

## **WKU Environmental Services**

### **Service Level Agreement – Cravens Library**

#### **Introduction and General Statement**

##### **1.01:**

The Environmental Services Department has been established to provide custodial services in all University academic, general administrative, and maintenance facilities.

#### **Purpose and Scope**

**2.01:** This is a department within Facilities Management (DFM) which is responsible to the director through his designated manager. As in other major Universities, custodial standards have been developed at this University to define the elements and frequencies of work, and to assign a measure of time allowed for the accomplishment of each step assigned in the task.

**2.02:** Although custodial standards from various sources may be close in agreement, they cannot be arbitrarily assigned. Therefore, WKU Environmental Services has established an on-site evaluation of each facility to be served by the unit. This study will be used to develop a Service Level Agreement (SLA). The SLA is subject to periodic review and adjustment as economic and staffing conditions dictate.

#### **Procedures**

**3.01:** The Environmental Services Department of DFM will perform services under the current standards as outlined above. These standards will be posted on the DFM web site as they are prepared and completed.

**3.02:** It is acknowledged that from time to time variations from the established standards will be desired. When variations are needed requiring additional services, the requesting department will be expected to pay the cost for the extra custodial services from its departmental budget or other funds under its control.

**3.03:** Conditions required for cleaning services to specific items or facilities are as follows. The major portion of custodial services will be provided on the 9pm – 5am shift, with some buildings receiving their custodial services on an AM shift schedule. (Refer to the specific building SLA for normal custodial work schedules.) Note: Periodic deep cleaning, or also known as project work, will sometimes require adjustments to our custodians' normal shifts in efforts to reduce and eliminate interruptions to the normal day to day operations of our customers.

- Emergency custodial services required during the day should be referred to the DFM Action Desk at extension 5-3253.
- Custodians will not be responsible for the protection of valuables or money left unsecured in unlocked desks, files, or in other security facilities.
- All used soft drink containers - especially those partially filled - should be emptied and placed in the regular trash, unless a plastics recycling container has been provided to your area for collection and disposal.
- Spills on upholstered furniture or carpets should be blotted up as soon as possible and reported to DFM Action Desk at extension 5-3253. When reporting, it will be important for the caller to provide the exact location of the spill and the type of substance spilled.
- Cleaning of desks, shelves, and table tops, within an office – that have personal items and / or paper work – will be the responsibility of the office occupant. Note: Arrangements for custodial staff to complete the cleaning of office desks and other furniture with personal items can be made. However, desks, table tops or shelves with personal items, will require the office occupant to remove all items from surfaces and to communicate to the Environmental Services Supervisor in advance to arrange for communication to the appropriate Environmental Services team member.
- If an office occupant prefers that the Environmental Services team member do not enter or clean their office, they should provide an email to the Environmental Services Supervisor / Manager, Note: Trash and recycle collection will still be provided but must be left outside door when desired.
- The Environmental Services team members will provide weekly vacuuming of personal area rugs within office spaces, where possible. However, spotting, extraction or shampooing will not be provided and will be the responsibility of the office occupant. WKU Environmental Services is not responsible for any damage that may occur when vacuuming personal rugs.
- The tile floors of all services areas will be scheduled for regular, annual floor maintenance. This maintenance includes top scrubbing and resealing, or stripping and resealing floors. Areas that have heavy traffic will be spray buffed, as scheduling permits to maintain an acceptable appearance.
- Custodial personnel will not empty or handle any chemically treated waste, research waste, radioactive waste, medical waste, kitchen waste, animal matter, or fully or partially filled chemical containers. It is the department's responsibility to ensure that these waste materials are removed by contacting Environment Health and Safety.

Custodial services for most buildings are funded by WKU DFM. Within funds available, a uniform level of service is provided.

\*Additional cleaning services can be provided on a recharge basis to the requesting department.

Custodial services for buildings that are not funded through DFM are provided by agreement (MOU). Please contact the Environmental Services Manager, (270) 745-3254 for information about regular services for these buildings.

## **Description of Services**

Below is the list of types of cleaning services provided by the Environmental Services unit, with a brief explanation of each.

### **4.01: Routine Services**

**Trash Collection:** The Environmental Services team member will collect regular trash daily – or as needed. Note: Please respect your Environmental Services' team member's safety and discard sharp materials and / or needles appropriately. Contact Environmental Health and Safety for proper disposal and collection; unless disposed of in a sharps approved collection container.

**Recycle / Cardboard Collection:** The Environmental Services team member will collect recycle materials from designated recycle locations on an every other day basis, or as needed. Note: Each building and/or department will have specific locations for office staff and students to deposit acceptable recycle materials. The Environmental Services staff will not be responsible to 'separate' regular trash from recycle materials. Containers that have both items deposited in them, and are 'soiled' with food or wet substances will be collected and discarded as regular trash. The Environmental Services team members will remove cardboard from the interior spaces and carry to the outside collection areas. However, it is the office occupant's responsibility to break down all cardboard that they wish for the BSA to remove.

