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| **CLEANING SERVICES SERVICE LEVEL AGREEMENT** | |
| **Building: Main Library** | |
| **Building Manager/ Health & Safety Co-ordinator:** | |
| **Cleaning Services Local Manager**  Ann Marie Durham | **Date: 17 July 2020** |

Each building location that has been authorised by the Provost to reopen will have completed a social distancing checklist and had the University’s Covid-19 Preliminary risk assessment signed off and all identified actions completed BEFORE the building is used by staff returning to campus. This document outlines the Cleaning Services activities in this building.

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| **Activity** | **Further Detail** |
| **Regular cleaning tasks.** | Completed in line with normal service standards.  Reception and circulation spaces will be cleaned daily Monday – Friday. Further details available at <https://intranet.birmingham.ac.uk/campus-services/Cleaning-Services/Service-standards.aspx> |
| **Cleaning of touch-points** | Completed regularly with broad spectrum disinfectant. Touch points include door push plates in corridors, access to shared areas, access to wash room facilities, door handles in shared areas, stair bannisters and/or handrails. Office door handles are treated weekly. |
| **Washrooms cleaned twice daily.** | Once between 5am-9am and once between 12-4pm Monday to Sunday  Washrooms will be closed whilst cleaning is taking place to ensure social distancing is maintained  PHS will resume full service as the building reopens. |
| **Hand sanitiser dispensers monitored.** | Will be replenished between 5am and 5pm Monday to Sunday. Hand sanitisers are provided in the reception area of each building as a minimum. Hand sanitiser is provided to compliment good hand washing procedures. |
| **Signage for good hand washing processes and social distancing.** | Signage implemented before the building is reopened and monitored as part of cleaning audits. |
| **Regular bin emptying.** | Communal and Recycling bins emptied every morning and monitored throughout the day until 18:00 hours Monday - Sunday  Where staff use a personal desk or office bin, it must be emptied at the end of each working day into the recycling and residual waste points located throughout the building. **Please be aware personal bins are not emptied by Cleaning Services staff**. |
| **Waste management and removal.** | Completed in line with normal service standards.  Biffa Waste will resume full service of the area for all waste and recycling streams. Bins are emptied at least 3x per week.  Clinical waste disposal (if relevant) will be resumed as per normal service standards. |
| **Building Cleaning Audits.** | The Team Leader will complete an audit, of the building, at the start of the day and a second audit, of key areas, in the afternoon. |
| **Staff working in the building carrying out cleaning.** | Staff will be required to clean their desk and immediate work location at the start and end of each day. Disinfectant wipes will be provided to facilitate this. |
| **Cleaning Response in an emergency.** | A Specialist Team are available to respond to emergencies between 06:00 & 18:00 on -: [adm-cleanliving@adf.bham.ac.uk](mailto:adm-cleanliving@adf.bham.ac.uk) or call 0121 414 2899. |