



**City of
Kalgoorlie
Boulder**

Request for Tender

Provision of City Cleaning Services (Separable Portions) RFT27004

Closing Date: 31 Aug 2026 @ 2 PM WST

Part 2

Specifications

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1 Introduction

The City of Kalgoorlie-Boulder invites Tender Submissions from experienced and qualified organisations / individuals for the provision of cleaning services for various City sites for a period of One (1) year plus Two (2) years optional extension in 12-month increments subject to satisfactory performance and at the sole discretion of the City.

The cleaning services shall be provided to public buildings and facilities located in the City of Kalgoorlie-Boulder as detailed in the Specification.

The Contractor shall provide the cleaning services on a daily, weekly, fortnightly, monthly, quarterly and yearly frequency and at other times as detailed in this Part 2 - Specification.

The services shall comprise manual and machine operations including:

- Buffing, cleaning, deodorising, dry cleaning, dusting, mopping, polishing, sanitising, scrubbing, spot cleaning, sweeping, and vacuuming.
- Repositioning of table and chair furniture.
- Supplying and replenishing toilet consumables.
- Collecting, removing and disposing of litter and rubbish; and
- Opening and closing of toilet amenities at specified times.

The scope is divided into ten separable portions of work, **which may be awarded to the same or different contractors at the City's discretion.**

- Separable Portion A - Public Toilets
- Separable Portion B - Oval Toilet Amenities
- Separable Portion C – Market Arcade & Endowment Block Tenant Toilets
- Separable Portion D – Goldfields Art Centre
- Separable Portion E – Golf Course Clubhouse & Maintenance Shed/Depot
- Separable Portion F – Eastern Goldfields Community Centre, Men Shed
- Separable Portion G – Administration Building
- Separable Portion H – Depot & Rangers
- Separable Portion I – Wastewater Treatment Plant
- Separable Portion J – Kalgoorlie-Boulder Airport

Note: work at the Airport requires a security clearance and special work induction for some areas.

2 Scope of Work

The Principal requires Cleaning Services to be provided to the following of its facilities.

Please note, the Principal reserves the right to add and subtract facilities and requirements from the Cleaning Program may be reduced at any time.

For all separable portions, the Contractor will be reimbursed by the City for the actual cost of cleaning materials, chemicals and paper products that are reasonably priced and of acceptable quality.

Whilst every endeavour has been made to include all aspects of the cleaning maintenance program, any obvious exclusions, other than those detailed under “Exclusions” set out in every separable portions below, relating to a particular site are to be taken as inclusive of the general cleaning requirement.

2.1 Definition of Terms

Below is a summary of some of the important defined terms used in Part 2 - Specifications:

Principal’s Representative or Superintendent	Means any Officer of person duly authorised by the Principal, in writing, to act on their behalf for the purpose of the Contract; issues instructions, accepts deliverables, certifies claims content from a delivery standpoint.
Contractor’s Representative	Means any Officer or person duly authorised by the Contractor, in writing, to act on their behalf for the purpose of the Contract.
Works or Services	Means the Services, which the Contractor is required to provide to the Principal and the Contractor under the Contract
Buffing	shall mean to maintain surface areas using a vacuum-type polishing machine fitted with suitable attachments such as brush and floor maintenance pads. In conjunction with buffing, floor surfaces shall be maintained using a spray atomiser containing an appropriate solution diluted as per the manufacturer’s recommendations.
Cleaning	shall mean the removal of dirt and other impurities from all surfaces using appropriate substances to provide a surface, which is unsoiled without extraneous or foreign materials.
Deodorising	shall mean using appropriate substances to remove, disguise or absorb unpleasant odours
Dry Cleaning	shall mean to clean fabrics with a solvent other than water utilising a commercially licensed provider
Dusting	shall mean the removal of dust from all surfaces using the appropriate equipment and methods suitable for the surface without adverse effect
Full Detailed Clean of Toilets	Shall mean all surrounding areas of the toilet cistern including back, base, seat, toilet paper holder, mirrors, partitions, basins, hand soap dispenser, wall/ wall tiles, regular bin, etc.
Exeloo	Self-cleaning public toilets. Replenish consumables only.
Mopping	shall mean using a clean mop with appropriate cleaning substances to wash floors, ensuring mop water is emptied frequently and remains clean.
Polishing	shall mean to apply to the surface the appropriate substance and method to protect the surface in accordance with the manufacturer’s recommendations and to obtain a gloss finish to the surface without adverse effect.
Sanitising	shall mean to make hygienic and provide a healthy facility
Scrubbing	shall mean to clean a surface by rubbing the surface hard with the appropriate substance and brushes. Machine scrubbing means to use a powered appliance for the task
Spot Cleaning	shall mean removing marks, stains, spills and all foreign matter from designated areas utilising appropriate substances and methods to maintain areas to an acceptable standard
Sweeping	shall mean cleaning surfaces with the appropriate brush or broom to collect and remove all foreign matter and litter
Vacuuming	shall mean the removal of litter, foreign matter, grit and dust, either on the surface or ingrained, from floor coverings, fabric covered furnishings and

