4. Specification
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The Specification Structure

**SPECIFICATION**
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2. Scope of Service
3. Locations and Program of Service
4. Quality of Service
5. Days and Hours of Cleaning
6. Other Responsibilities of the Contractor
7. Responsibilities of Council
8. Performance Measurement & Reporting
9. Service Reviews and Contractor Innovation
10. Schedules
11. Definitions
12. Attachments

**FRONT END**

**Schedule 10.1**
Schedule of Activities, Workload Indicators and Performance Criteria

**Attachments:**
- BBQ, Toilet and Building Location Maps & Plans
- Cleaning Request Template

**Schedule 10.2**
Names, Types & Locations of Council Buildings to be Cleaned

**Schedule 10.3**
Regular Cleaning Activities

**Schedule 10.4**
Periodical Cleaning Activities

**Schedule 10.5**
Additional Particular Performance Criteria
1. INTRODUCTION, GENERAL OBJECTIVES AND CONTRACT

1.1 Introduction
This tender is for the cleaning of the Port Phillip City Council’s (“the Council’s”) buildings, public conveniences and barbecues (“BBQs”) to a standard acceptable to Council.

The Contractor must provide all labour, materials, plant and equipment, overheads and profit for all works specified herein.

1.2 General Objectives
The general objectives of this Contract are that the Contractor:

a) provides a professional and experienced cleaning service to the satisfaction of Council’s Place Managers and Council;

b) provides a cost effective cleaning service in a safe and environmentally responsible manner;

c) assists Council in waste minimisation and recycling;

d) assists Council maintain its assets in a functional, safe and aesthetically acceptable manner to the satisfaction of the community in general; and

e) cleans all assets in a manner to enhance and maximise the life of these assets.

1.3 Type of Contract
The Contract is:

a) Lump Sum for all Regular and Periodic Cleaning Specified;

b) Schedule of Rates for Events Cleaning and Emergency Cleaning; and

c) Schedule of Rates for Variations.

The whole of this service must be executed to the satisfaction of Council in strict accordance with this Specification, the General Conditions of Contract and any other documents forming part of the Contract.

The Contractor must provide a level of service that ensures the requirements of the Specification will be met at all times to ensure that each of the nominated sites is provided with the level of service specified.

The Specification is to be read in context and will be the basis upon which the Contractor is to achieve an acceptable standard of service.
1.4 Contract Period

The Contract Term is three (3) years with the option for one (1) two (2) year extension at the sole discretion of Council.

2. SCOPE OF SERVICE

2.1 General Scope of the Service

The Contractor must provide all necessary labour, materials, plant equipment, overheads and profit for carrying out the Regular, Periodic, Events and Emergency Cleaning of Council Buildings, Public Conveniences and BBQs, as specified, to the complete satisfaction of Council.

2.2 Particular Scope of Service

The Particular Scope of this service is specified in Schedule 10. The Contractor must carry out all activities specified in the Schedule.

In addition the Contractor must allow for carrying out all ancillary activities implied and/or necessary for carrying out the complete service to the satisfaction of the Council.

3. LOCATIONS AND PROGRAM OF SERVICES

3.1 Locations of Service

The location of all buildings and facilities is detailed in Schedule 10.2 Names, Types and Locations of all Buildings, Public Conveniences and BBQs to be cleaned. In addition location maps are provided showing all buildings but not BBQs.

A4 plans of many buildings are included in Attachment 12.2.

3.2 Program of Work

In order to facilitate service advice to the community, inspection of the work and payment for work performed, the Contractor must submit for the approval of the Contract Manager, prior to the Commencement Date, detailed programs of work for all work components specified.

These programs must clearly demonstrate that they will ensure that performance meets the standards specified. These programs may be in the form of plans or other graphical data.

Once approved, the programs are not to be altered without the approval of the Contract Manager. The programs may be the basis of regular notifications to the community and stakeholders.
4. QUALITY OF SERVICE

4.1 General Quality of Service

The service must be carried out to industry best practice standards, must comply with all federal, state and local statutory requirements, and to the complete approval of the Council.

4.1.1 Particular Quality Standards

Without limiting the requirement in Clause 4.1, the Contractor must carry out all services in accordance with the following standards as a minimum:-

a) the Occupational Health and Safety Act 2004 (Vic);
b) the Public Health and Wellbeing Act 2008 (Vic);
c) the Local Government Act 1989 (Vic);
d) the Environmental Protection Act 1970 (Vic); and
e) all relevant codes of practice.

4.1.2 Performance Criteria

The Contractor must perform the service in accordance with all requirements specified in Schedule 10:

a) Schedule of Activities
b) Workload Indicators and
c) Performance Criteria.

The Contractor must meet the performance criteria specified.

4.2 Quality Plan

The Contractor must, within one month (1) of the Commencement Date, prepare and submit a contract specific Quality Plan for the approval of the Contract Manager. The Quality Plan must detail processes for measuring and achieving quality in performance and continuous improvement, and monthly reporting to Council.

The Quality Plan must cover all Contract related activities and standards to be achieved and must include but not be limited to the following:

a) a statement on the Quality Plan objectives;
b) reference to and details of the procedures and systems that guarantee or assure the attainment of the required standards;
c) occupational health and safety, infection control, recruitment, induction, smoking, training and waste disposal handling; and
d) a procedure to ensure that all assets, plant, vehicles and equipment required to perform the Services are provided, meet the requirements of applicable Australian Standards with regard to specifications and Codes of Practice, have proper maintenance schedules, cleaning and safety standards, and are appropriately registered and licensed.
4.2.1 Quality Policy

The Contractor must have current, certification to AS/NZ ISO 9002:1994 “Quality Systems – Model for Quality Assurance in Production, Installation and Servicing” with respect to all of its operations involved in the performance of the Services.

The Contractor must provide its policy on its objectives for, and commitments to, the achievement of quality, including an outline of its induction and on-going training. The Contractor must ensure that the implementation of its policy is clearly understood and maintained by its personnel.

4.2.2 Quality Performance Inspections

The Contractor or Contractor’s Representative must measure the Quality Performance directly against the Specification on a minimum monthly basis by:

a) conducting an inspection of all areas within each site,

b) notifying the Contract Manager when the inspection is to take place as they may wish to be present during the inspection,

c) recording the results on a “Quality Assurance” Inspection Report to be signed by the Contractor, and

d) forwarding a copy to the Contract Manager to be countersigned by an authorised person representing Council.

4.2.3 Quality Performance Inspection Requirements

Inspections will follow a procedure of checking all surfaces for an absence of visible soil and conducting a touch test on all high-contact surfaces, or other methodology approved by the Council.

The quality inspection will include consideration and monthly reporting of:

a) date and time of inspection;

b) type of cleaning and location;

c) standard of cleaning achieved and graded accordingly;

d) comments to substantiate any areas that have not been cleaned or not cleaned satisfactorily;

e) any special conditions;

f) the condition and effectiveness of equipment materials and chemicals; and

g) required action and time for rectification.

Areas may also be checked by the Contract Manager with the Contractor on a weekly basis or more frequently if requested by Council.

4.2.4 Cleaning Complaints, Requests and Response Timings

The Contractor must ensure any complaints regarding an error or omission,
or requests for specified cleaning, are rectified/satisfied within 24 hours or immediately if requested.

Emergency cleaning requests may be made by Council to the Contractor at any hour, seven days per week. The Contractor must respond to requests for emergency cleaning immediately, and complete the action within one (1) hour of the request being made.

The Contractor must provide a monthly written report to be reviewed at the regular Contract Meeting, setting out all dates, times and actions taken by the Contractor, in response to all cleaning complaints and requests.

4.2.5 Community Satisfaction Surveys

The Council measures community satisfaction through a variety of data collection techniques, including Community Satisfaction Surveys of all aspects of service delivery, conducted at yearly intervals in November.

The Community Satisfaction Survey results will be an important indicator to Council of Contract performance by:

a) measuring service effectiveness against community expectations and perception of the Services provided;

b) enabling the relevancy of service standards to be tested; and

c) providing a basis for refinement of these standards as the contract proceeds if and when required.

The Contractor’s familiarity with and involvement in the nature of the surveys will be encouraged. The Contractor will be required to address the areas of Contract performance that are shown unsatisfactory in view of the research results, and in discussion with Council to set targets in future research results that will achieve continuous improvement in service delivery.

4.2.6 Regular Contract Meetings

The Contractor and the Contract Manager must agree on a schedule of formal meetings to discuss Contract issues at a maximum interval of one month. The Contractor’s Representative or a suitable deputy must attend the meetings. The Contractor’s Representative is to be available at all other times to discuss or inspect work with the Contract Manager.

4.2.7 Council Records and Activity Reports

The Council requires that:

a) The Contractor must keep and maintain a records management system/s of Council Records for activities related to the Services. The Council Records must be in a format and to standards of content, access and presentation to be determined by the Contract Manager.

b) The Contractor must not allow any person other than the Contractor or its authorised representative, access to the records without the prior written approval of the Contract Manager. Any access to the
Council Records by any person is to be in accordance with relevant legislation including the:

a. Privacy Act 1988 (Cth);
b. Ombudsman Act 1973 (Vic);
c. Evidence (Miscellaneous Provisions) Act 1958 (Vic);
d. Privacy and Data Protection Act 2014 (Vic); and

c) Any request for access to information that may involve application of this legislation is to be referred in advance to Council’s Records Management Co-ordinator and/or Team Leader, Statutory Functions for direction and approval.

d) The Contractor may only access Council’s corporate files with the advance approval of the Contract Manager and in accordance with any conditions that may apply.

e) The Contractor must not destroy any Council Records without the advance approval of the Contract Manager, and must keep all Council Records in a secure and safe location and ensure that the use of the Council Records is limited to legitimate purposes under the terms of the Contract.

f) The Contractor must return all Council Records at the completion or termination of the Contract, or when directed by Council.

g) The Contractor must provide reasonable access to Council Records in its possession by Council and its authorised agents.

h) The Contractor must maintain and update records on all assets including condition works undertaken and activities occurring in all the sites under this contract and financial matters related to these works.

i) The detailed format of records to be kept and the reports submitted shall be agreed with the Contractor at the Commencement Date.

j) The Contractor must forward to the Contract Manager a copy of any records when requested to do so, and will permit the Contract Manager, to inspect the Contractor’s records in relation to the services at all reasonable times on twenty four (24) hours notice, and will allow access to any premises on which those records are held. The Contractor must maintain and update records and submit reports on service related issues.

4.3 Risk Management Plan

The Contractor must, prior to the Commencement Date, prepare a Risk Management Plan (“RMP”) for the approval of the Contract Manager.

4.3.1 Risk Management Standard

The RMP must address the risk management process as specified in AS/NZ 4360:2004 Risk Management. This includes, but is not limited to, the following aspects:
a. Establish the Context:
   - Objectives
   - Stakeholders
   - Criteria
   - Define key elements

b. Identify the Risks
   - What can happen?
   - How it can happen?

c. Analyse the Risks
   - Review controls
   - Likelihoods
   - Consequences
   - Levels of risk

d. Assess the Risks
   - Assess risks
   - Rank risks
   - Screen minor risks

e. Treat the Risks
   - Identify the options
   - Select the best responses
   - Develop risk treatment plans
   - Implementation

**4.3.2 Implement the Risk Management Plan**

The RMP must be operational, at least as an interim plan prior to the Commencement Date and fully operational within four (4) weeks of the Commencement Date following approval by the Contract Manager.

Failure to implement the approved RMP within the required time frame or submission of subsequent reports will be considered a breach of contract.

**4.4 Quality of Service Personnel**

Prior to the Commencement Date, and on a monthly basis to reflect changes, the Contractor must submit a Service Personnel Report to the Contract Manager. This report shall list the names of the Contractor Representative, all supervisory and cleaning personnel, and subcontractors engaged to deliver the service.

The Service Personnel Report shall include full names, employment status and work roles, and written confirmation that the Contractor has ensured that each service personnel member has:

a) had their **employment history** investigated;

b) **obtained a police security check** and clearance for the particular activity to be carried out;

c) **completed an OH&S** and site specific induction program, for the work to be carried out;
d) **a photo ID**, to be carried and clearly displayed at all times, containing their name, confirmation of date of security clearance and OH&S induction;

e) **training** in all specified activities; and

f) **current licences** and qualifications as required for the operation of any mechanical equipment or vehicle.

The Contractor must provide the Contract Manager with written confirmation that all personnel and sub-contractors have been security checked and cleared, in a report that is updated on a monthly basis.

### 4.4.1 Quality Management and Training

The Contractor or the Contractor’s Representative must be available to liaise closely with the Contract Manager or other designated representatives on at least a weekly basis to receive any special instructions.

The Contractor’s Representative must have the necessary skills and experience to effectively manage the required Services. This shall include, but not be limited to, carrying one of the following qualifications:

a) CPP31011 Certificate III in Cleaning Operations; or

b) CPP41011 Certificate IV in Cleaning Management.

### 4.4.2 Levels of Labour

The Contractor must at all times during the Contract Term, maintain the performance of the cleaning services at the respective levels specified, as varied in accordance with Clause (b) below:

a) the number of persons employed by the Contractor;

b) the hours worked by those persons; and

c) in connection with the performance of the cleaning services.

The Contractor shall provide the Council with copies of Labour Levels schedules upon requested by the Contract Manager.

### 4.4.3 Staff Conduct and Presentation

The Contractor, Contractor’s employees and approved subcontractors must at all times represent the Council in a proper manner and all contact with the public must be courteous and co-operative.

The Contractor must ensure that all workers:

a) wear corporate uniforms and photo identity badges while on the Council premise at all times,

b) are neatly attired in the Company’s uniform and that their personal grooming is of an acceptable standard of hygiene and professionalism,

c) display good and proper conduct while cleaning the premises,

a) do not engage in any sexual harassment or bullying behaviour;
d) demonstrate the necessary skill and experience to competently perform their duties;

e) ensure that the cleaning operations cause as little disturbance as possible to tenants;

f) take care not to turn off computer, printing, or communications equipment; and

g) do not move, or remove items belonging to Council or its tenants, except upon request by the Council representative to enable the delivery of services.

The Contractor must ensure that under no circumstances may any worker:

a) use a telephone or other equipment belonging to Council or tenants without prior consent of Council or tenants respectively,

b) smoke in any council building or premises, or

c) consume alcohol or any other illegal substance, before or whilst on duty.

If in the reasonable opinion of Council, the work standard of any worker of the Contractor is unsuitable, or does not comply with the requirements of Clause 4.4.3, the Contractor must, at the request of the Contract Manager, terminate the worker’s employment in the building.

4.4.4 Record of Attendance

The Contractor must ensure that each person employed in or in connection with the performance of the cleaning services, signs a register and records the actual time at which they enter and leave the premises in which the cleaning services are being performed. This register shall be:

a) an Attendance Book provided by Council, and /or

b) an electronic device provided by the Contractor and approved by the Contract Manager.

When an attendance book has been provided by Council it shall:

a) at all times remain the property of Council; and

b) not be removed, altered or tampered with in any way,

If an Attendance Book is not available, the Contractor must immediately notify the Contract Manager and sign in and out using an alternative method.

4.4.5 Communications

A Daybook must be provided by the Contractor at each site for conveying messages to, or receiving messages from, the cleaners.

Issues that required rectification by the Contractor, or building related requests that were recorded in the daybook and require further follow up are to be included in the Monthly Report.
4.4.6 Additional Labour
From time to time, it may be necessary for the Contractor to undertake works not specified in the Contract. This work will be ordered by Council and will be paid for at the standard hourly rate per employee used, submitted as part of the Contract.

4.4.7 Social Procurement Practices
The Contractor is encouraged to commit to a range of Social Procurement Practices. Such practices may include, but not be limited to:

a) generating local employment opportunities,
b) interacting with local businesses for services and supplies,
c) strengthening partnerships with diverse communities, and
d) promoting social inclusion and demonstrating leadership with a diverse range of community groups and stakeholders.

4.5 Quality of Service Materials, Plant and Equipment
The Contractor must provide and use all the necessary materials, plant and equipment to carry out the works specified.

The type, condition, use and effectiveness of the Contractor’s equipment, materials and chemicals and the standard of housekeeping of the cleaners’ cupboards or storerooms will be considered as part of the performance, evaluation and assessment.

Prior to the Commencement Date, the Contractor must submit for the written approval of the Contract Manager, a list of all materials, plant and equipment to be used in the Service.

The Contractor will ensure that all approved materials, plant and equipment:

a) are first grade, new at the commencement of the contract, and suitable for the purposes intended,
b) comply with all relevant Acts and Regulations,
c) are well maintained in a clean, safe and presentable condition, and
d) display no advertising material without the prior written approval of the Contract Manager.

4.5.1 Quality Mechanical Equipment
The Contractor must ensure that all mechanical equipment:

a) is renewed or replaced on a regular basis so that at all times the highest quality equipment is in use,
b) is padded or buffered to prevent damage to skirtings, walls and furniture, or injury to persons or property,
c) achieves a high standard of performance given the specified surfaces to be serviced and the technology available, and
d) all electrical equipment is checked and tagged every six months to ensure compliance with OH&S and other legislative requirements.
The Council will not be responsible for any loss or damage caused to the equipment or materials of the Contractor or to any property or articles belonging to the Contractor.

4.5.2 Quality Use of Equipment and Materials

The Contractor must provide and ensure that colour-coded systems are implemented and strictly followed, to prevent the transference of equipment and tools used in the cleaning of toilet and bathroom facilities, to any other surface of each site. This includes, but is not limited to:

a) colour-coding of cleaning tools and equipment,

b) sufficient quantities of clean replacement tools, and

c) process for ensuring cleaning tools are washed and dried between every service.

The Contractor must train all workers and ensure that the manufacturer’s recommendations are followed correctly at all times. This includes, but is not limited to:

a) selecting appropriate products for particular finishes,

b) using the correct application according to the task and surface,

c) accurately measuring the correct dilution rate according to the type and level of soiling,

d) allowing sufficient dwell time, and

e) replenishing solutions at the correct frequency.

4.6 Occupational Health & Safety Plan

The Contractor must, prior to the Commencement Date, submit a draft Health and Safety Plan in the format and content required by Council and specific to the sites, to the Contract Manager for written approval. The Contractor must incorporate any alterations or modifications required by Council and be finalised and approved by Council within one month of the Commencement Date.

The Health and Safety Plan shall be:

a) in accordance with the requirements of the Occupational Health and Safety Act 2004 and the Occupational Health and Safety Regulations 2007;

b) implemented by the Contractor on an on-going basis during the Contract Term; and

c) reviewed by the Contractor and Contract Manager on a monthly basis, or more often as necessary, to determine the Contractor’s performance of its obligations under the Health and Safety Plan.

4.6.1 The Council’s OH&S requirements

The Council requires that the Contractor comply with the requirements set out in Clause 8 of the Services General Conditions – Long Form, for Occupational Health and Safety. Specifically, and in addition to these requirements, the Contractor must ensure that:
a) safe working standards and practices are implemented at all times and ensure compliance with the requirements of the *Occupational Health and Safety Act 2004* all relevant regulations, codes, practices and Australian Standards relating to the Services;

b) the Contractor and all employees and subcontractors are inducted into the Council site specific Induction for Buildings and Locations;

c) all personnel are aware of emergency warning system signals and fire safety and exit procedures and attend training sessions as required at no cost to Council;

d) all personnel undertake OH&S induction training and proof is provided to the Council;

e) all cleaning agents are stored in a locked room, and in accordance with the *Dangerous Goods (Storage and Handling) Regulations 2000* (Vic), and the *Occupational Health and Safety Act 2004*;

f) ‘wet floor’ and ‘cleaning in progress’ safety signs are used where appropriate.

