

TERMS OF REFERENCE

FOR THE PROVISION OF CLEANING SERVICES AT THE CTBTO TECHNOLOGY SUPPORT AND TRAINING CENTRE

1. Background Information

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (hereinafter referred to as the “Commission”) operates a global verification regime to monitor compliance with the Comprehensive Nuclear-Test-Ban Treaty. It provides timely data, assessments and other products and services to Signatory States of the Treaty. For more information, please visit our website at www.ctbto.org.

In order to support the activities of the Commission, a comprehensive Technology Support and Training Centre (TeST Centre), located within the premises of the Austrian Institute of Technology at Seibersdorf, has been established – drawings provided in Annex A attached hereto (hereinafter referred to as the “Premises”). The Premises are approximately 3500 m². The layout as provided in Annex A is two floors and one outdoor building comprising of office space, storage areas, conference/training facilities, common areas, kitchens, one elevator, hygienic rooms, and testing rooms/workshops. Photos, a virtual tour and more information about the TeST Centre can be found at <https://www.ctbto.org/our-work/ctbto-test-centre>.

The Commission seeks to establish a contract/service agreement for the provision of a professional, transparent, and tailored cleaning solution for weekly, monthly, periodical and special cleaning services for the Premises. For this purpose, the Commission is seeking to engage a contractor (hereafter the “Contractor”) to provide cleaning services at the TeST Centre, in accordance with the present Terms of Reference (ToR). The objective is to ensure that the premises are maintained in a hygienic, orderly and safe condition, in compliance with applicable Austrian standards, health and safety regulations, and environmental requirements.

2. Applicable documents

The Services as described in these ToR shall, without limitation, be in compliance with the following main controlling documents and standards to the extent specified in all the following appendices:

- a. Appendix 1 – Schedule of Cleaning Areas
- b. Appendix 2 – CTBTO Official Holidays in 2026 and 2027
- c. Appendix 3 – Time allocation for cleaning the facility
- d. Appendix 4: United Nations Sustainability Goals (added hereto by reference):
<https://www.un.org/sustainabledevelopment/sustainable-development-goals/>
- e. Appendix 5: European Union Regulations, Rules and Directives and Austrian Ö-Norm standards including the EU Green Public Procurement Criteria for cleaning products and services (added hereto by reference):
<https://susproc.jrc.ec.europa.eu/product-bureau/sites/default/files/2020-02/cleaning.pdf>
- f. Appendix 6: ÖNORM D 2040 (Cleaning services – Requirements and evaluation) (added hereto by reference):
<https://www.wko.at/oc/gewerbe-handwerk/chemische-gewerbe/denkmal-fassade-gebaeude/d-2040.pdf>

The Contractor shall ensure full and continuous compliance, at its own cost and responsibility, with all applicable regional, national, and local laws, regulations, rules, directives, standards, and mandatory requirements, including but not limited to those related to occupational health and safety, environmental protection, sustainability, labor and employment, data protection, and ethical conduct in addition to the standards, policies, and requirements set out above and in the referenced appendices.

3. Commission's input

The Commission shall schedule the services and will regularly provide the Contractor with lists of daily and periodical services to be performed, in accordance with Appendix 1. The Commission reserves the right to amend any schedule for any of the areas within the Premises. Such amendment shall not have an impact on the established daily hours for the provisions of the services.

4. General Obligations of the Contractor

The Contractor shall be responsible at its sole cost for providing all the necessary personnel, equipment, material and supplies and for making all arrangements necessary for the performance and completion of the services under this Contract.

The Contractor shall be responsible for all what is required for the performance of the services, including personnel, equipment and material and the Commission shall have no obligation to provide any assistance to the Contractor in performing the services other than as expressly set forth herein and the Commission makes no representations to the availability of any facilities or equipment which may be helpful or useful for performing the Services.