curtains with appropriate power vacuum-type equipment suitable for the surface

It is recognised that some marks and stains require *special cleaning processes* to effect removal. These must be reported to the Principal's Representative for discussion.

2.2 Cleaning Standards and Expected Outcomes

The following definition is the expected level of service from the Contractor:

Service / Item	Expected Outcome
Appliances - Damp Dust	After damp dusting is complete all external surfaces must be free of all dust and dirt to leave a clean, dry, uniform appearance.
Carpet - Carpet Hot Water/Steam Extraction	When carpet hot water or steam extraction is complete, the surface must be free of all deep-seated dirt, stains and soiling and be left in a reasonably dry condition giving a clean uniform appearance.
Carpet - Spot Clean	After spot cleaning of carpet, the surface should be free of marks, dirt, spots (including substances such as chewing gum / blue tac etc.) and residue cleaner leaving a visible clean finish with a uniform appearance.
Carpet - Vacuum	After vacuuming is complete, carpet must be free of all visible litter, dirt, dust and build up (especially on edges) ensuring a clean uniform appearance.
Chairs - Cloth - Vacuum	After cleaning, chairs are to be free of dirt and marks.
Chairs - Cloth - Hot Water/Steam Extraction Method	When hot water or steam extraction is complete, the surface should be free of all deep-seated dirt, stains and soiling and be left in a reasonably dry condition giving a clean uniform appearance.
Chairs – Clean	After cleaning, chairs are to be free of dirt and marks.
Drink Troughs, Sinks (Stainless Steel) - Clean	On completion of cleaning, all surfaces are to be free of visible dirt and residue cleaner leaving a clean appearance.
Floors (All) – Sweep	After sweeping, all floor surfaces must be free of visible dust, loose dirt and litter. All dust; loose dirt and litter must be collected and disposed of in an approved rubbish bin.
Floors (Vinyl, Ceramic, Tiles, Concrete) - Damp Mop	On completion of damp mopping all floor surfaces must be free of all marks and dirt especially in corners and edges, visibly clean and without streaks.
Floors (Vinyl, Ceramic, Tiles, Concrete) - Machine Scrub	On completion of machine scrubbing, all floor surfaces must be free from all visible dirt, marks, grime, residue cleaner and any build up (especially the edges) to display a uniform appearance.
Floors (Vinyl) - Machine Buff	After buffing, all vinyl floor surfaces must have an even uniform gloss restored across the entire surface with scuff marks removed.
Floors (Vinyl) - Dry Strip	After the dry strip is completed, all vinyl floor surfaces must be free of all loose dirt, scuff marks, old sealers / polishers and other residues ensuring floors will remain free of build-up and in a condition ready for the seal to be applied.
Floors (Vinyl) – Seal	After sealing the vinyl floor, the finish should be uniform across the surface, slip - resistant and in a condition that will protect the floor.

