

ANNEXURE B1 STANDARD CLEANING SERVICES ACTIVITIES

TAN	DARD CLEANING SERVICE TASK DESCRIPTION	FREQUENCY
A.	KITCHEN	
•	De-cobweb and dust, run a duster around all edges of the celling and down the corners of the room, all the light fixtures, under tables, around pictures on the walls, windowsills, and any other place that there may be spider webs and dust.	Daily
•	Clean outside and inside of refrigerator , including handles, shelves and drawers	Daily
•	Defrost and clean the refrigerator	Monthly / As
		and when
		necessary
•	Spot clean wall, door frames, paying special attention to the walls	Three Times
	around the zinc	day.
٠	Dust the cabinet front and knobs, with special to the grime that collects on and around the cabinet handles and knobs	Three Times day
•	Clean all countertops and surfaces	Three Times day
•	Polish all countertops and surfaces	Daily
•	Clean the inside and outside of microwave oven door and handle.	Daily
•	Spot check and clean stains and finger prints from all windows and glass	Daily
•	Empty the trash and rinse/wipe down the trash container, replace liner	Three Times day
•	Collect dirty dishes and lunch boxes from workstations/central place, wash and return to central place.	Three Times day



Collect dirty dishes from meeting rooms/boardrooms, wash and	As and when
return to stores.	required.
Clean light switches	Daily
Sweep and mop floor	Three Times a
	day
Wax / Polish floor	Daily
B. BATHROOMS	TO BY 1802
Clean toilet seat including all interior and exterior surfaces, base,	Four Times a
floor and wall area.	day.
Clean basins	Four Times a
	day.
Clean all mirrors	Four Times a
	day.
De-cobweb and dust, run a duster around all edges of the celling	Daily
and down the corners of the room, all the light fixtures, under zinc,	
windowsills, and any other place that there may be spider webs and dust.	
Clean and mop the floor	Four Times a day.
Run duster over trim	Daily
Spot clean doors with special attention around the doorknobs	Four Times a day.
Clean light switches	Daily
Empty waste basket and replace liner	Four Times a day.
Dust blinds	Weekly
NB. Service provider shall be held accountable for the blind	
damage by the cleaner	
C. STAIRWAYS	
Vacuum steps, using broom or crevice tools along all edges and	Daily
corners	
Dust and Sanitize handrails and fittings	Daily
De-cobweb and dust, run a duster around all edges of the celling	Daily
and down the corners of the stairs, all the light fixtures, and any	
other place where there may be spider webs and dust.	
 De-cobweb and dust, run a duster around all edges of the celling 	Daily
- Do-copwer and dust, full a duster around all edges of the celling	Jany



	and down the corners of the room, all the light fixtures, under tables, around pictures on the walls, windowsills, and any other place where there may be spider webs and dust.	
•	Mop floor	Four Times a day.
•	Dust TV and audio equipment	Daily
•	Spot clean all windows	Weekly
•	Vacuum couches and chairs	Weekly
٠	Dust and polish telephone bases and handles	Four times a day.
•	Dust all furniture with special attention to armrests and top backs of chairs	Four times a day.
•	Polish all furniture with special attention to armrests and top backs of chairs	Daily
•	Dust blinds	Weekly
•	NB. Service provider shall be held accountable for the blind damage by the cleaner	
•	Sweep and tidy front/back outdoor entrance	Four times a day.
•	Dust flower vases and flowers	Daily
E.	EMERGENCY STAIRS	
•	Vacuum steps, using broom or crevice tools along all edges and corners	Once a week.
F.	OFFICES	
•	Empty the trash and rinse/wipe down the trash container, replace liner	Three times a day.
•	De-cobweb and dust, run a duster around all edges of the celling and down the corners of the room, all the light fixtures, under tables, around pictures on the walls, windowsills, and any other place that there may be spider webs and dust.	Daily
•	Vacuum floor	Weekly
•	Mop floor	Three times a day.
•	Vacuum underneath edges of furniture	Weekly
•	Dust TV and audio equipment (NB-may need special cleaning instructions)	Daily
•	Clean mirrors and glass	Daily and when necessary
•	Spot clean all windows	Daily and when



