

### **Cleaning Policy**

Campus Cleaning Services are a dedicated team of cleaning staff who currently number over 125 people over our campus. We aim to achieve a high level of environmental and hygienic cleanliness throughout the academic facilities within the De Montfort University building.

The key objectives are to:

Provide a cost efficient, quality driven Cleaning Service which achieves an optimum standard of cleaning for all buildings and areas of the De Montfort University Site appropriate for their use as tailored to the financial resources available to the agreed service levels of our Customers;

Provide a standard of Service that assists with providing a positive image of De Montfort University and a level of cleanliness which provides a safe and socially acceptable environment for students, visitors and staff during the normal operational hours of De Montfort University.

Provide a service where staff are encouraged to develop quality routines and to identify opportunities to improve service delivery. Where every member of staff shares a common objective and subscribes to the process of change and quality improvement. Campus Cleaning Services will develop staff through training for the mutual benefit of both individuals and De Montfort University and develop good relationships between staff in the different departments involved.

Maintain a safe working environment through identified safe working practices.

### **Key Customers**

The key customers for this service are:

- Students
- Staff
- Visitors

### **Hours of Service**

The main scheduled cleaning duty is performed at the following times:

Monday to Friday 06.00 – 09.00 and 17.00 – 20.00

Saturday/Sunday 07.00 – 12.00 where buildings are open for use

Further to these times cleaning staff operate throughout the day with additional servicing to washroom/toilet facilities, external environment and key areas being a priority.

Any enquiries or emergency cleaning jobs can be requested by contacting the Estates Helpdesk through the intranet system or telephoning Ext 6366

### **Procurement Policy**

Our aim will be to minimise the impact our service and operations have on the environment.

Campus Cleaning Services will endeavour where possible to procure cleaning materials from natural or recycled products from suppliers who are committed to environmental issues.