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Floors (Vinyl) - Polishing	On completion of polishing, all vinyl floor surfaces must have an even shine that is free of scuff marks with a slip - resistant finish.
Floors (Vinyl) - Wet Strip	On completion of the wet strip all vinyl floors must be free of dirt, scuff marks, old sealers / polishes and other residues ensuring floors will remain free of build - up and in a condition ready to seal.
Flyscreens / Window Frames, Mullions, etc. – Clean	After removing screens and brushing free of dust and scrubbing screens and frames they should be free of dust and dirt.
Glass (Windows, Partitions, Doors) - Spot Clean	After spot cleaning of glass, partitions, windows and doors, all marks and dirt on windows must be removed leaving the surface visibly clean and unmarked.
Glass (Windows, Partitions, Doors) – Wash	After washing of glass is complete, the surface must be free of visible dirt and smears.
Rubbish Bins - Empty and Replace Liners	After emptying of rubbish bins has taken place, the bins must be free of dirt and litter. Liners must be changed, with a size compatible to that of the bin when they contain moist materials, food or have tears or holes in them.
Surfaces - Damp Dust	After damp dusting is complete, all surfaces must be free of visible dust, dirt and build up (especially in corners and edges) to leave a clean, dry uniform appearance.
Tables, Cupboards, Chairs, Desks - Damp Dust/Clean	After damp dusting / cleaning of tables, cupboards, chairs and desks is complete, all surfaces must be free of dirt, dust and residue cleaner to leave a clean, dry uniform appearance.
Toilets, Toilet Units, Hand Basins - Descaling	On completion of descaling, urinals and toilet bowls must be free of calcium build - up, acid, odour, bacteria, residue cleaner and all visible dirt leaving the surfaces with a clean appearance. After sanitising, toilet and hand basins will be free of dirt and dust.
Toilet Partitions - Clean	On completion of cleaning of toilet partitions the surface must be free of all removable marks, dust and be visibly clean with a uniform appearance. Non-removable marks (graffiti) are to be referred to the Principal's Representative.
Toilet Units, Hand Basins - Clean and Sanitise	After cleaning and sanitising, toilets and hand basins must be free of dirt, dust, stains and marks, cleaner residue and bacteria.
Walls (Brick) - Spot Clean	After spot cleaning has been carried out on brick walls, all removable marks and dirt are to be eliminated leaving the surface visibly clean and free of any residue cleaner. Non-removable graffiti on external walls is not to be cleaned but referred to the Principal's Representative.
Walls (Painted) - Spot Clean	On completion of spot cleaning on painted walls, surfaces must be free of marks, dust, and residue cleaner and be visibly clean with a uniform appearance.
Waste Water/ Spent Cleaning Mixture	Wastewater and Spent Cleaning Mixture is to be disposed of to the Sewer system. No waste is to be disposed to ground.
Window Tracks - Vacuum	On completion of vacuuming, the window grooves will be free of dust, sand, dead insects and debris leaving the surfaces clean and unobstructed.
Wooden Furniture – Polishing	After polishing, wooden furniture must be free of dust and marks and will be clean with a uniform high sheen for lasting protection.

2.2.1 Regular Cleaning Service – Daily Standard

At any time as may be agreed by the Principal in writing, on each working day the Premises must be visibly clean to the standard as specified in the scope.

The Premises will be deemed to be clean if:

1. All floors, walls, windows, internal glass, public counters, doors, desks, benches and furniture are free of dust, paint, marks and general residue;
2. All ledges, sills and skirting boards are free of dust and cobwebs;
3. All floor surfaces are visibly clean and free of ingrained dirt and stains, free of marks, slip resistant, free of grease and foreign matters;
4. All fittings are free from visible dirt and residue cleaner, including sinks, water drinking units and, where specified, kitchen equipment (i.e. external surfaces of Microwave ovens, Refrigerators, Cafe bars, etc.);
5. All under roof external walls, eaves and vents are free of dust and cobwebs;
6. Any hosed areas are reasonably dry after hosing down;
7. All door recesses and mats are free of dirt;
8. All toilet fittings, including hand basins, chrome fittings, urinals, toilet seats, baby change tabletops, pans and all mirrors are clean and sanitised;
9. All toilet/shower wall tiles and dividing walls are clean; toilet floors are clean and disinfected;
10. All empty toilet paper and hand towel dispensers have been refilled hand soap has been replenished;
11. All rubbish bins have been emptied; rubbish has been removed and bin liners replaced as necessary.