	necessary
Vacuum couches and chairs	Weekly
Dust and clean telephone/computers bases and handles	Three times a day.
 Dust and polish all furniture with special attention to armrests and top backs of chairs 	Daily
Dust blinds	Daily
 NB. Service provider shall be held accountable for the blind damage by the cleaner 	
G. REFUSE AREA	
Sweep and keep the refuse area tidy	Daily
Remove all waste to a specified areas	Daily/As per the municipality waste remova schedule.
Replace refuse bags	Daily and when required
Remove all waste papers	Daily
H. PARKING and WALKWAYS /BUIDLING SURROUNDINGS	
Sweep the area	Daily
Pick up litters and remove to agreed area	Daily/As and when necessary.
i. STOREROOM	The Boston
Dust all areas	Twice monthly /and when required
 Dust and Sanitize handrail, door handles, and fittings (office doors, emergency doors etc) 	Twice monthly /and when required
J. BOARDROOMS	- Toquilou
Collect cutlery from stores to the boardroom before meetings.	As when required
K. WATER COOLERS	Carlo de la companya dela companya dela companya dela companya de la companya dela companya de la companya de l
Clean and re-fill water coolers	Twice a week and when necessary
L. ENTRANCE	
Sweep entrance	Four Times a day.



	Clean step and doormats	Daily		
M.	LIFT AND FOYER			
•	Clean lifts floors	Four Times a day.		
•	Polish lifts floors	Daily		
•	Clean lift mirrors and walls	Daily		
•	Glass doors and door knobs at the entrances must be cleaned and dust all accessible ledges to height of 2m	Daily		
•	Clean direction and signage boards (move generic)	Weekly		
N.	QUARTELY ACTIVITIES			
•	Wash windows inside	Quarterly		
•	Wash windows outside (height not exceeding 3 meters from accessible floor)	Quarterly		
•	Deep Clean fabric chairs and couches (number may increase or decrease)	Quarterly (only on weekends)		
•	Deep Clean carpets	Quarterly (only on weekends)		
•	Strip and buff tiles	Quarterly (only on weekends)		
•	Pest control	Quarterly (only on weekends)		
•	Deep cleaning of toilet	Quarterly (only on weekends)		
0.	DECONTAMINATION ACTIVITIES.			
•	Disinfection/Sanitation of Offices and Vehicles	As and when required.		
P.	SERVER ROOM			
	Clean the room and cabinets.	On request		
Q.	EXCLUDED AREAS			
•	Electrical and mechanical plants cabinets			
R.	CONDITIONS ON SERVICE TIME			
	CLEANING – Monday to Friday 06h30 to 15h00			





SANITATION ACTIVITIES

SANI	TATION ACTIVITIES	FREQUENCY
A.	SANITARY DISPOSAL	
•	Remove Sanitary waste and dispose to (approved site)	Weekly
•	Wipe disposal bin with disinfectant and replace liner	Weekly
B.	SANITARY BAGS	
•	Supply and replace sanitary bags	Weekly
C.	SEAT WIPES	
•	Replenish Seat sanitizer dispenser	As and when required.
D.	HAND WASH LIQUID SOAP	
•	Replenish liquid Hand wash	As and when required.
Ē.	PAPER TOWEL	
•	Replenish Paper towels	As and when required.
_	AUTOMATIO AID EDECUMED	
	AUTOMATIC AIR FRESHNER	As and whan
•	Replenish Air freshener.	As and when required.
G.	TOILET PAPER	
•	Replenish Toilet papers.	Daily / As and when required.
Ĥ.	WALL MOUNTED PAPER TOWEL BIN	
•	Empty the waste bin and remove waste from site	Daily
	AUTOSANITISOR	
•	Replenish Auto sanitizer	As and when required.
J.	NB.	
•	Extra box of batteries must be kept in the storeroom for emergencies	
•	Paper towels must be manufactured from a soft, good	
	quality paper tissue (SABS approved).	



- Hand wash liquid soap must be drip free and not harsh/ irritable to the skin (non-ammoniated).
- Air freshener must spray at intervals of 5 minutes.