4.1. Contractor's personnel

- (a) The Contractor shall provide qualified personnel employed by the Contractor to perform the services; no subcontracting is allowed.
- (b) The Contractor shall provide a minimum of two fully trained cleaning staff to ensure the completion of all tasks outlined in the daily cleaning plan within the designated timeframe effectively and efficiently. Any proposed changes to staffing levels or working hours shall undergo appropriate approval processes by the Commission before implementation. The number of hours and staff as specified in the Contractor's proposal shall be binding. In the event that the Contractor fails to fulfil the agreed person-hours at any time, the monthly rate will be adjusted on a prorated basis in accordance with the hourly rates under the Contract.
- (c) All Staff shall be legally authorised for residence in Austria by the appropriate national authorities and shall be in possession of a valid work permit and a Criminal Clearance Record. The CTBTO reserves the right to request for a Criminal Clearance Record at any time during the Contract.
- (d) Staff must wear identifiable uniforms and the identification badges to be provided by the Commission's security office.
- (e) The Contractor shall ensure that the designated Contractor's personnel is fully trained and ready to execute the services before being assigned to carry out services at the Premises, including staff trained in safe handling of cleaning agents and chemicals, occupational safety and hygiene and environmental and waste management procedures, as applicable.
- (f) The Contractor shall ensure that the Contractor's personnel respect the multicultural and diverse nature of the Commission which is home to a myriad of different peoples, languages, cultures customs and traditions as well as the confidentiality and data privacy provisions of the Contract.

(g) Contractor shall have a minimum of two (2) years' experience in industrial cleaning (large operations).

(h) Scope and initiation of work

During the Contract, the Commission will have the right, but not the obligation, to call off Work in the form of a Work Order (**WO**). Each Work Order (WO) will specify the scope of Work to be performed, and the deliverables required of the Contractor.

Before the issuance of any Work Order (WO), the Commission will issue to the Contractor a written request containing the Work requirements and deliverables, with reference to these ToR. The Contractor shall provide, within one (1) week of the date of the written request, the following information in the form of a proposal:

- (a) Technical proposal to implement the request;
- (b) Work plan with commencement and completion dates;
- (c) Financial proposal with detailed breakdown of costs.

After evaluation and acceptance of the Contractor's proposal by the Commission, the Work Order (WO) will be issued to the Contractor. The Contractor shall perform work only after receipt of the Work Order (WO).

Owing to the nature of the Services, the amount of work that will be requested over the course of the Contract will be specified concretely only in the written request issued in anticipation of an Work Order (WO).

4.2. Materials, supplies and equipment

- (a) The Contractor shall provide all materials, supplies and equipment required for the performance of the services, and which shall remain on the Premises for the sole purpose of the performance of the services as defined in the Contractor's proposal.
- (b) The Contractor shall provide environmentally friendly cleaning materials, supplies and equipment required for carrying out the work. This comprises of but is not limited to, all the supplies for toilets, kitchenettes, and desk cleaning including – toilet paper, paper towels, disinfectants, kitchen towels, kitchen paper towels, washing-up liquid, soap and replacement soap dispensers, detergents for the kitchenettes, dishwasher supplies, as well as hand sanitizer refills. Any changes of materials shall require prior approval by the Commission.
- (c) All materials, supplies and equipment must comply with technical safety standards and be properly maintained, as applicable and must be used in accordance with the manufacturer's instructions and for the purpose they are meant for. The Contractor shall supply materials, suppliers and equipment that comply with EU and Austrian safety regulations. Preference shall be given to low-noise, energy-efficient equipment (per EU Energy Labeling Directive).
- (d) The detergents, disinfectants and other cleansing agents used by the Contractor shall be non-toxic, non-corrosive, meet the applicable Austrian and EU legislation specifications and/or standards and be compatible with and suitable for the materials and finishes used within the Premises.