Note:

All desks are to be left uncluttered to be included for cleaning.

Any fire doors are to always be in an operating mode, i.e. able to gain access at all times. Fire doors are not to be propped open or left ajar at any time.

2.2.2 Regular Cleaning Service – Monthly Standard

Once a month all daily standard cleaning to be done up to a height of three (3) metres.

Once a month all venetian / vertical blinds, columns, light fittings (detachable), under eaves, verandas, exposed air-conditioning grille vents and ducting and ceiling fans are free of dust, marks, cobwebs, smudges and smears at each level of the building.

The successful Contractor must submit a schedule of these items to the Principal's Representative before the Commencement Date.

Note:

If the tenderer is able to clean above 3meters, they must submit their capability to do the job. The City reserves the right to contract a specialist contractor for cleaning windows and walls.

2.2.3 Periodical Cleaning Service

The frequency stated below for periodical cleaning Services are a guide only. These Services may or may

not be carried out or extra services may be requested depending on circumstances at the time and other factors such as budgetary constraints etc.

a) Carpet Cleaning Requirements

The Contractor must clean the carpeted floors as specified in **2.2 Cleaning Standards and Expected Outcome**.

b) Internal and External Window and Glass Cleaning

The Contractor must:

- Thoroughly brush the exterior framework free from dust and grime and then swab clean prior to cleaning the glass.
- Remove all cobwebs from external eaves and framework.
- Wash the glass (both sides) free of dirt and then squeegee the glass clean.
- Wipe clean the interior framework and damp swab leaving no smears. The framework includes sash surrounds to the glass panes, head, sill, joints, mullions, transoms to the glass. It also includes glazing beads (as applicable).
- Cleaning must be at a frequency and time mutually agreed with the Principal's Representative - includes all internal glass partitions (both sides).
- At the airport, airside cleaning requires security clearance and special induction for staff accessing these areas.

c) Floor Stripping and Sealing

Hard floors must be stripped and sealed in the first month of the Contract commencing or at a frequency as agreed with the Principal's Representative.

Areas subject to floor stripping and sealing, will be specified by the Principal's Representative.

For periodical cleaning services listed above, the Principal's Representative reserves the right to obtain quotations and have these tasks performed by other cleaning companies.

2.2.4 Additional Cleaning Services

From time to time the Principal's Representative may require additional cleaning and when these additional services are required, the Principal shall notify the Contractor in writing and provide a minimum of 48 hours' notice (excluding emergency cleaning). The hourly rates offered in the Contractor's Schedule of Prices will apply.

From time to time, the Principal's Representative may desire to reduce the Requirements. In such instances, the Requirements will be reduced on 7 days' notice to the Contractor and the amounts payable to the Contractor will be reduced accordingly.

2.2.5 Emergency Cleaning Services

The Contractor must provide an after-hours contact telephone number for use by the Principal's Representative when emergency cleaning services are required.

Emergency cleaning services provided by the Contractor are to be invoiced separately at the hourly rate stipulated in the Contractor's Schedule of Prices and submitted with its quotation.

2.2.6 Equipment and Materials

1. The Contractor must provide at its own cost and expense, all labour, materials, plant, equipment

and everything necessary for the proper and complete performance of the Contract. This includes, if necessary, harnesses and special equipment for cleaning external windows.

Note:

If the tenderer is able to clean windows above 3 meters, they must submit their capability to do the job. The City reserves the right to contract a specialist contractor for cleaning external windows.

2. The Contractor must ensure that:

- All equipment and materials are of commercial quality, and operators have a complete understanding of equipment and materials used.
- At all times machinery including but not limited to vacuum cleaners, polishing machines, scrubbing machines etc. including electrical leads and attachments are to be maintained in an efficient and safe condition.
- All equipment including but not limited to mops, mop buckets, sweeping tools, squeegees etc. are to be maintained in an efficient and safe condition. Mops are to be cleaned, rinsed and dried after each use and are not to be left in dirty water.

Note: Cleaning equipment used in toilets must NOT be used in other areas and must be colour coded and the detail of the colour coding supplied to the Principal's Representative and clearly identified in the Safe Operation Procedure (SOP).

