

## **WORK SPECIFICATIONS FOR CLEANING SERVICE AT PASSENGER TERMINAL BUILDINGS 1, 2, 3, 4 AND SATS LOUNGES**

### **1 GENERAL**

- 1.1 The Work Specifications shall be deemed to form and be read and construed as an integral part of the Agreement which the successful tenderer (hereinafter called "the contractor") will be required to enter with SATS Airport Services Pte Ltd (SAS).
- 1.2 The Contractor shall carry out the cleaning services at SATS premises at Singapore Changi Passenger Terminals 1, 2, 3, 4 and SATS Lounges.
- 1.3. The Contractor shall provide the necessary manpower tools, equipment, machinery and material to carry out the services according to the detailed work specifications hereinafter specified.
- 1.4 The Contractor shall provide additional manpower to ensure satisfactory completion of routine works according to the respective works program.
- 1.5 The Contractor Cleaning Performance shall comply with Singapore Standard SS 499:2002. SAS reserves the right to impose Liquidated Damages on the Contractor based on the performance cleaning standard as outlined herein and the Contractor shall compensate SAS for the inconvenience caused and other expenses incurred by SAS.
- 1.6 SAS is an ISO 9001 & ISO 14001 certified company. The Contractor shall be required to conform to SAS requirements for compliance with ISO 9001 and ISO 14001. The contractor shall be subjected to regular audits from SAS appointed internal or external auditors.

### **2 SCOPE OF WORK**

- 2.1 Generally the scope of work for daily and routine cleaning service shall include the following:
- 2.1.1 daily and periodic cleaning of all the interior and exterior surfaces of the premises/units.
- 2.1.2 provision of daily and periodic glass cleaning service.
- 2.1.3 the provision for periodic cleaning of all the exterior walls, external facades and glass panels.
- 2.1.4 yearly shampooing of all carpeted floors and any extra shampooing service at heavy duty area.
- 2.1.5 monthly services for the effective control of pests such as cockroaches, rodents, rats, termites, flies, bees, hornets, snakes, mosquitoes, ants, stray cats and millipedes.
- 2.1.6 daily cleaning of floors, counters and tables including the cleaning of toilets (for Lounges only) allocated to SAS and sweeping and mopping in busy areas, including the disposal of litters;
- 2.1.7 Clearing and washing of crockery and glasses at SATS and SATS-managed lounges (for Lounges only)

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2.2 In addition to the above, the Contractor shall also carry out additional requirements as specified in the attached work specifications.

2.3 There may be a requirement for cleaning to be done once a month for some offices and/or areas. For such cases, the scope of work shall include the following and is to be read in conjunction with other specifications relating to the monthly cleaning:

2.3.1 Cleaning/mopping of floors, counters, furniture, tables and chairs;

2.3.2 shampooing of all carpeted floors and any extra shampooing service at heavy duty area;

2.4 The Contractor while carrying out the above works shall comply and adhere to the requirements specified under the various cleaning guidelines and operational frequency detailed in the attached work specifications. The contract sum shall deem to include all costs and expenses for, inter alia, the cleaning of all occupied offices, stores, internal staircases, passages, lifts, lobbies, garbage collecting centers/points and bins, rest rooms, toilets, common staff areas, car parks, ramps etc – surfaces of the walls, columns, partitions, both sides of doors and windows including frames, ceilings, furniture, telephones, office equipment, fire extinguisher, fire hose reel cabinets and all fittings (i.e. switches, signboards, light diffusers, air-conditioning grilles, sanitary fittings, etc).

2.5 The Contractor is to maintain all the premises in a clean state at all times and free of nuisances.

### **3 CONTRACTOR'S CLEANING STAFF**

3.1 The Contractor shall provide and employ such skilled or semi-skilled cleaners in numbers thereof to ensure the proper and efficient execution of the works. Such workmen employed shall be in possession of the necessary work permits to allow them to work in Singapore. The Contractor must take appropriate measures to ensure that the Specifications are complied with at all times, including the need to increase the workforce at his own expenses.

3.2 The Contractor shall take all reasonable precautions to ensure that all persons employed are efficient, sober and honest. . SAS shall be at liberty to object to, and require the Contractor to remove forthwith from the buildings, compounds or any site any person employed by the Contractor, who in the opinion of SAS's Superintending Officer (SO) or his representative, has misbehaved himself or is incompetent or negligent in the proper performance of his duties, or whose employment is otherwise considered by the SO as undesirable. Any person so removed from the Works shall be replaced as soon as practicable by a competent substitute approved by the SO. Proper attendance register in formats approved by the SO must be maintained and signed by all cleaners/supervisors at SO's office.

3.3 In the event of shortage of cleaning staff due to absenteeism/medical or annual leave, the Contractor shall take immediate steps to provide temporary replacement(s) to make up to the full complement (Cleaners are not allowed to work more than 1 shift, any cleaner found working more than 1 shift will be considered as absent.) Failure to provide such replacement(s) shall result in the imposition of liquidated damages on the Contractor in the scale shown in Appendix C, A4 & B2. The

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liquidated damages imposed shall be deducted from the Contractor's bill for the current month, but under advice to the Contractor.

3.4 The Contractor shall, before the commencement of the contract, provide the SO with a list showing the personal records (Name, Address, IC No, Nationality, Gender and Age) of the cleaning staff employed for the contract.

3.5 All the cleaning staff mentioned in sub-clause 3.1 above shall be employed exclusively for the execution of this Agreement and shall not be deployed for any other job(s) or contract(s) either within the buildings or any other buildings in the Airport. Cleaning staff shall not leave the building during their working hours without the prior consent of the SO. For cleaners with permission to leave the building, a remark must be made against their names in the daily attendance record immediately by the Supervisor.

3.6 Any breach of the preceding sub-clause 3.5 shall render the Contractor liable to payment of \$300 per cleaner per occasion and such amount(s) shall be deducted directly from the Contractor's bill for the current month but under advice to him.

