

UMZIMVUBU LOCAL MUNICIPALITY



UMZIMVUBU
— LOCAL MUNICIPALITY —

AUXILIARY SERVICES

OFFICE CLEANING SERVICES MANAGEMENT OPERATING PROCEDURE MANUAL

OFFICE CLEANING SERVICES MANAGEMENT OPERATING
PROCEDURE MANUAL

TABLE OF CONTENTS

CONTENT	PAGE
1. Definitions.....	3
2. Preamble.....	3
3. Objectives.....	3
4. Scope of Application.....	3
5. Responsibility of Cleaning Offices and ablution facilities	3
6. Responsibility of Staff in this Section.....	3
7. Commencement.....	9

OFFICE CLEANING SERVICES MANAGEMENT OPERATING
PROCEDURE MANUAL

1. **DEFINITIONS**

Clean:

To free from dirt

2. **PREAMBLE**

2.1 The purpose of this draft cleaning services management operating procedure manual is to direct/channel the behaviour and the conduct of staff in delivering their duties in a uniform and consistent manner.

3. **OBJECTIVES**

3.1 To provide Cleaning Services Management in a manner that enables the Umzimvubu Local Municipality to function effectively and increase in productivity.

4. **SCOPE OF APPLICATION**

4.1 This procedure manual shall apply:

4.1.1 To the offices of Councillors, Management and Staff of the Umzimvubu Local Municipality.

4.1.2 To the ablution facilities/toilets inside municipal buildings at eMaxesibeni and Kwa Bhaca.

5. **RESPONSIBILITY OF AUXILIARY CLEANING SERVICES SECTION**

The Auxiliary Cleaning Services Unity is under Sound Governance Section within the Corporate Services Department.

Officials in this section are responsible for providing cleaning services to Umzimvubu Local Municipality at Emaxesibeni and Kwa Bhaca offices and ablution facilities inside the municipal buildings.

The officials are also responsible to supply toilet papers and soap in the ablution facilities in the municipal buildings.

6. **RESPONSIBILITIES OF STAFF IN THIS SECTION**

7.1 The Admin Officer: Auxiliary Services is responsible for:

On a day-to-day basis the Admin Officer will supervise and:

- establish and achieve cleaning standards and where necessary undertake cleaning duties himself/herself
- conduct inspections of the premises and provide feedback to the Assistant Manager: Sound Governance on standards and monitoring targets
- liaise with supervisor maintenance regarding to any leak or damage that needs repairs in the toilets inside the municipal building

OFFICE CLEANING SERVICES MANAGEMENT OPERATING
PROCEDURE MANUAL

With regard to his/her team, the supervisor will:

- plan and organize cleaners to ensure they are working up to the required standard
- ensure that there are sufficient cleaning materials to meet the standards required by the Municipality
- perform stock control and comply with ordering procedures.
- on-site guidance to cleaners about safe working cleaning standard practices
- supervise cleaners to ensure that they wear protective clothing
- ensure the toilet paper is provided in each and every 2hours in the ablution facilities

7.2 THE GENERAL ASSISTANTS RESPONSIBILITY

Daily	Monthly	Weekly
Vacuuming/sweeping of carpeted floor areas and wiping the furniture with a cloth	Window cleaning – cleaning the inside of the glass and wiping down the windowsills	
Dusting and tidying desktops, shelves, windowsills, skirting and stair banister	Clean light fixtures	
Clear dustbins before knocking off	Clean walls	
Mopping/Wiping ceramic surfaces	Wipe down blinds	
Cleaning ablution facilities in the municipal buildings (toilets) x 2 (Everyday a day)		Dust intensively – (weekly) – behind furniture and appliances, dust window sills, ceilings, doors, corners were cobwebs may form
Replacing toilet paper rolls (every two hours whenever is necessary)	Spot treat carpet and upholstery – check for spots on the carpet and upholstery and spot treat the stains	

