

## **WKU Environmental Services**

### **Service Level Agreement – Hattie Preston Intramural Fields**

#### **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 9 pm – 5pm shift, with some buildings receiving their custodial services on the 4am – Noon work schedule. (Refer to the specific building SLA for your 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.

- **Note: During times of events or special needs, additional staffing can be provided for pre-event and post-event services for WKU related events at no additional cost to the customer (unless it required overtime above regular work schedules), at the request of the customer. Any event services requested for outside entities will be charged to the customer according to DFM chargeback fees.**
- **In off season, this facility is serviced 1 -2 times per week.**
- 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.
- 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. This will include custodial services for pre event and after event cleaning services required for use of any WKU facility by an outside entity (baseball complex, etc.).\*

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.

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

Dusting: The Environmental Services team member will dust all furniture, table tops and flat surfaces within public spaces thoroughly, once a week, based on their rotation schedule for detail cleaning.

Dust Mopping: The Environmental Services team member will thoroughly dust mop all hard floor surfaces 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.

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.

**\*\*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.

## 4.02: Project Cleaning

**Note: Project Services are focused on all public areas and departmental head, Vice Present and President’s office type spaces. All faculty staff offices will receive detail cleaning / project type services as noted below on a request basis – according to time availability.**

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.

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

Specific Tasks	Office, Luxury Suites, and Press Box	Lobby/Lounge, Corridors, Entrances
Police Floors / Areas	Daily	Daily
Trash Collection	As Needed	As Needed
Recycle Collection	2 X Weekly	NA
Empty Pencil Sharpeners	Daily	NA
Spot Clean Desks, Tables and other surfaces	Daily	Daily
Spot Clean Glass	Daily	Daily
Spot Clean Walls and Doors	Daily	Daily
Remove Graffiti	Daily	Daily
Straighten Furniture	Daily	Daily where needed
Clean Boards	As Requested	NA
Flush Floor Drains	NA	NA
Clean Drinking fountains	Daily	Daily
Clean mirrors and partitions	NA	NA
Clean / disinfect all fixtures	NA	NA

<b>Replenish Paper and Soap</b>	<b>NA</b>	<b>NA</b>
<b>Detail Dust High and Low</b>	<b>Weekly</b>	<b>Weekly</b>
<b>Sweep / Dust Mop</b>	<b>Daily</b>	<b>Daily</b>
<b>Specific Tasks</b>	<b>Offices Conference Rooms</b>	<b>Stairwells, Lobbies, Corridors, Entrances and Elevators</b>
<b>Spot Mop</b>	<b>Daily</b>	<b>Daily</b>
<b>Spot Vacuum</b>	<b>Daily</b>	<b>Daily</b>
<b>Carpet Spotting</b>	<b>Daily</b>	<b>Daily</b>
<b>Auto Scrub / Mop</b>	<b>Weekly</b>	<b>Weekly</b>
<b>Detail Vacuum</b>	<b>Weekly</b>	<b>Weekly</b>
<b>Clean Light fixture and vents</b>	<b>Quarterly or as needed</b>	<b>Quarterly or as needed</b>
<b>Disinfect phone, door knob, light switch and face plate</b>	<b>Daily</b>	<b>Daily</b>
<b>Clean trash and recycle collection containers</b>	<b>Monthly or as needed</b>	<b>Monthly or as needed</b>
<b>Complete Wall Washing</b>	<b>Annually as requested by occupant</b>	<b>Annually</b>
<b>Clean Interior Windows (Those safely accessed)</b>	<b>Bi-Annually</b>	<b>Bi-Annually</b>
<b>Clean Exterior Windows (Those safely accessed)</b>	<b>Bi-Annually</b>	<b>Bi-Annually</b>
<b>Refinish Floors</b>	<b>Annually</b>	<b>Annually</b>
<b>Carpet Bonneting and Extraction</b>	<b>Annually as requested by occupant</b>	<b>Annually</b>
<b>Snow / Ice Removal Distribute Salt</b>	<b>NA</b>	<b>Entrances as needed</b>

## **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, and would be covered by an agreed process. It is recommended that change requests from the client be submitted in advance with explanations and anticipated length of requested change to the Environmental Services Manager, call (270) 745-3254.**

## **WKU Environmental Services Cleaning Standards**

Your Environmental Services Team Members are dedicated to providing the highest quality of services possible, to you 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.

**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.

**Note: During times of extremely low staff levels (due to absent workers and /or vacancies within our unit), focus will be placed on servicing public areas first. Individual faculty staff office spaces could receive little or no services – or be restricted to trash collection only for that particular day / night.**

Note: 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, Tammy Wolfe at [tammy.wolfe@wku.edu](mailto:tammy.wolfe@wku.edu) Advance notice is appreciated.



For questions or concerns about this SLA, please contact the Environmental Services Manager, (270) 745-3254.