefit of value engineered savings.
- The Company shall provide all labour necessary and coordinate the procurement and distribution of consumables, equipment, vehicles, storage facilities, uniforms, appropriate safety footwear, protective clothing, obligatory licenses, and everything else necessary to carry out and complete the agreed services.

### **Documents to be sighted by the DFM Agreement Manager**

The following current controlled documents must be made available for DFM to sight via a shared medium e.g. website.

- Company OH&S Policy
- WHS Management System Summary
- Safe Work Method Statements
- Work Instructions
- Communication Structure
- Code of Conduct
- Quality assurance program including quality assurance audits and complaints handling procedure
- Continuous Improvement (CI) process
- Sustainability policy
- Document control procedure

### **Table of Associated Documentation**

Schedule 1 - Service Levels and Performance Standards (KPI's)

Schedule 2 - Definition and Standards

Schedule 3 – Standard Cleaning Matrix

Schedule 4 - Standard Cleaning Specification

Schedule 5 - Scope of Works

Appendix 1 – Complaints Performance Targets

## Schedule 1 - Service Levels and Performance Standards (KPI's)

In accordance with CSU Supplier Assessment guidelines, Key Performance Indicators (KPIs) have been established to determine the effectiveness of the service provided.

The following method of assessment will be used to weight Quality and Service Performance:

Min	Max	Rating	Ranking	Action
95%	100%	Excellent	Preferred Supplier	No specific action Required
85%	94%	Very Good	Preferred Supplier	Process improvement identified
75%	84%	Good	Approved Supplier	Process improvement requested; action plan required
60%	74%	Average	Approved supplier; Assess for continued business	Improvement required; Action plan required
0%	59%	Unsatisfactory	Below standard; Assess for continued business	Immediate improvement required; Action plan required

## Key Performance Indicator

**Complaints Reporting Target** – See target table in Appendix 1.

**NB. Targets can fluctuate as buildings move on and off line and/or are removed from or added to the portfolio.**

## Key Performance Indicators (KPI) Attribute

The cleaning Company is required to meet the following minimum performance standards under this agreement.

When carrying out the Supplier Assessment, DFM will apply the following Weighting to the various components of the service:

<b>A</b>	<b>Quality</b>	<b>30%</b>
<b>B</b>	<b>Cost Performance</b>	<b>30%</b>
<b>C</b>	<b>Service Performance</b>	<b>25%</b>
<b>D</b>	<b>Best Practice</b>	<b>15%</b>
	<b>Total</b>	<b>100%</b>

**Attribute A (30%) QUALITY ASSURANCE**

Key Result Area (KRA)	Key Performance Indicator (KPI)	Measure	Target
Quality Assurance	Compliance audit rating	Excellent >90 Very good 80-90 Satisfactory 70-80 Unsatisfactory <69	70-80%
Quality Assurance	Scheduled audits per month	Each	4
Quality Assurance	Unscheduled audits per month	Each	4
Quality Assurance	Monthly progress meetings	On time	100%
Quality Assurance	Quarterly review meetings	On time	100%
Quality Assurance	Annual review meetings	On time	100%

**Attribute B (30%) COST PERFORMANCE**

Key Result Area (KRA)	Key Performance Indicator (KPI)	Measure	Target
Cost Effectiveness & Improvement	Provision of services at optimum	Number of cost improvement initiatives identified and implemented	On-going To be established

**Attribute C (25%) SERVICE PERFORMANCE**

Key Result Area (KRA)	Key Performance Indicator (KPI)	Measure	Target
Service Performance	Record of dissatisfaction or non-compliance with agreed service levels	1 complaint per 2000 square metres TOTAL failure = greater than 10 complaints per month	Consistently very high could attract CSU Supplier Assessment awards
Service Performance	Incidence of incorrect, incomplete or untidy uniform or appearance	Below required standard 9-6 complaints per month	Acceptable standard means ongoing continuous improvement
Service Performance	Incidence of unacceptable conduct	High standard 0-1 complaint per month	Below required standard requires corrective action report
Monthly Reports	Report correctness/completeness	Each report should measure the service	100%
Invoicing	Invoice correctness/completeness	Correct & complete monthly invoice	100%
Response Times	The maximum emergency response times for attendance on site	Normal Working Hours: Within 30 minutes Outside normal hours: Within 90 minutes	100%
Customer Satisfaction	Satisfaction rating (from periodic customer survey program and day to day feedback)	Rating from customer satisfaction survey	>50% level 3 narrative considered