3.7 Penalty for falsification of attendance will be \$300 per cleaner per occasion e.g. any cleaner not at the premises but indicated as presence in the attendance record.

3.8 SAS reserves the right to demand for re-distribution and re-schedule working time of cleaners as the circumstances may dictate.

### **4 IRREGULARITIES COMMITTED**

4.1 Should the Contractor be found to have committed any irregularities such as failure to comply with specific instructions given by the SO, omitting the use of cleaning materials, using inferior materials, delaying and /or omitting any approved operational frequency of any cleaning works, disregarding safety requirements or consistently breaching Clause 2.3 or cleaner working for more than 1 shift or creating nuisance in the premises to the inconvenience of SAS or the public or other acts which are likely to bring SAS into disrepute, SAS reserves the right to charge the Contractor a sum not exceeding \$2,000/- per occasion as compensation to SAS for the inconvenience caused and for investigation and administrative expenses incurred by SAS.

4.2 In addition to the above charges and without prejudice to the generality of the foregoing, the SO is empowered:

4.2.1 To order any irregular work to be removed or made good to the satisfaction of the SO at the Contractor's expenses; or

4.2.2 In lieu of correcting work not done in accordance with the Contract, the SO may allow such work to remain and shall recover any cost difference between the specified requirements and the non-compliance; or

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4.2.3 SAS reserves the right to nominate other Contractors without terminating the Contract, to complete the works and the expenses incurred shall be borne by the Contractor if the irregular works are not subsequently made good to the satisfaction of the SO.

4.3 The Contractor shall be liable for all further delays in schedule and non-schedule works, expenses and costs whatsoever, howsoever incurred by him. For any minor breach of the Specifications, a sum or sums shall be deducted from any payment due to the Contractor based on the Schedule of Liquidated Damages.

### **5 DISPOSAL OF RUBBISH**

5.1 Rubbish and all refuse shall be collected and deposited in polythene bags or any other similar approved containers, and brought down regularly to the bin centres for collection. Suitable liners should be provided by the contractor for dustbins in the toilets at all times.

### **6 ATTENDANCE TRACKING MACHINE**

6.1 The Contractor shall supply and install their own attendance tracking machines for monitoring the supervisors' and cleaners' daily attendance.

### **7 MANPOWER REQUIREMENT**

7.1 The number of cleaners specified in the tender form is the minimum manpower requirement. For the proper and efficient execution of the works and to comply with the works specifications, the Contractor shall increase the workforce as and when required and at no extra cost to SAS.

7.2 A float team of cleaners shall be provided to carry out the periodic cleaning as shown in the work specifications and cleaning up of the premises after every function.

7.3 SAS reserves the right to demand for re-distribution of cleaners as the circumstances may dictate.

### **8 OPERATIONAL FREQUENCY**

8.1 The work specifications list the minimum requirements of the operational frequency for cleaning the floors, walls, ceilings, glass, etc which shall be adhered to by the Contractor. SAS shall have the right to alter the frequency as and when required.

8.2 In conjunction with the work specifications stated herein for the cleaning of the premises, the Contractor is required, as part of the tender exercise, to draw up a comprehensive program within 14 days after the contract is awarded, for daily and periodic cleaning of the premises and submits it to the SO for his approval and acceptance. The periodic cleaning program should include not only the cleaning cycle but also the time frame for cleaning a specific area of facility.

8.3 The program shall show the details of staff to be deployed and machines and materials to be used.

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8.4 The program, if accepted, shall form the “Work Specifications” mentioned in the contract. However, both parties reserve the right to negotiate for variation of the “Work Specifications” program, in light of the experience gained.

**9 CLEANING EQUIPMENT AND MATERIALS**

9.1 The Contractor shall supply all necessary equipment, machines, instruments, tools and materials for the proper and efficient execution of both the daily routine cleaning works including floor burnishing machines, carpet shampooing machines, vacuum cleaners, blower dryers, suction machines, high pressure washers, steam cleaning machine, floor scrubbing machines, ride-on sweepers and ride-on scrubbers.

9.2 The Contractor shall provide mop, dust pans, dust basket lined with transparent polythene bag, trolleys with rubber castors, folding waste cart, signs, transparent polythene bag, trolleys with rubber castors, folding waste cart, signs, barriers, brushes, Jani-mops, methylated spirit, cloths, chamois leather, emulsion polish (for floors and furniture), floor sealers, wax stripper, disinfectants, and other materials all of approved form, design, type, made and brand, as may be directed by the Company. All equipment used for this contract shall not be more than 2 years old upon the commencement of the contract.

9.3 In addition, the Contractor shall provide suitable rubbish containers for each of the premises. SAS shall not be responsible for any missing container. The containers so provided shall remain the property of the Contractor and all damaged, unserviceable or missing containers must be replaced immediately at Contractor’s cost.

9.4 Prior to the commencement of works, the Contractor shall submit to the SO a list of equipment and materials stating the brand of products for his approval. SAS shall have the absolute discretion to inspect equipment and materials used by the Contractor at all times. The Contractor shall allow easy access by SO to his offices and stores for inspection.

9.5 Any equipment, materials or goods supplied which are not up to the standards acceptable to SAS shall be promptly removed and replaced with the best available in the local market by the Contractor. In the event of equipment breakdown due to whatsoever reasons, the Contractor shall take immediate steps to provide temporary replacements on his own accord or when directed by the SO. The Contractor shall also arrange for the equipment to be rectified/replaced within 36 hours. Failure to provide such replacements or rectify the equipment within 36 hours will constitute a breach of contract and damages of \$200 per day for each piece of equipment will be imposed by SAS. Notwithstanding, SAS reserves the right to instruct the Contractor to engage specialist contractors, other contractors or suppliers to carry out remedial work. No claims for additional costs will be entertained by SAS.