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OFFICE BASIC INFORMATION AND FLOOR DESCRIPTION DISTRICT THREE – NKANGALA

NKANGALA DISTRICT OFFICE, WITBANK

OFFICE NAM	1E	NKAN	KANGALA DISTRICT:									
		ATHLO	HLONE STREET, MANN BUILDING, WITBANK									
FLOOR			Flo	oor Plan 670								
NUMBER OF	OFFICIALS		,	23 NUMBI	R OF C	LIENTS PER	MONTH			0		
				Rooms	Offices							
Kitchen Cellular Open Pi Offices Workstat						Reception Area		Printing/ Copier Roc		Store room		
2	19		2	2		1		1		2		
				Bathr	ooms							
		Male					F€	emale				
Toilets	Disable Toilets		ls	Hand Wash Basins	Toilets		Disabled Toilets		Hand Wash Basins			
2	1	1		2		3		0		3		
				Chairs and Flo	or Cove	er Area						
Number of Chairs	Carpet (m²)	Ceramic Tiles (m²)	Vinyl (m²)			ement Floor Basement Parking (m²)		ment Floor erooms (m²)	Yaı	d (Gardening) (m²)		
139	540m ²	130m ²		405m ²		110		0		0		

DELMAS SERVICE OFFICE, DELMAS

OFFICE NAI	ME				ICE OFFICE:	RE					
				Floo	or Plan 87m²						
NUMBER O	F OFFICIALS				6 NUMBER OF CLIENTS PER MONTH 250						
					Rooms	/Offices	3				
Kitchen	Kitchen Cellular Open PI Offices Workstat			Board	Room	Reception Area	on	Printing/ Copier Room		Store room	
1	3		0		0		1		0		0
					Bath	rooms					
		Male						Fe	male		
Toilets	Disable Toilets	- 1	Urinals		Hand Wash Basins		oilets	Disable	d Toilets	Hand Wash Basin	
1	0		0		1		1		0		0
					Chairs and Fl	oor Cov	er Area		-		
Number of Chairs	Carpet (m²)		amic (m²)	Vinyl (m²)	Outside Paving (m²)	ving Basement Storerooms (m²)				d (Gardening) (m²)	
15	0	()	105	0		0		8m²		0

DR J S MOROKA LOCAL OFFICE, SIYABUSWA

OFFICE NAI	ME		r JS MOROKA: LD PARLIAMENT BUILDING, SIYABUSWA								
FLOOR			Fk	oor Plan 842							
NUMBER O	FOFFICIALS			14 NUM	BER OF	CLIENTS PER	MONTH	1000			
				Roon	ns/Office	S					
Kitchen Cellular Open Pla Offices Workstati						Reception Area	on Printing Copier Ro	•			
1	9		4		1	2	0	2			
				Bat	hrooms						
	1/2	Male					Female				
Toilets	Disable Toilets		als	Hand Wash Basins		Toilets	Disabled Toilets	Hand Wash Basins			
3	1	2		4		4	0	3			
				Chairs and F	loor Cov	er Area					
Number of Chairs	Carpet (m²)	Ceramic Tiles (m²)	Vinyl (m²)	Outside Paving (n	1 ²)	ement Floor Basement Parking (m²)	Cement Floor Storerooms (m²)	Yard (Gardening) (m²)			
53	42	800m²	0	131m²		0	0	250m²			



OFFICE BASIC INFORMATION AND FLOOR DESCRIPTION DISTRICT THREE – NKANGALA

EMAKHAZENI LOCAL OFFICE, BELFAST

OFFICE NAM	1E	EMAK	HAZENI:	:						
		26 SC	HEEPER	S STREET, BEL	FAST					
FLOOR			Flo	oor Plan 160m ²						
NUMBER OF	OFFICIALS			8 NUMBE	R OF C	LIENTS PER	MONTH			300
	111			Rooms/0	Offices					
Kitchen	Cellular Offices	n Plan: stations	Board Ro	om	Reception Area		Printing/ Copier Room		Store room	
1	7		1	1		1		0		1
				Bathro	oms					
		Male					F	emale		
Toilets	Disable Toilets		als	Hand Wash Basins	Toilets		Disabled Toilets		Hand Wash Basins	
4	1	1		3		4		0		2
				Chairs and Floo	r Cove	r Area				
Number of Chairs	Carpet (m²)	Ceramic Tiles (m²)	Vinyl (m²)	Outside Paving	В	ment Floor asement		ment Floor erooms (m²)	Ya	rd (Gardening) (m²)
				(m²)	Pa	rking (m²)				