**Attribute D (15%) BEST PRACTICE**

Key Result Area (KRA)	Key Performance Indicator (KPI)	Measure	Target
Process Improvement	Number of improved 'better ways' identified and implemented	Each	On-going To be established
OH&S	Accreditation AS/NZS 4801:2001	Each	100%

## Schedule 2 - Definition and Standards

<b>Appliances – Damp Dust</b>	After damp dusting is complete all external surfaces shall be free of dust and dirt to leave a clean and dry uniform appearance.
<b>Carpet – Carpet Extraction Shampoo</b>	When carpet extraction shampooing is complete, the surface shall be free of all deep seated dirt, stains and soiling and be left in a reasonable dry condition giving a clean uniform appearance in accordance with AS 3733.
<b>Carpet – Spot Clean</b>	After spot cleaning of carpet, the surface should be free of marks, dirt, spots (including substances such as chewing gum/blue tac etc.) and residue cleaner leaving a visible clean finish with a uniform appearance. This is in accordance with AS3733.
<b>Carpet – Vacuum</b>	After vacuuming is complete, carpet shall be free of all visible litter, dirt, dust and build up (especially on edges) ensuring a clean uniform appearance.
<b>Chairs – Cloth – Shampoo Extraction Method</b>	When extraction shampooing is complete, the surface should be free of all deep seated dirt, stains and soiling and be left in a reasonably dry condition giving a clean uniform appearance.
<b>Chairs – Clean</b>	After cleaning, chairs are to be free of dirt and easily removable marks.
<b>Drink Troughs, Sinks, (Stainless Steel) – Clean</b>	On completion of cleaning, all surfaces are to be free of visible dirt, bacterial and residue cleaner leaving a clean appearance.
<b>External Walls, Brick Walkways, Concrete – Hose/Sweep/Clean</b>	After hosing, sweeping and cleaning, of external walls, eaves, brick walkways and concrete is complete, all areas shall be free of dust, cobwebs, accumulated dirt, litter, sand and excess water leaving the surfaces clean and reasonably dry. When adjoining areas accumulate debris or rubbish as a result of this process, debris and rubbish must be removed and disposed of.
<b>Floors (All) - Sweep</b>	After sweeping, all floor surfaces shall be free of visible dust, loose dirt and litter. All dust, loose dirt and litter shall be collected and disposed of in an approved rubbish bin.
<b>Floors (Vinyl, Ceramic, Tiles, Concrete) – Damp Mop</b>	On completion of damp mopping all floor surfaces shall be free of all marks and dirt especially in corners and edges, visibly clean and without streaks.
<b>Floors (Vinyl, Ceramic, Tiles, Concrete) – Machine Scrub</b>	On completion of machine scrubbing, all floor surfaces shall be free from all visible dirt, marks, grime, residue cleaner and any build up (especially on the edges) to display a uniform appearance.