9.6 The Contractor shall ensure that his equipment is solely used for this Contract and all items used are appropriate for cleaning work. SAS shall hold the Contractor liable for the misuse or use of inappropriate materials, equipment, etc, which cause damage to SAS’ properties.

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9.7 SAS shall have the absolute discretion to determine the quantum of adequacy for toilet requisites. The Contractor shall provide at his own cost, leak-proof sanitary towel disposal containers with close tight covers and take measures to ensure the containers are in good and clean conditions at all times.

9.8 The list provided for in the work specifications is the minimum requirement for cleaning equipment and materials to be used by the Contractor.

9.9 Vacuum Cleaning Machine – For the cleaning of offices, the vacuum-cleaning machine used shall be of Dry Vacuum Machine with Micro Filter. The Contractor shall replace the micro filter paper bag weekly.

### **10 FOREIGN WORKERS**

10.1 All foreign workers employed by the Contractor must possess valid work permit relevant to the trade or occupation of their employment. Contractor is to make arrangements for his workers to obtain the airport restricted airport passes to enter SAS premises for carrying out the cleaning works.

### **11 GENERAL GUIDELINES ON CLEANING**

11.1 Flooring, ceiling, wall, columns, partitions and glass panels (including top surface) shall be free of duct, cobwebs, and stains and cleaned, sealed and polished in accordance with the operational frequency specified herein.

11.2 The Contractor shall instruct his cleaning staff to exercise every care when dismantling and refixing all fittings, signs, or paintings, etc as the cost of repair or replacement of any such item damaged or broken as a result of careless handling or negligence on his part or that of his employees shall be charged to him.

11.3 All items of cleaning products shall be diluted or mixed in accordance with the manufacturer's instructions.

11.4 All scrubbing shall be done with an approved standard-speed scrubbing machine.

11.5 Burnishing of floors shall be done with an approved high-speed scrubbing machine.

11.6 Waste matter from sanitary towels (for Lounge only) and waste paper receptacles shall be collected as soon as receptacles are full and at least once a day and sanitary towels receptacles shall be cleaned and disinfected immediately after emptying.

11.7 The Contractor shall empty all receptacles such as waste paper baskets, ashtray, etc whenever they are full and at least once a day. The Contractor shall provide wicker baskets for the collection of litter, and these baskets shall be transported about the building on suitable trolleys mounted on rubber castors. (The Contractor shall also provide Trolleys). On no account shall wicker baskets or any other type of container be permitted to be dragged along the floors.

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11.8 The Contractor shall remove unwanted paper boxes or crates beside the normal waste paper and rubbish. All stains on the floors e.g. oil, coffee, paint, etc, must be removed immediately.

11.9 The Contractor shall transport all refuse collected from waste paper receptacles, etc to the refuse centres for subsequent disposal.

11.10 For Conference Rooms, cleaning must be carried out immediately after each meeting.

11.11 Without prejudice to the requirements mentioned in this Specification, the Contractor shall deploy sufficient cleaners to be stationed in the building to attend to the following works:

(i) Regular cleaning of toilets to maintain a continuous high standard of cleanliness (at least 5 times a day during 0700 hours to 1730 hours). (For Lounge only)

(ii) Constant checking of toilets to ensure that depleted toiletries and shower amenities are always replenished. (For Lounge only)

(iii) Continuous cleaning of entrance, lobbies, common staff areas, staff rest rooms, etc to ensure that all such areas are kept free of litter at all times.

(iv) Cleaning of any spillage that may occur in any part of the building.

(v) Carrying out any other cleaning jobs as may be instructed by SAS.

(vi) Continuous mopping of common areas on rainy days.

11.12 Cleaning, sealing and polishing of the floors of common areas.

11.13 All rest/locker rooms are to be swept at least once a day.

11.14 The Contractor shall be responsible for all doors to be locked immediately after his workmen have fulfilled their daily duties.

11.15 Generally the following cleanliness standard should prevail: -

(i) Carpets should be well vacuum cleaned. Stain marks should be removed wherever possible.

(ii) Floor and stairs should be cleaned and free of litter, dirt and stains.

(iii) Windows, curtains and banisters should be free from dust and dirt.

(iv) Toilets should be clean and tidy (for Lounge only).

(v) Food-service areas and workstations to be cleared, clean-down and sanitized (for Lounge only).

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### **12 GENERAL GUIDELINES ON CARPET/UPHOLSTERY SHAMPOOING SERVICE**

- 12.1 Vacuuming should be carried out to remove stains and marks on the carpet/upholstery.
- 12.2 Heavily soiled and stained area should be spot-shampooing so as to remove all stubborn stains/patches before general shampooing takes place.
- 12.3 Actual shampooing – hot water extraction/steam cleaning should be used.
- 12.4 Pile lifting should be carried out wherever appropriate.
- 12.5 All furniture, equipment removed to make way for the work to be carried out efficiently should be moved back to their original location after the work.
- 12.6 Wall carpet/upholstery shampooing should follow the above procedure and hand shampooing machine should be used.
- 12.7 All chemicals used should be diluted according to manufacturer's instructions. The Contractor shall be liable for damages to the carpets/upholstery arising from his or his employee's negligence.
- 12.8 For carpet flooring, the frequency of steam shampooing included in the contract shall be quarterly for general offices and all carpeted areas; and monthly shampooing for lounges & heavy traffic area/passages. Additional shampooing must be under the instruction of the SO and shall be priced in accordance with Schedule of Rates.