EMALAHLENI LOCAL OFFICE, WITBANK

OFFICE NA	ME		EMALAH	LENI:								
			ATHLON	E STR	REET, MANN B	UILDIN	G, WITBANK					
FLOOR				Flo	or Plan 984 m²							
NUMBER O	F OFFICIAL	S		-	19 NUME	ER OF	CLIENTS PER	MONTH			2500	
					Rooms	/Office:	S					
Kitchen Cellular Open Pla Offices Workstati							Reception Area		Printing/ Copier Room		Store room	
2	17		1		0		1		1		3	
					Bath	rooms						
		Male						F	emale			
Toilets	Disabl Toilet		Urinals		Hand Wash Basins	7	Toilets Disa		isabled Toilets		land Wash Basins	
6	1		2		3		5		0		4	
					Chairs and Fl	oor Cov	er Area					
Number of Chairs	Carpet (m²)	Ceram Tiles (r		'inyl (m²)	Outside Paving (m²)		ement Floor Basement Parking (m²)		Cement Floor torerooms (m²)		rd (Gardening) (m²)	
67	374m ²	610m	12	0	0		0		0		0	

VERENA SERVICE OFFICE, VERENA

OFFICE NA	ME			A SERVICE OFFICE: A THUSONG CENTRE								
FLOOR				Floor Pla	n 76							
NUMBER O	F OFFICIAL		6	NUMBE	R OF C	LIENTS PER	MONTH			300		
					Rooms/0	Offices						
Kitchen Cellular Open Pla Offices Workstati			Open Plar Vorkstatio			om	om Reception Area		Printing Copier Ro		Store room	
1	2		1		0		1		0		0	
					Bathro	oms						
		Male						Fo	emale			
Toilets	Disabl Toile		Urinals	Hand Wash Basins		Toilets		Disabled Toilets		Hand Wash Basins		
1	0		0		1		0		0		0	
				Chair	s and Floo	r Cov	er Area					
Number of Chairs	Carpet (m²)	Ceramic Tiles (m²)			Outside Paving (m²)		ement Floor Basement arking (m²)	Cement Floor Storerooms (m²)		Yard (Gardening) (m²)		
11	0	76m²	0		18m²	0			0		0	



OFFICE BASIC INFORMATION AND FLOOR DESCRIPTION DISTRICT THREE – NKANGALA

THEMBISILE SERVICE OFFICE, KWAMHLANGA

OFFICE NAM	ΛE		BISILE HA	NI: COMPLEX, K	WAMH	LANGA			
FLOOR		, , , ,		r Plan 36					
NUMBER OF	OFFICIALS		7	NUME	ER OF	CLIENTS PER	MONTH		700
				Rooms	/Offices	3			
Kitchen	Cellular Offices		Plan: stations	Board F	Room	Reception Area	on Printing Copier Ro	-	Store room
1	15		1	0		2	0		0
				Bath	rooms				
		Male					Female		
Toilets	Disable Toilets		ls H	land Wash Basins	1	oilets	Disabled Toilets	Hand V	Wash Basins
2	1	1		2		2	0		2
			С	hairs and Flo	or Cov	er Area			
Number of Chairs	Carpet (m²)	Ceramic Tiles (m²)	Vinyi (m²)	Outside Paving (m²)		ement Floor Basement 'arking (m²)	Cement Floor Storerooms (m²)		(Gardening) (m²)
28	217m ²	0	146m²	30m2		0	0		0

THEMBISILE LOCAL OFFICE: TWEEFONTEIN H

OFFICE NA	ME	TW	EEFONT	EIN H					
FLOOR				Floor Plan	165 M ²				
NUMBER O	F OFFICIAL	ALS 9 NUMBER OF CLIENTS PER MONTH					400		
				F	Rooms/Offic	es			
Kitchen	Cellul Office		pen Plan orkstatio		Board Room	Recepti Area	1935		Store room
11	4		1		0	1	0		0
					Bathrooms	\$			
		Male					Female		
Toilets	Disabl Toile		rinals	Hand W Basin		Toilets	Disabled Toilets	Han	d Wash Basins
1	1		0	1		1	0		1
				Chairs a	and Floor Co	over Area		*	
Number of Chairs	Carpet (m²)	Ceramic Tiles (m²)	Vinyl (m²)		side ng (m²)	Cement Floor Basement Parking (m²)	Cement Floor Storerooms (m²		rd (Gardening) (m²)
27	0	165m ²	0	18	3m ²	0	0		0