## Schedule 2 - Definition and Standards continued

<b>Floors (Vinyl) – Machine Buff</b>	After buffing, all vinyl floor surfaces shall have an even uniform gloss restored across the entire surface with scuff marks removed.
<b>Floors (Vinyl) – Dry Strip</b>	After the dry strip is completed, all vinyl floor surfaces shall be free of all loose dirt, scuff marks, old sealers/polishers and other residues ensuring floors will remain free of build-up and in a condition ready for the seal to be applied.
<b>Floors (Vinyl) - Seal</b>	After sealing the vinyl floor, the finish should be uniform across the surface, slip-resistant and in a condition that will protect the floor.
<b>Floors (Vinyl) - Polishing</b>	On completion of the wet strip all vinyl floors shall be free from dirt, scuff marks, old sealers/polishers and other residue ensuring floors will remain free of build-up and in a condition ready to seal.
<b>Floors (Vinyl) - Wet Strip</b>	On completion of the wet strip all vinyl floors shall be free of dirt, scuff marks, old sealers/polishers and other residues ensuring floors will remain free of build-up and in a condition ready to seal.
<b>Fly Screens/Window Frames, Mullions Etc. - Clean</b>	After removing screens and brushing free of dust and scrubbing screens and frames they should be free of dust and dirt.
<b>Glass (Window, Partitions, Doors) – Spot Clean</b>	After spot cleaning of glass, partitions, windows and doors, all marks and dirt on windows shall be removed leaving the surface visible clean and unmarked.
<b>Glass (Windows, Partitions, Doors) – Wash</b>	After washing of glass is complete, the surface shall be free of visible dirt and smears.
<b>Grilles (In Doors, Air Conditioning, Diffusers, Vents) – Damp Dust</b>	After damp dusting is complete, all grilles shall be free of dust and dirt to have a clean, dry uniform appearance.
<b>Rubbish Bins – Empty and Replace Liners</b>	After emptying of rubbish bins has taken place, the bins shall be free of dirt and litter. Liners shall be changed, with a size compatible to that of the bin when they contain moist materials, food or have tears or holes in them.
<b>Surfaces – Damp Dust</b>	After damp dusting is complete, all surfaces shall be free of visible dust, dirt and build up (especially in corners and edges) to leave a clean, dry uniform appearance.
<b>Tables, Cupboards, Chairs, Desks – Damp Dust/Clean</b>	After damp dusting/cleaning of tables, cupboards, chairs and desks is complete, all surfaces shall be free of dirt, dust and residue cleaner to leave a clean, dry uniform appearance.

## Schedule 3 - Cleaning Level Matrix

Level	5	4	3	2	1
Description	Showpiece Facility	Comprehensive Stewardship	Managed Care	Reactive Management	Crisis Response
<b>Customer Service and Response Time</b>	Able to respond to virtually any type of service requests, immediate response.	Response to most service needs, including limited non-programmed activities, is typically in a week or less.	Services available only by reducing programmed cleaning, with response times of one month or less.	Services available only by reducing programmed cleaning, with response times of one year or less.	Services not available unless directed from top administration, none provided except emergencies.
<b>Customer Satisfaction</b>	Proud of facilities, have a high level of trust for the cleaning organisation.	Satisfied with facilities related services, usually complimentary of cleaning staff.	Accustomed to basic level of facilities care. Generally able to perform mission duties. Lack of pride in physical environment.	Generally critical of cost, responsiveness, and quality of cleaning services and quality of cleaning services. Lack of pride in physical environment.	Consistent customer ridicule, mistrust of cleaning services.
<b>Programmed Cleaning vs. Corrective Cleaning</b>	100%	75-100%	50-75%	25-50%	0%
<b>Cleaning Program Mix</b>	All recommended programmed maintenance (PM) is scheduled and performed on time. Reactive cleaning (e.g., spot cleaning, window cleaning, etc.) is minimized to the unavoidable or economical. Emergencies (e.g., storms, accidental spills, etc.) are very infrequent and handled efficiently.	A well-developed cleaning program: most required cleaning is done at a frequency slightly less than per defined schedule for level 5 facilities.	Reactive cleaning predominates and cleaning program does not maintain standards due to high usage, especially during harsh seasonal peaks. An effort is still made at programmed cleaning: priority to schedule as time and staff permit. The high number of emergencies (e.g., spot cleaning, mud on carpet, marks on internal finishes, etc.) causes reported to upper administration.	Worn-out surfaces and fittings require staff to be scheduled to cleaning tasks or not at all. Significant time spent managing services due to the high number of emergency situations with weekly reporting. Programmed cleaning work possible but consists of simple tasks and basic hygiene & done inconsistently (e.g., empty bins, clean common areas, clean toilets).	No programmed cleaning performed due to more pressing problems. Reactive cleaning is a necessity due to worn-out surfaces (e.g., doors won't lock, fans lock up, heating, ventilation and air conditioning systems fail). Good emergency response because of skills gained in reacting to frequent system failures. (No status reporting, upper administration is tired of reading the reports).