Prior to commencing works, and during the delivery of the Services, the Contractor shall provide to the Council copies of the following:

a) all relevant permits to work at heights and equipment licences are submitted to the Council;

b) Safe Work Method Statements (SWMS) and/or Job Safety Analysis (JSAs) for all tasks;

c) all incidents/accidents are to be reported in writing by the Contractor to the Contract Manager within 24 hours in general or immediately if it is a notifiable incident or accident under the *Occupational Health and Safety Act 2004*; and

d) records of all OH&S incidents, training and continuous improvement measures are to be reported to the Contract Manager on a monthly basis.

The Contractor acknowledges that it will comply with the Council’s OH&S policy and practices as required.

### 4.6.2 OH&S Policy

The Contractor must have current certification to *AS/NZS 4801 for “Occupational Health and Safety Management Systems”* with respect to all of its operations involved in the performance of the Services.

The Contractor must provide its policy on its objectives for, and commitments to, the achievement of health and safety, including an outline of its induction and on-going training. The Contractor must ensure that the implementation of its policy is clearly understood and maintained by its personnel.

### 4.6.3 Safe Storage of Materials and Equipment

The Council shall make available in appropriate locations, facilities for the storage of such equipment and materials necessary for the Contractor to
keep in the area for the purpose of carrying out its duties under the Contract.

The Contractor must:

a) comply with all OH&S regulations pertaining to the storage, labelling and use of Hazardous Substances,
b) ensure that all cleaners' cupboards and storerooms are kept securely locked when unoccupied by cleaning staff,
c) ensure that all cleaners’ cupboards and storerooms are maintained in a clean and tidy condition;
d) store only a bare minimum on site at any time; and,
e) only store products that have been approved by the Contract Manager.

The Council may, at its sole discretion, require that any equipment, materials or chemicals:

a) not be used;
b) not be used at specific times or for specific periods; and
c) to be changed or exchanged for a more suitable or acceptable product.

### 4.6.4 Safe Signage and Labelling of Chemicals

Rooms used to store chemicals must contain instructions on:

a) which staff are allowed to use chemicals;
b) what quantities each chemical should be used and mixed; and
c) how chemicals should be used.

All chemical containers must be clearly labelled, stating:

a) The name of the product and manufacturer / supplier
b) what the chemical is to be used for,
c) the quantities and dilution rates of its use, and all risk warnings and
d) first aid advice are in line with its Material Safety Data Sheets.

### 4.6.5 Material Safety Data Sheets

The Contractor is responsible for maintaining current Material Safety Data Sheets (MSDS) on each site for all cleaning agents used during the delivery of services.

The Contractor must ensure that:

a. MSDS are clearly displayed for each chemical;
b. any chemical used will be used in a safe manner in accordance with the manufacturer's MSDS and Product Data Sheets (PDS);
c. any chemicals or materials stored in any cleaners' cupboard or
store room will not create any potential fire risk or be stored in such a way or volume that the storage does not comply with the Dangerous Goods (Storage and Handling) Regulations 2000 (Vic).

No responsibility for the safe keeping of any article belonging to the Contractor or their staff and left on the premises will be accepted by Council.

i. Working at Heights

The Contractor must provide ladders or other such equipment above two (2) metres to enable their employees to clean internal window surfaces, partitions, fittings or other parts of the premises which are otherwise out of reach and unless absolutely necessary (and provide adequate covering to protect) the Contractor or their employees must not stand on tables, cabinets or other furniture to clean such parts of the premises.

A safe work method statement is to be completed and supplied to the Contract Manager. The Contractor must ensure that employees fully comply with the approved work method statement.

4.6.7 Syringes and Blood

If syringes or blood are discovered by any of the Contractor’s workers at any time whilst on site, they must not be handled unless the worker is qualified to handle these items.

Any discoveries of syringes or blood around or within each site must be immediately reported to the Contract Manager, with the precise location.

The Contractor must provide all employees and sub-contractors with policies and training covering:

a. the problems associated with HIV/Aids, Hepatitis B and C; and
b. potential risks from needle stick injuries and the removal of blood spills.

The Contractor must provide employees qualified to handle syringes and blood, with procedures and equipment that comply with current Work Safe Victoria’s guidelines, including, but not limited to:

a. procedures for the correct safe removal, storage and disposal of syringes;
b. risks and procedures for removal of blood spills; and
c. procedures for dealing with needle stick injuries.

4.6.8 Reporting of Incidents

The Contractor must provide the Contract Manager with details of any accident or incident involving any person or party, which may or may not lead to investigation by the Contractor, by Council or an insurance claim against either party. When requested by the Contract Manager, the Contractor must provide all specified details of any such incident.

The request is likely to arise from a report or complaint by a member of the
public in relation to the Contractor’s operations in the provision of the service. The required information is to be provided without delay.

The required information may include, but will not necessarily be restricted to, the full details of the personnel, facilities, vehicles and equipment involved, the date and place, the nature of any damage to property or injury to personnel and the action taken by the Contractor to prevent recurrence.

4.7 Environmental ‘Green Cleaning’ Plan

The Contractor must, prior to the Commencement Date, submit a draft Environmental Plan specific to the sites, to the Contract Manager for approval.

The draft Environmental Plan must be in the format and content required by Council. An environmental impact, incorporating any alterations or modifications required by Council, is to be finalised and approved by Council within one month of the Commencement Date.

The Environmental Plan must be implemented by the Contractor on an on-going basis during the Contract Term. The Contractor’s performance of its environmental obligations must be reviewed by the Contractor and Contract Manager on a monthly basis, or more often as necessary.

4.7.1 EMS Policy

The Contractor must have current certification to ISO 14000 for “Environmental Management Systems” with respect to all of its operations involved in the performance of the Services.

The Contractor must provide its policy on its objectives for, and commitments to, the achievement of reduced environmental impact, including an outline of its induction and on-going training. The Contractor must ensure that the implementation of its policy is understood and maintained by its personnel.

4.7.2 The Council's Environmental Requirements

As a part of this Contract the Contractor must comply with, and support where practical, the Council’s environmental objectives.

Such objectives include, but are not limited to, the following:-

a. Green purchasing and environmental procurement requirements to meet Council’s Procurement Policy, for all products purchased for use on Council premises;

b. ‘Green office behaviour’ goals being initiated and practiced by Council staff;

c. Council commitments toward, and targets for waste minimisation, including the Towards Zero Waste Policy; and

d. Council commitments and targets under the Sustainable Environment Strategy.
4.7.3 Green Procurement Policy for Cleaning Products

The Contractor must supply all necessary cleaning products, as appropriate and adequate for each site, for the proper execution of work under this Contract.

The Contractor is required to supply only cleaning products that comply with the Council’s **Green Cleaning Product Criteria**, and Environmental Policy, and have been approved for use by the Contract Manager.

The Contractor must undertake the following process to obtain Council approval prior to using each product, at the commencement, and at any time during the Contract period that the Contractor wishes to change products:

a. assess its suitability against the Green Cleaning Product Criteria;
b. obtain the required supporting evidence;
c. list all compliant products and their intended use the Contractor, and
d. Submit the list with supporting documentation to the Council for approval.

<table>
<thead>
<tr>
<th>Green Cleaning Product Criteria</th>
<th>Required Supporting Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>The cleaning method eliminates all use of chemicals (uses water only).</td>
<td>Written specifications requiring the use of water only to clean</td>
</tr>
<tr>
<td>(Disregard the following Criteria if yes)</td>
<td></td>
</tr>
<tr>
<td>The product is classified Non-hazardous as used.</td>
<td>MSDS stating the product is classified NOT HAZARDOUS as used, to the criteria of WorkSafe Australia (NOHSC).</td>
</tr>
<tr>
<td>The product contains no substance associated with serious health risks: i.e. carcinogens, mutagens, endocrine disruptors or neuro-toxins.</td>
<td>Certification to an *Approved Environmental Standard. *(Refer to list below this table).</td>
</tr>
</tbody>
</table>
| At least 78% of the whole product, or surfactant component (detergent), is Readily Biodegradable. | Third party evidence that the whole product, or surfactant, is Readily Biodegradable to AS4351
Or: Certification to an *Approved Environmental Standard. |
| The surfactant is not formulated with phosphorous. | Third party evidence that the product was formulated without phosphorous. Or: Certification to an *Approved Environmental Standard. |
| The product contains less than 2.5% w/w Volatile Organic Compounds (VOCs) as used. | MSDS does not state that the product contains>2.5% w/w.
Or: Third party tests showing VOC emissions are <2.5% w/w
Or: Certification to an *Approved Environmental Standard. |

The Council’s list of *Approved Environmental Standards includes:
a. Good Environmental Choice Australia (GECA) Standard 17-2012 for Cleaning Products
b. Recognised ‘Environmental Credentials Scheme’ by ACCORD
c. EcoLogo Standard CCD-146 for Hard Surface Cleaners (Canada)Green Seal Standard for Institutional Cleaning Products: GS-34, GS-37, GS-40 and GS-53 (USA)
d. USA EPA: DfE Standard for Safer Products (USA)
e. Good Environmental Choice New Zealand Standards EC-22-08 and EC-37-10 for Cleaning Products

4.7.4 Green Procurement Policy for Consumable Items

The Contractor must supply all necessary consumables, as appropriate and adequate for each site, for the proper execution of work under this Contract.

The Contractor is required to supply only consumable products that comply with the Council’s Green Consumable Criteria, and Environmental Policy, and have been approved for use by the Contract Manager.

The Contractor must undertake the following process to obtain Council approval for the use of each product:

a. assess its suitability against the Green Consumable Criteria;
b. obtain the required supporting evidence;
c. list all compliant consumable items, and
d. Submit the list with supporting documentation to the Council for approval.

<table>
<thead>
<tr>
<th>Green Consumable Criteria</th>
<th>Required Supporting Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Toilet Paper</strong> (where used) is sourced from:</td>
<td>Certification to one of the following approved Standards:</td>
</tr>
<tr>
<td>a. 100% recycled post-consumer waste paper,</td>
<td>a. GECA Standard 11-2007 for recycled paper products;</td>
</tr>
<tr>
<td>b. sustainably harvested fibre, or</td>
<td>b. Forestry Stewardship Council FSC-STD-40-004 for sustainably sourced paper products;</td>
</tr>
<tr>
<td>c. renewably harvested fibre</td>
<td>c. PEFC Certified for sustainably sourced paper products and/or recycled materials</td>
</tr>
<tr>
<td><strong>Hand Soap</strong> shall:</td>
<td>Certification to one of the following approved Standards:</td>
</tr>
<tr>
<td>a. not contain anti-bacterial properties, such as Triclosan</td>
<td>a. GECA Standard 06-2007 for Personal Care Products;</td>
</tr>
<tr>
<td>b. be packaged to reduce waste such as via foaming mechanism dispensers</td>
<td>b. Green Seal Standard GS-44 for Soaps, Cleansers, and Shower Products</td>
</tr>
</tbody>
</table>
### Bin-liners:
- shall be re-used if un-soiled and avoided where practical
- ‘Degradable’ bin-liners are not considered to be environmentally advantageous
- ‘Biodegradable’ or ‘Compostable’ bin-liners must be fit-for-purpose and Certified to an approved* Standard

<table>
<thead>
<tr>
<th>Certification to the approved* Standard where applicable:</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. GECA Standard 12-2007 for Compostable Biopolymer Products (bin-liners)</td>
</tr>
</tbody>
</table>

### Urinal blocks and water-less cleaning solutions shall:
- Eliminate odours at the source, rather than not mask odours,
- Not contain p-DCB, 2-butoxyethanol or VOCs, and
- Perform and support a reduced flushing strategy.

- Written evidence and case studies provided by the supplier and existing customers.

---

#### 4.7.5 Waste Wise Accreditation

The Council is a **Waste Wise Organisation**. The main objectives of Waste Wise are to minimise waste that is disposed of in landfill by reducing waste generated and maximising use of recycling.

The Council has developed an Action Plan to achieve the Waste Wise objectives. Some actions will have a direct impact on the requirements of this Contract.

Any changes to the contract requirements will be negotiated with the Contractor following a consultation process with relevant Council staff. Implementation of Waste Wise actions will be coordinated by Council’s Waste Advisory Officer in consultation with the nominated Council officer.

The Contractor must ensure that all workers understand and comply with the Council’s current and future waste management considerations and systems. These include:

- **Recyclable waste**: Desk-side landfill bins have been removed, so landfill (general) waste is decreasing while recyclable waste levels continue to increase. Glass, plastic, aluminium and steel, collected from Council’s principal kitchens will be deposited in appropriate **wheelie bins** provided by Council. The Contractor must ensure that all workers separate each waste stream correctly, and transfer them to the correct waste collection points.

- **Compostable waste**: Kitchen and green waste indoor bin systems have been introduced through all kitchens. The Contractor must ensure that all workers empty these bins into a specified 120 litre bins on site, without the use of bin-liners, ready to be collected by the waste contractor on a fortnightly basis.

- **Paper Recycling Program**: The Contractor will continue to provide the paper recycling program, as instructed by the Contract Manager.
The Contractor shall work with Council in reducing, reusing and recycling Council waste generated in this Contract where possible.

The Contractor should demonstrate how its activities will contribute to Council’s Waste Wise Program. The Council encourages all its contractors to become Waste Wise organisation members.

4.7.6 **Power and water consumption**
The Contractor must only use lights for cleaning operations in the immediate area or room and access corridors. All lighting is to be shut down on completion of works in that area.
Contractor must only use such amount of power and water as is reasonably necessary for the efficient cleaning of the premises.

4.7.7 **Noise of Operation**
The Contractor must ensure that all noise emissions from the Contractor’s plant during operation are within EPA legislative requirements.
Manual operations are not to be conducted at any times so as to cause a nuisance through excessive noise to the local community.
The Contractor must conduct all Contract Works in residential areas, or in areas adjacent to and adversely affecting residential areas, between the hours of **6:00am and 6:00pm**, unless otherwise required under the Contract. This does not apply to works necessitated by an emergency, or when Council specifically directs the Contractor otherwise.

5. **DAYS AND HOURS OF CLEANING**
The Specification embraces the Council’s requirements in relation to energy conservation and specifies when cleaners will be permitted to access its sites.
Generally, cleans shall occur prior to the beginning of the day shift, when other contractors will be working on Council’s buildings. Night cleans are not envisaged due to power consumption issues and use of premises by the community.
The times shown in **Table 1** should be adhered to unless otherwise approved by the Contract Manager.

<table>
<thead>
<tr>
<th>Facility</th>
<th>General Cleaning Requirement</th>
<th>Days per Week cleaning is required (*)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Art Centres</td>
<td>• Galleries (except St Kilda Town Hall) - fully cleaned by 7:00am</td>
<td>7 days a week</td>
</tr>
<tr>
<td></td>
<td>• Offices fully cleaned by 7.00am</td>
<td>5 days a week</td>
</tr>
<tr>
<td>Community Centres</td>
<td>• Fully cleaned after 10:00pm and before 7:00am.</td>
<td>7 days a week</td>
</tr>
<tr>
<td>Child Care Centres</td>
<td>• Fully cleaned between 8:00pm and 6:30am.</td>
<td>5 days a week</td>
</tr>
<tr>
<td>&amp; Maternal Child &amp; Health Centres</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Libraries</td>
<td>• St Kilda and Albert Park Fully cleaned after 10:00pm and before 7:00am.</td>
<td>7 days a week</td>
</tr>
<tr>
<td>-----------</td>
<td>-------------------------------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td></td>
<td>• Other three Libraries. Fully cleaned after 10:00pm and before 7:00am.</td>
<td>6 days a week (Monday to Saturday inclusive)</td>
</tr>
<tr>
<td>Town Halls / Offices</td>
<td>• Fully cleaned by 7:00am</td>
<td>5 days a week</td>
</tr>
<tr>
<td>BBQs</td>
<td>• Fully cleaned once daily between 7:00am and 10:00am from 1st April to 31st October</td>
<td>7 days a week</td>
</tr>
<tr>
<td></td>
<td>• Fully cleaned twice daily</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 1st Clean between 7:00am and 10:00am and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 2nd Clean between 2:30pm and 5:30pm from 1st November to 31st March.</td>
<td></td>
</tr>
<tr>
<td>Public conveniences on the foreshore plus Coles car park</td>
<td>• 1st April to 31st October - twice daily between:</td>
<td>7 days a week</td>
</tr>
<tr>
<td></td>
<td>o 1st Clean between 7:00 am and 10:00am, and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o 2nd Clean between 2:30 pm and 5:00pm.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 1st November to 31st March - three times daily between:</td>
<td>7 days a week</td>
</tr>
<tr>
<td></td>
<td>o 1st Clean between 5:00 am and 9:00am,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o 2nd Clean between 11am and 2:00pm, and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o 3rd Clean between 2:00pm and 5:00pm.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o Additional three cleans per day to be carried out at the following public toilets.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o Catani Gardens</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o Donovan’s Restaurant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o Elwood Surf LSC</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o Marina Reserve</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o Middle park</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o Point Ormond</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o South Melbourne Surf LSC</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o Commencing at 5.00 am (1st Clean),</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o 9.00am (2nd Clean)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o 12.00 pm (3rd Clean)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o 2.00pm (4th Clean)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o 4.00pm (5th Clean)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o 6.00pm (6th Clean)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Coles Car Park convenience is to be treated as a foreshore convenience.</td>
<td>7 days a week</td>
</tr>
</tbody>
</table>
### Public conveniences not on foreshore
- Twice daily 1<sup>st</sup> Clean between 7:00am and 10:00am and 2<sup>nd</sup> Clean between 2:30pm and 5:00pm
- 7 days a week

### Adventure playgrounds
- Daily before 9:00am
- 7 days a week

### Depots
- Fully cleaned between 7:00pm and midnight and a 2<sup>nd</sup> clean of the toilets and lunchroom between 7:00am and 8:00am daily.
- 7 days a week, except only weekly for Williamstown Rd Depot

### Transfer Station
- Between 7:00am and 8:00am
- 7 days a week

(*) – Five days a week means Monday to Friday inclusive.

<table>
<thead>
<tr>
<th>Table 1</th>
</tr>
</thead>
</table>

The hours of cleaning include statutory or public holidays, for public conveniences, BBQs and community centres.

Periodic cleaning, as specified, shall only be performed at the times as authorised in writing by the Contract Manager.

Note that in some buildings, there are a number of different functions, eg. Offices, Community Centre, MCH & Child care. Each space will have to be cleaned in accordance with its respective category as specified in Schedule 10.3.

Refer also to Schedule 10.3 for Notes and Special Requirements for particular Sites.

