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|  | Cleaning | Portering |
| **P1 (H&S issue) has a response time of 1 hour.** | * **Communicable diseases**   Assess and make area safe/provide equipment.   * **Serious incidents (fire/adverse weather)**   Assess and make area safe/provide equipment.   * **Floods or serious ingress of water**   Assess and make area safe/provide equipment.   * **Public area spills**   Clean/make area safe from liquid or glass spillage.   * **Assess/clean of sharps and bodily fluids**   Assess and make area safe. Arrange for areas to be locked off if additional work is required. | * **Communicable diseases**   Assess and make area safe/provide equipment.   * **Serious incidents (fire/adverse weather)**   Assess and make area safe/provide equipment.   * **Public area spills (liquid & glass)**   Clean/make area safe from liquid or glass spillage.   * **Removal of objects deemed a fire risk.**   Including object left in corridors/public spaces or blocking fire exits. |
| **P2 has a response time of 24 hours.** | * **Removal of offensive graffiti and posters/graffiti on key signage (Internal)**   Crude, racist, abusive, derogatory wording or images.   * **Provide whiteboard pens and rubber** * **Overflowing internal public area bins** * **Dispenser refills** * **Unsanitary Toilet areas**   Blockages and bodily fluids. | * **Removal of offensive graffiti and posters/graffiti on key signage (external)**   Crude, racist, abusive, derogatory wording, or images.   * **Retrieving personal belongings from under ICLH seating**      * **Overflowing external bins** |
| **P3 has a 5 working days response time.** | * **Removal of non-offensive graffiti (Internal)** | * **Rubbish/shredding collection (non-health & safety hazard)** * **Silver bins, trollies & crates delivery/collection** * **Pest control** |
| **P4 has a 20 working days response time.** |  | * **WEEE collection** * **Removal of non-offensive graffiti (external)** * **Ad-hoc object transport**   Including small amounts of furniture moves, disposal of furniture, deliveries.   * **Ad-hoc external cleaning**   Including scrubber drying, pressure washing and bus shelters. |
| **P5 is agreed with customer (as in date agreed) and this will be made clear within the raising of the job ticket.** | * **Events**   Date specific   * **Ad-hoc office clean**   All offices are cleaned regularly as per the premisses policy. These would only be for ad-hoc requests following an incident. Tickets should not be raised for general office cleaning.   * **Deep Cleaning**   Offices/kitchens/faith centre/common rooms, including carpet cleaning. | * **Events**   Date specific   * **Room moves.**   This includes assistance requests for porters. Date to be agreed in with customer.   * **Ad-hoc window cleaning**   Requests outside normal cleaning schedule. |

During and the week prior to Spring/Summer Graduation and Welcome Week, **NO** cleaning or portering requests will be considered.