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|  | Cleaning | Portering |
| **P1 (H&S issue) has a response time of 1 hour.** | * **Communicable diseases**

Assess and make area safe/provide equipment.* **Serious incidents (fire/adverse weather)**

Assess and make area safe/provide equipment.* **Floods or serious ingress of water**

Assess and make area safe/provide equipment.* **Public area spills**

Clean/make area safe from liquid or glass spillage.* **Assess/clean of sharps and bodily fluids**

Assess and make area safe. Arrange for areas to be locked off if additional work is required.  | * **Communicable diseases**

Assess and make area safe/provide equipment.* **Serious incidents (fire/adverse weather)**

Assess and make area safe/provide equipment.* **Public area spills (liquid & glass)**

Clean/make area safe from liquid or glass spillage.* **Removal of objects deemed a fire risk.**

Including object left in corridors/public spaces or blocking fire exits. |
| **P2 has a response time of 24 hours.** | * **Removal of offensive graffiti and posters/graffiti on key signage (Internal)**

Crude, racist, abusive, derogatory wording or images. * **Provide whiteboard pens and rubber**
* **Overflowing internal public area bins**
* **Dispenser refills**
* **Unsanitary Toilet areas**

Blockages and bodily fluids. | * **Removal of offensive graffiti and posters/graffiti on key signage (external)**

Crude, racist, abusive, derogatory wording, or images. * **Retrieving personal belongings from under ICLH seating**

* **Overflowing external bins**
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| **P3 has a 5 working days response time.**  | * **Removal of non-offensive graffiti (Internal)**
 | * **Rubbish/shredding collection (non-health & safety hazard)**
* **Silver bins, trollies & crates delivery/collection**
* **Pest control**
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| **P4 has a 20 working days response time.**  |  | * **WEEE collection**
* **Removal of non-offensive graffiti (external)**
* **Ad-hoc object transport**

Including small amounts of furniture moves, disposal of furniture, deliveries.* **Ad-hoc external cleaning**

Including scrubber drying, pressure washing and bus shelters. |
| **P5 is agreed with customer (as in date agreed) and this will be made clear within the raising of the job ticket.**  | * **Events**

Date specific* **Ad-hoc office clean**

All offices are cleaned regularly as per the premisses policy. These would only be for ad-hoc requests following an incident. Tickets should not be raised for general office cleaning. * **Deep Cleaning**

Offices/kitchens/faith centre/common rooms, including carpet cleaning. | * **Events**

Date specific* **Room moves.**

This includes assistance requests for porters. Date to be agreed in with customer.* **Ad-hoc window cleaning**

Requests outside normal cleaning schedule. |

During and the week prior to Spring/Summer Graduation and Welcome Week, **NO** cleaning or portering requests will be considered.