### **13 GENERAL CLEANING GUIDELINES ON ALUMINIUM CLADDING**

- 13.1 Try to restrict cleaning to mild weather. Cleaning should be done on the shaded side of the building or on a mild cloudy day. Avoid temperature extremes. Extremely low temperature may give poor cleaning effects. Cleaning under adverse conditions may result in streaking or straining.
- 13.2 Removal of light surface soil may be accomplished with low water volume with moderate pressure and physical rubbing of the surface with soft, wet brushes, sponge or cloth.
- 13.3 If soil is still adhering after drying, then a mild detergent with brushing or sponging will be necessary. The surface must be thoroughly rinsed with clean water. The rinsed surface is permitted to air dry or is wiped dry with a chamois, squeegee or lint free cloth.
- 13.4 Do not allow cleaning chemicals to collect on surface or to "Puddle" on horizontal surfaces, crevices, etc. Avoid drips and splashes. Remove run downs as quickly as possible. Do not sour painted surfaces.
- 13.5 Mild or stronger solvent should be spot tested and preferably the coating manufacture should be consulted. Follow their recommendation for mixing and diluting chemicals. Chemicals of this type should be applied sparingly with a clean cloth and remove with a cloth. Remaining residue should be washed with mild soap and rinsed with water. Avoid abrasive chemicals. Do not use



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household chemicals that contain abrasives, on painted surfaces. Do not substitute a heavy-duty chemical for a frequently used mild chemical. Never use paint removers, aggressive alkaline, acid or abrasive chemicals. Do not use presidium phosphate or highly alkaline or highly acid chemicals. Always do a test surface before commencing work.

13.6 Do not use excessive, abrasive rubbing as much may alter surface texture or may impart a "shine" to the surface. Abrasive materials such as steel wool, abrasive brushes, etc, can wear and harm finished. To prevent marring, make sure cleaning sponges, cloth etc, are gritted free.

13.7 Never mix chemicals, as they may be very dangerous. Always rinse after removal of heavy surface soil.

### **14 TOILETS CLEANING REQUIREMENTS (FOR LOUNGE ONLY)**

14.1 Toilet cleaners must man the toilets from 0700 hrs to 0100 hrs and the following must be observed:

- i. Toilet cleaners must carry out with them all necessary tools and materials (pails, mops, toiletries, clean soft cloth, etc)
- ii. Toilet cleaners must dry all wet floor/walls/partitions/etc.
- iii. Toilet cleaners must clean dirty floors/walls/partitions/toilet bowls/urinals/shower rooms, etc
- iv. Toilet cleaners must replenish toilet rolls, urinal tablets, hand soap, shower room amenities, etc.

14.2 Toilet inspection cards and holders are to be provided and installed at contractor's expenses.

14.3 The supervisor's should inspect each toilet 2 times a day (once in the morning and in the afternoon.)

14.4 Each inspection must be signed and timed on the card to be displayed prominently in each toilet.

14.5 On each inspection, the supervisor must ensure toilets are in tiptop condition otherwise, toilet cleaners must be summoned to clean up the toilet immediately.

14.6 Male toilets should be cleaned by male cleaners only and likewise for female toilets.

14.7 The frequency of the toilets cleaning is subject to change as and when instructed by SAS.

### **15 SANITARY TOWEL DISPOSAL SERVICES REQUIREMENTS (FOR LOUNGE ONLY)**

15.1 Scope of Work

15.1.1 The contractor shall provide at his own cost, leak-proof sanitary towel disposal containers each with a close tight cover and replace the containers regularly. He shall take all necessary

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measures to ensure proper execution of work. Containers shall be in good and clean condition at all times. This is for the Lounge only.

### **15.2 Equipment and Material**

15.2.1 The Contractor shall supply the containers, chemicals, labour, and transport for the proper execution of the work. Sufficient numbers of containers are to be provided.

15.2.2 SAS shall not be responsible for any missing container. The Containers shall remain the property of the contractor and all damaged, unserviceable or missing containers must be replaced immediately at the cost of the Contractor.

15.2.3 All containers provided shall contain strong liner filled with adequate bactericide to kill harmful germs. The bactericide so provided shall be effective for at least one month and should not emit any unpleasant smell.

### **15.3 Service Frequency**

15.3.1 The contractor shall replace all containers 3 times a week except for containers specified otherwise by SO. However, individual units, if full, or emitting foul smell shall be replaced within 24 hours upon notification by the SO, without additional charge. The replaced containers shall contain new liners and fresh bactericide.

15.3.2 Should the contractor fail to replace the container promptly, SAS shall have the right to either arrange for the container to be replaced by alternative contractors on the expiry of a 24-hour notice by the contractor in which event all costs and expenses incurred by SAS as a result of such operations shall be borne by the Contractor, or impose liquidated damages on the contractor at the unit rate \$50/-per day per container of such delay in replacing the container.

### **15.4 Reporting and Certification**

15.4.1 The contractor shall report to the SO before carrying out any works. All job sheets and invoices must be submitted to the SO for verification. The description and quantities mentioned in the documents must be correct before payment can be made.

### **15.5 Work Programme**

15.5.1 The contractor shall furnish a work programme on routine service of each building to the respective SO immediately after the contract is awarded.

### **15.6 Variation**

15.6.1 SAS reserves the right to add or delete the number of containers to be provided at any premises as and when required. SAS shall pay the Contractor in accordance with the unit rate quoted by the Contractor.

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**16 CHECKLIST FOR CLEANING**