- (e) Any chemical agents used must be accompanied by safety data sheets and staff must be trained in their use.
- (f) Waste generated from cleaning (e.g., used PPE, hazardous cleaning agents) must be disposed of per Austrian environmental and waste disposal regulations.
- (g) In case of any incident (spill, contamination, damage) the Contractor shall inform the Commission immediately and implement mitigation measures.
- (h) With a focus on minimising the environmental impact, materials supplied under the Contract shall be consistent with the United Nations Sustainability Goals (Appendix 4).
- (i) There is a dedicated storage room on the premises for keeping materials, supplies and equipment. However, the Contractor shall be responsible for the maintenance and storage of all cleaning materials, suppliers and equipment and related on-Premises inventory and/or logs.

4.3. Location, schedule and request for services

- (a) The services shall be performed at the Premises 3 times a week during the Commission's working days from 09:00 through to 16:00 hours, unless additional hours are requested by the Commission as Ad-Hoc services mentioned in paragraph (b) below. The Contractor shall be aware that the Commission's holidays differ from Austrian holidays as specified in Appendix 2. As such, all Austrian holidays that are not official CTBTO holidays, shall be regular working days of the Commission. The Commission shall advise of the United Nations holidays for the subsequent years in advance.
- (b) The Contractor shall upon request by the Commission, provide additional Ad Hoc Services which may require a greater level of effort, and possibly more specialised equipment, materials and/or chemicals. Ad-Hoc Cleaning Services - may be required within standard working hours during trainings, workshops, meetings, or any other activities, whether planned or unplanned, and whenever such need arises based on the Commission' request. These services shall be provided promptly, without disruption to operations. The Contractor shall maintain sufficient personnel, equipment, and cleaning materials to respond immediately to such requirements.
- (c) The Contractor and any of its personnel shall not take unauthorised photographs in the Premises, nor open drawers, or remove/dispose paper or items that are not in a waste bin or that are not instructed/marked for disposal.
- (d) The Contractor shall within one (1) working day acknowledge receipt of each Work Order, and the date of its receipt, by email or acknowledgement. Any failure by the Contractor to provide such acknowledgement shall not relieve the Contractor from discharging its obligations under the Contract.

4.4. Performance Standards

The Contractor and its personnel shall perform the services under this Contract with the necessary care and diligence, and in accordance with the highest professional standards accorded to professionals providing similar services in the same or similar industry and in compliance with applicable norms, regulations and/or standards in Austria and Appendixes 4 (United Nations Sustainability Goals) and 5 (European Union Regulations, Rules and Directives and Austrian Ö-Norm standards including the EU Green Public Procurement Criteria for cleaning products and services). This includes to adherence to waste reduction and recycling programmes.

The Contractor and the Contractor's personnel shall comply with all security and safety standards, policies and procedures applicable to the TeST Centre and shall immediately report to the Commission any security or safety incidents, accidents or hazards and implement mitigation measures.

5. Cleaning Services

The services shall include scheduled and reactive cleaning of the interior and exterior spaces. Ability to support main tasks involving cleaning (dusting, wiping glass windows, washing, disinfecting, mopping and vacuuming) of all floors, walls, doors, food areas, restrooms, and furniture/furnishings/equipment in all their parts. After each service, the areas shall have a clean appearance, free of dirt, soil, dust, smears and stains. The services shall be carried out in a systematic manner, causing minimal disruption and inconvenience to the Commission's personnel, visitors and activities.

5.1. Scope of cleaning services to be provided by the Contractor's personnel:

A. Offices, First Aid Room, BMS Rooms and Training Rooms:

Counters, desktops/chairs and window ledges shall be dusted and washed with suitable disinfecting cleaner.

PC's, PC Screens and other PC items shall be dusted and wiped carefully.

Doors + Handles, Light Switches must be disinfected.

Floors and Carpets are to be vacuum cleaned using a HEPA (high efficiency particulate air) commercial grade vacuum cleaner with high-efficiency filter. Any chairs, trash receptacles and easily moveable items shall be moved to vacuum underneath and then replaced in their original location.