### 6. OTHER RESPONSIBILITIES OF CONTRACTOR

#### 6.1 Security

**6.1.1 Document Security**

During the Contract Term, information on matters concerning the Council may become known to the Contractor or the servants or agents of the Contractor, whilst carrying out their duties. Such information is to be treated as strictly confidential and a breach of this confidentiality could lead to legal action against the Contractor or those servants or agents.

Notwithstanding any other conditions of this Contract, the Contract may be terminated by the Council forthwith, if in the Council’s opinion, details of any document or other papers are made known to any person or persons by the Contractor or those servants or agents.

**6.1.2 Restricted Entry**

The Contractor must ensure that access to the premises is restricted to approved staff directly employed in performing the specified cleaning services or to appropriately approved subcontractors.

The Contractor and/or Contractor’s supervisor must be aware and responsible for the times in which approved cleaning personnel are on the premises.

Entry to premises by persons other than the aforementioned shall constitute a breach of security for which the Contractor shall be held liable.
Prosecution in the manner as may be laid down by the Authorities concerned shall be instituted in respect of such unauthorized entry.

6.1.3 Building Security

The Contractor must ensure that the security of the premises is not compromised during or after the Contractor’s employees carry out the Services, by ensuring:

a) **All external doors and windows** must remain locked, except where necessary to execute the services;

b) **Upon leaving the premises**, all doors and windows are to be locked and security systems reactivated.

c) **Council keys or cards** provided to the Contractor at the commencement date, are kept securely and NEVER duplicated or given to anyone other than the Contractor’s employees who have been approved in writing to deliver the service; and

d) **Alarm security codes** that are provided to the Contractor by the Council representative, are NEVER divulged to anyone other than approved Contractor’s employees, and for the purpose of delivering the services.

6.1.4 Security Breaches

If the above security measures are not able to be implemented for any reason, such as building damage or loss of keys, the Contractor shall immediately inform the Council of the security breach.

If an alarm was not activated or in the instance where the Contractor or the Contractor’s employees are responsible for such security breaches:

a) any costs incurred by the Council for attendance by the Council’s security service will be deducted from the Contractor’s payment; and

b) the Council reserves the right to demand the immediate termination of the Contractor’s employee or sub-contractor.

The Contractor shall report all security incidents, breaches and rectification measures undertaken by the Contractor and its personnel.

6.2 Damage

The Contractor must carry out all cleaning operations without staining, marking or otherwise damaging walls, floors, floor coverings, skirting boards, partitions, furniture or fixtures of the premises.

The Contractor will be responsible for and must make good at its own cost any loss or damage to the property of Council or any tenants caused by or contributed to by the negligence or otherwise of the Contractor, their servants, agents or employees or by the use of any cleaning materials method or apparatus in a manner not in accordance with the specifications or the manufacturer’s recommendation in respect of such materials, method or apparatus. Any such damage must be reported to the Contract Manager.
6.3 Pests
The Contractor must, within twenty-four (24) hours generally and immediately if life or health threatening, advise Council of the presence of any rodents, ants or other pests detected during the cleaning operation.

6.4 Continuity of Service
The Contractor must ensure the continuity of the supply of the service regardless of any difficulties being experienced by the Contractor at any time during the Contract Term.

The removal of any employee from the site under this clause will not negate the Contractor’s obligations under the Contract and the Contractor shall not be able to make any claim for any subsequent loss suffered by the Contractor as a result of any employees not conducting themselves in a responsible and proper manner.

6.4.1 Municipal Recovery Plan
The Contractor may be required to provide additional cleaning services to assist in the recovery phase of a municipal emergency as per the Council’s Emergency Management Plan. These will be treated as a variation to the Contract.

6.4.2 Contract Transition Plans
The Contractor must ensure that there is no disruption to service users at the time of commencement and completion of the Contract and must provide transition plans which outlines the steps which will be taken to achieve smooth transitions at contract commencement and contract completion.

The commencement transition plan will address tasks between contract award and commencement, time required after award to complete preparations required, milestone schedule for tasks planned in the initial operating phase, transition management/ supervisory personnel and liaison details with the current contractor including staffing arrangements.

7. RESPONSIBILITIES OF COUNCIL

The Council shall make available to the Contractor, for the purpose of providing the service, the following:-

a) monthly payments in accordance with the Contract;

b) general garbage bins for disposal of all waste collected as part of this service;

c) recycling bins for disposal of all recycling waste collected as part of this service;

d) emptying and disposal of general garbage and recycling bins;

e) keys and/or security codes/passes to access buildings as needed to deliver the services specified;

f) storage space (but not bulk storage) within each Council area for the storage of approved cleaning plant, equipment and materials;
g) servicing of all sanitary bins and sharps containers as needed; and

h) reasonable notice when any cleaning activity is likely to be interrupted or terminated.

8. PERFORMANCE MEASUREMENT AND REPORTING

8.1 General methods by which contract performance will be monitored.

To enable Council to assess the Contractor’s performance on a daily basis, and a monthly basis with respect to payments and on a longer term basis with respect to service trends, performance monitoring methods will be applied to all work components. The general methods to be employed by Council will include:

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Monitoring method</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Manager and the Contractor</td>
<td>Inspections / auditing of all buildings and selected Public Conveniences and BBQs, using approved performance monitoring system</td>
<td>At least once monthly</td>
</tr>
<tr>
<td>Council or Council’s representative</td>
<td>Independent audits of the Contractor’s Services: including:</td>
<td>Monthly</td>
</tr>
<tr>
<td></td>
<td>• Quality Management System / records;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• OH&amp;S Performance / records and Health and Safety Plan; and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Green cleaning products and records.</td>
<td></td>
</tr>
<tr>
<td>Council or Council’s representative</td>
<td>Inspections of sites, procedures and activities, and measurement and documentation of the standards achieved</td>
<td>Regular basis</td>
</tr>
<tr>
<td>Council</td>
<td>Monitoring of the results of the Council’s Pathway/CRM system</td>
<td>Monthly</td>
</tr>
<tr>
<td>Contract Manager and the Contractor</td>
<td>Review of monthly inspection / auditing system results, and overall Contract performance relative to standards</td>
<td>Monthly</td>
</tr>
<tr>
<td>Contract Manager and the Contractor</td>
<td>Contractor’s Monthly Report on Service KPIs</td>
<td>Monthly</td>
</tr>
<tr>
<td>Council</td>
<td>Community satisfaction surveys</td>
<td>Annually</td>
</tr>
</tbody>
</table>

8.2 Reporting and review of the contract performance.

The Contractor must collect record and report to the Contract Manager on a range of data related to all work components of the Services on a monthly basis. The cost of collecting, recording and reporting of all data is to be met by the Contractor.

The Council, the Council’s Contract Manager and the Contractor shall hold formal Monthly Meetings. The purpose of these meetings is to:

a) review the Contractor’s data and

b) review the results of the performance monitoring measures;

c) discuss current issues and priorities; and

d) agree on any rectification measures required.
The Contractor’s monthly report shall include, but not be limited to, all the reporting requirements detailed in this contract, as listed in the following table:

<table>
<thead>
<tr>
<th>Reporting aspect</th>
<th>Clause</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Quality Assurance” Inspection Report</td>
<td>4.2.3</td>
<td>• Results of inspections to measure the Quality Performance directly against the Specification</td>
</tr>
<tr>
<td>Service Report</td>
<td>4.2.4</td>
<td>• Dates, times and rectification actions taken in response to all cleaning complaints and requests</td>
</tr>
<tr>
<td></td>
<td>4.2.5</td>
<td>• Continuous improvement targets and actions based on Community Satisfaction Survey results.</td>
</tr>
<tr>
<td></td>
<td>4.4.5</td>
<td>• Issues recorded in the Daybook that require further follow up by the Contractor or Council.</td>
</tr>
<tr>
<td>Service Personnel Report</td>
<td>4.4</td>
<td>• Containing names of all current workers, both employed and sub-contracted, with written confirmation they have been security checked and meet all the requirements of clause 4.4</td>
</tr>
<tr>
<td>Management Training Report</td>
<td>4.4.1</td>
<td>• Provision of current qualifications by the Contractor’s representative</td>
</tr>
<tr>
<td>Health and Safety Report</td>
<td>4.6</td>
<td>• Results of the Contractor’s performance of its obligations outlined in the Health and Safety Plan</td>
</tr>
<tr>
<td>Health and Safety Report</td>
<td>4.6.1</td>
<td>• Records of all OH&amp;S incidents, training and continuous improvement measures.</td>
</tr>
<tr>
<td>Accident or Incident Report</td>
<td>4.6.7</td>
<td>• Details of any accident or incident involving any person or party, related to the delivery of Services.</td>
</tr>
<tr>
<td>Environmental Plan Report</td>
<td>4.7</td>
<td>• Results of the Contractor’s performance of its obligations outlined in its Environmental Plan</td>
</tr>
<tr>
<td>Green Procurement Policy for Cleaning Products</td>
<td>4.7.3</td>
<td>• Request for new cleaning products to be approved in line with the Green Procurement Policy requirements</td>
</tr>
<tr>
<td>Waste Wise Program Report</td>
<td>4.7.5</td>
<td>• Activities that have contributed to Council’s Waste Wise Program</td>
</tr>
<tr>
<td>Security Breaches</td>
<td>6.1.4</td>
<td>• Security incidents, breaches and rectification measures undertaken by the Contractor and its personnel</td>
</tr>
<tr>
<td>KPIs</td>
<td>8.4</td>
<td>• Performance against the Contract KPIs as detailed on the pro forma performance report</td>
</tr>
</tbody>
</table>
8.3 **Reporting Data**

The reporting data is necessary for, and may be used for a variety of purposes, which may include:

a) a basis of payment to the Contractor;
b) a measure of contract performance;
c) a measure of contract specification effectiveness and cost efficiency;
d) to audit certain data; and
e) to keep Council information systems up to date.

This data is to be provided in a format and to a standard of presentation approved by the Contract Manager.

8.4 **Key Performance Indicators (KPIs)**

The Contractor must report monthly to the Contract Manager on the Contract KPIs as detailed in the pro forma performance report which follows herewith.

The aim of the KPIs shall be to ensure that the Contractor’s performance meets the specification and Council’s standards of quality. Council and the Contractor shall review the KPIs at periodic intervals to assess the suitability and effectiveness in providing the appropriate performance and standards.
<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Unit</th>
<th>Target</th>
<th>Actual</th>
<th>Variance</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning of all facilities as per lump sum schedule.</td>
<td>%</td>
<td>100%</td>
<td></td>
<td></td>
<td>Contractor is to note any and all actions taken to rectify any non conformance.</td>
</tr>
<tr>
<td>Cleaning to the standards specified.</td>
<td>%</td>
<td>100%</td>
<td></td>
<td></td>
<td>Hyperlink or cross reference a one page report if necessary to fully explain. See</td>
</tr>
<tr>
<td>All workers have OH &amp; S inductions (report required).</td>
<td>%</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All workers have security clearance (Report required of all existing and future staff).</td>
<td>%</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attendance at monthly meetings. All reports required at this meeting.</td>
<td>%</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Response to user requests in as specified number of jobs outside the lump sum component.</td>
<td>%</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of complaints.</td>
<td>No.</td>
<td>Zero</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of meetings with building coordinators (report required).</td>
<td>No</td>
<td>2 a week</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OH &amp; S Act compliance (report required).</td>
<td>%</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OH &amp; S incidents (report required)</td>
<td>No.</td>
<td>Zero</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OH &amp; S accidents (report required)</td>
<td>No.</td>
<td>Zero</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notification of building faults</td>
<td>%</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contract Manager’s satisfaction</td>
<td>%</td>
<td>95%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
General Comments:

**Safety Assurance:** All work has been done in accordance with the OH & S Act this month except as noted above: (Signed) Manager

**Quality Assurance:** All work has been done to specification this month except as noted above: (Signed) Manager
### PORT PHILLIP CLEANING CONTRACT - MONTHLY PERFORMANCE REPORT - EXAMPLE

**Month:**

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Unit</th>
<th>Target</th>
<th>Actual</th>
<th>Variance</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning of all facilities as scheduled</td>
<td>%</td>
<td>100%</td>
<td>90%</td>
<td>-10%</td>
<td>Within tolerance of 10%</td>
</tr>
<tr>
<td>Cleaning to the standard specified</td>
<td>%</td>
<td>100%</td>
<td>80%</td>
<td>-20%</td>
<td>Non Conformance Action Report 1.doc</td>
</tr>
<tr>
<td>All workers have OH &amp; S inductions</td>
<td>%</td>
<td>100%</td>
<td>95%</td>
<td>-5%</td>
<td>Brought to 100% the day identified</td>
</tr>
<tr>
<td>All workers have a security clearance</td>
<td>%</td>
<td>100%</td>
<td>100%</td>
<td>NIL</td>
<td>None required</td>
</tr>
<tr>
<td>Attendance at monthly meetings (all buildings)</td>
<td>%</td>
<td>100%</td>
<td>90%</td>
<td>-10%</td>
<td>Within 10% tolerance</td>
</tr>
<tr>
<td>Response to user requests as specified days</td>
<td>%</td>
<td>100%</td>
<td>100%</td>
<td>Nil</td>
<td>None required</td>
</tr>
<tr>
<td>Number of complaints</td>
<td>No.</td>
<td>Zero</td>
<td>3</td>
<td>+3</td>
<td>Non Conformance Action Report 3.doc</td>
</tr>
<tr>
<td>OH &amp; S Act compliance</td>
<td>%</td>
<td>100%</td>
<td>95%</td>
<td>-5%</td>
<td>Non Conformance Action Report 4.doc</td>
</tr>
<tr>
<td>OH &amp; S incidents</td>
<td>No.</td>
<td>0</td>
<td>1</td>
<td>+1</td>
<td>Non Conformance Action Report 5.doc</td>
</tr>
<tr>
<td>OH &amp; S accidents</td>
<td>No.</td>
<td>Zero</td>
<td>1</td>
<td>+1</td>
<td>Non Conformance Action Report 6.doc</td>
</tr>
<tr>
<td>Notification of building faults</td>
<td>%</td>
<td>100%</td>
<td>100%</td>
<td>Nil</td>
<td>None required</td>
</tr>
<tr>
<td>Contract Manager’s satisfaction</td>
<td>%</td>
<td>90%</td>
<td>85%</td>
<td>-5%</td>
<td>Within tolerance of 5%</td>
</tr>
</tbody>
</table>

**General Comments:** Overall performance has improved on last month, however, a high turnover of labour is still causing a small number of number of place manager complaints. OH & S non-conformance has been ensuring that no worker commences until they have their OH & S induction.

**Safety Assurance:** All work has been done in accordance with the OH & S Act this month except as noted above:

**Quality Assurance:** All work has been done to specification this month except as noted above:

**Signed**
8.5 Measurement of Standards

The Contractor will be considered not to be performing to the standard of the terms and conditions of this contract if:-

a) unsatisfactory assessment results are reported in all classifications of the assessment criteria in excess of one regular inspection;

b) unsatisfactory assessment results are reported in the same two classifications in excess of one regular inspection;

c) unsatisfactory assessment results are reported in any two classifications of the assessment criteria in excess of two regular inspections;

d) unsatisfactory assessment results are reported continually in any one classification of the assessment criteria in excess of three regular inspections; and

e) unsatisfactory assessment results are reported in any safety matter for a period in excess of one regular inspection.

8.6 Failure to Achieve and Maintain Standards

Should the Contractor fail to achieve the standards set out in this Contract, the Council may terminate the Service in accordance with the Conditions of Contract.

To achieve the desired standard of cleanliness at the premises the Contractor must comply with Council's monitoring and quality audit system to maintain appropriate cleaning standards.

8.7 Cleaning Standard Assessment Methodology

To provide the assessment of the cleaning standards, random areas will be assessed using visual audit of the various tasks and frequencies specified and against the outcomes and standards.

A rating will then be provided for each task, each area, each building and performance overall. A fault report will identify non-compliance by task and area and must accompany the audit report.

Scoring for the audit will be on an across the board basis and will be a score out of 100. To facilitate calculation of the rating of the quality of the cleaning delivered by the Contractor, the Contract Manager and the Contractor will carry out an initial assessment of all buildings using the above methodology.

This initial assessment will provide benchmarks for the cleaning standards. This will take place each month for the first three months. Should the initial assessment find the facilities to be below the minimum benchmark, the Contractor will be expected to monthly progress to the minimum benchmark quality rating of 80% by the end of the first three months.

The above scoring criteria must be incorporated into the Contractor’s specific quality auditing systems.
8.8 Definition of Ratings:
The definitions for the purpose of determining performance outcomes are shown in Table 2.

<table>
<thead>
<tr>
<th>Measure</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>95% and above</td>
<td><strong>Satisfactory</strong> - maintaining this level may be grounds for contract extension.</td>
</tr>
<tr>
<td>80 – 94%</td>
<td><strong>Acceptable but requiring improvement</strong> - the Contractor must investigate and implement processes to rectify to ensure minimum standard is achieved at next audit. Report on unsatisfactory results to be tabled to Council explaining performance. Performance will be recorded against the Contractor for future reference and possible impact on continuation of contract.</td>
</tr>
<tr>
<td>70 – 79%</td>
<td><strong>Unsatisfactory</strong> - the Contractor must investigate and implement process to rectify immediately. Report on unsatisfactory results to be tabled to Council, explaining performance. Performance will be recorded against Contractor for future reference and possible impact on continuation of contract.</td>
</tr>
<tr>
<td>0 – 69%</td>
<td><strong>Totally unsatisfactory performance</strong> - grounds for termination of contract.</td>
</tr>
</tbody>
</table>

*Table 2*

8.9 Contract Sum Payment Reductions for Reduced Contract Performance:
If the Contractor’s performance continues to be below the specified contract standards Council reserves the right to proportionally reduce Contract payments and engage another cleaning contractor to bring the service up to the required standard.
9. SERVICE REVIEWS

Regular Council Reviews

The Services will undergo regular formal reviews at twelve (12) monthly intervals at which times the Contractor and Council will consider the effectiveness and practicality for the standards specified, the methods of monitoring and the community satisfaction levels being achieved.

The Contractor is encouraged to view the review in business requirements as an opportunity for the establishment of new standards and work methods that will maintain a quality service and enable reductions in costs of provision.

10. SCHEDULES

10.1. Activities, Workload Indicators and Performance Criteria
10.2. Names, types and locations of all Council Buildings to be Cleaned.
10.3. Regular Cleaning Activities Required.
10.4. Periodical Cleaning Activities Required
10.5. Additional Particular Performance Criteria
10.1 SCHEDULE OF ACTIVITIES, WORKLOAD INDICATORS AND PERFORMANCE CRITERIA
The contractor must carry out all activities specified and meet the performance criteria specified herein.