16.1 Walls

16.1.1 Dust on pipes running along walls.

16.1.2 Finger marks and smears, especially around door and window openings, switch plates, etc.

16.1.3 Cobwebs in corners, at any height.

16.2 Doors

16.2.1 Accumulations of dirt, grit, polish ,etc., at sides door openings especially at hinge side.

16.2.2 Floor behind door not swept.

16.2.3 Dust and fluff around jamb and on hinges.

16.2.4 Dust on top of the door

16.2.5 Finger marks on glass panels.

16.2.6 Finger marks and smears on finger plates and door edges

16.2.7 Dust on knobs, handles, locks, etc.

16.3 Windows

16.3.1 Dust and marks on sills

16.3.2 Dust and marks on frames

16.3.3 Dust on catches etc

16.3.4 Smears and dirt on glass

16.4 Glass Partitions

16.4.1 Dirt, dust or smears on glass (inspect from various angles)

16.4.2 Dirt or dried window cleaner material in ripples, stipples, etc., on glass

16.4.3 Dirt in corners of glass

16.4.4 Dust on ledges.

16.5 Carpeted Floors

16.5.1 Areas obviously missed

16.5.2 Particles not picked up by vacuum cleaner

16.5.3 No attention to corners or edges

16.5.4 Under slip mats

16.5.5 Around junction boxes

16.5.6 Marks caused by shoes or trolley wheels

16.6 Uncarpeted Floors

16.6.1 Dust built-up in corners and around edges

16.6.2 Unswept particles or litter around and under furniture, behind pipes, around legs

16.6.3 Dust and fluff left in joints and crevices.

16.6.4 Dried spill marks or spills not wiped up beforehand

16.6.5 Dried smear marks after washing (dirty mops)

16.7 Lifts (where applicable)

16.7.1 Dust in corners and floor edges

16.7.2 Finger marks and smear on walls

16.7.3 Clogged door tracks

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- 16.7.4 Dusty jambs
- 16.7.5 Light fixtures
- 16.7.6 Stainless Steel
- 16.7.7 Mirrors-clean and polished
- 16.7.8 Spray anti-insecticide as and when required
  
- 16.8 High Dusting
  - 16.8.1 Picture rails
  - 16.8.2 Light fixtures
  - 16.8.3 Cobwebs in corners and around ceilings (at any height)
  - 16.8.4 Dust on high cabinets and furniture, shelves
  - 16.8.5 Dusty ledges above doors and windows
  - 16.8.6 Cobwebs and dust on high windows, ventilators, and curtains
  
- 16.9 Polished Floors
  - 16.9.1 High gloss all over
  - 16.9.2 Dull unpolished patches
  - 16.9.3 Scuff marks, rubber burns and scratches
  - 16.9.4 Discolouring and dirt
  - 16.9.5 Excessive slipperiness
  - 16.9.6 Traffic areas worn and dry –looking
  - 16.9.7 Not enough polish
  - 16.9.8 Greasy appearance-too much polish
  - 16.9.9 Polish built up at edges, behind doors, under furniture
  - 16.9.10 Dark lines along joints of tiles or uneven spots(dirty brush)
  - 16.9.11 Spills polishes over
  
- 16.10 Washbasins
  - 16.10.1 Dirt and grease on inside
  - 16.10.2 Spillovers around and under rim, outside
  - 16.10.3 Marks on underside of basin
  - 16.10.4 Soap and dirt around, under, behind, on top of taps
  - 16.10.5 Soap and slime in overflow
  - 16.10.6 Dirt and hair, etc, in-plug hole
  - 16.10.7 Splashes and drips on surrounding paintwork
  - 16.10.8 Dust on pipes underneath
  - 16.10.9 Smears and drips on surrounding soap dispensers
  - 16.10.10 Inside surfaces not dried off after cleaning
  
- 16.11 Toilet Pans
  - 16.11.1 Stains on inside of bowl and under top rim
  - 16.11.2 Smears and splashes on outside: around base and floor line
  - 16.11.3 Dirt on seats and covers – top and underside
  - 16.11.4 Dust on swan-neck at back of bowl
  - 16.11.5 Rust and deposit under hinge of seat
  - 16.11.6 Smears of spots on outside of cistern
  - 16.11.7 Dust and smears on flush pipes, etc

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16.11.8 Dust tops of partitions

16.11.9 Check partition walls for stains.

16.12 Urinals

16.12.1 Chemicals /solvent marks left on walls or urinal

16.12.2 End walls not wiped

16.12.3 Water marks and stains

16.12.4 Built-up in gutter especially in corners and crevices and waste hole

16.12.5 Dirty steps

16.12.6 Debris on drain grating not removed

16.12.7 Check tiles next urinal

16.13 Shower Cubicles.

16.13.1 Soap film lower walls

16.13.2 Grit and hair, etc., in drain

16.13.3 Soap, film, mould etc., steps and paintwork

16.13.4 Dirt around taps and spray fittings

16.13.5 Soap residue in soap container

16.13.6 Dust tops of partitions

16.14 Pantry Room

16.14.1 Check floors and corners

16.14.2 Paintwork of cabinets

16.14.3 Clean sink

16.14.4 No rubbish or cleaning gear left

16.14.5 Water urns dusted and cleaned

16.14.6 Walls for condensation stains

16.14.7 Spray anti-insecticide as and when required

16.15 Light fittings

16.15.1 Dust and fly marks on glass cover

16.15.2 Fly marks and smears on metal work and grills

16.16 Stairs

16.16.1 Dust in corners

16.16.2 Clogged grooves in nosings and treads

16.16.3 Dust on ledges, banisters, mouldings, etc

16.16.4 Handrails dusty or greasy

16.16.5 High dusting lighting fixtures

16.17 Waste Paper Containers

16.17.1 Materials sticking to bottom

16.17.2 Wiped inside and out

16.17.3 Replaced in proper position

16.18 Ashtrays

16.18.1 Accumulated nicotine stains

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- 16.18.2 Emptied and wipe clean
- 16.18.3 Replaced in proper position

16.19 Telephones

- 16.19.1 Dust on body of instrument and under handset
- 16.19.2 Handset free of finger marks
- 16.19.3 Mouthpiece clean and dry
- 16.19.4 Push buttons wiped clean
- 16.19.5 Wiped clean with anti-bacterial chemicals

16.20 Desks

- 16.20.1 Tops free from dust, marks and smears
- 16.20.2 Fitting wipe if possible – no smears
- 16.20.3 No cobwebs under desk

16.21 Furniture

- 16.21.1 Clean base of umbrella stands
- 16.21.2 Dust on lower chairs, rungs and legs
- 16.21.3 Dust on chair back and frames
- 16.21.4 Dust and debris in crevices of upholstered chairs especially between seat and back.
- 16.21.5 Top of filling cabinets dusty.