B. Bathrooms and showers:

Wet/damp mop sweep all accessible floors and fixtures must be cleaned and disinfected.

The inside of the bowls shall be scrubbed down with a WC brush using disinfecting antibacterial detergent.

A spare roll shall be placed in the lavatories adjacent to each toilet during cleaning.

Mirrors shall be wiped clean and polished dry.

All tiled walls, partitions, toilet and shower doors shall be cleansed using a neutral disinfecting antibacterial detergent.

Supplies, including toilet paper, paper towels, liquid soap, toilet disinfectants, etc., shall be checked every time and refilled as necessary.

C. Kitchenettes:

Wet/damp mop sweep all accessible floors and fixtures must be cleaned and disinfected.

Kitchenware (plates, cups, glasses, cutlery and utensils cookware) in dish washers, sinks and countertops shall be washed, dried and put away in cupboards.

Sinks, countertops, drawers and cupboard doors knobs shall be cleaned and disinfected.

Tables, chairs and cabinets, appliances such as kettles, microwaves, coffee makers, ovens and refrigerators shall be clean, free of crumbs, grease and food marks and stains.

Trash shall be removed daily and as required.

D. Main entrance area + Elevator:

Wet/damp mop sweep all accessible floors and fixtures must be cleaned and disinfected.

Doors + Handles, Light Switches must be disinfected.

Glass door, window tracks and weep holes are to be cleared of dust/sand/dirt/cobweb.

The cleaning of exterior glass windows and doors shall be done using window cleaner and lint free cloth.

Counters, desktops and chairs shall be dusted and washed with suitable disinfecting cleaner. Furniture shall be dusted and cleaned.

The inside floor of the elevator shall be mopped and buttons and handles must be cleaned and disinfected.

E. Hallway:

Wet/damp mop sweep all accessible floors and fixtures must be cleaned and disinfected.

Floors and Carpets are to be vacuum cleaned using a HEPA (high efficiency particulate air) commercial grade vacuum cleaner with high-efficiency filter.

Furniture shall be dusted and cleaned.

F. Terrace and Staircase:

All litter must be cleaned from floor.

Handrail must be cleaned and disinfected.

The cleaning of exterior glass windows and doors shall be done using window cleaner and lint free cloth.

The ash trays must be emptied and cleaned.

G. Warehouse area:

The floor is covered with epoxy coating and must be regularly cleaned with special chemicals.

Wet/damp mop sweep all accessible floors and fixtures must be cleaned and disinfected.

Doors + Handles, Light Switches must be disinfected.

Glass door, window tracks and weep holes are to be cleared of dust/sand/dirt/cobweb.

The cleaning of exterior glass windows and doors shall be done using window cleaner and lint free cloth.

Counters, desktops and chairs shall be dusted and washed with suitable disinfecting cleaner.

PC's, PC Screens and other PC items shall be dusted and wiped carefully.

Mezzanine floor is to be vacuum cleaned using a HEPA (high efficiency particulate air) commercial grade vacuum cleaner with high-efficiency filter.

H. Garage area:

Wet/damp mop sweep all accessible floors and fixtures must be cleaned and disinfected.

Doors + Handles, Light Switches must be disinfected.

I. General Window Cleaning

Window glasses and nets frames must be cleaned at least twice (2 times) every year. In the event of special occasion additional request will be made for window cleaning to be provided. Ground floor reception area glass windows must be cleaned at least twice (2 times) every month.

J. Waste bins:

All waste bins shall be emptied into separate bags and taken to the designated waste disposal room.

Trash liners shall be replaced as required, in any case once a week.

6. Waste Management

The following types of recycling will be used – waste, plastic, glass, cans, paper, and cardboard. The Contractor must ensure correct disposal of the individual types into respective containers located on the Premises. Waste bins will be emptied according to the terms already outlined. Collection and disposal for the recycling stations will be done weekly.