STEVE TSHWETE LOCAL OFFICE, MIDDELBURG

OFFICE NAM	ΛE	"	SASSA BI	LOCK A	AND B",						
		3	7 Dr BEYE	ERS NAU	JDE, MIDD	LEBUR	RG				
FLOOR				Floor Pl	lan 237m²						
NUMBER OF	OFFICIALS			11	NUMB	ER OF	CLIENTS PER I	MONT	Η		500
					Rooms	/Offices	3				
Kitchen	Cellular Offices		Open Pla Vorkstatio		Board R	loom	Receptio Area	n	Printing Copier Ro		Store room
11	5		11		1		2		0		1
					Bathr	ooms			11		
		Male		711					Female		
Toilets	Disable Toilets		Urinals		d Wash asins	T	oilets	Disab	led Toilets	Hand	d Wash Basins
3	0		0		1		3		0		2
				Cha	irs and Flo	or Cov	er Area				
Number of Chairs	Carpet (m²)	Ceram Tiles (n			Outside Paving (m²)		ment Floor ment Parking (m²)		ment Floor erooms (m²)	Yaı	rd (Gardening) (m²)
36	109m²	128m	2		53m ²		0		0		46



OFFICE BASIC INFORMATION AND FLOOR DESCRIPTION DISTRICT THREE – NKANGALA

MHLUZI SERVICE OFFICE, MIDDELBURG

OFFICE NAI	ИE			ZI OFFICE MIDDLEBURG							
FLOOR		EXIL		or Plan 246.35r							
NUMBER O	FOFFICIALS			4 NUMBER OF CLIENTS PER MONTH 300							
				Rooms	/Offices						
Kitchen	Cellula Offices		en Plan: estations	Board R	Room Reception	on Printing Copier Ro					
1	2		1	1	2	0	0				
				Bathr	ooms						
		Male				Female					
Toilets	Disable Toilets		als I	Hand Wash Basins	Toilets	Disabled Toilets	Hand Wash Basins				
2	0	0		1	2	0	1				
	-			Chairs and Flo	or Cover Area						
Number of Chairs	Carpet (m²)	Ceramic Tiles (m²)	Vinyl (m²)	Outside Paving (m²)	Cement Floor Basement Parking (m²)	Cement Floor Storerooms (m²)	Yard (Gardening) (m²)				
28	0	0	246.35M²	45m ²	0	0	0				

MBIBANE SERVICE OFFICE, (VAALBANK)

OFFICE NAI	ИE			RVICE OFFI		MDIDANE			
FLOOR		IAIDIE		loor Plan 20		VIDIDANE			
	OFFICIALS					CLIENTS PER	MONTH		200
HOWIDER OF	OI I IOIALO						INIONIA		200
1711					ms/Office:				
Kitchen	Cellula: Offices		en Plan: kstations		d Room	Reception Area		rinting/ ier Room	Store room
0	3		1		0	0		0	1
				В	throoms				
		Male					Female		
Toilets	Disable Toilets		nals	Hand Was Basins	ר ו	Toilets	Disabled Toi	lets H	and Wash Basins
1	0		2	1		2	0		2
				Chairs and	Floor Cov	er Area			
Number of Chairs	Carpet (m²)	Ceramic Tiles (m²)	Vinyl (m²)			ement Floor ement Parking (m²)	Cement F Storerooms		Yard (Gardening) (m²)
18	52m ²	0	155	0		0	0		0

MKOBOLA SERVICE OFFICE, (KWAGGAFONTEIN)