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>WORKLOAD INDICATOR (Quantity)</th>
<th>PERFORMANCE CRITERIA (Quality)</th>
</tr>
</thead>
</table>
| 10.1.1 Provide Cleaning services as specified to all nominated Council buildings, Public Conveniences and BBQs. | See Schedule 10.2 - Names, Types and Locations of all Council Buildings to be cleaned and Schedule 10.3 – Regular Cleaning Activities Required and Schedule 10.4 Periodical Cleaning Activities Required. It is expected that during the contract some buildings will be added and some will be deleted. | ➢ That the cleaning of all buildings and facilities as specified is carried out to the complete satisfaction of Council.  
➢ That all cleaning activities specified are completed at the specified frequency for all buildings and facilities and to the satisfaction to Council.  
➢ Further particular performance criteria are detailed in Schedule 10.5 – Additional Particular Performance Criteria  
Daily Duties must be carried out as part of a regular daily routine each Monday to Friday inclusive unless otherwise nominated.  
Weekly Duties must be carried out on the same day of the week, Monday to Friday, as part of the regular daily routine.  
Monthly Duties must be carried out in the same period of each month as part of the regular daily routine. Monthly duties classified as periodicals must be undertaken in accordance with the Specification. |

This Includes:-
- Regular Cleaning
- Periodic Cleaning
- Events Cleaning
- Emergency Cleaning

Note that:
- Child Care and Maternal and Child Health Centres have a higher cleaning requirement than for example depots or offices, and
- Public conveniences and BBQs are to be cleaned 365 days per year.
10.1.2 Provide Events Cleaning and Emergency Cleaning as requested. See pro forma cleaning request form in Attachment 12.3
Payments for approved events cleaning shall be debited against the appropriate provisional sum.

### EVENT CLEANS

**Small** - Additional meeting room (general vacuumed, change of bins, sweep, wipe down of tables and benches)

**Medium** - Half the hall, vacuumed, change of bins, sweep, wipe down of benches, pillars, mop of hard floor also including kitchen space, toilet areas

**Large** - Full hall, additional meeting rooms, vacuumed including surrounding corridors, change of bins, wipe down flat surfaces, mop floor and buff, toilet areas

The volume of event cleans – contractor to inform himself.

- That all cleaning activities specified are completed to the satisfaction of Council

10.1.3 Supply two day cleaners at the St Kilda Town Hall & Offices. The cleaners must report to and take directions from nominated Council coordinators

- Supply one full time cleaner from 8.00am to 4.00pm and a second part time cleaner from 12.30pm to 4.30pm Monday to Friday, excluding public holidays.

- Cleaners and all cleaning activities carried out shall be to the complete satisfaction of Council

10.1.4 As part of the contract, the contractor must supply and maintain consumables to all nominated buildings as needed for their full functionality. The cost of the consumables is inclusive, and therefore part of the total contract price.

- See Schedule 10.2 - Names, Types and Locations of all Council Buildings to be cleaned which provides details of buildings where consumables are to be maintained.

- That the provision of consumables is maintained at levels that are to the complete satisfaction of Council.
| 10.1.5 During all cleaning Activities at all buildings the Contractor shall take note of any building faults noticed and report these to Council. | Particular building faults shall include but not be limited to:-  
- electrical switches/controls power points;  
- toilet flushers/taps;  
- door locks, handles or hardware;  
- “Gloss finish” - metallic interlock sealer;  
- broken furniture;  
- toilet rolls and hand towel dispenser;  
- liquid hand soap dispensers;  
- light bulbs/tubes;  
- fittings / fixtures;  
- floor coverings; and  
- other hazardous situations or obvious security related matters. | That all faults noticed are reported to Council as follows:-  
- **General Faults** must be reported to Council’s representative in writing at the end of the cleaning shift or within 24 hours.  
- **Any serious faults which do or may cause or constitute a danger** to anyone must be reported immediately via Council’s 24 hour emergency number. |
| --- | --- | --- |
| 10.1.6 Attend all meetings as specified. | Meetings shall include:-  
- Monthly Contract Control Meetings with nominated Council Representative.  
- **Monthly meetings of supervisor with Coordinators at all Buildings** Locations as per Schedule 10.2 except that Public Conveniences and BBQs can be done collectively.  
- **Any other meetings as required** | Attend and contribute to the satisfaction of Council |
| 10.1.7 Provide regular performance inspections and reports as specified. | Performance reports shall include:-  
- Monthly QA reports.  
- Monthly KPI reports. | All reports shall be to the approval of Council in content and format. |
<table>
<thead>
<tr>
<th>10.1.8 Keep all Records as specified.</th>
<th>Records shall include:-</th>
<th>All records shall be to the approval of Council in content and format.</th>
</tr>
</thead>
<tbody>
<tr>
<td>- All staffing details including training, security checks and safety inductions</td>
<td>- All cleaning programs</td>
<td>- All quality assurance plans and records</td>
</tr>
<tr>
<td>- Any other records as required.</td>
<td></td>
<td>- Any other records as required.</td>
</tr>
</tbody>
</table>
### 10.2 – SCHEDULE OF NAMES, TYPES AND LOCATIONS OF ALL COUNCIL BUILDINGS TO BE CLEANED

#### 10.2.1 - ART

<table>
<thead>
<tr>
<th>UNIT ID</th>
<th>UNIT TYPE</th>
<th>MAIN DESCRIPTION</th>
<th>ADDITIONAL DESCRIPTION</th>
<th>ADDRESS</th>
<th>NUMBER OF CLEANS PER WEEK</th>
<th>APPROX GROSS BUILDING AREA</th>
<th>REFERENCE MAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>ART295</td>
<td>ART</td>
<td>GASWORKS ARTS</td>
<td>GASWORKS PARK: BUILDING 7 - MAIN THEATRE - MAIN THEATRE, FOYER AND TOILET/DRESSING ROOMS.</td>
<td>1-35 GRAHAM ST, ALBERT PARK</td>
<td>Varies from 7 to 3 Days, see Schedule 10.3</td>
<td>383</td>
<td>2</td>
</tr>
<tr>
<td>ART001</td>
<td>ART</td>
<td>LINDEN ART GALLERY</td>
<td>LINDEN ART GALLERY</td>
<td>26 ACLAND ST, ST KILDA</td>
<td>7 Days Gallery, 5 Days offices</td>
<td>1,500</td>
<td>6</td>
</tr>
<tr>
<td>OPS500</td>
<td>ART</td>
<td>ST KILDA TOWN HALL GALLERY</td>
<td>THIS IS PART OF THE ST KILDA TOWN HALL COMPLEX</td>
<td>99A CARLISLE ST, ST KILDA</td>
<td>5 Days</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>ART220</td>
<td>ART</td>
<td>ST KILDA VEGOUT &amp; ARTS STUDIO</td>
<td>COMMUNITY ART COMPLEX</td>
<td>11 SHAKESPEARE GROVE, ST KILDA</td>
<td>Toilets, 3 Days, (M,W,F), Corridors &amp; Kitchen Weekly</td>
<td>648</td>
<td>6</td>
</tr>
</tbody>
</table>

#### 10.2.2 – COMMUNITY CENTRES

<table>
<thead>
<tr>
<th>UNIT ID</th>
<th>UNIT TYPE</th>
<th>MAIN DESCRIPTION</th>
<th>ADDITIONAL DESCRIPTION</th>
<th>ADDRESS</th>
<th>NUMBER OF CLEANS PER WEEK</th>
<th>APPROX GROSS BUILDING AREA</th>
<th>REFERENCE MAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCE005</td>
<td>CCE</td>
<td>ALMA ROAD COMMUNITY HOUSE</td>
<td>ALMA ROAD COMMUNITY HOUSE &amp; MCH CENTRE</td>
<td>200 ALMA RD, ST KILDA</td>
<td>7 Days</td>
<td>230</td>
<td>7</td>
</tr>
<tr>
<td>CCE006</td>
<td>CCE</td>
<td>BETTY DAY CTR / DELIVERED MEALS</td>
<td>BETTY DAY COMMUNITY CENTRE AND DELIVERED MEALS KITCHEN</td>
<td>67-69 ARGYLE ST, ST KILDA</td>
<td>7 Days CC, 5 days MOW Kitchen</td>
<td>1,023</td>
<td>6</td>
</tr>
<tr>
<td>CCE092</td>
<td>CCE</td>
<td>CORA GRAVES COMMUNITY CENTRE</td>
<td>CORA GRAVES COMMUNITY CENTRE</td>
<td>38-40 BLESSENDON ST, ST KILDA</td>
<td>7 Days</td>
<td>312</td>
<td>6</td>
</tr>
<tr>
<td>UNIT ID</td>
<td>UNIT TYPE</td>
<td>MAIN DESCRIPTION</td>
<td>ADDITIONAL DESCRIPTION</td>
<td>ADDRESS</td>
<td>NUMBER OF CLEANS PER WEEK</td>
<td>APPROX GROSS BUILDING AREA</td>
<td>REFERENCE MAP</td>
</tr>
<tr>
<td>----------</td>
<td>-----------</td>
<td>-----------------------------------------</td>
<td>-------------------------------------------------------------</td>
<td>--------------------------</td>
<td>---------------------------</td>
<td>----------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>CCE521</td>
<td>CCE</td>
<td>ELWOOD N’HOOD LEARNING CTR</td>
<td>ELWOOD / ST KILDA NEIGHBOURHOOD LEARNING CENTRE AND PUBLIC TOILETS</td>
<td>85-87 TENNYSON ST, ELWOOD</td>
<td>5 Days</td>
<td>350</td>
<td>8</td>
</tr>
<tr>
<td>CCE329</td>
<td>CCE</td>
<td>FISHERMAN'S BEND COMMUNITY CTR</td>
<td>FISHERMAN'S BEND COMMUNITY CENTRE</td>
<td>10 CENTRE AVE, PORT MELBOURNE</td>
<td>5 Days</td>
<td>372</td>
<td>1</td>
</tr>
<tr>
<td>CCE347</td>
<td>CCE</td>
<td>LIARDET COMMUNITY CENTRE</td>
<td>LIARDET COMMUNITY CENTRE CORNER NOTT AND LIARDET ST</td>
<td>154 LIARDET ST, PORT MELBOURNE</td>
<td>5 Days</td>
<td>535</td>
<td>2</td>
</tr>
<tr>
<td>CCE279</td>
<td>CCE</td>
<td>MARY KEHOE COMMUNITY CENTRE</td>
<td>MARY KEHOE COMMUNITY CENTRE</td>
<td>224 DANKS ST, ALBERT PARK</td>
<td>5 Days</td>
<td>417</td>
<td>4</td>
</tr>
<tr>
<td>CCE307</td>
<td>CCE</td>
<td>MIDDLE PARK COMMUNITY CTR</td>
<td>254-256 RICHARDSON STREET MIDDLE PARK COMMUNITY HALL, MIDDLE PARK LIBRARY, MIDDLE PARK KINDERGARTEN &amp; MIDDLE PARK MATERNAL &amp; CHILD HEALTH CENTRE</td>
<td>254 RICHARDSON ST, ALBERT PARK</td>
<td>5 Days</td>
<td>507</td>
<td>4</td>
</tr>
<tr>
<td>CCE333</td>
<td>CCE</td>
<td>PORT MELB COMMUNITY CTR</td>
<td>PORT MELBOURNE COMMUNITY CENTRE AND TRUGO CLUB</td>
<td>219 ESPLANADE EAST, PORT MELBOURNE</td>
<td>3 Days (M,W,F)</td>
<td>103</td>
<td>2</td>
</tr>
<tr>
<td>CCE359</td>
<td>CCE</td>
<td>SANDRIDGE COMMUNITY CENTRE</td>
<td>SANDRIDGE COMMUNITY CENTRE AND TRUGO CLUB</td>
<td>1 TUCKER AVE, PORT MELBOURNE</td>
<td>3 Days (M,W,F)</td>
<td>121</td>
<td>1</td>
</tr>
<tr>
<td>CCE392</td>
<td>CCE</td>
<td>SES OFFICE AND AMENITIES BLOCK AT WILLIAMSTOWN RD WORK DEPOT</td>
<td>BUILDING 30: SES OFFICE AND AMENITIES BLOCK &amp; EXTERNAL TOILET</td>
<td>523 WILLIAMSTOWN RD, PORT MELBOURNE</td>
<td>1 Day</td>
<td>220</td>
<td>2</td>
</tr>
</tbody>
</table>
### 10.2.3 – CHILDCARE CENTRES AND MATERNAL AND CHILD HEALTH CENTRES

<table>
<thead>
<tr>
<th>UNIT ID</th>
<th>UNIT TYPE</th>
<th>MAIN DESCRIPTION</th>
<th>ADDITIONAL DESCRIPTION</th>
<th>ADDRESS</th>
<th>NUMBER OF CLEANS PER WEEK</th>
<th>APPROX GROSS BUILDING AREA</th>
<th>REFERENCE MAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHS008</td>
<td>CHS</td>
<td>NTH ST KILDA CHILD CARE CTR</td>
<td>NORTH ST KILDA CHILD CARE CENTRE</td>
<td>71-79 ARGYLE ST, ST KILDA</td>
<td>5 Days</td>
<td>506</td>
<td>6</td>
</tr>
<tr>
<td>CHS105</td>
<td>CHS</td>
<td>ELWOOD COMMUNITY PLAYGROUP CENTRE</td>
<td>PLAYGROUP CENTRE</td>
<td>51 BROADWAY, ELWOOD</td>
<td>5 Days</td>
<td>252</td>
<td>8</td>
</tr>
<tr>
<td>CHS160</td>
<td>CHS</td>
<td>EILDON RD CHILD CARE CENTRE</td>
<td>EILDON ROAD CHILD CARE CENTRE</td>
<td>17 EILDON RD, ST KILDA</td>
<td>5 Days</td>
<td>423</td>
<td>6</td>
</tr>
<tr>
<td>CHS222</td>
<td>CHS</td>
<td>ELWOOD CHILD CARE CENTRE</td>
<td>ELWOOD CHILD CARE CENTRE</td>
<td>46 TENNYSON ST, ELWOOD</td>
<td>5 Days</td>
<td>325</td>
<td>8</td>
</tr>
<tr>
<td>CHS224</td>
<td>CHS</td>
<td>THE AVENUE CHILD CARE CENTRE</td>
<td>THE AVENUE CHILD CARE CENTRE</td>
<td>39 THE AVENUE, BALACLAVA</td>
<td>5 Days</td>
<td>270</td>
<td>7</td>
</tr>
<tr>
<td>CHS278</td>
<td>CHS</td>
<td>COVENTRY ST CHILD CARE CENTRE</td>
<td>328-332 COVENTRY STREET COVENTRY STREET CHILD CARE CENTRE</td>
<td>328 COVENTRY ST, SOUTH MELBOURNE</td>
<td>5 Days</td>
<td>429</td>
<td>3</td>
</tr>
<tr>
<td>UNIT ID</td>
<td>UNIT TYPE</td>
<td>MAIN DESCRIPTION</td>
<td>ADDITIONAL DESCRIPTION</td>
<td>ADDRESS</td>
<td>NUMBER OF CLEANS PER WEEK</td>
<td>APPROX GROSS BUILDING AREA</td>
<td>REFERENCE MAP</td>
</tr>
<tr>
<td>---------</td>
<td>-----------</td>
<td>------------------</td>
<td>------------------------</td>
<td>---------</td>
<td>---------------------------</td>
<td>---------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>CHS280</td>
<td>CHS &amp; MCHC</td>
<td>ALBERT PARK PRESCHOOL and MCHC</td>
<td>ALBERT PARK PRESCHOOL, DENTAL CLINIC AND MATERNAL &amp; CHILD HEALTH CENTRE COMPLEX</td>
<td>18 DUNAS PL, ALBERT PARK</td>
<td>5 Days</td>
<td>215</td>
<td>3</td>
</tr>
<tr>
<td>CHS330</td>
<td>CHS</td>
<td>CLARK ST CHILD CARE CENTRE</td>
<td>CLARK STREET CHILD CARE CENTRE</td>
<td>106 CLARK ST, PORT MELBOURNE</td>
<td>5 Days</td>
<td>500</td>
<td>2</td>
</tr>
<tr>
<td>CHS331</td>
<td>CHS &amp; MCHC</td>
<td>ADA MARY A'BECKETT CHILD CARE</td>
<td>ADA MARY A'BECKETT CHILD CARE CENTRE AND GARDEN CITY MATERNAL &amp; CHILD HEALTH CENTRE</td>
<td>2 BATMAN ROAD, PORT MELBOURNE</td>
<td>5 Days</td>
<td>1,060</td>
<td>1</td>
</tr>
<tr>
<td>CHS516</td>
<td>CHS &amp; MCHC</td>
<td>BUBUP WOMINDJEGA FAMILY &amp; CHILDREN'S CENTRE</td>
<td>CHILDCARE CENTRE, MATERNAL &amp; CHILD HEALTH CENTRE</td>
<td>85 LIARDET ST, PORT MELBOURNE</td>
<td>5 Days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CHS517</td>
<td>CHS &amp; MCHC</td>
<td>BUBUP NAIRM FAMILY &amp; CHILDREN'S CENTRE</td>
<td>ST KILDA CHILDCARE CENTRE, MATERNAL &amp; CHILD HEALTH CENTRE</td>
<td>99B CARLISLE STREET, ST KILDA</td>
<td>5 Days</td>
<td>96</td>
<td>6 - refer CML540</td>
</tr>
<tr>
<td>CHS513</td>
<td>CHS &amp; MCHC</td>
<td>POET'S GROVE FAMILY &amp; CHILDREN'S CENTRE</td>
<td>CHILDCARE &amp; MCH CENTRE</td>
<td>18 POET'S GROVE, ELWOOD</td>
<td>5 Days</td>
<td>986</td>
<td>8</td>
</tr>
<tr>
<td>MCHC</td>
<td></td>
<td>ALMA ROAD MCHC</td>
<td>COLOCATED IN ALMA ROAD COMMUNITY CENTRE</td>
<td>200 ALMA RD., EAST ST KILDA</td>
<td>5 Days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MCHC</td>
<td></td>
<td>MIDDLE PARK MCHC</td>
<td>COLOCATED IN COMMUNITY CENTRE</td>
<td>256 RICHARDSON ST, ALBERT PARK</td>
<td>7 Days</td>
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<tr>
<td>MCHC</td>
<td></td>
<td>SOUTH MELBOURNE MCHC</td>
<td>COLOCATED IN SOUTH MELBOURNE TOWN HALL</td>
<td>208-220 BANK ST., SOUTH MELBOURNE</td>
<td>7 Days</td>
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### 10.2.4 - LIBRARIES

<table>
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<tr>
<th>UNIT ID</th>
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<th>ADDITIONAL DESCRIPTION</th>
<th>ADDRESS</th>
<th>NUMBER OF CLEANSES PER WEEK</th>
<th>APPROX GROSS BUILDING AREA</th>
<th>REFERENCE MAP</th>
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<tr>
<td>LIB148</td>
<td>LIB</td>
<td>ST KILDA LIBRARY</td>
<td>ST KILDA LIBRARY</td>
<td>150 CARLISLE ST, ST KILDA</td>
<td>7 Days plus supp. Daily toilets clean</td>
<td>2,314</td>
<td>6</td>
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<tr>
<td>LIB238</td>
<td>LIB</td>
<td>EMERALD HILL LIBRARY</td>
<td>EMERALD HILL LIBRARY AND HERITAGE CENTRE</td>
<td>195 BANK ST, SOUTH MELBOURNE</td>
<td>6 Days Library, 5 days SAP</td>
<td>418</td>
<td>3</td>
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<tr>
<td>LIB302</td>
<td>LIB</td>
<td>ALBERT PARK LIBRARY</td>
<td>ALBERT PARK LIBRARY</td>
<td>319 MONTAGUE ST, SOUTH MELBOURNE</td>
<td>6 Days</td>
<td>740</td>
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<tr>
<td>OPS321</td>
<td>OPS</td>
<td>PORT MELB TOWN HALL LIBRARY</td>
<td>THIS LIBRARY IS IN THE PORT MELBOURNE TOWN HALL</td>
<td>333 BAY ST, PORT MELBOURNE</td>
<td>6 Days</td>
<td>2</td>
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<tr>
<td>CCE307</td>
<td>CCE</td>
<td>MIDDLE PARK COMMUNITY CENTRE LIBRARY</td>
<td>THIS LIBRARY IS IN THE MIDDLE PARK COMMUNITY HALL</td>
<td>254 RICHARDSON ST, ALBERT PARK</td>
<td>6 Days</td>
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### 10.2.5 – TOWN HALL / OFFICES