7. Duration

- (a) The services shall commence within a week from the effective date of the Contract, or as may be otherwise approved by the Commission, until 31 December 2026.
- (b) The Commission shall have the right but not the obligation to extend the services three (3) times for period of 12 months each, starting on 1 January of each respective calendar year.

8. Requirements of the Contractor's and the Contractor's personnel

8.1. The Contractor shall have:

- (a) Valid license to operate in Austria (business registration for building cleaning) issued not earlier than 1 January 2023;
- (b) A minimum of three (3) years of consecutive experience in industrial cleaning (large operations);
- (c) References from at least three (3) previous or on-going cleaning services contracts;
- (d) Certified Quality Management System (ISO 9001) or equivalent;
- (e) Proven internal quality assurance procedures;
- (f) Demonstrated ability to communicate in the English language;
- (g) Demonstrated use of eco-labelled cleaning products and/or certified Environmental Management System would be desirable.

8.2. The Contractor shall assign personnel meeting the following minimum requirements:

- (a) Be trained and certified under Austrian vocational standards for Reinigungskräfte (cleaning personnel) preferably with certification according to ÖNORM D 2040 – Building Cleaning: Training and Qualifications;
- (b) Be legally authorised for and possess a residence in Austria by the appropriate national authorities;
- (c) Hold a valid work permit;
- (d) Have and maintain a Criminal Clearance Record. The Commission reserves the right to request for an updated Criminal Clearance Record at any time during the Contract.
- (e) For the assigned Manager/Team Leader only: Have proven formal training in cleaning management (Objektleiter/in) or equivalent proven professional experience.

9. Quality Control and Monitoring

The Contractor shall implement a quality assurance system with regular supervision, checklists, performance audits, and corrective actions to ensure service levels are met.

The Contractor will be provided with a work plan schedule, an attendance report of staff and a monthly quality assurance report form, all to be maintained by the Contractor and attached to the monthly invoice.

The Commission will monitor the services provided by the Contractor on regular basis and may conduct inspections at any time, without notice, to ensure that the premises have been properly cleaned. The

Commission reserves the right to reject unsatisfactory work and require remedial action. Records of cleaning (e.g., date, tasks performed) shall be kept by the Contractor and made available to the Commission on request.

Appendix 1 – Schedule of cleaning areas

Time allocation for cleaning the facility

<u>Areas</u>	<u>Time/Hours</u>
• First Floor:	
• Training rooms	30 mins
• Hallway	20 mins
• Kitchen	10 mins
• Toilets (Male/Female/Barrier-Free)	30 mins
• Offices/First Aid room	30 mins
• Terrace	10 mins
• Ground Floor:	
• Main entrance area	15 mins
• Hallway	15 mins
• BMS rooms (5 rooms)	5 mins (each room)
• Offices/Workshop (6 large rooms)	10 mins (each room)
• Kitchen	5 mins
• Toilets (Male/Female)	10 mins
• Warehouse area	60 mins
• Staircase (Smoking area)	5 mins
• Garage area	30 mins

Note: Due to the various events that are scheduled around the Premises, the times allotted to these locations are approximations and subject to change.

Appendix 2 – CTBTO Holidays Schedule

Official Holidays for 2026

Thursday	1 January 2026	New Year's Day
Friday	20 March 2026*	Eid al-Fitr
Friday	3 April 2026	Good Friday
Monday	6 April 2026	Easter Monday
Friday	1 May 2026	May Day
Wednesday	27 May 2026*	Eid al-Adha
Monday	26 October 2026	Austrian National Day
Friday	25 December 2026	Christmas Day
Thursday	31 December 2026	New Year's Eve

Official Holidays for 2027

Friday	1 January 2027	New Year's Day
Wednesday	10 March 2027	Eid al-Fitr
Friday	26 March 2027	Good Friday
Monday	29 March 2027	Easter Monday
Friday	30 April 2027	May Day
Monday	17 May 2027	Eid al-Adha
Tuesday	26 October 2027	Austrian National Day
Friday	24 December 2027	Christmas Day
Friday	31 December 2027	New Year's Eve