7.3 OFFICE AND ABLUTION'S CLEANING PROCEDURE

Cleaning toilets	
<ul style="list-style-type: none"> • Thoroughly clean the basin/urinary basin with warm water and detergent, inside and outside. • Special attention to soap runs under the basin. • Tap fittings to be washed and dried. • Where water pipes and waste pipes are open beneath the basin, wipe over with a damp cloth • Clean the plug hole using scouring powder cloth and small brush. • Using warm water and a small quantity of detergent and using a damp cloth, wipe over the mirror and surround, then using a dry lint free cloth, buff the mirror to a clean dry finish. 	<ul style="list-style-type: none"> • Hand basins should be clean and free from soap build up, smudges, smear, body fats and mineral deposits both internally and externally. Removal of contamination from previous use. • Mirrors are free of streaks, soil, smudges, soap buildup and oxide deposits.
Cleaning – Toilets	
<ul style="list-style-type: none"> • Brush the inside surface of the toilet bowl with detergent; if badly soiled use a little scouring powder and brush. Flush away powder on completion. Scrub under toilet rim. • Using a wet cloth and detergent, thoroughly clean both sides of the seat, outside of the bowl and toilet fittings. Buff toilet seat and fitting dry with a clean cloth. • Note: toilet brush not to be used for this procedure • Thoroughly clean walls, edges, handrails and corners with warm water and detergent, then dry all fittings and fixtures. 	<ul style="list-style-type: none"> • Porcelain and plastic surfaces are free from smudges, body fats, soap build-up and mineral deposits. • Metal surfaces are free from streaks, soil, smudges, soap build-up and oxide deposits. • Wall tiles and fixtures (including soap and cream dispensers and towel holders) are free of dust, grit, smudges/streaks, mold, soap build up and mineral deposits. • Plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits. • Bathroom fixtures are free from odours that are distasteful or unpleasant. • Polished surfaces are of a uniform lustre. • Sanitary disposal units are clean and functional. • Consumable items are in sufficient supply.

OFFICE CLEANING SERVICES MANAGEMENT OPERATING
PROCEDURE MANUAL

Cleaning – Doors Procedures	Standards
<ul style="list-style-type: none"> • Doors includes: doorjamb, handles and door guides, relief grilles and door plates, elevator doors, door tracks and jambs. • Using a damp cloth with general purpose detergent, wipe the soiled area. If this is unsuccessful, sprinkle powdered cleaner on a wet cloth, fold cloth and rub cloth together to convert powder to a paste. Gently apply cloth to soiled area, taking care not to remove paint, then wash door with warm water to remove excess cleaning agent. • Remove dust from auxiliary equipment such as closers, jambs, vents and handles. • Heavy soiled, high maintenance doors eg. Vinyl – These may require a mild solution of stripping detergent in warm water and using wet steel wool with a powder cleanser, gently rub or buff off stubborn marks. Then wash door with warm water to remove excess cleaning agent. Then refer to standard door cleaning. 	<ul style="list-style-type: none"> • Internal and external doors and doorframes are free of dust, grit, lint, soil, film, fingerprints and cobwebs. • Doors and doorframes are free of marks caused by furniture, equipment or staff. • Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks. • Door tracks and door jambs are free of grit and other debris.
Cleaning Furniture	
• Procedures	• Standards
<ul style="list-style-type: none"> • Book case, Files, Lockers, Tables, Cupboards, Wardrobes, Benches, Shelves • Damp dust with warm water and detergent. • Replace books and goods in the same order as prior to cleaning. For timber furniture, use furniture polish and buff with a soft cloth 	<ul style="list-style-type: none"> • Hard surface furniture is free of spots, soil, film, dust, fingerprints and spillages. • Leave in a tidy state.
Cleaning Telephones - Procedure	
<p>Wearing rubber gloves, wash all parts of the telephone, paying special attention to the ear and mouth piece. Holding down the button switch, clean the body of the telephone and hand piece cradle. Replace the hand piece correctly.</p>	<ul style="list-style-type: none"> • Telephone should be free of spots, soil, film, dust, fingerprints and spillages.