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<th>REFERENCE MAP</th>
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<tr>
<td>OPS321</td>
<td>OPS</td>
<td>PORT MELB TOWN HALL</td>
<td>PORT MELBOURNE TOWN HALL COMPLEX INCLUDING TOWN HALL, OFFICES AND</td>
<td>333 BAY ST, PORT MELBOURNE</td>
<td>5 Days</td>
<td>2,021</td>
<td>2</td>
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<tr>
<td>UNIT ID</td>
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<td>ADDRESS</td>
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<td>APPROX GROSS BUILDING AREA</td>
<td>REFERENCE MAP</td>
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<tr>
<td>OPS500</td>
<td>OPS</td>
<td>ST KILDA TOWN HALL</td>
<td>ST KILDA TOWN HALL AND MUNICIPAL OFFICES</td>
<td>99A CARLISLE ST, ST KILDA</td>
<td>5 Days, Events as requested</td>
<td>9,204</td>
<td>6, 7</td>
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<tr>
<td>OPS502</td>
<td>OPS</td>
<td>STH MELB TOWN HALL</td>
<td>208-220 BANK STREET SOUTH MELBOURNE TOWN HALL, COUNCIL OFFICES AND NATIONAL ACADEMY OF MUSIC, MCHC CENTRE</td>
<td>208 BANK ST, SOUTH MELBOURNE</td>
<td>5 Days</td>
<td>5,018</td>
<td>3</td>
</tr>
<tr>
<td>OPS506</td>
<td>OPS</td>
<td>LIARDET ST REGIONAL ARTS OFFICE &amp; PORT MELBOURNE COMMUNITY ROOM</td>
<td>REGIONAL ARTS VICTORIA OFFICE AND PORT MELBOURNE COMMUNITY ROOM (FORMERLY: OLD PORT MELBOURNE LIBRARY)</td>
<td>147 LIARDET ST, PORT MELBOURNE, Lobby, Stairs and First Floor Offices and Toilets</td>
<td>5 Days</td>
<td>24</td>
<td>2</td>
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<tr>
<td>OPS535</td>
<td>OPS</td>
<td>CARLISLE STREET OFFICES</td>
<td>232 CARLISLE ST OFFICES - OFFICES ABOVE COLES SUPERMARKET</td>
<td>232 CARLISLE ST, BALA CLAVA</td>
<td>5 Days</td>
<td>2</td>
<td>7</td>
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</table>

### 10.2.6 – BBQs

*Note: The cleaning of all BBQs is to be undertaken 365 days per year. All Council BBQs are to be cleaned, beginning at Elwood at the following times: 1 April to 31 October – Daily from 7.00am, 1 November to 31 March – Twice Daily 7.00am and 2.30pm.*
<table>
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<tr>
<th>MAIN DESCRIPTION</th>
<th>ADDITIONAL DESCRIPTION</th>
<th>ADDRESS</th>
<th>NUMBER OF CLEANS PER WEEK</th>
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<tbody>
<tr>
<td>ALMA PARK</td>
<td>1 BBQ, 2 HOT PLATES</td>
<td>202 ALMA ROAD</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
</tr>
<tr>
<td>BEHIND BETTY DAY CENTRE</td>
<td>1 BBQ, 2 HOT PLATES</td>
<td>67-69 Argyle St</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
</tr>
<tr>
<td>BOWEN CRESCENT RESERVE</td>
<td>1 BBQ, 2 HOT PLATES</td>
<td>CNR. BOWEN CRES &amp; KINGSWAY</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
</tr>
<tr>
<td>CATANI GARDENS</td>
<td>1 BBQ, 2 HOT PLATES</td>
<td>BEACONSFIELD PDE, OPP COWDEROY ST</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
</tr>
<tr>
<td>COWDEROY ST RESERVE</td>
<td>1 BBQ, 2 HOT PLATES</td>
<td>CNR. COWDEROY ST &amp; CANTERBURY RD</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
</tr>
<tr>
<td>EASTERN ROAD BBQ</td>
<td>1 BBQ 2 HOT PLATES</td>
<td>Opp Lillian Cannam CC Centre</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
</tr>
<tr>
<td>ELWOOD BATHING PAVILION</td>
<td>2 BBQ, 4 HOT PLATES</td>
<td>9-11 ELWOOD FOreshore (NORTH END)</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
</tr>
<tr>
<td>ELWOOD LEARNING CENTRE</td>
<td>1 BBQ, 1 HOT PLATES</td>
<td>REAR 85-87 TENNYSON STREET</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
</tr>
<tr>
<td>ELWOOD PLAYGROUND</td>
<td>2 BBQ, 4 HOT PLATES</td>
<td>ORMOND ESPLANADE, (OPP. DOCKER ST)</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
</tr>
<tr>
<td>GASWORKS PARK</td>
<td>2 BBQ, 4 HOT PLATES</td>
<td>1-35 GRAHAM ST (RICHARDSON ST END)</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
</tr>
<tr>
<td>HEWISON RESERVE</td>
<td>1 BBQ, 2 HOT PLATES</td>
<td>OPPOSITE INKERMAN HOTEL</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
</tr>
<tr>
<td>MAIN DESCRIPTION</td>
<td>ADDITIONAL DESCRIPTION</td>
<td>ADDRESS</td>
<td>NUMBER OF CLEANS PER WEEK</td>
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<td>----------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>JL MURPHY RESERVE 1 BBQ, 2 HOT PLATES</td>
<td>CNR. WILLIAMSTOWN RD &amp; GRAHAM ST</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
<td></td>
</tr>
<tr>
<td>LAGOON RESERVE 1 BBQ, 1 HOT PLATES</td>
<td>180 ESPLANADE WEST</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
<td></td>
</tr>
<tr>
<td>MARINE RESERVE 1 BBQ, 2 HOT PLATES</td>
<td>MARINE PDE, OPP. BLESSINGTON ST</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
<td></td>
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<tr>
<td>POINT ORMOND 4 BBQ, 8 HOT PLATES</td>
<td>POINT ORMOND ROAD</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
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<tr>
<td>RAGLAN STREET, PORT MELBOURNE 1 BBQ 2 HOT PLATES</td>
<td>RAGLAN STREET, PORT MELBOURNE</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
<td></td>
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<tr>
<td>ROTARY PARK 2 BBQ 2 HOT PLATES</td>
<td>240 THE BOULEVARD</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
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</tr>
<tr>
<td>SANDRIDGE LIFE SAVING CLUB 1 BBQ, 2 HOT PLATES</td>
<td>180 MONTAGUE STREET</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
<td></td>
</tr>
<tr>
<td>SOL GREEN PLAYGROUND 1 BBQ, 2 HOT PLATES</td>
<td>29A ALBERT STREET (CNR ST KILDA ROAD)</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
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<tr>
<td>SOUTH AFRICAN MEMORIAL 1 BBQ, 2 HOT PLATES</td>
<td>WATERLOO CRESCENT</td>
<td>7 Days Per Week - Once Daily - April to October / Twice Daily - November to March</td>
<td></td>
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</tbody>
</table>
10.2.7 – PUBLIC TOILETS

Note: The cleaning of all public conveniences is to be undertaken 365 days per year. All of Council’s public conveniences located on the foreshore and the Coles Carpark Location are to be cleaned, commencing at Elwood at the following times: 1 April to 31 October twice daily commencing at 7.00am (1st clean) and 2.30pm (2nd clean). 1 November to 31 March three times daily commencing at 5.00am (1st clean), 11.00am (2nd clean) and 2.00pm (3rd clean).

An additional three cleans are required at each of the following public toilets during this period: Catani Gardens, Donovan’s Restaurant, Elwood Life Saving Club, Marina Reserve and Middle Park – 1 November to 31 March six times per day commencing at 5.00am (1st clean), 9.00am (2nd clean), 12.00pm (3rd clean), 2.00pm (4th clean), 4.00pm (5th clean) and 6.00pm (6th clean). Non Foreshore: All Council public conveniences not located on the foreshore are to be cleaned twice daily commencing at 7.00am and 2.30pm.

<table>
<thead>
<tr>
<th>UNIT ID</th>
<th>UNIT TYPE</th>
<th>MAIN DESCRIPTION</th>
<th>ADDITIONAL DESCRIPTION</th>
<th>ADDRESS</th>
<th>NUMBER OF CLEANS PER WEEK</th>
<th>APPROX GROSS BUILDING AREA</th>
<th>REFERENCE MAP</th>
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<tbody>
<tr>
<td>LIB302</td>
<td>LIB</td>
<td>ALBERT PARK LIBRARY TOILETS</td>
<td>PART OF ALBERT PARK LIBRARY</td>
<td>319 MONTAGUE ST, SOUTH MELBOURNE</td>
<td>7 Days Per Week - Twice Daily</td>
<td>3</td>
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<tr>
<td>PTS154</td>
<td>PTS</td>
<td>ALMA PARK PUBLIC TOILETS</td>
<td>150-200 DANDENONG ROAD ALMA PARK STORAGE BLOCK AND TOILETS</td>
<td>150 DANDENONG RD, BALAACLAVA</td>
<td>7 Days Per Week - Twice Daily</td>
<td>31</td>
<td>7</td>
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<td>PTS425</td>
<td>PTS</td>
<td>ALMA RD COMMUNITY HOUSE TOILET</td>
<td>ALMA ROAD COMMUNITY HOUSE PUBLIC TOILET</td>
<td>200 ALMA RD, ST KILDA</td>
<td>7 Days Per Week - Twice Daily</td>
<td>20</td>
<td>7 - refer CCE005</td>
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<td>PTS420</td>
<td>PTS</td>
<td>BOTANICAL GDNS PUBLIC TOILET</td>
<td>ST KILDA BOTANICAL GARDENS PUBLIC TOILET</td>
<td>55B BLESSINGTON ST, ST KILDA</td>
<td>7 Days Per Week - Twice Daily</td>
<td>28</td>
<td>6</td>
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<td>PTS414</td>
<td>PTS</td>
<td>BOWEN CRESC RES PUBLIC TOILET</td>
<td>BOWEN CRESCENT RESERVE PUBLIC TOILET</td>
<td>BOWEN CRESC, MELBOURNE</td>
<td>7 Days Per Week - Twice Daily</td>
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<td>3</td>
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<td>PTS083</td>
<td>PTS</td>
<td>CATANI GARDENS PUBLIC TOILETS</td>
<td>CATANI GARDENS PUBLIC TOILETS</td>
<td>329A BEACONSFIELD PDE, ST KILDA</td>
<td>7 Days Per Week - Twice Daily - April to October / 6 Times Daily - November to March</td>
<td>36</td>
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<td>PTS</td>
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<td>Description</td>
<td>Address</td>
<td>Frequency</td>
<td>Days Per Week</td>
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<td>PTS426</td>
<td>PTS426</td>
<td>COLES CARPARK PUBLIC TOILET</td>
<td>PTS426 COLES CARPARK - OFF ALFRED ST</td>
<td>2-8 ALFRED ST, ST KILDA</td>
<td>7 Days Per Week - Twice Daily - April to October / Thrice Daily - November to March</td>
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<td>PTS084</td>
<td>PTS084</td>
<td>CUMMINGS RESERVE PUBLIC TOILET</td>
<td>PTS084 CUMMINGS RESERVE PUBLIC TOILET ON MEDIAN STRIP</td>
<td>311A BEACONSFIELD PDE, ST KILDA</td>
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<td>30</td>
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<tr>
<td>PTS156</td>
<td>PTS156</td>
<td>DANDENONG RD PUBLIC TOILET</td>
<td>PTS156 DANDENONG RD PUBLIC TOILET CORNER DANDENONG ROAD AND CHAPEL STREETS</td>
<td>150 DANDENONG RD, BALACLAVA</td>
<td>7 Days Per Week - Twice Daily</td>
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<tr>
<td>CML518</td>
<td>CML518</td>
<td>DONOVAN'S TOILETS</td>
<td>CML518 DONOVAN'S TOILETS</td>
<td>36 - 42 JACKA BOULEVARD ST KILDA</td>
<td>7 Days Per Week - Twice Daily - April to October / Six Times Daily - November to March</td>
<td>6</td>
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<tr>
<td>PTS411</td>
<td>PTS411</td>
<td>EASTERN ROAD EXELOO</td>
<td>PTS411 EASTERN ROAD PUBLIC TOILET OPPOSITE LILIAN CANNAM KINDERGARTEN (EXCELOO)</td>
<td>141 PARK ST, SOUTH MELBOURNE</td>
<td>7 Days Per Week - Twice Daily</td>
<td>10</td>
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<tr>
<td>PTS334</td>
<td>PTS334</td>
<td>EDWARDS PARK PUBLIC TOILETS</td>
<td>PTS334 EDWARDS PARK MALE AND FEMALE PUBLIC TOILETS</td>
<td>219 ESPLANADE EAST, PORT MELBOURNE</td>
<td>7 Days Per Week - Twice Daily</td>
<td>24</td>
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<td>PTS211</td>
<td>PTS211</td>
<td>ELWOOD BEACH COMMUNITY CTR TOILETS</td>
<td>PTS211 BEACH HOUSE CAFE ELWOOD BEACH COMMUNITY CENTRE PUBLIC TOILET</td>
<td>63B ORMOND ESP, ELWOOD</td>
<td>7 Days Per Week - Twice Daily - April to October / Thrice Daily - November to March</td>
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<td>S&amp;R509</td>
<td>S&amp;R509</td>
<td>ELWOOD LIFE SAVING CLUB</td>
<td>S&amp;R509 ELWOOD LIFE SAVING CLUB</td>
<td>9-15 ELWOOD FORESHORE</td>
<td>7 Days Per Week - Twice Daily - April to October / Six Times Daily - November to March</td>
<td>8</td>
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<td>S&amp;R5</td>
<td>S&amp;R5</td>
<td>ELWOOD PAVILION TOILETS</td>
<td>S&amp;R5 ELWOOD PAVILION TOILETS</td>
<td>105A ORMOND ESPLANADE, ELWOOD</td>
<td>7 Days Per Week - Twice Daily - April to October / Thrice Daily - November to March</td>
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<td>NUMBER OF CLEANS PER WEEK</td>
<td>APPROX GROSS BUILDING AREA</td>
<td>REFERENCE MAP</td>
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<tr>
<td>ART292</td>
<td>ART</td>
<td>GASWORKS</td>
<td>PUBLIC TOILET</td>
<td>1-35 GRAHAM STREET, ALBERT PARK</td>
<td>7 Days Per Week - Twice Daily</td>
<td>2</td>
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<tr>
<td>S&amp;R506</td>
<td>S&amp;R</td>
<td>J L MURPHY</td>
<td>PUBLIC TOILET</td>
<td>351 WILLIAMSTOWN ROAD, PORT MELB.</td>
<td>7 Days Per Week - Twice Daily</td>
<td>1</td>
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<tr>
<td>S&amp;R522</td>
<td>S&amp;R</td>
<td>JUILER RESERVE</td>
<td>PUBLIC TOILET</td>
<td>140 DUNSTAN PARADE PORT MELBOURNE.</td>
<td>7 Days Per Week - Twice Daily</td>
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<td>PTS410</td>
<td>PTS</td>
<td>KERFERD ROAD EXELOO</td>
<td>AT KERFERD RD KERFERD ROAD EXELOO OPPOSITE KERFERD ROAD</td>
<td>129A BEACONSFIELD PDE, ALBERT PARK</td>
<td>7 Days Per Week - Twice Daily - April to October / Thrice Daily - November to March</td>
<td>50</td>
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<td>S&amp;R523</td>
<td>S&amp;R</td>
<td>LAGOON RESERVE PAVILLION AND PUBLIC TOILET</td>
<td>PUBLIC TOILETS</td>
<td>ESPLANADE WEST, PORT MELBOURNE</td>
<td>7 Days Per Week - Twice Daily</td>
<td>103</td>
<td>2</td>
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<td>PTS192</td>
<td>PTS</td>
<td>MARINA RESERVE PUBLIC TOILETS</td>
<td>NEXT TO SKATE PARK</td>
<td>42C MARINE PARADE, ST KILDA</td>
<td>7 Days Per Week - Twice Daily - April to October / Six Times Daily - November to March</td>
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<tr>
<td>PTS518</td>
<td>PTS</td>
<td>MIDDLE PARK PUBLIC TOILETS</td>
<td>OPP ARMSTRONG STREET</td>
<td>255B BEACONSFIELD PDE, MIDDLE PARK</td>
<td>7 Days Per Week - Twice Daily - April to October / Six Times Daily - November to March</td>
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<td>PTS221</td>
<td>PTS</td>
<td>O'DONNELL GARDENS EXELOO</td>
<td>UNISEX EXELOO</td>
<td>23 SHAKESPEARE GR, ST KILDA</td>
<td>7 Days Per Week - Twice Daily - April to October / Thrice Daily - November to March</td>
<td>49</td>
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<td>S&amp;R524</td>
<td>S&amp;R</td>
<td>PEANUT FARM</td>
<td>PUBLIC TOILET</td>
<td>12A BLESSINGTON ST, ST KILDA</td>
<td>7 Days Per Week - Twice Daily</td>
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<td>UNIT ID</td>
<td>UNIT TYPE</td>
<td>MAIN DESCRIPTION</td>
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<td>ADDRESS</td>
<td>NUMBER OF CLEANS PER WEEK</td>
<td>APPROX GROSS BUILDING AREA</td>
<td>REFERENCE MAP</td>
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<td>PTS421</td>
<td>PTS</td>
<td>POINT ORMOND PUBLIC TOILETS</td>
<td>ELWOOD PARK TEA TREE AREA POINT ORMOND PUBLIC TOILETS</td>
<td>9A ORMOND ESP, ELWOOD</td>
<td>7 Days Per Week - Twice Daily - April to October / Six Times Daily - November to March</td>
<td>74</td>
<td>8</td>
</tr>
<tr>
<td>PTS327</td>
<td>PTS</td>
<td>PORT MELB BEACH FEMALE TOILETS</td>
<td>PORT MELB BEACH FEMALE TOILETS (RED BRICK)</td>
<td>70 BEACH ST, PORT MELBOURNE</td>
<td>7 Days Per Week - Twice Daily - April to October / Thrice Daily - November to March</td>
<td>20</td>
<td>2</td>
</tr>
<tr>
<td>PTS402</td>
<td>PTS</td>
<td>PORT MELB BEACH MALE TOILETS</td>
<td>PORT MELB BEACH MALE TOILETS (RED BRICK)</td>
<td>70 BEACH ST, PORT MELBOURNE</td>
<td>7 Days Per Week - Twice Daily - April to October / Thrice Daily - November to March</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>PTS401</td>
<td>PTS</td>
<td>PORT MELB LSC PUBLIC TOILETS</td>
<td>OPP. JOHNSTON ST PORT MELBOURNE LIFE SAVING CLUB PUBLIC TOILETS</td>
<td>40 BEACONSFIELD PDE, PORT MELBOURNE</td>
<td>7 Days Per Week - Twice Daily - April to October / Thrice Daily - November to March</td>
<td>30</td>
<td>2</td>
</tr>
<tr>
<td>PTS517</td>
<td>PTS</td>
<td>PORT MELB PUBLIC TOILETS</td>
<td>REAR OF 101 BEACH ST, PORT MELB</td>
<td>101 BEACH ST, PORT MELBOURNE</td>
<td>7 Days Per Week - Twice Daily - April to October / Thrice Daily - November to March</td>
<td>525</td>
<td>2</td>
</tr>
<tr>
<td>S&amp;R370 &amp; S&amp;R382</td>
<td>PORT MELBOURNE FOOTBALL GROUND</td>
<td>2 PUBLIC TOILET BLOCKS, ONE BEHIND GRAND STAND AND ONE ON INGLES ST.</td>
<td>525 WILLIAMSTOWN ROAD, PORT MELBOURNE</td>
<td>7 Days Per Week - Twice Daily</td>
<td>159</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>S&amp;R508</td>
<td>S&amp;R</td>
<td>PORT MELBOURNE TENNIS CLUB</td>
<td>PUBLIC TOILET</td>
<td>83 SWALLOW ST. PORT MELBOURNE</td>
<td>7 Days Per Week - Twice Daily</td>
<td>50</td>
<td>2</td>
</tr>
<tr>
<td>S&amp;R349</td>
<td>S&amp;R</td>
<td>REAR OF PORT MELB SOCCER CLUB PAVILION</td>
<td>PUBLIC TOILET</td>
<td>351A WILLIAMSTOWN ROAD</td>
<td>7 Days Per Week - Twice Daily</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>UNIT ID</td>
<td>UNIT TYPE</td>
<td>MAIN DESCRIPTION</td>
<td>ADDITIONAL DESCRIPTION</td>
<td>ADDRESS</td>
<td>NUMBER OF CLEANS PER WEEK</td>
<td>APPROX GROSS BUILDING AREA</td>
<td>REFERENCE</td>
</tr>
<tr>
<td>---------</td>
<td>-----------</td>
<td>------------------</td>
<td>------------------------</td>
<td>---------</td>
<td>--------------------------</td>
<td>---------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>CML254</td>
<td>CML</td>
<td>SANDBAR TOILETS</td>
<td>PUBLIC TOILET</td>
<td>175B BEACONSFIELD PARADE, MIDDLE PARK</td>
<td>7 Days Per Week - Twice Daily - April to October / Thrice Daily - November to March</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>S&amp;R358</td>
<td>S&amp;R</td>
<td>SANDRIDGE BEACH PUBLIC TOILETS</td>
<td>PUBLIC TOILET</td>
<td>240 THE BOULEVARD PORT MELB.</td>
<td>7 Days Per Week - Twice Daily - April to October / Thrice Daily - November to March</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>PTS519</td>
<td>PTS</td>
<td>SANDRIDGE PUBLIC TOILETS</td>
<td>NEWLY BUILT</td>
<td>250 THE BOULEVARD, PORT MELB</td>
<td>7 Days Per Week - Twice Daily - April to October / Thrice Daily - November to March</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S&amp;R504</td>
<td>S&amp;R</td>
<td>SOUTH MELBOURNE LSC TOILETS</td>
<td>PUBLIC TOILET</td>
<td>72A BEACONSFIELD PDE ALBERT PARK</td>
<td>7 Days Per Week - Twice Daily - April to October / Six Times Daily - November to March</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>PTS516</td>
<td>PTS</td>
<td>ST VINCENT'S GARDENS</td>
<td>3 SEPARATE TOILET BLOCKS. M &amp; F AT ALBERT PARK TENNIS CLUB, M AT BOWLING CLUB &amp; UNISEX AT FARRARS ST END.</td>
<td>1A ST VINCENT PLACE, STH MELB.</td>
<td>7 Days Per Week - Twice Daily</td>
<td>10</td>
<td>3 - refer S&amp;R286 &amp; S&amp;R515</td>
</tr>
<tr>
<td>PTS190</td>
<td>PTS</td>
<td>THE SLOPES PUBLIC TOILETS</td>
<td>ON SLOPE TO UPPER ESPLANADE MALE AND FEMALE PUBLIC TOILETS - RENDERED CONCRETE, PAINTED</td>
<td>1 LOWER ESPLANADE , ST KILDA</td>
<td>7 Days Per Week - Twice Daily - April to October / Thrice Daily - November to March</td>
<td>115</td>
<td>6</td>
</tr>
</tbody>
</table>
### 10.2.8 – ADVENTURE PLAYGROUNDS