## Schedule 3 - Cleaning Level Matrix continued

Level	5	4	3	2	1
Description	Showpiece Facility	Comprehensive Stewardship	Managed Care	Reactive Management	Crisis Response
<b>Aesthetics, Interior</b>	Washrooms, shower fixtures & tiles gleam and are odour free. Supplies are adequate. Rubbish containers hold only daily waste, are clean & odour free.	Washrooms, shower fixtures & tiles gleam and are odour free. Supplies are adequate. Rubbish containers hold only daily waste, are clean & odour free.	All vertical and horizontal surfaces have obvious dust, dirt, marks, streaks, smudges & fingerprints. Washrooms, shower fixtures & tiles are clean & odour free. Supplies are adequate. Rubbish containers hold only daily waste, are clean & odour free.	All vertical and horizontal surfaces have conspicuous dust, dirt, marks, smudges, fingerprints & marks. Washrooms, shower fixtures & tiles are dirty, stained & streaky & have a sour odour. Supplies are inadequate. Rubbish containers have old rubbish. They are stained & marked. Rubbish containers smell sour.	All vertical and horizontal surfaces have major accumulation of dust, dirt, smudges & fingerprints, all of which are difficult to remove. Lack of attention is obvious. Washrooms, shower fixtures & tiles are dirty, streaked, broken & have sour odour. Supplies are grossly inadequate. Rubbish containers overflow. Rubbish containers smell sour.
<b>Aesthetics, Exterior</b>	Windows, doors, trim, exterior walls are like new.	Good appearance of exterior surfaces.	Minor surface marks and blemishes, average exterior appearance.	Somewhat dusty, dirty fittings, rough-looking exterior, cobwebs evident, extra cleaning necessary.	Carpet worn requiring replacing, unpainted, cracked panes, cobwebs evident, significant air and water penetration, poor appearance overall.
<b>Aesthetics, Lighting</b>	Bright and clean; light fittings are clean.	Lights all work & fixtures are clean.	Lights all work & fixtures are clean.	Lights fixtures are dirty and some lights out <5%.	Light fixtures are dirty with dust balls & flies. Many lamps out >5%.
<b>Service Efficiency</b>	Cleaning activities appear highly organised and focused. Typically, equipment and building components are fully clean and in excellent operating condition. Ad hoc cleaning service calls are responded to immediately. Buildings and equipment are routinely and regularly upgraded keeping them current with modern standards and usage.	Cleaning activities appear organized with direction. Equipment and building components are usually clean and in operating condition. Cleaning service calls are responded to in a timely manner. Buildings and equipment are regularly upgraded keeping them current with modern standards and usage.	Cleaning activities appear to be somewhat organised, but remain people-dependent. Equipment and building components are mostly functional, but suffer occasional breakdowns. Cleaning service call response times are variable and sporadic, without apparent cause. Buildings and equipment are periodically upgraded to current standards and use, but not enough to control the effects of normal usage and deterioration.	Cleaning activities appear somewhat chaotic and are people-dependent. Equipment and building components are frequently broken and inoperative. Service and maintenance calls are typically not responded to in a timely manner. Normal usage and deterioration continues unabated, making buildings and equipment inadequate to meet present use needs.	Cleaning activities appear chaotic and without direction. Building fittings & components are routinely broken and inoperative. Cleaning service calls are never responded to in a timely manner. Normal usage and deterioration continues unabated, making buildings and cleaning standards inadequate to meet present use needs.

Schedule 3 - **Cleaning Level Matrix continued**

Level	5	4	3	2	1
Description	Showpiece Facility	Comprehensive Stewardship	Managed Care	Reactive Management	Crisis Response
<b>Cleaning Program Reliability</b>	Unplanned cleaning is rare and limited to vandalism and abuse repairs. Problems are detected by the cleaning QA system and acted on immediately	Unplanned cleaning is limited to vandalism and abuse repairs and are scheduled into to cleaning activities.	Programmed cleaning standards periodically or often fail and at times is limited to vandalism and abuse repairs and are scheduled into to cleaning activities.	Programmed cleaning limited to health & hygiene issues. Cleaning standards often fail and at times is limited to vandalism and abuse repairs and are only scheduled after managerial approval. Constant need for repair to carpets, blinds, wall finishes. Backlog of cleaning needs exceeds resources.	Many systems are non-functional. Repair instituted only for safety issues. No programmed cleaning is performed. Significant backlog cleaning exists and need cannot be meet by available resources.
<b>Facility Cleaning Budget as \$/m2</b>	>0.0	0-.0	0-0	0-0	<0.0
<b>Campus Average FCI</b>	<0.0	0.05-0.15	0.15-0.29	0.30-0.49	>0.50

### Schedule 4 – Standard Cleaning Specification

A brief explanation of some of the terms used in the specifications:

**Continuously-** the specified cleaning is to be carried out continually throughout the period of attendance. In public use areas, all locations must be checked and/or serviced at a minimum frequency of once every twenty minutes whilst the premises remains open to public use.