16.22 Other Fittings

- 16.22.1 Ashtrays emptied and cleaned
- 16.22.2 Soap dispenser – clean and filled
- 16.22.3 Mirrors-clean and polished
- 16.22.4 Light fittings-clean and dusted
- 16.22.5 Dust hinges of door
- 16.22.6 Air vents
- 16.22.7 Drinking fountain cleaned.
- 16.22.8 Powerpoints switches along walls, floors and tables
- 16.22.9 Food-service areas and workstations to be cleared, clean-down and sanitized.

**17 PLANT AND EQUIPMENT**

17.1 Special Plant and Equipment

17.1.1 Ride-On Sweeper (If Required)

Sweeping capacity min.output	14,000 sq m/hr
Cleaning width with main brush and two side brushes	Min. 1,400 mm
Refuse container capacity	200 litres
Central brush width	900 mm

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### 17.1.2 Ride-On Scrubber, Battery Operated (If Required)

Scrubbing capacity min.output	5,000 Sq m/hr
Brushes (3 nos.)	380mm diameter
Sweeper brush	240mm diameter
Squeeze width	1,350 mm
Solution tank capacity	150 litres

### 17.1.3 Dry and Wet Machine

Tank Capacity	90 litre
Motor	Double motor

Note: Sweeper operator must possess valid Class 3 driving license and CAAS airfield driving permit. The provision of the maintenance of the plants, equipment, including fuel, parking fees, license fee, insurance, etc will be provided by the Contractor and any cost incurred due to the above will be borne by the Contractor. (If required)

### 17.2 Others

High Pressure Washer	"Karcher" or other equal and approved brand.
Carpet Extraction machine	"Aqualclean" or other equal and approved brand.
Multi-purpose steam Cleaner	"Unit-Jet Super" Steam cleaner or other equal and approved brand
General Purpose Vacuum Cleaner	"Advance" or other equal and approved brand.
Back-pack Vacuum Cleaner	"Advance Papoose" or other equal and approved brand.
Drying Machine	"HydroDry" or other equal and approved brand.
Scrubber	"Sorma" (Battery Powered) or other equal and approved brand
Burnishing Machine	"Advance Whirlamatic" or other equal and approved brand
Wet-Dry Pick Up Machine	"Advance" or other equal and approved brand
Sweeper	"Tenant"(Diesel Drive) or other equal and approved brand
Wall/Window Washer with Telescopic pole	"Jani-Jack" or other equal and approved brand.
Aluminium cladding washer with telescopic pole	"3M Doodlebug" Pad Holder or other equal and approved brand.
Mop and Bucket	"Contico" or "Jani-Press" or other equal and approved brand.
Housekeeping Trolley	"Vimo" Janitorial Trolley or other equal and approved brand.
Ladder	"Dophin" (fixed) or "PAL"(adjustable) or other equal and approved brand.
Scaffold	"Genie" or other equal and approved brand

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Boom Lift (outdoor use)	"Cella Liftel SPJ" or other equal and approved brand only
Caution & Cleaning Signs	"The Boys" or other stand sign.
Cleaning Rags and Extra-small Pails	No ' Good Morning' towels, preferably Kitchen Rags or equivalent. Minimum 2 colours to differentiate wet and dry.
Manual Dust Rollers	For the purpose of temporary carpet cleaning; removal of dust, dirt and visible particles.

**18 REQUIREMENT FOR CLEANING EQUIPMENT AND CHEMICAL MATERIALS**

18.1 Chemical materials

Floor Polish	"Johnson Complete" or "3M stance" floor finish or other equal and approved brand. (Note: In the event that the contractor Ops to use a brand where it is necessary to use a sealer for optimum results, the contractor shall include the cost of such sealer in his tender.)
Floor Stripper	"3M" floor stripper or "Johnson Step Off" or other equal and approved brand.
Furniture Polish	"Johnson Lemon Pledge" or "Gibson Mrs.Beeton's Real wax and Lemon Oil" or other equal and approved brand.
Vinyl Floor Finish	"Johnson wax" or other equal and approved brand.
Dry foam Carpet Shampoo	"Arid Dry foam" or "3M soil retarding shampooing" or other equal and approved brand.
Carpet Extraction Cleaner	"3M carpet extraction cleaner" or other equal and approved brand.
Deodorizer/Disinfectant	"Gibson Both Barrels" or "Fresh" or other equal and approved brand.
Degreaser	"Gibson Tiger Red" or other equal and approved brand.
Toilet paper/Jumbo Roll	"S.P.P.L."Twin ply for toilets. (Samples to be submitted for approval.)
Liquid Soap	"Loop temen and Liquid Soap" or other equal and approved brand.
Stainless Steel Cleaner	"3M Sharp shooter" or "3M stainless polisher" or other



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	equal and approved brand.
Hardened Concrete Cleaner	“Performance Car park Degreaser” or “ Car park Cleaner” or other equal and approved brand.
Metal Ceiling Cleaner	“3M Sharp shooter” or “Gibson Tiger Red” or other equal and approved brand.
Toilet Bowl Cleanser	“Bowl shine” or other equal and approved brand.
Paper Hand Towels/Facial Tissue (for top management/executive offices/washrooms)	Scotties or equivalent
Spot Remover (Coffee, chewing gum, stains etc)	“3M Heavy duty carpet spot removal” or other equal and approved brand.
Fabric Cleaner	“3M Upholstery Cleaner” or other equal and approved brand.
Window and Glass Cleaner	“Power Femen” or other equal and approved brand.
Anti-bacterial Cleaner	“Dettol” ,”Jey pine” or other equal hospital grade and approved brand
Food safe cleaner/Degreaser	“Action 130” or other equal and approved brand
Anti-insecticide spray	“Shelltox” or other equal and approved brand
Food safe sanitizer	“A3-33 Liza” or other equal and approved brand

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**19 Summary of cleaning requirements**