- Dusting cloths are to be of a non-lint variety and are to be replaced or washed clean to ensure efficient use.
- Detergents and disinfectants are to have the appropriate pH factor compatible with the use for which they are intended.
- Ensure that where practicable all products, substances and materials used in the performance of the Services are not harmful to any person if used in accordance with the manufacturer's directions for use and are "environmentally friendly".
- Carpet spotting materials are to be of a nature compatible with the carpet type, mark or stain that is to be removed.
- The Contractor must not, without the prior approval of the Principal's Representative, store any poisonous, explosive, corrosive or flammable liquids, gas, oil or dangerous substance upon the Premises to be cleaned.
- Ladders, scaffolding and all other equipment used in the performance of the Contract are safely stored away from access by unauthorised persons when not in use. Equipment unable to be stored in the Contractor store to be removed from the site immediately.
- All portable and fixed electrical equipment used by the Contractor is to comply with the relevant Regulations including requirements relating to residual current devices and the current Australian Standard for in-service safety inspection and testing of electrical equipment (AS 3760).

2.3 Performance Standards

The Contractor shall perform the services required under the Contract with all due diligence and proper workmanship having regard to the state of the buildings as at the date of the Contract.

2.3.1 Internal Building Cleaning

The purpose of internal building cleaning is to maintain a pleasant and healthy internal building environment in a clean and tidy state.

This activity comprises all procedures necessary for the routine cleaning of buildings including offices, foyers, meeting rooms, kitchens and hallways. The activity covers all required operations such as carpet and upholstery cleaning, mopping hard floor areas, dusting and polishing furniture, cleaning and repositioning chairs, emptying and cleaning waste bins, cleaning walls and doors.

Areas to be covered by this activity include all internal areas and covered foyers and alcoves immediately outside external access doors.

Performance defects include excessive waste, dirty and dusty surfaces, stains, spillage, finger marks, cobwebs, unpleasant or unhygienic odours and the like. Chemical residue or reaction resulting from cleaning processes is also unacceptable.

2.3.2 Window Cleaning

The purpose of window cleaning is to maintain effective passage of light through windows and glass and provide a clear view for users of the building.

This activity includes all procedures necessary for the routine cleaning of the internal and all accessible external surfaces of perimeter windows and both sides of all internal windows, glass partitions and glass panels. In order to perform window cleaning, displacement of furniture, furnishing and fittings may be undertaken. After such displacement, all furniture and furnishings are to be returned to their original position.

Glass is to be cleaned using a suitable cleaning agent and hand tool with cover, then squeegee dry. Cleaning solution runoff must be removed from all surfaces.

Insect screens are to be vacuumed or washed according to the degree of soilage and replaced in position.

Performance defects include excessive dirt, dust, marks or stains on window glass, window frames and screens.

2.3.3 Blind and Curtain Cleaning

The purpose of blind and curtain cleaning is to maintain functional blinds and curtains to provide privacy and to control light into rooms.

The activity includes all procedures necessary for the routine cleaning of blinds and curtains and includes dusting, vacuuming and dry cleaning.

Dust, lint, spot marks and stains shall be removed from the surface of blinds and curtains, and the top surface of curtains and rails shall be cleaned. Curtains and blinds shall be dry cleaned by a specialist dry cleaning service provider at the frequencies nominated in this specification.

Performance defects include excessive dust build up, lint, stains and marks.

2.3.4 Sanitary Cleaning

The purpose of sanitary cleaning is to maintain a pleasant and healthy environment that complies with public health standards in both public and staff conveniences.

This activity includes all procedures necessary for the routine cleaning of sanitary facilities designated for public and/or staff use located within a separate building or within the primary building and facility. The activity covers all required operations such as cleaning of toilets, showers and hand basins in addition to all related surface cleaning for the upkeep of such premises.

The replenishment of consumable supplies such as toilet and hand paper rolls is also a requirement under this Specification. **It should be noted, however that the Principal currently has contract arrangements with other providers for the supply of sanitary disposal containers.**

Performance defects include untidy, dirty, mouldy or unhygienic facilities. Excessive unpleasant odours are also unacceptable.