**Daily-** the specified cleaning is to be carried out once each day.

**Supplementary –** the specified cleaning is to be performed in addition to the daily cleaning during the periods indicated on the cleaning sheet for that particular location.

**Second day-** the specified cleaning must only be carried out every second day. In respect to vacuuming, this means that the work is to be performed three times in even numbered weeks (weeks 2, 4, 6, 8, etc.) and twice in odd numbered weeks (weeks 1, 3, 5, 7 etc.).

**Fortnightly-** the specified work must be performed once each fortnight as shown on the periodical cleaning schedule.

**Monthly-** the specified work must be performed once each month during the week indicated on the periodical cleaning schedule.

**Quarterly-** the specified work must be performed once each quarter during the week indicated on the periodical cleaning schedule.

**Six monthly-** the specified work must be performed once each year during the week indicated on the periodical cleaning schedule.

**Annually-** the specified work must be performed once each year during the week indicated on the periodical cleaning schedule.

## Schedule 4 – Standard Cleaning Specification continued

## Standard Cleaning Specification Level 2,3,4,5

Task	Daily	Supplementary	Second Day	Weekly	Fortnightly	Monthly	Quarterly	Six Monthly	Annually
<b>Amenities</b> <i>(Includes Showers &amp; Locker Rooms)</i>									
Replenish paper towel, toilet paper and liquid hand soap.	3,4,5	5	2						
Clean mirrors, toilet pans, toilet seats, hand basins, urinals, dispensers, pipes, electrical and chrome fittings	3,4,5	5	2						
Remove all debris from the floor then wet mop floor	3,4,5	5		2					
Remove waste and replace the bin liner if required	3,4,5	5	2						
Wipe (spot) clean to remove marks, soap scum and stains from all doors, walls, benches and partitions	4,5	5	3	2					
Remove, clean and replace all mats	4,5		3			2			
Detail clean all floors, tiled walls, shower recesses and amenity fittings (machine scrub as required to maintain finish)						4,5	3		2
Dust and clean tops of lockers				5	4		3	2	
Remove graffiti from all surfaces				5			3,4	2	

<b>Waste</b>									
Remove all recycle/general waste from internal bin stations to external waste collection points and replace the bin liner if required (offices excluded)	5		4,3	2					
Move to collection point <u>according to site schedules and responsibilities</u>									
Clean all internal waste bins (excluding offices)	5		4		3	2			

<b>Kitchens and Lunchrooms</b>									
Wipe clean walls, partitions, table tops, cabinet tops, sinks, taps, exterior surfaces of cupboards, white goods and appliances	5		4	2,3					
Sweep, wet mop and or vacuum carpets, mats and hard floor surfaces (Spot clean stains where applicable)	5		4	2,3					
Spot clean chairs removing marks and grease	5			4	3				2
Fully clean tables and chairs					5	4	3		2
Detail clean tiled walls and splash backs					5	4	3		2

<b>Stairs</b>									
Spot clean, sweep, wet mop and or vacuum internal stairs, hand rails and landings	5		4	3		2			



## Schedule 4 – Standard Cleaning Specification continued

## Standard Cleaning Specification Level 2,3,4,5

Task	Daily	Supplementary	Second Day	Weekly	Fortnightly	Monthly	Quarterly	Six Monthly	Annually
<b><u>Foyers and Entrances</u></b>									
Clean all entrances and adjacent areas, including entrance glass (both sides), sidelights, walls, doors doormats and mat wells	5		4	2,3					