<b>Type</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Remarks</b>
Carpeted Flooring	Vacuum and clean entire area once a day; spot shampoo whenever is necessary.	Spot Clean heavy traffic areas with machine using dry methods	Steam shampoo lounge area/heavy traffic areas	Steam shampoo carpeted area with an approved carpet shampoo quarterly.
Vinyl flooring	Damp-mop to remove all loose dirt, streaks, dust, etc  Spray burnishes heavily traffic areas with an approved polish to remove all scuffmarks, stains and embedded grime.	Scrub, wash and clean all vinyl rubber floor tiles. Apply 2 coats of approved emulsion polish and burnish to a high gloss finish.		Strip clean *entire floor for heavy traffic areas and apply 2 coats of emulsion polish and re-polish to a high gloss finish. For normal traffic areas, once in 6 months.
Ashtrays/ Litter Bins	Empty, wipe clean & replace correctly at least twice a day & more frequently when full.	Empty, wash thoroughly, disinfect (both inside & outside) & wipe dry.		The contractor is responsible to transport all the refuse collected within the building to the bin center at least twice a day.
External Façade, Glass panels, including Aluminium framing and glass panels on notice board.		Damp-clean with a solution of water & detergent and dry surfaces with a soft clean cloth.		For the internal high glass panels, which are not easily accessible, the contractor shall provide their own staging and clean up these surfaces thoroughly once every 3 months. The inside surface of the notice board glass panels shall be cleaned quarterly.  For external façade where gondola must be used, the contractor is to provide gondolas at his own cost and clean up the entire areas together with the

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Type	Daily	Weekly	Monthly	Remarks
				external façade including curtain wall and aluminium louver panels once a year during the contract period.
Glass doors (including Aluminium framings, Fascias, Handles, door knobs and other glazed surface), white board and black boards.	Damp clean with water & dry surfaces with a soft cloth.	Clean surface with glass cleaning solution & polish to shine. For aluminium surfaces, apply polish & buff to shine with a soft dry cloth.		Constant wiping of heavily used glass doors to remove fingerprints, stains, etc.
External surfaces curtain wall & glass panels				Scrub with a solution of water/detergent every half-yearly. Contractor is to provide/install gondola at his own cost. Care should be taken to keep the surface free from all dirt and mosses.
Gypsum Partitions		Damp clean with a solution of water/detergent & disinfectant.		Care should be taken to ensure that water does not soak into porous material through the joints.
Telephone sets, office equipments, computer terminals etc.	Clean with a clean soft cloth to remove dust, marks & stains. Clean and wipe mouthpiece of telephone with anti-bacterial chemical			
Metal ceiling, blinds			Clean with brush head vacuum cleaner to remove cobwebs &	Once in three months, damp clean with a solution

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Type	Daily	Weekly	Monthly	Remarks
pipes			dust.	of water/detergent.
Ceiling surface			Clean with brush head vacuum cleaner to remove cobwebs & dust.	Special attention to be given to junction with walls and columns.
Marble and Terrazzo Flooring	Dry-sweep and damp-mop twice daily	Thoroughly scrub with a solution of water/detergent, using a heavy duty scrubbing Machine, rinse with clean water and dry surface. Apply approved emulsion polish and burnish to a high gloss finish.		Thoroughly machine scrub and strip all such areas once every 3 months, using an approved stripping chemical in accordance with manufacturer's instructions. Rinse with clean water and collect all wastewater with a set pick-up vacuum. Apply one coat of approved transparent sealer as per manufacturer's instructions spray-burnish to shine and apply two coats approved emulsion polish. Burnish to shine on the following day.
Mosaic Flooring including staircase and risers (except toilets)	Dry-sweep and damp mop once daily, at least 4 times daily for heavy traffic areas including staircases/landing to the canteen.	Thoroughly scrub with a solution of water/detergent, using a heavy duty-scrubbing machine, rinse with clean water and dry surface.		
Ceramic Tile Flooring(except toilet)	Dry-sweep to remove all loose dirt,dust,etc and damp-mop with a solution with water/detergent to remove all stains and embedded grime twice daily.	Thoroughly scrub with solution of water/detergent, rinse with clean water and dry.		
(i) Cement & sand	Dry-sweep and remove all loose dirt, etc and damp	Damp mop with a solution of water/detergent for removal of	Thoroughly scrub with solution of water/detergent, rinse with clean	

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Type	Daily	Weekly	Monthly	Remarks
screed stores	mop with clean water once daily	oil and stubborn stains.	water and mop dry.	
Areas beneath raise floors (e.g. in computer rooms)				Vacuum clean once every 6 months.
Internal Mosaic Glazed surface wall	Damp mop with clean water	Damp clean with a solution of water/detergent & disinfectant.		Care should be taken to keep the cement pointing of the tiles free from all grease & accumulated grime.
Timber Paneling including doors, door frames, Floor panels & glass panels on the doors.		Feather dust, giving special attention to junction with ceiling columns etc.		
Roller Shutters, windows		Damp clean with a solution of water/detergent & dry surface with a soft clean cloth.		Contractor shall not be permitted to open any external windows/roller shutter unless with the expressed permission of the Superintending Officer. Care should be taken to ensure that no greater force than is be applied, so as to prevent the removal of the decorative material itself.
Fire Extinguishers & fire hose reels.		Damp clean with a solution of water & detergent and dry surfaces with a soft clean cloth.		

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Type	Daily	Weekly	Monthly	Remarks
Emulsion Painted surface	Damp clean areas dirtied by finger marks & stains with a solution of water/detergent.			Care should be taken to ensure that no greater force than is required to remove the marks/stains shall be applied, so as to prevent the removal of the decorative material itself.
Laminated Plastics	Damp clean with a solution of water/detergent to remove all finger marks, etc.		Apply cleansing solution & polish to shine with a soft dry cloth.	
Clocks & switches etc.			Clean with mirror cleanser & buff with a soft dry cloth.	
Bulk refuses containers, Refuse Chutes Bin-centre, etc.	Flush & clean with water detergent & disinfectant.			
Light, fittings, directional & information signs, graphics, telephone booth etc.			Damp clean with a solution of a water/detergent & clean surface with a soft clean dry cloth.	The contractor shall exercise every care when dismantling & re-fixing these items, as the cost of repair or replacement of any such items damaged or broken as a result of careless handling or negligence on his part, will have to be borne by him. Electro-plated plastic signs should only be wiped with a clean soft dry cloth.
Timber railings	Feather dust to remove cobwebs, dust etc.	Damp clean with water & wipe dry.		