OFFICE CLEANING SERVICES MANAGEMENT OPERATING
PROCEDURE MANUAL

<p>Cleaning Desks – Procedure</p> <p>Wipe top and sides and draw handles with a damp cloth. Vinyl, laminex etc to be cleaned with water and detergent. Timber desks should be cleaned with furniture polish and buffed to a clear gloss. Pen holders etc to be cleaned or dusted</p>	<ul style="list-style-type: none"> • Desks should be free of spots, soil, film, dust, fingerprints and spillages.
<p>Cleaning Furniture</p>	
<p>Procedures</p>	<p>Standards</p>
<ul style="list-style-type: none"> • Chairs – Vinyl <p>Wipe down with warm water and detergent; remove any marks and chewing gum under arms and seat. Check for damage to stoppers, if stoppers require replacement, report to Environmental Services Department.</p>	<ul style="list-style-type: none"> • Soft surface furniture is free from stain, soil, film and dust. • Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs. • Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots.
<ul style="list-style-type: none"> • Chairs Fabric <p>Vacuum the cloth area of the chair and wipe down remainder of the chair with warm water and detergent. If fabric is stained clean with spotter extract and dry. Remove chewing gum etc.</p>	<ul style="list-style-type: none"> • Soft surface furniture is free from stain, soil, film and dust. • Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs. • Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots.
<p>Cleaning – Furniture and Fittings</p>	
<ul style="list-style-type: none"> • Chairs Timber <p>Wipe down with furniture polish and buff with a soft rag to a gloss. Remove any chewing gum etc.</p>	<ul style="list-style-type: none"> • Hard surface furniture is free of spots, soil, film, dust, fingerprints and spillages. • Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs.
<p>Cleaning - Curtains, Blinds and Drapes/ Damp Dusting - Ceiling and Walls</p>	
<p>Procedures</p>	<p>Standards</p>
<ul style="list-style-type: none"> • Damp dusting with a sweeping tool should be done with very little moisture (just enough to collect the dust). • Damp dusting with the sweeping tool should be done in straight lines that overlap one another. • Change dust cover on sweeping tool when soiled. 	<ul style="list-style-type: none"> • Internal and external walls and ceilings are free of dust, grit, lint, soil, film and cobwebs. • Walls and ceilings are free of marks caused by furniture, equipment or staff.

OFFICE CLEANING SERVICES MANAGEMENT OPERATING
PROCEDURE MANUAL

Cleaning – Walls and Doors	
Procedures	Standards
<ul style="list-style-type: none"> • Using a damp cloth or sponge squeeze mop, wash with general purpose detergent and wipe the soiled areas. If this is unsuccessful, sprinkle powdered cleaner on a wet cloth, fold cloth and rib cloth together to convert powder to a paste. Gently apply cloth to soiled area, taking care not to remove paint, then wash wall with warm water to remove excess cleaning agent 	<ul style="list-style-type: none"> • Internal and external walls and ceilings are free of dust, grit, lint, soil, film and cobwebs. • Walls and ceiling are free of marks caused by furniture, equipment or staff. • Light switches are free of fingerprints, scuffs and any other marks. • Light covers and diffusers are free of dust, grit, lint and cobwebs. • Polished surfaces are of a uniform lustre.
Waste Removal / Waste Bin Cleaning	
Procedures	Standards
<ul style="list-style-type: none"> • Remove waste from bins, wash and dry bin if required, and replace the liner. On completion of waste round, take the waste to the waste collection room holding area. • Waste is to be transported by trolley to the waste collection area where it is to be placed into the appropriate containers for segregation and disposal. Waste should not be placed around floors or passageway as contamination may result. • Following removal of Waste from the bin, check that no seepage is present. If so, wash with warm water and detergent. Dry thoroughly before replacing bag liner. 	<ul style="list-style-type: none"> • After the procedure is completed: No contamination should be present in the bin. Bin liner must be fitted correctly. • The waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact.

OFFICE CLEANING SERVICES MANAGEMENT OPERATING
PROCEDURE MANUAL

Uniforms and Personal Appearance	
Procedures	Standards
<ul style="list-style-type: none">• Staff uniforms are to be clean and neat. Shoes to be clean and fully enclosed.• For safety reasons OPEN TOE SHOES ARE NOT PERMITTED.• Clothing is contaminated through day to day duties, each time you brush against contaminated surfaces. The wearing of protective overgarments must be observed when working in isolation or protective isolation areas.• Washed, neat hair. Staff to take pride in personal appearance, ie. Look professional.	<ul style="list-style-type: none">• Clothing should not be soiled. Shoes must be free of dirt• Clean clothing to be worn each day.

8. COMMENCEMENT

8.1 This procedure will come into effect on the date of approval by the Umzimvubu Local Municipal Council.