<b><u>General Areas</u></b>									
As per weekly building schedule sweep, wet mop and or vacuum carpets, mats and hard floor surfaces (Spot clean stains where applicable)	5		4	2,3					
Clean all drinking fountains	5		4	3		2			
According to safe work practices and non-specialist requirements spot clean glass doors and partition glass	5		4	3	2				
According to safe work practices and non-specialist requirements spot clean to remove all dust and marks from vertical and horizontal surfaces including, skirting boards, architraves, light switches, power points, office furniture, chairs, and computer equipment	5				4	3			2
Vacuum all corners and edges including under furniture where possible			5	4		3	2		
Where applicable machine buff to remove scuff marks from sealed hard floor surfaces				5	4	3			
According to safe work practices and non-specialist requirements dust all partitions and window ledges				5		4	3		2
Dust all fire-fighting appliances				5		4	3		
According to safe work practices and non-specialist requirements dust air conditioning and return air vents						5	4	3	2
Where practical wash both sides of all exterior glass and detail clean all internal glass partitions								5	3,4
Strip and reseal and/or machine scrub all hard floors as necessary to maintain finish							5	4	3
Dust all Venetian blinds				5		4			3

## Schedule 5 – Cleaning and Maintenance Services, Scope of Works(SoW)

<b>Amenities - includes toilet, shower and locker rooms</b>	
The Company will – according to service level agreements	The Company will not without a work order or additional charge
<ul style="list-style-type: none"> <li>• Replenish paper towel, toilet paper and liquid hand soap.</li> <li>• Clean mirrors, toilet bowls, toilet seats, hand basins, urinals, dispensers, pipes, electrical and chrome fittings</li> <li>• Remove all debris from the floor then wet mop floor</li> <li>• Remove waste and replace the bin liner if required</li> <li>• Wipe (spot) clean to remove marks, soap scum &amp; stains from all doors, walls, shower recesses, lockers, benches and partitions</li> <li>• Remove, clean and replace all mats</li> <li>• Detail clean all floors, tiled walls, shower recesses and amenity fittings (machine scrub as required to maintain finish)</li> <li>• Dust and clean tops of lockers</li> <li>• Detail clean all walls and floors (machine scrub as required to maintain finish)</li> <li>• Remove graffiti from all surfaces</li> </ul>	<ul style="list-style-type: none"> <li>• Change the frequency of tasks in reference to the agreed cleaning schedule</li> <li>• Clean the facility when the condition is outside normal parameters e.g. after; flood, fire, vandalism, presence of excessive bodily fluid, needles and or waste, excessive pest or vermin contamination etc.</li> <li>• Clean inside and behind fixtures that are physically attached and are not easily accessible e.g. behind mirrors and inside pipes</li> <li>• Wash ceilings &amp; ceiling fans</li> <li>• Inside light fittings/diffusers</li> <li>• Clean Inside personal lockers, safes etc.</li> <li>• Provide Hand Towel or Tea Towels external to amenities</li> </ul>

<b>Kitchens and Lunchrooms</b>	
The Company will – according to service level agreements	The Company will not without a work order or additional charge
<ul style="list-style-type: none"> <li>• Wipe (spot) clean walls, partitions, table tops, cabinet tops, sinks, taps, exterior surfaces of cupboards, white goods and appliances</li> <li>• Spot clean chairs removing marks and grease</li> <li>• Fully clean tables and chairs</li> <li>• Detail clean tiled walls and splash backs</li> </ul>	<ul style="list-style-type: none"> <li>• Change the frequency of tasks in reference to the agreed cleaning schedule</li> <li>• Clean the facility when the condition is outside normal parameters e.g. after; flood, fire, vandalism, presence of excessive bodily fluid, needles and or waste, excessive pest or vermin contamination etc.</li> <li>• Clean inside and behind fixtures that are physically attached and are not easily accessible e.g. inside pipes and behind fridges or vending machines</li> <li>• Wash ceilings &amp; ceiling fans</li> <li>• Inside light fittings/diffusers</li> <li>• Wash up, dry and return soiled kitchen cutlery and crockery</li> </ul>