**Porter / Policing Services:** Includes touch ups of public spaces such as restrooms, lobbies, stairwells, corridors and entrances. Policing is NOT thorough cleaning, but instead is a first impression service. ie: trash is pulled where necessary, large items are picked up off floors, spills are mopped up, and restrooms are touched up to include replenishing of soap and paper products if needed. Partial soap and paper products will NOT be refilled if there are additional dispensers for customer use.

**Sweeping:** The Environmental Services team member will thoroughly sweep required hard floor surfaces once weekly and spot sweep daily as needed.

**Dust Mopping:** The Environmental Services team member will thoroughly dust mop all hard floor surfaces once weekly or as needed.

Spot Vacuuming: The Environmental Services team members should spot vacuum every day; thorough vacuuming of entire spaces/areas will be on a once per week basis, or as needed.

Spot Mopping: The Environmental Services team member will spot mop for spills and or spots as needed on a daily basis.

Carpet Spotting: Environmental Services team members will carefully check for carpet spots daily and treat as needed. Note: To improve the appearance of carpets and to provide a better chance for complete removal, Building occupants should attempt to blot any spills on carpets immediately and notify DFM Action Desk at extension 5-3253 of the location and type of spill.

Complete Vacuuming: Environmental Services team members will thoroughly vacuum the entire carpeted areas – including corners and edges – on a weekly basis, or as needed.

Complete Mopping: Environmental Services team members will thoroughly mop all hard floor surfaces entirely on a weekly basis, or as needed. Note: Auto Scrubber machines may be used in some locations instead of mop buckets and standard mopping practices. Locations with auto scrubbers will receive thorough cleaning of hard floors on a daily basis, or as specific location's schedules allow.

Glass and wall cleaning: Environmental Services team members will provide daily spotting of glass and all wall surfaces. Thorough cleaning of glass surfaces will be provided on a weekly basis.

Low and high dusting: Environmental Services team members will provide both low and high dusting of approved services in all public spaces (stairwells, lobbies, restrooms, corridors, classrooms, entrances, and elevators) on a weekly basis – or as needed.

Restroom cleaning: Environmental Services team members will provide thorough disinfecting cleaning of all surfaces in restrooms on a daily basis. Note: Paper and soap products will be monitored daily and replenished as needed; partial products will not be removed unless there is only one dispenser in the specific restroom.

**\*\*Energy Conservation and Security Measures:** After cleaning a space, the Environmental Services team members will turn out all lights, lock and ensure the door is closed. In addition, our team members will monitor spaces that are found unoccupied with lights on and unsecured, and will secure these areas and turn off all lights. Note: Faculty, staff, and students are encouraged to be individually attentive and responsible to follow this same procedure when leaving an area.

Please note that Environmental Services team members are not responsible for the cleaning of any kitchen appliances. BSA will wipe counters, clean sinks, clean floors and empty trash in kitchens and lounges.

#### **4.02: Project Cleaning**

Light fixtures and vent cleaning: The Environmental Services team members will thoroughly clean all light fixtures and vents on an annual basis, or as needed.

Complete Wall Washing: Thorough cleaning of complete wall surfaces to be performed on an annual basis, or as needed. This is typically performed during the summer and/or winter sessions.

Window and Blind Washing: The Environmental Services team will thoroughly clean all interior and exterior windows - which allow for safe access - on an annual basis. Note: Windows requiring special lift machinery and scaffolding will be cleaned by an outside contractor and will be dictated by budget and scheduling constraints and limitations.

Burnishing / Buffing Floors: This task is designed to improve durability and luster of waxed surfaces. The Environmental Services team members will burnish / buff tile floors in corridors, lobbies and entrances on a bi-monthly or monthly basis. This completion of this task can be affected by available staffing, and specific schedules of events in the building.

Carpet Bonneting: This task is designed to provide maintenance and remove top layer soil from the surface of the carpet. The Environmental Services team members will perform this task on an as needed basis, or annually in conjunction with the extraction of carpet.

Carpet Extraction: This task is designed to provide the deep cleaning of carpet. Since this task requires drying time, it can be performed on an adjusted PM work schedule. This is scheduled on an annual basis, or in cases of removal of water due to pipe / roof leaks, or due to other flooded areas.

Top Scrubbing: This task is designed to refurbish waxed surfaces and to reduce the cost of labor and supplies associated with stripping floors. This task removes the first few layers of wax, avoiding the complete removal of wax – down to the tile. The Environmental Services team members will perform this task on an annual, or as needed basis; typically on a schedule of consecutive 3 years. Note: This task can be performed during an adjusted PM schedule to eliminate and reduce interruption to our customer's day to day operations.

Stripping Floors: This task is designed to remove all wax down to the tile. This is typically performed after 3 years of top scrubbing these surfaces. The Environmental Services team members will perform this task on an annual basis, or as needed. Note: This task is used in limited cases, when Boosting (equipment used to remove all wax, without the need for stripper) is not sufficient.

Wax application: Provides protection and luster to tiled surfaces. The Environmental Services team members will provide this service on an annual basis, or as needed.