Appendix 3 to Annex B - ToR

“Time allocation for cleaning the premises”

First Floor of TeST Centre:

Training rooms: Annex B – ToR, Section 7.1	Duration 30 Min	3 times a week	On- request
1	Counters, desktops/chairs and window ledges shall be dusted and washed with suitable disinfecting cleaner	✓	
2	PC’s, PC Screens and other PC items shall be dusted and wiped carefully. Doors + Handles, Light Switches must be disinfected	✓	
3	Floors and Carpets are to be vacuum cleaned using a HEPA (high efficiency particulate air) commercial grade vacuum cleaner with high-efficiency filter	✓	
4	Any chairs, trash receptacles and easily moveable items shall be moved to vacuum underneath and then replaced in their original location	✓	
5	Fixtures must be cleaned and disinfected	✓	

Note: Items 6 and 7 shall be carried out only per additional request from the Commission. The Contractor shall be notified at least two weeks in advance.

Hallway Annex B – ToR, Section 7.1	Duration 15 Min	3 times a week	On- request
1	All accessible floors and fixtures shall be wet/damp mopped, swept, cleaned and disinfected.	✓	
2	Floors and Carpets are to be vacuum cleaned using a HEPA (high efficiency particulate air) commercial grade vacuum cleaner with high-efficiency filter.	✓	
3	Furniture shall be dusted and cleaned.	✓	

Kitchen Annex B – ToR, Section 7.1	Duration 5 Min	3 times a week	On- request
1	All accessible floors and fixtures shall be wet/damp mopped, swept, cleaned and disinfected.	✓	
2	Kitchenware (plates, cups, glasses, cutlery and utensils cook ware) in dish washers, sinks and countertops shall be washed, dried and put away in cupboards.	✓	
3	Sinks, countertops, drawers and cupboard doors knobs shall be cleaned and disinfected.	✓	
4	Tables, chairs and cabinets, appliances such as kettles, microwaves, coffee makers, ovens and refrigerators shall be clean, free of crumbs, grease and food marks and stains.	✓	
5	Trash shall be removed daily and as required.	✓	

Note: Items 6 and 7 shall be carried out only per additional request from the Commission. The Contractor shall be notified at least two weeks in advance.

Staircases (Smoking area) Annex B – ToR, Section 7.1	Duration 5 Min	3 times a week	On- request
1	All litter must be cleaned from floor.	✓	
2	Handrail must be cleaned and disinfected.	✓	
4	The ash trays must be emptied and cleaned.	✓	

Note: Item 3 shall be carried out only per additional request from the Commission. The Contractor shall be notified at least two weeks in advance.

Toilets (Male/Female /Barrier-Free) Annex B – ToR, Section 7.1	Duration 30 Min	3 times a week	On- request
1	All accessible floors and fixtures shall be wet/damp mopped, swept, cleaned and disinfected.	✓	
2	The inside of the bowls shall be scrubbed down with a WC brush using disinfecting antibacterial detergent.	✓	
3	A spare roll shall be placed in the lavatories adjacent to each toilet during cleaning.	✓	
4	Mirrors shall be wiped clean and polished dry.	✓	
5	All tiled walls, partitions, toilet and shower doors shall be cleansed using a neutral disinfecting antibacterial detergent.	✓	
6	Supplies, including toilet paper, paper towels, liquid soap, toilet disinfectant, etc., shall be checked every time and refilled as necessary.	✓	

Offices / First Aid Room Annex B – ToR, Section 7.1	Duration 15 Min	3 times a week	On- request
1	Counters, desktops/chairs and window ledges shall be dusted and washed with suitable disinfecting cleaner.	✓	
2	PC's, PC Screens and other PC items shall be dusted and wiped carefully.	✓	
3	Doors + Handles, Light Switches must be disinfected.	✓	
4	Floors and Carpets are to be vacuum cleaned using a HEPA (high efficiency particulate air) commercial grade vacuum cleaner with high-efficiency filter.	✓	
5	Any chairs, trash receptacles and easily moveable items shall be moved to vacuum underneath and then replaced in their original location.	✓	
6	Fixtures must be cleaned and disinfected.	✓	

Note: Items 7 and 8 shall be carried out only per additional request from the Commission. The Contractor shall be notified at least two weeks in advance.