## Schedule 5 – Cleaning and Maintenance Services, Scope of Works(SoW) continued,

General areas includes offices	
The Company will – according to service level agreements	The Company will not without a work order or additional charge
<ul style="list-style-type: none"> <li>• Sweep, wet mop and or vacuum carpets (includes offices), mats and hard floor surfaces (Spot clean stains where applicable)</li> <li>• Vacuum all corners and edges including under furniture where possible (includes offices)</li> <li>• Where applicable machine scrub and or buff to remove scuff marks from sealed and hard floor surfaces</li> <li>• Strip and reseal and/or machine scrub all hard floors as necessary to maintain finish</li> <li>• Pick up rubbish in stairwells, spot clean, sweep, wet mop and or vacuum internal stairs, hand rails and landings</li> <li>• According to safe work practices and non-specialist requirements spot clean to remove all dust and marks from vertical and horizontal surfaces including, light switches, power points, office furniture, chairs, and computer equipment</li> <li>• According to safe work practices and non-specialist requirements dust all partitions and window ledges</li> <li>• According to safe work practices and non-specialist requirements spot clean glass doors and partition glass</li> <li>• Where practical <b>wash both sides of all exterior glass</b> and detail clean all internal glass partitions</li> <li>• Dust all Venetian blinds</li> <li>• Remove venetians wash dry and replace</li> <li>• Dust all fire-fighting appliances</li> <li>• Clean all drinking fountains</li> <li>• According to safe work practices and non-specialist requirements dust air conditioning and return air vents</li> </ul>	<ul style="list-style-type: none"> <li>• Change the frequency of tasks in reference to the agreed cleaning schedule</li> <li>• Clean the facility when the condition is outside normal parameters e.g. after; flood, fire, vandalism, presence of excessive bodily fluid, needles and or waste, excessive pest or vermin contamination etc.</li> <li>• Clean inside and behind fixtures that are physically attached and are not easily accessible e.g. inside pipes and behind desks and filing cabinets etc.</li> <li>• Wash ceilings &amp; ceiling fans</li> <li>• Inside light fittings/diffusers</li> <li>• Wash curtains</li> <li>• Move or touch personal and sensitive items e.g. stationary and papers on office desks, books on shelves, display cabinets etc.</li> <li>• Clean underneath buildings or ceiling voids</li> <li>• Clean communication rooms</li> <li>• Clean plant/electrical rooms and cupboards</li> <li>• Clean lab bench tops &amp; sinks</li> <li>• Clean offensive or hazardous material e.g. asbestos, lead based paint, animal parts or chemical spills</li> <li>• Isolation areas</li> <li>• Hot water extraction or shampoo carpets</li> <li>• Construction or Renovation cleans</li> <li>• Water indoor plants or tend to pets or animals</li> <li>• Provide a furniture removal service</li> <li>• General Maintenance type work</li> <li>• Clean faculty, division or corporate equipment e.g. clinical equipment and tools, toys and vehicles</li> <li>• Clean Gym or leisure equipment</li> </ul>

## Schedule 5 – Cleaning and Maintenance Services, Scope of Works (SoW) continued,

Foyers and entrances	
The Company will – according to service level agreements	The Company will not without a work order or additional charge
<ul style="list-style-type: none"> <li>• Clean all <b>entrances and adjacent areas</b>, including entrance glass (both sides), sidelights, walls, doors doormats and mat wells</li> <li>• Sweep, wet mop and or vacuum carpets, mats and hard floor surfaces (Spot clean stains where applicable)</li> </ul>	<ul style="list-style-type: none"> <li>• Change the frequency of tasks in reference to the agreed cleaning schedule</li> <li>• Clean the facility when the condition is outside normal parameters e.g. after; flood, fire, vandalism, presence of excessive bodily fluid, needles and or waste, excessive pest or vermin contamination etc.</li> <li>• Clean inside and behind fixtures that are physically attached and are not easily accessible e.g. inside pipes and conduit</li> <li>• Wash ceilings &amp; ceiling fans</li> <li>• Inside light fittings/diffusers</li> </ul>
Waste	
The Company will – according to service level agreements	The Company will not without a work order or additional charge
<ul style="list-style-type: none"> <li>• Clean all internal waste bins (excluding offices)</li> <li>• Move to collection point according to site schedules and responsibilities</li> <li>• Remove all recycle/general waste from internal bin stations to external waste collection points and replace the bin liner if required (offices excluded)</li> <li>• Rake composted waste from clivus multrum (Albury only)</li> <li>• Remove and dump composted waste from clivus multrum (Albury only)</li> </ul>	<ul style="list-style-type: none"> <li>• Change the frequency of tasks in reference to the agreed cleaning schedule</li> <li>• Remove unordinary bulky or heavy waste or overloaded bins</li> <li>• Remove contaminated lab waste</li> <li>• External waste bins not allocated to CSCS</li> <li>• Return unemptied bins not serviced by third party contractors</li> </ul>
External	
The Company will – according to service level agreements	The Company will not without a work order or additional charge
<ul style="list-style-type: none"> <li>• Clean litter from gutters</li> </ul>	<ul style="list-style-type: none"> <li>• Change the frequency of tasks in reference to the agreed cleaning schedule</li> <li>• Remove gutter guard</li> <li>• Remove fixed fly screens and security screens to clean windows</li> <li>• Clean or cobweb external walls, roofs, down pipes, eaves, fixtures and fascia's</li> <li>• Inside light fittings/diffusers</li> <li>• Clean paths</li> <li>• Clean garden beds, garden furniture, BBQ's or grounds</li> <li>• Clean car parks</li> </ul>