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Type	Daily	Weekly	Monthly	Remarks
Stainless steel Aluminium, Bronze surfaces & Graphics	Dry clean with a clean soft cloth to remove all stains, marks etc.	Apply liquid polish & buff to shine with a soft dry cloth.		
Marble surfaced wall & column		Damp clean with a solution of neutral detergent in water.		Application of water based seal every 3 months.
Inlet & outlet grilles of aircon & ventilation systems (including those on the walls), light and other electrical fittings aluminium joints etc.			Clean with brush head vacuum cleaner to remove cobwebs & dust.	Damp clean with a solution of water/detergent & wipe dry. Half yearly or as and when directed.
Curtains/Blinds(Fab ric)			Clean with brush head vacuum cleaner to remove cobwebs & dust.	
Lifts  /Dumbwaiter(includi ng entrance lobby)	Vacuum carpet floor damp- mop PVC floor in the case of vinyl tiles or other floor finishes.  Cleaning must be ready by 0800 hours. In addition, 6 more spot cleaning must be done; timing to be determined by SO. Litters	Polish all metal lacquered surface with liquid polish & buff to shine with a soft cloth. Clean all metal door tracks & remove all dirt collected inside these tracks.  Damp wipe ceiling light fittings, ventilation grills with clean	Carpet floor to be shampooed. Vinyl floor to scrub off wax & re- apply.	Move frequent vacuuming of carpet of damp mopping of vinyl tiles shall be allowed during the wet season.  Spray with anti-insecticide as and when instructed.

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Type	Daily	Weekly	Monthly	Remarks
	to be removed at each visit.	water. Waxing of vinyl floor.		
Furniture (including cabinets), drinking fountains, etc.	Damp clean all furniture & tables to remove dust, dirt etc.	Damp clean all furniture (excluding fabric upholstered furniture) with a solution of water/detergent.  Vacuum clean all fabric-upholstered furniture including damp cleans the metal/timber components.		Furniture also including metal cabinets.
Containers for plants	Remove all litter cigarette butts etc from containers		Damp clean with a solution of water/detergent & dry surfaces with soft cloth.	
Flower boxes and kerbs to flower beds.	Remove all litter, cigarettes butts etc, from flower pots	Scrub and wash the surfaces of all concrete flower boxes and kerbs to all flowerbeds to remove dirt, algae growth etc.		
Toilets	(a) Dry-clean/mop floor walls etc at least five times a day at 0730hours, 0930 hours, 1130 hours, 1400 hours & 1630 hours.	High pressure water jet and clean the entire place thoroughly including all fixtures and fittings.		The Contractor is required to put up sign in front of the toilet to advise the user that the cleaning operation is in progress. He is also required to immediately wipe dry all washroom/cubicles doors surface after cleaning of toilets.



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Type	Daily	Weekly	Monthly	Remarks
	(b) After 1800 hours, thoroughly scrub floor with detergent and flush with clean water and mop dry surfaces.			
	Damp clean walls, partitions, doors, windows etc with a solution of water and detergent to remove dirt and stubborn stain. On each of the cleanings, contractor to replenish toiletries/toilet rolls where required.			The sign needs to be put only when the floors are being scrubbed. The contractor must not allow water to be sprayed on the wall otherwise damage to electrical fittings and others will be charged to be contractor.
Sanitary Fittings	Damp-clean all sanitary fittings e.g. W.C sanitary fittings, e.g. W.C urinals, washbasins etc at least twice a day with a solution of water and detergent. For W.C pedestal seat & cover (including underside) an approved bactericidal cleanser is to be used. Clean W.C bowls with a nylon bristle lavatory brush and a bactericidal toilet.			The cleaning of W.C unit shall include the bowls, the underside of the flushing rims and the necks of traps etc. The Contractor is to clear minor chokes in W.C pans, washbasins, urinals, floor traps etc. Defective sanitary fittings, vandalism or theft should be reported to SO at once. The Contractor shall be responsible for any losses of exposed toilet fittings in the toilets. He is expected to make good the looses.

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Type	Daily	Weekly	Monthly	Remarks
	Scrub bottom and sides of urinals (especially the joints) with solution of water and detergent. Uric scale from the urinal traps must be de-scaled.			A very high standard cleanliness is expected and all toilets and fittings must be kept clean and shining at all times and free from litter and smell nuisance. Soap and toilet rolls must be replenished continuously.
Metal fittings	Dry-clean all painted chrome plated/stain-less steel fittings such as taps, dispensers, receptacles, pipes twice a day.	Apply liquid polish to all chrome plated/stainless steel fittings & buff with a soft dry cloth.		
Mirrors	Thorough clean mirrors with a soft cloth and an approved brand of mirror cleanser to remove all dust & blemishes. Constantly wipe off accumulation of water droplets throughout the whole day.			On no account shall damp cleaning with water be permitted on the mirrors.
Venetian/ Vertical Blinds	Feather dust to remove cobwebs, dust etc.	Damp clean with a solution of water/detergent. All dust & deposits shall be removed from slats, tapes & gear which shall be left uniformly clean & free from cleaning marks.		
Metal Railing	Damp clean with water & dry surfaces with a soft			

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Type	Daily	Weekly	Monthly	Remarks
	cloth.			
Conference Rooms	Damp and dry wipe table tops and empty and clean ashtrays after each meeting but at least twice a day – once during lunchtime and once after office hours. Disposal cups must be removed.			
Door mat	Dust and Clean	To be washed.		