Terrace Annex B – ToR, Section 7.1	Duration 10 Min	3 times a week	On- request
1	All litter must be cleaned from floor.	✓	
2	Handrail must be cleaned and disinfected.	✓	
3	Window stools shall be cleaned.	✓	
4	The ash trays must be emptied and cleaned.	✓	

Note: Items 5 and 6 shall be carried out only per additional request from the Commission. The Contractor shall be notified at least two weeks in advance.

Waste bins Annex B – ToR, Section 7.1	Duration 5 Min	3 times a week	On- request
1	All waste bins shall be emptied into separate bags and taken to the designated waste disposal room.	✓	
2	Trash liners shall be replaced as required, in any case once a week.	✓	

Ground Floor of TeST Centre:

Main entrance area + elevator Annex B – ToR, Section 7.1	Duration 15 Min	3 times a week	On- request
1	All accessible floors and fixtures shall be wet/damp mopped, swept, cleaned and disinfected.	✓	
2	Doors + Handles + handrail, Light Switches must be disinfected.	✓	
3	Glass doors, window tracks windows, and weep holes are to be cleared of dust/sand/dirt/cobweb.	✓	
5	Counters, desktops and chairs shall be dusted and washed with suitable disinfecting cleaner.	✓	
6	Furniture shall be dusted and cleaned.	✓	
7	The inside floor of the elevator shall be mopped. Buttons and handles must be cleaned and disinfected.	✓	

Note: Items 4 and 8 shall be carried out only per additional request from the Commission. The Contractor shall be notified at least two weeks in advance.

Hallway Annex B – ToR, Section 7.1	Duration 15 Min	3 times a week	On- request
1	All accessible floors and fixtures shall be wet/damp mopped, swept, cleaned and disinfected.	✓	
2	Floors and Carpets are to be vacuum cleaned using a HEPA	✓	

	(high efficiency particulate air) commercial grade vacuum cleaner with high-efficiency filter.		
3	Furniture shall be dusted and cleaned.	✓	

BMS rooms (5 rooms) Annex B – ToR, Section 7.1	5 Min each room	3 times a week	On- request
1	Counters, desktops/chairs and window ledges shall be dusted and washed with suitable disinfecting cleaner.	✓	
2	PC's, PC Screens and other PC items shall be dusted and wiped carefully.	✓	
3	Doors + Handles, Light Switches must be disinfected.	✓	
4	Floors and Carpets are to be vacuum cleaned using a HEPA (high efficiency particulate air) commercial grade vacuum cleaner with high-efficiency filter.	✓	
5	Any chairs, trash receptacles and easily moveable items shall be moved to vacuum underneath and then replaced in their original location.	✓	
6	Fixtures must be cleaned and disinfected.	✓	

Note: Item 7 shall be carried out only per additional request from the Commission. The Contractor shall be notified at least two weeks in advance.

Offices/ workshop 6 large rooms Annex B – ToR, Section 7.1	10 Min each room	3 times a week	On- request
1	Counters, desktops/chairs and window ledges shall be dusted and washed with suitable disinfecting cleaner.	✓	
2	PC's, PC Screens and other PC items shall be dusted and wiped carefully.	✓	
3	Doors + Handles, Light Switches must be disinfected.	✓	
4	Floors and Carpets are to be vacuum cleaned using a HEPA (high efficiency particulate air) commercial grade vacuum cleaner with high-efficiency filter.	✓	
5	Any chairs, trash receptacles and easily moveable items shall be moved to vacuum underneath and then replaced in their original location.	✓	
6	Fixtures must be cleaned and disinfected.	✓	

Note: Items 7 and 8 shall be carried out only per additional request from the Commission. The Contractor shall be notified at least two weeks in advance.