OFFICE NAM	ΝE			ERVICE OFFIC AGISTRATE C		KWAGGAFO	NTEIN			
FLOOR			FI	loor Plan 211	m²					
NUMBER OI	FOFFICIALS			10 NUM	BER OF	CLIENTS PER	MONT	1		600
				Room	s/Office:	S				
Kitchen	Cellula Offices	- P.	en Plan: estations		Room	Recepti Area		Printing Copier Ro		Store room
1	2		2		0	1		0		1
				Bat	hrooms					
		Male						Female		
Toilets	Disable Toilets	-	als	Hand Wash Basins		Foilets	Disab	led Toilets	Hand	d Wash Basins
1	0	1		2		2		0		1
				Chairs and F	loor Cov	er Area				
Number of Chairs	Carpet (m²)	Ceramic Tiles (m²)	Vinyl (m²)			ement Floor Basement Parking (m²)		ment Floor erooms (m²)	Yaı	rd (Gardening) (m²)
43	77m ²	134m²	0	0		0		0		0



OFFICE BASIC INFORMATION AND FLOOR DESCRIPTION DISTRICT THREE – NKANGALA

MMAMETLHAKE SERVICE OFFICE, MMAMETLHAKE

OFFICE NAI	ME			KE SERVICE OI FICE, MMAMET		E, MORETELE				
FLOOR			Fic	oor Plan 146m ²						
NUMBER O	F OFFICIALS			5 NUMBE	ER OF C	CLIENTS PER	MONTH			300
				Rooms	Offices					
Kitchen	Cellular Offices		Plan: tations	Board R	oom	Reception Area	on	Printing Copier Ro		Store room
1	2		2	1		1		0		0
				Bathre	ooms					
		Male					Fe	emale		
Toilets	Disable Toilets		s	Hand Wash Basins	Т	oilets	Disable	d Toilets	Han	d Wash Basins
3	0	2		2		3		0		2
				Chairs and Flo	or Cov	er Area				
Number of Chairs	Carpet (m²)	Ceramic Tiles (m²)	Vinyl (m²)			ement Floor Basement arking (m²)		nent Floor rooms (m²)	Ya	rd (Gardening) (m²)
24	0	146m²	0	0		0		0		782m²

MARAPYANE SERVICE OFFICE, MARAPYANE

OFFICE NAI	ME		MARAP	YANE	E SERVI	CE OFFI	CE:					
			MARAP	YANE	E THUSC	ONG CEN	TRE					
FLOOR				F	loor Plar	n 52m²						
NUMBER O	FOFFICIAL	S		5 NUMBER OF CLIENTS PER MONTH 400								400
						Rooms	Offices	S				
Kitchen	Cellula Office		Open Workst			Board R	oom	Receptio Area	n	Printing Copier Ro	101	Store room
1	3		1			1		1		0		0
						Bathr	ooms					
		Male)						Fe	male		
Toilets	Disable Toilet		Urinal	3	Hand Bas		1	Toilets	Disable	d Toilets	Han	d Wash Basins
2	0		1		2	2		2		0		2
	,,,				Chairs	s and Flo	or Cov	er Area				
Number of Chairs	Carpet (m²)	Cerai Tiles (Vinyl (m²)	P	utside aving (m²)		ement Floor ement Parking (m²)		ent Floor rooms (m²)	Ya	rd (Gardening) (m²)
9	0	52n) ²	0		0		0		0		0

DISTRICT THREE SUMMARY

OFFICE	SQUARE METRES	NUMBER OF STAFF	NUMBER OF BENEFICIARIES	V	ehicles	
	CLEANING SERVICE	JIAN	DENEI IOIARIES	Light Delivery Vehicle	Sedan	Trucks
Nkangala District Office	670	23	0	1	5	1
Delmas Service Office	87	06	250	0	2	0
Dr J S Moroka (Siyabuswa) Local Office	842	14	1000	1	2	0
Emakhazeni Local Office	160	08	300	1	2	0
Emalahleni Local Office	984	19	2500	2	2	0
Verena Service Office	76	06	300	1	1	0
Thembisile (KwaMhlanga) Service Office	363	07	700	2	2	0
Thembisile Hani Local Office (Tweefontein H)	165	09	400	0	0	0
Steve Tshwete Local Office	237	11	500	2	2	0
Mhluzi Service Office	246	04	300	0	0	0

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OFFICE BASIC INFORMATION AND FLOOR DESCRIPTION DISTRICT THREE – NKANGALA

Mbibane Service Office	207	06	200	1	1	0
Mkobola Service Office	211	10	600	1	1	0
Mametlhake Service Office	146	05	300	1	0	0
Marapyane Service Office	52	05	400	0	1	0
Total	4446	133	7750	13	21	1

Jel .