<table>
<thead>
<tr>
<th>UNIT ID</th>
<th>UNIT TYPE</th>
<th>MAIN DESCRIPTION</th>
<th>ADDITIONAL DESCRIPTION</th>
<th>ADDRESS</th>
<th>NUMBER OF CLEANS PER WEEK</th>
<th>APPROX GROSS BUILDING AREA</th>
<th>REFERENCE MAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>S&amp;R303</td>
<td>S&amp;R</td>
<td>SKINNERS ADVENTURE PLAYGROUND</td>
<td>PUBLIC TOILET FOR PLAYGROUND</td>
<td>211 DORCAS ST., SOUTH MELBOURNE</td>
<td>7 Days Toilets, 5 Days Office, Lunchroom, &amp; container</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>S&amp;R169</td>
<td>S&amp;R</td>
<td>ST KILDA ADVENTURE PLAYGROUND</td>
<td>PUBLIC TOILET FOR PLAYGROUND</td>
<td>63-71 GREY ST., ST KILDA</td>
<td>7 Days Toilets only</td>
<td>6 - refer S&amp;R171</td>
<td></td>
</tr>
</tbody>
</table>

### 10.2.9 – DEPOTS AND TRANSFER STATIONS

<table>
<thead>
<tr>
<th>UNIT ID</th>
<th>UNIT TYPE</th>
<th>MAIN DESCRIPTION</th>
<th>ADDITIONAL DESCRIPTION</th>
<th>ADDRESS</th>
<th>NUMBER OF CLEANS PER WEEK</th>
<th>APPROX GROSS BUILDING AREA</th>
<th>REFERENCE MAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPS318</td>
<td>OPS</td>
<td>STH MELB DEPOT-OFFICE</td>
<td>SOUTH MELBOURNE DEPOT- OFFICE</td>
<td>69 WHITE ST, SOUTH MELBOURNE</td>
<td>7 Days, plus daily supplementary clean</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>OPS531</td>
<td>OPS</td>
<td>STH MELB TRANSFER STATION</td>
<td>GATE HOUSE AND TOILET BLOCK</td>
<td>OPPOSITE STH MELB DEPOT</td>
<td>7 Days</td>
<td>2 - refer OPS313</td>
<td></td>
</tr>
<tr>
<td>OPS391</td>
<td>OPS</td>
<td>WILLIAMSTOWN ROAD WORK DEPOT</td>
<td>BUILDINGS MAINTENANCE DEPOT</td>
<td>NEAR PT MELB FOOTBALL GROUND</td>
<td>1 Day</td>
<td>2 - refer OPS390</td>
<td></td>
</tr>
</tbody>
</table>
### 10.3 SCHEDULE OF REGULAR CLEANING ACTIVITIES REQUIRED

<table>
<thead>
<tr>
<th>CLEANING ACTIVITIES REQUIRED (Common for all sites)</th>
<th>FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Cleaning Activities Required throughout unless otherwise specified</td>
<td></td>
</tr>
</tbody>
</table>

#### MAIN AND REAR ENTRANCES
- Main and rear entrances, including steps & stairs, are to be de-littered, de-cobwebbed, thoroughly swept, and mopped as required to present a clean and welcoming appearance.
- Clean external/internal glass in front entrance doors and surrounds.

#### RUBBISH & WASTE BINS
- All rubbish and waste bins are to be emptied, thoroughly clean and sanitise inside and out, bin liners to be removed and replaced with a clean unused liner.
- Recyclable material receptacles containing recyclable waste to be emptied and conveyed to designated points of disposal.
- Mobile garbage bins are provided for the reception of wastes and recyclable material at designated locations.

#### TOILETS, SHOWERS & CHANGEROOMS
- Empty, thoroughly clean and sanitise bins, inside and out, replace liner.
- Clean all cubicles including walls and partitions.
- Dust the tops of all partitions and ledges etc.
- Thoroughly clean and sanitise all toilet bowls, cisterns, toilet seats and lids (top and bottom) and any exposed pipework.
- Thoroughly clean and sanitise all hand basins (top and bottom), benches, plug holes and tap ware.
- Thoroughly clean mirrors
- Thoroughly clean and sanitise wall and tiles especially beneath hand towel dispensers and hand dryers.
- Clean hand towel dispensers and hand dryers.
- Restock all toilet consumables, including hand towels, toilet rolls and liquid soap.
- Thoroughly sweep, mop and sanitise all floors, paying particular attention to corners, edges and behind doors.
- The floor area and urinals in the male toilets are to be kept free of uric acid stains, discoulouration and build up.
- Thoroughly clean and sanitise shower bases.
- Thoroughly clean and sanitise shower screens/curtains/partitions and keep free of soap scum and body fat build up.
- Thoroughly clean and sanitise soap holders, shower heads and seats.
- Remove all graffiti and stickers from walls, doors and other fittings.
- Floors, urinals and showers are to be scrubbed
- Floor waste traps to be cleaned and a sanitising solution poured down the trap.

#### VINYL, TIMBER AND OTHER HARD FLOOR SURFACES
- All vinyl, timber and other hard floor surfaces to be swept and then mopped using hot water and an approved cleanser to a satisfactory finish.
- All vinyl, timber and other hard floor surfaces to be buffed with an approved commercial buffing machine.
- The floor is to be maintained to an even finish and machine buffed free of scuff marks.
<table>
<thead>
<tr>
<th><strong>CARPETED FLOORS</strong></th>
<th>Daily</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Thoroughly vacuum all carpeted areas including mats, rugs and similar floor coverings; lift and vacuum under any loose mats or coverings, paying special attention to corners and edges.</td>
<td></td>
</tr>
<tr>
<td>✓ Spot clean any dirty marks with an approved spotting kit.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>FURNITURE AND FITTINGS</strong></th>
<th>Daily</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Dust all horizontal surfaces including furniture, desks, chairs and counters, handrails and display cabinets, planter boxes, etc.</td>
<td></td>
</tr>
<tr>
<td>✓ Damp wipe all reception desks, counters, tables and benches, free of all finger marks and any other stains or marks.</td>
<td></td>
</tr>
<tr>
<td>✓ Damp wipe all meeting room tables, desks, counters, tables and benches, free of all finger marks and any other stains or marks.</td>
<td></td>
</tr>
<tr>
<td>✓ Do not move or disturb papers or other materials that are on desks or bench tops.</td>
<td></td>
</tr>
<tr>
<td>✓ Remove litter from planter boxes.</td>
<td></td>
</tr>
<tr>
<td>✓ Top of filing cabinets to be kept dust free.</td>
<td></td>
</tr>
<tr>
<td>✓ All cloth or similar covered chairs to be kept dust free and spot cleaned as required.</td>
<td></td>
</tr>
<tr>
<td>✓ Vinyl or leather furniture to be kept free of dust and spot cleaned as required.</td>
<td></td>
</tr>
<tr>
<td>✓ Clean all telephones with an approved telephone-cleansing agent during normal part-time cleaning hours</td>
<td></td>
</tr>
<tr>
<td>✓ Top surfaces of cabinets, compactus units and other like furniture are to be kept dust free at all times.</td>
<td></td>
</tr>
<tr>
<td>✓ Fire fighting equipment to be kept dust free.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>WALLS, DOORS, INTERNAL GLASS &amp; PARTITIONS</strong></th>
<th>Weekly</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Thoroughly damp dust all horizontal surfaces including desks, tables, furniture, partitions, hand rails and balustrades, and window sills.</td>
<td></td>
</tr>
<tr>
<td>✓ Clean beneath and behind movable furniture.</td>
<td></td>
</tr>
<tr>
<td>✓ All door, wall and ceiling mounted air movement/air conditioning vents/registers are to be kept free of dust and fluff build up.</td>
<td></td>
</tr>
<tr>
<td>✓ Dust all window blinds whereby all are serviced weekly.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>FIRE EXTINGUISHERS, COMMUNICATIONS, DATA, ELECTRICITY AND FIRE HOSE CUPBOARDS</strong></th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ All fire extinguishers to be damp wiped and cleaned free of all dust.</td>
<td></td>
</tr>
<tr>
<td>✓ All fire hose reel and mill cock cupboards, communications, data, electricity and fire hose cupboards to be cleaned free of all litter, debris and dust.</td>
<td></td>
</tr>
<tr>
<td>✓ Evacuation telephones and alarm buttons to be cleaned and free of all finger marks and any other stains or marks thereon.</td>
<td></td>
</tr>
</tbody>
</table>
KITCHENS, LUNCH ROOMS, TEAROOMS & KITCHENETTES

- Thoroughly clean and sanitise all kitchen sinks, plug holes, plumbing and tapware.
- The front of cupboards and the exterior of refrigerators and microwaves to be wiped clean.
- Refill all liquid soap dispensers, and all paper towel dispensers.
- Tables, chairs, benches and all other furniture surfaces to be damp wiped so as to be free of all finger marks and any other stains or marks thereon.
- All cloth or similar covered chairs to be kept dust free and spot cleaned as required.

10.3.1 ARTS CENTRES

<table>
<thead>
<tr>
<th>General Cleaning Activities Required throughout unless otherwise specified</th>
<th>YES</th>
</tr>
</thead>
</table>

NOTES AND SPECIAL REQUIREMENTS:

- The Art Galleries are to be fully cleaned by 7:30 a.m. each day
- In general all Galleries shall be cleaned 7 days a week, except for St Kilda Town Hall Gallery which shall be 5 Days. Offices shall be cleaned 5 days and Individual artist studios not cleaned at all.
- Do not touch or clean any art works without the written approval of Council
- Cleaning staff shall refrain from deodorising near the Council collection artworks and the artworks on display in the Gallery and around the Town Halls and other community buildings. Cleaners should also refrain from spraying the carpets and flooring materials in the corridors where the artworks are located.

St Kilda Town Hall Gallery
- There are particularly important dates for sweeping and mopping the Gallery floors to a very high standard once a month, to coincide with gallery exhibitions.

Linden Art Gallery – 26 Acland Street, St. Kilda
- There are particularly important dates for sweeping and mopping the Gallery floors to a very high standard once a month, to coincide with gallery exhibitions.
- The Galleries are rooms 1, 2, 3, 4, 5 and the hallway, down stairs in the Linden Centre for Contemporary Arts. Galleries are to be cleaned 7 days a week.
- All remaining areas at Linden are to be cleaned as per the regular cleaning schedule. Offices are to be cleaned Monday to Friday.

Gasworks Art Park Buildings - 35 Graham Street, Albert Park
- Cleaning as per the regular cleaning activities schedule above is required for:
  - Building 2 - Art & Craft Studio - Monday, Wednesday & Friday
  - Building 4 - Visual Arts Studios - Garden Studio/Studio 1 - Monday, Wednesday & Friday
  - Building 5 - Gatehouse Building (external) - 7 Days a week
  - Building 6 - ARB Gallery - 7 Days a week
  - Building 7 – Theatre building: foyer daily, toilets twice daily, dressing room (toilets daily, shower weekly). - 7 Days a week. Note Cleaning of Theatre is only required on request.
  - Building 9 Admin Building (referred to as Staff Lunchroom) - 5 Days a week
  - Building 10 - Darkroom. Cleaning not required.
  - Building 11 - Studio Theatre and Workshop (Referred to as Storage Area/rehearsal room) - remove rubbish bins from outside the studio doors and
do not clean inside dock. - 5 Days a week

- Sweep/mop all internal brick walkways, including one to storage area and rehearsal room
- Ensure dressing rooms are cleaned including all mirrors and bathrooms
- Ensure main Theatre floor, entry, glass are maintained to the required standard
- Booking Office, Bar and Toilets to be maintained to the required standard
- External Gatehouse (Building 5) to be cleaned
- Studio 1/Garden Studio to be cleaned 3 days a week, Monday, Wednesday & Friday
- Art and Craft Studio is to be cleaned 3 days a week, Monday, Wednesday & Friday
- The other buildings being 1, 3, 5, 8, 10 & 11 are all cleaned by the tenants.

### St Kilda Vegout & Arts Studio - 11 Shakespeare Grove, St Kilda
- Cleaning as per the regular cleaning activities schedule including:--
  - Vegout Toilets - 3 days a week, Monday, Wednesday & Friday
  - St Kilda Bowling Club Artist studios not to be cleaned at all.
  - Corridors and kitchen are to be cleaned weekly.

#### 10.3.2 COMMUNITY CENTRES

<table>
<thead>
<tr>
<th>CLEANING ACTIVITIES REQUIRED</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Cleaning Activities Required throughout unless otherwise specified</td>
</tr>
</tbody>
</table>

**Notes and Special Requirements:**
- SEE SCHEDULE 10.2 FOR FREQUENCY OF CLEANING EACH PARTICULAR CENTRE.
- There shall be no cleaning between 7:00am to 10:00pm for all Centres

**Alma Road Community House – 200 Alma Road St. Kilda**
- Delitter play area
- BBQ to be cleaned (An additional spot clean is to be allowed for Saturday and Sunday)

**Betty Day Community Centre & Delivered Meals Kitchen – 67-69 Argyle Street St. Kilda**
- Delivered Meals Area Kitchen – clean to Kitchen area only

**Cora Graves Community Centre – 38-40 Blessington Street, St. Kilda**
- Must contact prior for appointment during the day

**St. Kilda Mary Kehoe Community Centre –224 Danks Street, Albert Park**
- Rear office to be cleaned

**SES Office and Amenities Block – 523 Williamstown Road Port Melbourne.**
- Cleaned weekly on Tuesday
### 10.3.3 Child Care and Maternal and Child Health Centres

**Cleaning Activities Required**

| General Cleaning Activities Required throughout unless otherwise specified | YES |
| Notes and Special Requirements: | **Frequency** |
| ➢ All child care centres are to be cleaned by 6.30 a.m. daily to ensure all floors are dry and left in a safe condition. | Mon to Fri |
| ➢ Thoroughly clean and sanitise baby scales, change tables and measuring tables. | Daily |
| ➢ Place Mobile Rubbish Bins out for collection | As required |
| ➢ Spot clean chairs | As necessary |

### 10.3.4 Libraries

**Cleaning Activities Required**

| General Cleaning Activities Required throughout unless otherwise specified | YES |
| Notes and Special Requirements: | **Frequency** |
| ➢ Circulation desk to be damp wiped and polished so as to be free of all finger marks and any other stains or marks thereon. | Daily |
| ➢ Thoroughly clean and sanitise all public access computers & terminals so as to be free of all finger marks and any other stains or marks. This includes Monitor, Keyboard & Mouse. Albert Park has 8 Terminals, St Kilda 25 Terminals, Middle Park 2 Terminals, Port Melbourne 10 Terminals and Emerald Hill 4 Terminals. | Daily |
| ➢ Place Mobile Rubbish Bins out for collection | As required |

- **St. Kilda Library – 150 Carlisle Street St. Kilda**
  - Provide a supplementary clean of toilets and a spot clean of public area at 2:30 p.m. daily, 7 days a week.
  - Library basement shall be only cleaned on request.
  - 7 Days

- **Albert Park Library – 319 Montague Street, Albert Park**
  - 7 Days

- **Emerald Hill Library and Heritage Centre – 195 Bank Street South Melbourne**
  - 6 Days M-S

- **Port Melbourne Library – 333 Bay Street, Port Melbourne**
  - 6 Days M-S

- **Middle Park Library**
  - 6 Days M-S

### 10.3.5 Town Halls/Offices

**Cleaning Activities Required**

| General cleaning throughout all areas unless otherwise specified | YES |
| Notes and Special Requirements: | **Frequency** |
| **Internal** | |
| Entrances | |
| ➢ **Coir mats** to be vacuum cleaned. Mats to be removed from set down and set down to be vacuumed clean of all accumulated dust and debris. Mats to be | As necessary |
replaced securely in set down.