Kitchen Annex B – ToR, Section 7.1	Duration 10 Min	3 times a week	On- request
1	All accessible floors and fixtures shall be wet/damp mopped, swept, cleaned and disinfected.	✓	

2	Kitchenware (plates, cups, glasses, cutlery and utensils cook ware) in dish washers, sinks and countertops shall be washed, dried and put away in cupboards.	✓	
3	Sinks, countertops, drawers and cupboard doors knobs shall be cleaned and disinfected.	✓	
4	Tables, chairs and cabinets, appliances such as kettles, microwaves, coffee makers, ovens and refrigerators shall be clean, free of crumbs, grease and food marks and stains.	✓	
5	Trash shall be removed daily and as required.	✓	

Note: Items 6 and 7 shall be carried out only per additional request from the Commission. The Contractor shall be notified at least two weeks in advance.

Toilets (Male/Female) and Showers (Male/Female) Annex B – ToR, Section 7.1	Duration 10 Min	3 times a week	On-request
1	Wet/damp mop sweep all accessible floors and fixtures must be cleaned and disinfected.	✓	
2	The inside of the bowls shall be scrubbed down with a WC brush using disinfecting antibacterial detergent.	✓	
3	A spare roll shall be placed in the lavatories adjacent to each toilet during cleaning.	✓	
4	Mirrors shall be wiped clean and polished dry.	✓	
5	All tiled walls, partitions, toilet and shower doors shall be cleansed using a neutral disinfecting antibacterial detergent.	✓	
6	Supplies, including toilet paper, paper towels, liquid soap, toilet disinfectant, etc., shall be checked every time and refilled necessary.	✓	

Warehouse area Annex B – ToR, Section 7.1	Duration 40 Min	3 times a week	On-request
1	The floor is covered with epoxy coating and must be regularly cleaned with special chemicals.	✓	
2	All accessible floors and fixtures shall be wet/damp mopped, swept, cleaned and disinfected.	✓	
3	Doors + Handles, Light Switches must be disinfected.	✓	
4	Glass door, window tracks and weep holes are to be cleared of dust/sand/dirt/cobweb.	✓	
6	Counters, desktops and chairs shall be dusted and washed with suitable disinfecting cleaner.	✓	
7	PC's, PC Screens and other PC items shall be dusted and wiped carefully.	✓	
8	Mezzanine floor is to be vacuum cleaned using a HEPA (high efficiency particulate air) commercial grade vacuum cleaner with high-efficiency filter.	✓	

Note: Items 5 and 9

shall be carried out only per additional request from the Commission. The Contractor shall be notified at least two weeks in advance.

Staircases (Smoking area) Annex B – ToR, Section 7.1	Duration 5 Min	3 times a week	On- request
1	All litter must be cleaned from floor.	✓	
2	Handrail must be cleaned and disinfected.	✓	
3	The ash trays must be emptied and cleaned.	✓	

Garage area Annex B – ToR, Section 7.1	Duration 20 Min	3 times a week	On- request
1	All accessible floors and fixtures shall be wet/damp mopped, swept, cleaned and disinfected.	✓	
2	Doors + Handles, Light Switches must be disinfected.	✓	

Waste bins Annex B – ToR, Section 7.1	Duration 5 Min	3 times a week	On- request
1	All waste bins shall be emptied into separate bags and taken to the designated waste disposal room.	✓	
2	Trash liners shall be replaced as required, in any case once a week.	✓	

Note: Due to the various events that are scheduled around the property, the times allotted to these locations are approximations and subject to change.