### 5.01: Types of Spaces / Frequency of Services

Specific Tasks	Offices Conference Rooms	Stairwells, Elevators, Lobbies, Open Areas (Stacks) Corridors, Entrances	Restrooms
Police Floors / Areas	NA	Once daily / nightly according to work schedule.  Once Daily M-F (12p -8p), or more frequent for event needs requested by customer	Once Daily M-F (12p -8p), or more frequent for event needs requested by customer
Trash Collection	As Needed	As Needed	As Needed
Recycle Collection	2 X Weekly	NA	NA
Empty Pencil Sharpeners	Daily	Daily	NA
Spot Clean Desks, Tables and other surfaces	Daily	Daily	Daily
Spot Clean Glass	Daily	Daily	Daily
Spot Clean Walls and Doors	Daily	Daily	Daily
Remove Graffiti	Daily	Daily	Daily
Straighten Furniture	Daily	Daily where needed	Daily
Clean Boards	NA	NA	NA
Flush Floor Drains	NA	NA	1 X Weekly As Needed If applicable
Clean Drinking fountains	Daily	Daily	Daily / Nightly
Clean mirrors and partitions	NA	NA	Daily / Nightly
Clean / disinfect all fixtures	NA	NA	Daily / Nightly
Replenish Paper and Soap	NA	NA	Daily / Nightly as needed
Detail Dust High and Low	Weekly	Weekly	Daily / Nightly (As needed)
Sweep / Dust Mop	Daily	Daily	Daily / Nightly
Spot Mop	Daily	Daily	Daily
Spot Vacuum	Daily	Daily	NA
Carpet Spotting	Daily	Daily	NA
Auto Scrub / Mop	Weekly	Weekly	Daily / Nightly
Detail Vacuum	Weekly	Weekly	NA
Clean Light fixture and vents	Quarterly or as needed	Quarterly or as needed	Monthly or Bi-monthly (As needed)

Disinfect phone, door knob, light switch and face plate	Daily	Daily	Daily
Clean trash and recycle collection containers	Monthly or as needed	Monthly or as needed	As Needed
Complete Wall Washing	Annually as requested by occupant	Annually	Monthly – Bi-Monthly
Clean Interior Windows (Those safely accessed)	Bi-Annually	Bi-Annually	NA
Clean Exterior Windows (Those safely accessed)	Bi-Annually	Bi-Annually	NA
Refinish Floors	Annually	Annually	As Needed
Carpet Bonneting and Extraction	Annually as requested by occupant	Annually	NA
Snow / Ice Removal Distribute Salt	NA	Entrances as needed	NA

### Changes to Frequency of Services

From time to time, it may be necessary for either the client or the Environmental Services unit to require a change of frequency in one or more areas. These changes need to be closely controlled and communicated. It is recommended that any change requests from the client be submitted in advance with explanations and anticipated length of requested change to the Environmental Services Manager, (270) 745-3254.

## **WKU Environmental Services Cleaning Standards**

### **6.01: Goal**

Your Environmental Services Team Members are dedicated to providing the highest quality of services possible, to your our valued customer. We will strive to provide safe, clean spaces for each of you who work on, live at or visit our campus.

We believe it is our duty to be positive role models every day for everyone we come in contact with to enrich their personal memories of WKU. We strive to maintain an individual pride in our daily contributions to enhance the University's success and global standing. Furthermore, we believe that if we are actively proactive in our efforts, we can insure quality customer service in all buildings across this great campus.

### **6.02: Cleaning Levels**

**WKU Environmental Services strive to provide and maintain cleaning services at the APPA cleaning standard of Level 2 (Level B). Below outlines these APPA cleaning standards:**

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls. There can be up to two days' worth of dust, dirt, stains or streaks.
- All vertical and horizontal surfaces are clean, but marks, light dust, smudges and fingerprints are noticeable upon close observation.
- Washroom and shower fixtures and tile gleam and are odor-free. Paper and soap products are adequate.
- Trash containers and pencil sharpeners hold only daily waste and are clean and odor-free.

### **APPA Level 3 (Level C)**

It is possible that at times, concerns with budget reductions or staffing levels could affect the level of cleaning provided. Below is the APPA standard of cleaning level that reflects budget cuts or related staffing problems. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness. Environmental Services team member's focus will remain at Level 2 standard for all public spaces.

- Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.
- There are dull spots and/or matted carpet in traffic areas. There can be streaks or splashes on base moldings.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges and fingerprints.
- Trash containers and pencil sharpeners hold only daily waste, but are clean and odor-free.



Adjustments to work schedules can be made to accommodate customer requests, pre event cleaning needs, or detail project work completion. Customer requests for work schedule changes should be communicated via email to the Environmental Services Supervisor and Environmental Services Manager. Advance notice is appreciated.



It is our goal to have all building SLA to be posted on the Environmental Services web site for easy reference – this is in progress. For questions or concerns about this SLA, please contact the Environmental Services Manager (270) 745-3254.