## Schedule 5 – Cleaning and Maintenance Services, Scope of Works (SoW) continued.

Other	
The Company will – according to service level agreements	The Company will not without a work order or additional charge
<ul style="list-style-type: none"> <li>• Report maintenance issues, hazards, vandalism or damage</li> <li>• Provide employees with a uniform</li> <li>• Provide timely and accurate reporting</li> <li>• Maintain internal safety management and personnel training systems</li> <li>• Maintain internal quality assurance systems</li> <li>• Identify and comply with industry relevant regulation, legislation and codes of practice</li> <li>• Operate under a continual improvement framework aiming to implement process and cost improvements that will achieve maximised value at minimal cost</li> <li>• Operate within agreed budget parameters and alert clients as required</li> <li>• Maintain custodial internal key and access systems</li> </ul>	<ul style="list-style-type: none"> <li>• Perform a call out service</li> <li>• Provide additional and or emergency work outside the scope</li> <li>• Office details after exit</li> <li>• VIP details</li> <li>• Additional service</li> </ul> <p>Will not under any circumstance operate in environments deemed unsafe</p>
Residential Maintenance	
The Company will – according to service level agreements	The Company will not without a work order or additional charge
<ul style="list-style-type: none"> <li>• Provide a frontline maintenance service, operating within the scope and limit of our maintenance personnel skills and training i.e. limited to handy man type works</li> <li>• Purchase and fit equipment, parts and fittings as required e.g. fridges, locks and keys</li> </ul>	<ul style="list-style-type: none"> <li>• Perform a call out service</li> <li>• Provide additional and or emergency work outside the ordinary scope of operations</li> <li>• Provide work outside the scope of our personnel's skills and training e.g. plumbing and electrical trades</li> <li>• Provide project works</li> <li>• Provide work outside CSCS and Residence Life</li> </ul> <p>Will not under any circumstance operate in environments deemed unsafe</p>

## Appendix 1

**Complaints Target (Targets can fluctuate as buildings move on and off line and/or are added to or removed from the portfolio.)**

Equals 1 Complaint Per ~2000 m <sup>2</sup> per year			
SITE	m <sup>2</sup>	% OF AGREEMENT	TARGET
ALBURY	25946.57	13.31%	13
BATHURST	49827.53	25.56%	25
CANBERRA	1407.00	0.72%	1
DUBBO	4730.26	2.43%	2
ORANGE	21311.79	10.94%	11
WAGGA	91687.67	47.04%	46
<b>TOTAL</b>	<b>194,910.82</b>	<b>100%</b>	<b>98</b>

**Example;  
Report against the Complaints Target for year N.**

A.	B.	C.	D.	E.	F.	G.
Area / Section	Equivalent percentage of agreement	Number of complaints acceptable	Number of complaints received	Number of complaints as a % of the target	% above or below target	Action
Campus (ALBURY)	13.31%	13	13	100%	0%	No specific action Required
Campus (BATHURST)	25.56%	25	27	108%	+8%	Improvement required; Action plan required
Campus (CANBERRA)	0.72%	1	2	200%	+100%	Process improvement requested; action plan required
Campus (DUBBO)	2.43%	2	3	150%	+ 50%	Process improvement requested; action plan required
Campus (ORANGE)	10.94%	11	15	136%	+ 36%	Improvement required; Action plan required
Campus (WAGGA)	47.04%	46	80	174%	+74%	Immediate improvement required; Action plan required