<table>
<thead>
<tr>
<th>Task</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Butt Bins, fixed and freestanding</td>
<td>Daily</td>
</tr>
<tr>
<td>Walls to full height</td>
<td>Six Monthly</td>
</tr>
<tr>
<td>Door surrounds to be spot cleaned and free of all finger marks,</td>
<td>Daily</td>
</tr>
<tr>
<td>posters, stickers and any other stains and marks.</td>
<td></td>
</tr>
<tr>
<td>All window ledges to be dust free and damp wiped.</td>
<td>Daily</td>
</tr>
<tr>
<td>All windows to be spot cleaned and free of all finger marks,</td>
<td>Daily</td>
</tr>
<tr>
<td>stickers, stains and all other marks.</td>
<td></td>
</tr>
<tr>
<td>Handrails to be damp wiped and polished to be free of dust,</td>
<td>Daily</td>
</tr>
<tr>
<td>finger marks and stains.</td>
<td></td>
</tr>
<tr>
<td>Wrought iron work to be damp cloth wiped and free of dust,</td>
<td>Daily</td>
</tr>
<tr>
<td>finger marks and stains.</td>
<td></td>
</tr>
<tr>
<td>All walls to a height of two metres to be spot cleaned.</td>
<td>Weekly</td>
</tr>
<tr>
<td>All treads, risers, landings and skirtings to be mopped and</td>
<td>Weekly</td>
</tr>
<tr>
<td>scrubbed clean of all marks and stains.</td>
<td></td>
</tr>
<tr>
<td>All light switches, switch cover plates to be wiped clean and free</td>
<td>Weekly</td>
</tr>
<tr>
<td>of all finger marks, stains and all marks.</td>
<td></td>
</tr>
<tr>
<td>All skirting boards to be dust free and damp wiped.</td>
<td>Monthly</td>
</tr>
<tr>
<td>Councillors’ Suite - Additional cleaning activities</td>
<td></td>
</tr>
<tr>
<td>Desk and counter areas to be damp wiped and polished if necessary</td>
<td>Daily</td>
</tr>
<tr>
<td>All materials placed on desk to be lifted clear of desk to allow</td>
<td></td>
</tr>
<tr>
<td>thorough cleaning and to be replaced in original location.</td>
<td></td>
</tr>
<tr>
<td>All furniture to be free of dust, damp wiped free of all marks and</td>
<td>Daily</td>
</tr>
<tr>
<td>and stains and to be polished with an approved polishing agent.</td>
<td></td>
</tr>
<tr>
<td>All cleaning of heritage furniture needs special attention and</td>
<td></td>
</tr>
<tr>
<td>shall be as approved by Council.</td>
<td></td>
</tr>
<tr>
<td>All windows to be spot cleaned and free of all finger marks,</td>
<td>Daily</td>
</tr>
<tr>
<td>stickers, stains and all other marks.</td>
<td></td>
</tr>
<tr>
<td>All light switches, switch cover plates to be wiped clean and free</td>
<td>Daily</td>
</tr>
<tr>
<td>of all finger marks, stains and all marks.</td>
<td></td>
</tr>
<tr>
<td>All window ledges to be dust free and damp wiped.</td>
<td>Daily</td>
</tr>
<tr>
<td>All skirting boards to be dust free and damp wiped.</td>
<td>Weekly</td>
</tr>
<tr>
<td>Artworks</td>
<td></td>
</tr>
<tr>
<td>No artworks including paintings, photographs, sculptures and any</td>
<td>Only on request</td>
</tr>
<tr>
<td>other work deemed as art work are to be cleaned in any manner</td>
<td></td>
</tr>
<tr>
<td>unless directed exclusively by the Collections and Heritage</td>
<td></td>
</tr>
<tr>
<td>Manager of the City of Port Phillip.</td>
<td></td>
</tr>
</tbody>
</table>

St. Kilda Town Hall and Offices

- A full time day cleaner is required from 8.00am to 4.00pm Monday to Friday; and a second part time cleaner from 12.30pm to 4.30pm Monday to Friday.
- Both cleaners are to work at the direction of the Contract Manager.
- The full time cleaner’s duties will include, but are not restricted to the following:

Daily Duties of Full Time Cleaner
8:00am – 9:00am
- Check reception foyer area sweep and spot mop if required
- Check Gallery and service gallery floors
- Change over all recycling/rubbish wheelie bins around the buildings
- Check all kitchens and replenish hand towel
- Check and stock up all toilets on Ground Floor, Level 1 and Level 2
- Walk around the building picking up rubbish including basements
- Empty smoker ashtray bin outside

9:00am – 10:15am
- Check meeting rooms that are free and wipe down table and dust window ledges, on all floors
- Check cleaner’s corridor on level and stock up for night cleaners

10:15am – 12.00noon
- Check and clean the meetings and events glass doors entrance
- Sweep and dust the lift entrance area in the basement
- Spot clean the glass front on lift entrance basements
- Check reception area and dust control mop if necessary
- Pick up the bin located under the water tank
- Wipe down the tables near the receptions including glass meeting room
- Check the toilets and replenish stock on Ground floor, Level 1 and 2

12:00noon – 12:36pm – Lunch break

12.36pm – 1:30pm – St Kilda Library
- Wipe down sinks and disinfect all three toilets and St Kilda Library
- Replace hand towels and toilets rolls
- Wipe under hand driers
- Wipe the door and handles

1:30pm – 3:00pm
Service thoroughly all toilets starting from Ground Floor to Level 1 and 2 – Town hall
- Check and wipe down kitchens, empty bins and replenish hand towel starting from Level 2, 1 and Ground Floor
- Check all soap cartridges on Level 2 and wipe down the wall underneath of drops and mark
- Reception glass entrance door wipe down with fast glass and dust the ledges.

3:00pm – 4:00pm
- Sweep reception foyer as needed
- Sweep the back entrance Portico meeting and events side
- Sweep and pick rubbish near the bin area and put the bins neatly
- Get the trolley ready for next shift
- Tidy up back cleaners room

Dispose of Organic Waste Bins at St Kilda Town Hall Weekly

<table>
<thead>
<tr>
<th>Disposals at St Kilda Town Hall Weekly</th>
<th>Weekly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Events Cleans encompasses the following:</td>
<td>Contractor to inform himself of these dates</td>
</tr>
</tbody>
</table>

**2 Hour Clean**
- Half Auditorium Vacuum and Mop
- All Toilets Ground Floor
- Replace Bins liners
- Portico entrance Vacuum and Mop
- All hallways surrounding Auditorium
- Auditorium stage
- All toilets (Annex side)
- Empty auditorium and kitchen bins

**4 Hour Clean**
- Full Auditorium Vacuum and Mop
- All Toilets Ground Floor
- All hallways surrounding Auditorium

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Title: Cleaning of Buildings, Public Conveniences and BBQs
Page 110
- Auditorium stage
- All toilets (Annex side)
- Replace all bin liners
- Auto Scrub Machine of effected areas
- Check all window ledges & clean as necessary

**6 Hour Cleaning**
- Full Auditorium (vacuum and mop)
- All Toilets Ground Floor
- Dust and wipe down fixed furniture
- All hallways surrounding Auditorium
- Auditorium stage Vacuum and Mop
- Portico Entrance full Vacuum and Mop
- Auto Scrub Auditorium Floor
- Check wipe down doors
- Check and Wipe ledges and Skirtings
- Portico Entrance Glass spot clean
- Take out and Wash all bins from the Auditorium

**1 Hour Optional Kitchen**
- Sanitise Kitchen benches and tops
- Replace hand towels and soap
- Replace Bin liners
- Sweep and Mop floors
- Wipe Microwave and Dishwasher fronts

**2 Hour Kitchen Clean**
- Wipe Kitchen benches and tops
- Replace hand towels and soap
- Replace Bin liners
- Sweep and Mop floors
- Check and Mop cool room
- Wipe microwave and dishwasher fronts
- Wipe down and clean out of dishwasher
- Clean out of bins (including wash down)
- All floor matting to be washed
- Sweep and mop under benches
- Clean in-between equipment
- Clean inside & outside of deep fryer
- Wipe inside & outside of ovens

**EXTERNAL**

- **All mail boxes** are to be wiped clean and free of all finger marks, stains and all marks.  As necessary
- **All paved areas** including asphalt parking bays to be swept and made free of all rubbish, garden debris etc.  As necessary
- **Garbage corrals** to be swept clean and free of all rubbish and garden materials.  Daily
- **Loading dock** to be swept clean and free of all rubbish and garden materials.  Daily
- **Underground Car Park**
  - All horizontal surfaces including raised sections to be swept clean and free of all rubbish and materials.
  - All concrete paved areas including loading dock and underground car park and garbage corrals to be water pressure cleaned. All excess water to be squeegeed to the appropriate drainage pits.
  - All light fittings, light switches, GPOs and fixtures to be dusted and cobweb free.  As requested
- All metal security grills and doors to be dusted and cobweb free.
- The air conditioning and ventilation duct work to be dusted and cobweb free to ceiling height.
- All electrical switches to be wiped clean and free of all stains.
- Note: All hoses and pressure hoses are to be connected to approved fittings only. The use of fire hoses or fire fighting connections will not be tolerated.

**South Melbourne Town Hall and Offices.**
- This includes the Council areas on the Ground and First Floor Monday to Friday plus the Australian National Academy of Music (ANAM) which occupies the Eastern side of the Town Hall both Ground and First Floors.
- The Academy requires cleaning 5 nights a week, Monday to Friday inclusive except the main hall which is cleaned on request.
- MCH to be cleaned as specified in their schedule. ANAM cleaning includes toilets cleaned and restocked, all bins emptied, all offices, studios and halls vacuumed, hallways and office ledges dusted progressively over a week.
- Main Hall cleaned on request.

**Port Melbourne Town Hall and Offices.**
- This includes all Council areas and Toilets on the ground and first floors plus a supplementary clean of all toilets between 1pm and 3pm.
- Library & MCH to be cleaned as per respective specifications. First floor Function room to be cleaned only on request.

**147 Liardet Street Port Melbourne Regional Arts Office and Community Room.**
- This includes entrance lobby, stairs and first floor offices and toilets.

### 10.3.6 BBQs

<table>
<thead>
<tr>
<th>CLEANING ACTIVITIES REQUIRED</th>
<th>FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hot plates</strong></td>
<td>Each visit</td>
</tr>
<tr>
<td>Thoroughly clean all hot plates to present a clean surface suitable for food preparation.</td>
<td>Each visit</td>
</tr>
<tr>
<td><strong>Hot Plate Surrounds</strong></td>
<td>Each visit</td>
</tr>
<tr>
<td>Thoroughly clean all hot plate surrounds to present a clean surface suitable for food preparation.</td>
<td>Each visit</td>
</tr>
<tr>
<td><strong>Structure &amp; Surrounds</strong></td>
<td>Each visit</td>
</tr>
<tr>
<td>Thoroughly clean all sides and ends of the barbeque structure and paved surrounds to present a clean and welcoming environment to the public.</td>
<td>Each visit</td>
</tr>
<tr>
<td><strong>Grease Containers</strong></td>
<td>Each visit</td>
</tr>
<tr>
<td>All grease trays and grease tray cubicles will be thoroughly emptied and cleaned. Grease and other waste matter to disposed of strictly in accordance with regulations for the disposal of such waste.</td>
<td>Each visit</td>
</tr>
<tr>
<td>Treatment of Waste Oil and Fats from BBQs shall be collected and disposed of strictly in accordance with all governing regulations and codes of practice. This includes the Health Act and the EPA Regulations.</td>
<td>Each visit</td>
</tr>
<tr>
<td><strong>Excess Water</strong></td>
<td>Each visit</td>
</tr>
<tr>
<td>The contract requires the use of water efficient pressure cleaners to avoid pooling of water on or near the facilities</td>
<td>Each visit</td>
</tr>
<tr>
<td>All excess water will be removed from the BBQ and its surrounds.</td>
<td>Each visit</td>
</tr>
</tbody>
</table>

**Notes and Special Requirements:**
Cleaning works shall not commence prior to 7:00 a.m. and should proceed in
such a manner that all facilities are cleaned no later than 10:00 a.m. unless
another time is specified.

All cleaning methods and / or chemicals used must be approved by the Council
and used strictly to the manufacturer’s recommendations.

As part of Council’s commitment to the environment, the Contractor will provide
environmentally friendly chemicals for this contract.

The cleaning of all BBQs is to be undertaken 365 days per year.
All Council BBQs are to be cleaned, beginning at Elwood, at the following times:
April to October - Daily from 7:00 am
November to March - Twice daily 7:00 am and 2:30 p.m.

Cleaning staff should not place themselves in an unsafe work environment.
Cleaning staff, either directly, or through their supervisor or company, must
report any incidents involving the public to the Contract Manager immediately.
If the cleaner is confronted by aggressive members of the public, the cleaner
should note this in the daily logbook and leave the immediate area uncleaned.
The matter should be reported to the Contract Manager immediately.

Syringes are often left in public areas and particular care should be exercised to
avoid a needle stick injury. If any sharps are found in or around the toilets they
shall be placed in the sharps container in the facility. The sharps containers are
emptied by a specialist contractor.
If a needle stick injury occurs, the correct reporting procedure should be followed
and appropriate medical attention sought.

10.3.7 PUBLIC CONVENIENCES

<table>
<thead>
<tr>
<th>CLEANING ACTIVITIES REQUIRED</th>
<th>FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pans &amp; Cisterns</strong>&lt;br&gt;Thoroughly clean, wipe, and sanitise all WC pans and seats including underside of seats and all hinges and cisterns and/or cistern cover plates.</td>
<td>Each visit</td>
</tr>
<tr>
<td><strong>Dispensers</strong>&lt;br&gt;Thoroughly clean, wipe, and sanitise all toilet paper and paper hand towel dispensers, refill and lock.</td>
<td>Each visit</td>
</tr>
<tr>
<td><strong>Pipework and grab rails</strong>&lt;br&gt;Thoroughly clean, wipe, and sanitise all exposed pipe work and any grab rails</td>
<td>Each visit</td>
</tr>
<tr>
<td><strong>Urinals &amp; Surrounds</strong>&lt;br&gt;Thoroughly clean, scrub &amp; sanitise all urinals, urinal steps and aprons, cisterns and/or cistern cover plates and exposed pipe work ensuring no build-up of uric acid at any time.&lt;br&gt;The Contractor is to ensure that no odours emit from urinals or surrounds.</td>
<td>Each visit</td>
</tr>
<tr>
<td><strong>Hand Basins</strong>&lt;br&gt;Thoroughly clean, wipe and sanitise all hand basins, bench tops, surfaces, edges and surrounds, taps, soap dispensers and all exposed pipe work with Council approved chemicals diluted with water to the manufacturer’s specifications.</td>
<td>Each visit</td>
</tr>
<tr>
<td><strong>Shower Stalls</strong>&lt;br&gt;Thoroughly clean, sanitise, scrub and pressure wash all shower bases and walls.&lt;br&gt;Thoroughly clean, wipe and sanitise all soap holders, shower heads, tap handles and seats.</td>
<td>Each visit</td>
</tr>
</tbody>
</table>
### Floors
- Thoroughly clean, sanitise, scrub and pressure wash all floor areas ensuring there is no mould, fungus or algae at any time. All excess water to be removed by squeegee to floor waste gully (NB - There are gullies at all locations).

### Walls and Tiled Surfaces
- Thoroughly clean, sanitise, scrub and pressure wash all walls and tiled areas to walls.

### Communications - Public information board
- Cleaning staff to fill in the public information cleaning board located at each site after each visit. Note: the information board will display the date and time of the last cleaning and the 24 hour contact number of the cleaning company.

### Free Standing Showers
- Free standing showers and surrounds should be pressure washed and scrubbed clean the area in the immediate vicinity of the beach showers to be cleared of litter.

### Excess Water
- The contract requires the use of water efficient pressure cleaners to avoid pooling of water on or near the facilities.
- All excess water will be removed from the public convenience and its surrounds.

### Notes and Special Requirements:
- Cleaning works shall not commence prior to 7:00am and should proceed in such a manner that all facilities are cleaned no later than 10:00am unless another time is specified.
- All cleaning methods and / or chemicals used must be approved by the Council and used strictly to the manufacturer's recommendations.
- As part of Council's commitment to the environment, the Contractor will provide environmentally friendly chemicals, toilet paper and paper hand towels for this contract.
- The cleaning of all public conveniences is to be undertaken 365 days per year. Please refer to Schedule 10.2.
- All Council's public conveniences located on the foreshore and the Coles Carpark location are to be cleaned, beginning at Elwood, at the following times:
  - From 1 April to 31 October: Twice Daily between 7.00am & 2.30pm; and
  - From 1 November to 31 March: Three Times between 7.00am, 12.00pm & 4.00pm
- An additional three cleans at each of the following public toilets during this period – Catani Gardens, Donovan's Restaurant, Elwood Life Saving Club, Marina Reserve, Middle Park, Point Ormond and South Melbourne Life Saving Club. 1 November to 31 March – six times commencing at 5.00am (1st clean), 9.00am (2nd clean), 12.00pm (3rd clean), 2.00pm (4th clean), 4.00pm (5th clean) and 6.00pm (6th clean).
- All Council’s public conveniences, not located on the foreshore are to be cleaned twice daily between 7.00am and 2.30pm.
- Cleaning staff should not place themselves in an unsafe work environment.
- Cleaning staff, either directly, or through their supervisor or company, must report any incidents involving the public to the Contract Manager immediately.
- If the cleaner is confronted by aggressive members of the public, the cleaner should note this in the daily logbook and leave the immediate area uncleaned. The matter should be reported to the Contract Manager immediately.
- Whilst being cleaned, pole mounted, horizontal hanging barrier signs ‘Closed for Cleaning’ should be used.
- Syringes are often left in public areas and particular care should be exercised to avoid a needle stick injury. If any sharps are found in or around the toilets they shall be placed in the sharps container in the facility. The sharps containers are emptied by a specialist contractor.
- If a needle stick injury occurs, the correct reporting procedure should be followed and appropriate medical attention sought.

### 10.3.8 ADVENTURE PLAY GROUNDS

<table>
<thead>
<tr>
<th>CLEANING ACTIVITIES REQUIRED</th>
<th>FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Cleaning Activities Required throughout unless otherwise specified</td>
<td></td>
</tr>
<tr>
<td>Notes and Special Requirements:</td>
<td></td>
</tr>
<tr>
<td><strong>Skinners Adventure Playground – 411A Dorcas Street, South Melbourne</strong></td>
<td>Daily 7 days</td>
</tr>
<tr>
<td>➢ Lunch Room, Container &amp; Office</td>
<td></td>
</tr>
<tr>
<td>➢ Toilets Only</td>
<td></td>
</tr>
<tr>
<td><strong>St. Kilda Adventure Playground – off Neptune Street, St. Kilda.</strong></td>
<td>7 Days</td>
</tr>
<tr>
<td>➢ Toilets Only</td>
<td></td>
</tr>
</tbody>
</table>

### 10.3.9 WORK DEPOTS & TRANSFER STATION

<table>
<thead>
<tr>
<th>CLEANING ACTIVITIES REQUIRED</th>
<th>FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Cleaning Activities Required throughout unless otherwise specified</td>
<td></td>
</tr>
<tr>
<td>Notes and Special Requirements:</td>
<td></td>
</tr>
<tr>
<td><strong>South Melbourne Depot Office – 69 White Street, South Melbourne:</strong></td>
<td>Daily</td>
</tr>
<tr>
<td>➢ Includes cleaning of 2 Storey office and amenities building, five portables, pathways, external bins.</td>
<td></td>
</tr>
<tr>
<td>➢ To be cleaned between 7.00pm and 12 midnight.</td>
<td></td>
</tr>
<tr>
<td>➢ A second clean of toilets and lunch room is required between 7.00am – 8.00am daily</td>
<td></td>
</tr>
<tr>
<td><strong>The Transfer Station Gatehouse and toilets (Opposite South Melbourne Depot):</strong></td>
<td>Daily</td>
</tr>
<tr>
<td>➢ Clean of toilets and gatehouse between 7.00am. – 8.00am.</td>
<td></td>
</tr>
<tr>
<td><strong>Williamstown Road Work Depot (Near Port Melbourne Football Ground)</strong></td>
<td>Weekly</td>
</tr>
<tr>
<td>➢ Clean Portable offices, SES Offices and Amenities including Outside Toilet.</td>
<td></td>
</tr>
</tbody>
</table>
### 10.4 SCHEDULE OF PERIODICAL CLEANING ACTIVITIES REQUIRED

The following works are deemed to be periodicals and are to undertaken in accordance with the frequencies specified. Works shall be undertaken at the same time each period or at a time directed by the Contract Manager.

The Contract Manager must be given notice, as indicated in the Specification, before performing periodicals. The Contractor must submit an “Annual Periodical Plan” to the Contract Manager indicating periodicals will be undertaken for approval by the Contract Manager.

<table>
<thead>
<tr>
<th>10.4.1 Window Cleaning (on request only, NOT included in contract) Quotes for works based on schedule of rates will be asked for on a job to job basis</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>External and Internal Glass Windows (Shell)</strong></td>
</tr>
<tr>
<td>Specific dates will need to be agreed with the Contract Manager to ensure the effective performance of the window cleaning service. A <strong>JSA</strong> for each building must be supplied by the Contractor and approved by the Contract Manager prior to any works commencing.</td>
</tr>
<tr>
<td><strong>Window cleaning incorporates:</strong></td>
</tr>
<tr>
<td>Cleaning to a non-smear finish all external and internal perimeter (shell) glass including entrance doors and surrounds;</td>
</tr>
<tr>
<td>Cleaning of glass includes all frames, vertical and horizontal section, mullions and surrounds including hard surfaces above and below window frames, removal of cobwebs, bird droppings, sills to be cleaned free of all dirt/dust, and window cleaning solution runs/spillage; and</td>
</tr>
<tr>
<td>The removal of stickers, tape, paint and silicon from all glass.</td>
</tr>
<tr>
<td>If spider webs are visible then after removal, the area is to be sprayed with an insecticide to delay the return of further spider webs.</td>
</tr>
</tbody>
</table>

| **The following phrases have the meaning indicated:** |
| A. “entrance doors and surrounds” - all that glass contained within entrance doors to the building along with the immediate surrounding glass which makes up the entrance façade; and |
| B. “external perimeter glass” - all that glass contained within the vertical perimeter walls of the building from and including the ground floor through to the top level unless otherwise stated; and |
| C. “internal perimeter glass” - all that glass contained within the vertical perimeter walls of the building form and including the ground floor through to the top level unless otherwise stated; and window cleaning may be undertaken during normal working hours however the Contract Manager is to be advised at least one week prior to cleaning so that workplace disruption may be minimised. |

| **Window Cleaning - Internal Glass Partitions** |
| Clean to a non-smear finish all internal partition glass including entrance doors and surrounds. |
| The cleaning of glass includes all frames, vertical and horizontal section, mullions and surrounds including hard surfaces above and below window frames, removal of cobwebs, sills to be cleaned |
free of all dirt/dust, and window cleaning solution runs/spillage.

Stickers, tape, paint and silicon are to be removed from all glass.

If spider webs are visible then after removal, the area is to be sprayed with an insecticide to delay the return of further spider webs.

**Internal Partition Glass**
All that glass contained within the partition perimeter walls of the building from and including the ground floor through to the top level unless otherwise stated.

**Entrance Doors and Surrounds**
All that glass contained within entrance doors of the building along with the immediate surrounding glass within the building.

Window cleaning may be undertaken during normal working hours however the Contract Manager is to be advised at least one week prior to cleaning so that workplace disruption may be minimised.

### 10.4.2 Carpet and Soft Furniture Steam Cleaning (Four Monthly i.e. 3 times per annum)
The Contractor must steam clean all carpeted areas and soft furnishings throughout.

In undertaking steam cleaning the Contractor shall ensure that all moveable furniture is moved and cleaning carried out underneath. Steam cleaning shall only be undertaken outside of normal working hours and the Contract Manager shall give one week’s for this work to be performed. Shampooing of carpets is not acceptable as a method of performing this duty except as a pre-treatment.

### 10.4.3 Clean GPOs, phone & data outlets (Six Monthly i.e. twice per annum)
All GPOs, phone and data outlets shall be dusted and damp wiped to remove all dust and dirt.

### 10.4.4 Clean all automatic glass sliding doors, glass doors to the evacuation panel, glass display cabinets, stainless steel doors, architraves and jambs to the lifts and fire panels. (Six Monthly i.e. twice per annum)
All automatic glass sliding doors, glass doors to the evacuation panel, glass display cabinets, stainless steel doors, architraves and jambs to the lifts and fire panels are to be cleaned free of all dust, cob webs, finger marks, posters, stickers and any other stains or marks thereon.

### 10.4.5 Clean all walls and doors (Six Monthly i.e. twice per annum)
All walls and doors to be cleaned from floor to ceiling line so as to be free of all dust, cob webs, finger marks, posters, stickers and any other stains or marks thereon.

### 10.4.6 Clean all air conditioning and heating registers (Six Monthly i.e. twice per annum)
Air conditioning / heating registers, vents and return air grilles to be cleaned and free of all dust, dirt and marks.
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
</table>
| 10.4.7  | Thorough Clean Kitchens, Lunchrooms and Tea Areas (Six Monthly i.e. twice PA)  
Clean as per general specification plus thorough clean inside all ovens, microwaves, fridges, freezers and cupboards. |
| 10.4.8  | Clean Window Coverings (Annually i.e. once per annum)  
All window coverings e.g: venetian / verasol blinds to be cleaned using an agreed and approved method of cleaning in accordance with the manufacturer's recommendations. |
| 10.4.9  | Stripping, Seal, Polish and Buff (Annually i.e. once per annum)  
Where applicable, the Contractor shall be responsible for stripping, sealing, polishing and buffing all hard floor surfaces except non-treated concrete.  
Two (2) coats of sealer and three (3) coats of polish shall be used each time the service is performed. |
| 10.4.10 | Clean Light Fittings & Ceiling Fans (Annually i.e. once per annum)  
All light fittings and ceiling fans to be detail cleaned so as to remove all cobwebs, dust and dirt. Clean in accordance with manufacturer's recommendations. |
|         | All cleaning activities shall be strictly in accordance with the respective manufacturer's recommendations unless otherwise approved by Council. |
10.5 SCHEDULE OF ADDITIONAL PARTICULAR PERFORMANCE CRITERIA

The Contractor must undertake all work under the Contract in accordance with the following performance criteria.

10.5.1 Basins

Clean and sanitise all exposed surfaces of all basins, sinks, pipes, plugs and drains utilising a non-abrasive powder cleanser. All surfaces shall be rinsed and wiped dry. Stainless steel sinks shall also be cleaned using a stainless steel polish applied with a soft cloth. In toilet areas basins shall include all of the bench area surrounding the basin.

10.5.2 Furniture, Fixtures and Fittings

Clean all exposed surfaces of all furniture, fixtures and fittings including but not limited to desks, tables, filing cabinets, bookshelves, cupboards, lights, handrails, balustrades and similar using a damp cloth and/or feather duster. Special care must be taken with cleaning heritage furniture as notified by Council. Clean heritage furniture using Council approved materials and methods.

10.5.3 Kitchen and Kitchen Appliances

Clean and sanitise, wiping the surface of all kitchen benches and cupboards. All kitchen appliances including but not limited to ovens, hot plates, microwaves, hot water units, refrigerators and similar shall be externally cleaned using an appropriate cleaning fluid applied by atomiser.

10.5.4 Mirrors

Clean mirrors using a microfibre cloth, or an ammoniated cleaning fluid applied by atomiser. Ensure that the surface is left in a streak free condition. The frames of all mirrors are to be polished using a soft cloth and appropriate polish.

10.5.5 Showers

Clean and sanitise all shower recesses using a cleaning product designed specifically for this purpose. Cleaning shall remove build-up of body fats and all mould and mildew present in tile grouting and around shower roses and waste outlets. Upon cleaning with cleaner, all surfaces shall be rinsed or hosed clean and wiped dry. All exhaust vents shall be removed, cleaned and replaced on a monthly basis.

10.5.6 Dusting

Dust all surfaces and fittings utilizing a damp cloth or alternate dust eradication method. Dusting shall remove all cobwebs. Areas to be dusted shall also include all overhead pipes or ducting, air conditioning vents and registers, the tops of all furniture, overhead fans, architraves, windowsills and ledges and similar.

10.5.7 Mopping & Scrubbing

Damp mop all floors other than carpeted areas using a detergent ensuring that the floor surface is left in a dry slip free condition.

Sweep, damp-mop and clean all marble, granite, limestone, timber, vinyl and other resilient floor surfaces using an impregnated cloth/tool, or microfibre mop.
Machine scrub hard surfaces as applicable.

Machine buff hard surfaces. Remove scuff marks as applicable.

Strip and seal hard surfaces. Remove discoloured polish.

Colour coded mop/buckets are to be separately used for toilets and general cleaning.

10.5.8 Waste Bins and Rubbish

For the purposes of this clause waste and rubbish (“Waste”) is defined as any item that has been placed in a waste bin or recycling container and includes packaged items which have been labelled by Council staff that they are for collection by the Contractor. Waste includes but is not necessarily limited to paper, food scraps, cardboard, bottles, cans, packaging, material, plastics and litter. Bin requirements will be:

a) each desk: recycling container only;
b) each floor: garbage bin, white paper receptacles and co-mingled recycle receptacles;
c) meeting rooms: garbage bins; and
d) kitchens: garbage bin co-mingled recyclable receptacles.

The Contractor must empty all waste bins and supply bin liners to all waste bins. Bin liners in bins containing food scraps shall be replaced daily. All other bin liners shall be replaced not less than weekly or daily if they become soiled. The internal and external surfaces of all bins must be cleaned and sanitised.

The Contractor must remove the waste from site to the designated waste disposal bin in an approved manner. The Contractor must safely dispose of all waste and recycling.

10.5.9 Entrances/Paved Areas

The Contractor must:

a) sweep clean all pathways, concrete or paved areas as designated including concrete surfaced stairwells;
b) pressure clean areas where drink spillages and cigarette stains occur; and
c) collect and dispose of all litter and debris from any paved areas on a daily basis.

Cleaning shall ensure that all drains and wastewater grates are clear of debris that may restrict the flow of water.

10.5.10 Mats and Mat Wells

The Contractor is responsible for lifting all mats and shaking or beating all grit and debris from the fibre. All mat wells must be vacuumed clean prior to the repositioning of the mat.

10.5.11 Glass Spot Cleaning

The Contractor must spot clean all glass in doors, windows or partitions utilising a microfibre cloth, or an ammoniated cleaning fluid applied by atomiser. The surface is to be polished to a clear finish, including the removal of old tape or other fixatives.
10.5.12 Carpet Spot Cleaning

The Contractor must removal of all spots from carpeted areas. Spot cleaning shall be undertaken using an approved carpet product suitable for the type of stain. The Contractor shall report any stain that does not respond to treatment for further instructions.

10.5.13 Toilets

The Contractor must clean and sanitise all toilet bowls using an approved toilet bowl cleanser. The inside of all toilet bowls shall be scrubbed with a hard bristled brush, flushed and wiped clean. The outside of all toilet bowls shall be wiped clean.

10.5.14 Urinals

The Contractor must clean and sanitise all urinals using an approved cleanser. All urinals are to be scrubbed with a hard bristled brush, flushed and wiped clean. This includes all urinal roses and outlets. Where stainless steel grates are fitted to urinals these shall be lifted and scrubbed clean and the underneath cleaned in the same manner as specified in this clause. All stainless steel surfaces are to be wiped clean using an approved stainless steel polish. Surrounding wall surfaces must be wiped clean and sanitised.

10.5.15 Walls and Doors

The Contractor must spot clean all walls and doors utilizing a damp cloth and appropriate detergent applied by atomiser to remove all finger and scuff marks. Cleaning includes wiping all kick plates, grilles, door handles and push plates. These items must be polished as necessary.

10.5.16 Vacuuming

The Contractor must vacuum all carpeted floor surfaces (including spot vacuuming as necessary), including under and around all furniture, fittings and fixtures, all edges, corners and crevices. Vacuuming shall be undertaken using an industrial strength vacuum cleaner.

"Note - chairs are to be re-instated around tables or adjacent to desks as part of the cleaning service.

10.5.17 Soft Furnishings

The Contractor must vacuum or wipe as applicable all soft furnishings, including but not limited to curtains, drapes, venetian blinds, office chairs, visitors chairs and couches ensuring that all dirt and debris is removed from all surfaces, corners and crevices. Where items have cushions these are to be lifted and prior to replacement the areas behind and underneath shall be vacuumed.

10.5.18 Counters/Benches

The Contractor must wipe clean all counter or bench surfaces utilising an appropriate cleaning product for the type of surface in question.

10.5.19 Tiled Surfaces
The Contractor must scrub and clean all tiled wall surfaces utilising a soft bristle brush and an appropriate disinfectant/detergent applied by atomiser. All surfaces are to be wiped clean with a dry flannelette cloth.

10.5.20 Glazed Pictures

The Contractor must dust and wipe clean all pictures, plaques and other display items within designated area. Where applicable and if necessary these items are to be polished using an approved polish for the item in question. The Contractor will consult with curatorial staff prior to touching or moving any artwork.

10.5.21 Artworks

The Contractor is not required to clean any art works and shall consult with Council curatorial staff prior to touching or moving any artwork.
11. DEFINITIONS

The following terms have the meanings indicated:

a. “Brush” - removal of all dry litter from a surface by use of a bristled brush or broom;
b) “Buffing” - restoring a sheen to a sealed waxed or resin-finished composition floor by use of a polishing machine equipped with a polishing brush, 3M nylon pad or equivalent in accordance with manufacturer’s specifications;
c) “Council Assets” - any item owned, leased or in the control of the Council;
d) “Customer Service” - the provision of polite, positive and professional services to all customers;
e) “Damp and Wipe” - cleanse with a cleaning solution and wipe dry with a clean cloth;
f) “Damp wipe” - the removal of stains, finger marks, dust and dirt by use of a dampened cloth;
g) “Thoroughly clean and sanitise” – the use of hygienic processes and tools to ensure thorough removal of soils, bacteria and moisture from the surface;
h) “Dust” - removal of all dust from a surface by use of a chemically treated cloth or equivalent;
i) “Dust free” - no dust visible or detectable by touch on surface from a high or low angle of visibility after cleaning;
j) “Emergency Call Out” - any request or need to perform urgent work outside of normal working hours, to rectify a situation which has caused injury, damage, nuisance or affected public health or if not attended to has the potential to cause injury, damage, nuisance or affect public health;
k) “Gloss finish” - metallic interlock sealer;
l) “Local Law” - any local law made by Council pursuant to the Local Government Act 1989;
m) “Litter free” - an absence of dirt, strewn papers, staples, paper clips etc;
n) “Mop” - removal of all soluble soil by use of a wet mop with a mild soap or detergent followed by clear water rinse;
o) “Scrub” - complete clean of floors using a scrubbing machine with a soap or detergent solution;
p) “Scuff free” - no black marks visible on floor and no dull marks in greater density than an average of one scuff per three square metres;
q) “Soil free” - no visible soil on surface from a high or low angle after cleaning;

r) “Spot clean” - the removal of stains, finger marks and spots. Rinse and wipe dry;

s) “Spray buff” - removal of “scuff” or “black heel” marks from resilient tile surface using a 3M pad or equivalent dampened with a detergent solution and finished in accordance with manufacturer’s specifications;

t) “Stain free” - no stains present and foreign material (gum etc.) removed;

u) “Steam cleaning” - extraction of dirt from carpets with a specifically designed carpet steam cleaning unit and appropriate chemicals;

v) “Stripping” - complete removal of seal, wax or finish from a floor to prepare it for re-sealing or re-waxing. Performed by machine scrubbing, using a stripper and a detergent solution in accordance with manufacturer’s specifications;

w) “Sweep” - the removal of all dry litter and dust from a surface by use of a chemically treated mop or cloth. Foreign material (gum etc.) is to be removed;

x) “Wash” – the removal of stains, finger marks, dirt and dust by applying a cleaning agent to the overall surface followed by a clear water rinse and wiped dry. For waste carts and trash cans, washing means removal of encrustations, greases and soil by the use of a soap detergent solution followed by clear water rinsing. For window, washing means removal of dust, soil, film and grime from glass and frame, including ledges and sills. Upon completion of window washing, glass must be streak-free; and

y) “Vacuum” - the removal of all dry litter and dust from a surface by the use of a vacuum cleaning machine.
12. ATTACHMENTS

12.1 BBQ and Toilet Location Maps
12.2 Building Site Plans. (For Some Buildings only)
12.3 Town Hall Event Cleaning Request Template