2.4 Definition of Responsibilities

1. Contractor's General Responsibilities	1. The Contractor must provide a Supervisor who will regularly supervise the Contractor's Personnel and ensure that the Cleaning Services are carried out in the manner prescribed. 2. The Supervisor must be available for contact during normal office hours Monday - Friday and at times specified by the Principal's Representative and will regularly liaise with the Principal's Representative on the Contractor's performance and state of cleanliness of the Premises. 3. The Supervisor's duties will include: 1. Discussion of any cleaning matters with the Principal's Representative; 2. Attending to the training of new or replacement Contractor's Personnel in accordance with procedures; 3. Maintaining regular checks of the Cleaning Services for the purpose of supervision and/or training; 4. Ensuring that all Contractor's Personnel are available to undertake their prescribed duties; and 5. Ensuring that equipment and materials are used only in the correct manner.
2. Principal's Representative Responsibilities	The Principal will assign a Representative to perform random QA/QC inspections on all sites and act as the main contact between the Contractor and Principal to discuss and agree on day-to-day operational matters, emergency cleaning assignments, additional cleaning services and other matters arising from section 2.2,

3. Damage	The Contractor must carry out all cleaning operations without staining, marking or otherwise damaging walls, floors, floor coverings, skirting boards, ceilings, partitions, light fittings, Venetian blinds, glass furniture or fixtures.
4. Performance Inspections	1. The Contractor must within one (1) month being awarded the Contract, and in consultation with the Principal's Representative, develop a Cleaning Performance Inspection Report based on <i>Attachment A – Cleaning Performance Inspection Report</i>. 2. The Contractor must undertake a complete detailed inspection report on a monthly basis. This report form must be completed and signed by the Contractor's nominated Supervisor. 3. The Contractor's nominated Supervisor must present the report form to the Principal's Representative for discussion and endorsement by the Principal's Representative. Signed copy of the report must be forwarded to the Principal's Representative along with the monthly invoice. 4. A rating of "totally unsatisfactory" or "unsatisfactory needs attention" against any item of service in the Cleaning Performance Inspection Report in consecutive inspections or a failure to undertake these inspections will result in referral to the dispute resolution procedure set out below. 5. Additionally, Leading Hand will carry out inspections of the Services at any time and independent of the Contractor's inspections. 6. The Contractor must rectify cleaning deficiencies identified in inspections within 48 hours of deficiency's notice except where otherwise directed in writing by the Principal's Representative.
5. Variation to Services or Area Cleaned	The Principal may from time to time vary the Services to be provided under the Principal Contract or add new Premises to be cleaned. In the event of any such variation the Principal will advise the Contractor in writing. The commencement date for any service variation will be by mutual agreement. The Principal Contract Price will be varied by an amount agreed upon by the Principal and the Contractor. Where agreement cannot be reached an independent arbiter may be appointed to resolve the issue.
6. Dispute Resolution	a) First Level Resolution If a question, difference or dispute arises at any time between the Parties concerning: i) any provision of the Contract or the breach, termination, validity, meaning, or construction of any matter or thing in any way connected with the Contract; or ii) the rights, duties, or liabilities of any Party under or pursuant to the Contract, including without limitation any question as to whether a breach or Event of Default has occurred, other than a default handled under formal notice pursuant to Clause 37 (in every instance "a Dispute"), then the Principal's Representative and the Contractor's Supervisor must immediately meet to attempt to resolve the Dispute in good faith.

	b) Second Level Resolution If the Parties do not settle a Dispute as detailed in sub-clause (a) within TEN (10) Business Days of the first meeting, the Dispute must be immediately referred to the Principal's Representative and the Contractor's Contract Manager, who must then immediately meet to attempt to resolve the Dispute. c) Third Level Resolution If the Parties do not settle a Dispute as detailed in sub-clause (b) within TEN (10) Business Days of the meeting under sub-clause (b), the Dispute must be immediately referred to the Principal (or CEO/Executive Delegate) and the Managing Director of the Contractor, who must immediately meet to attempt to resolve the Dispute. d) No Resolution If a Dispute is not resolved within THIRTY (30) days of it first arising, either Party may issue a written notice of dispute termination and take whatever formal steps or legal proceedings it considers appropriate in the circumstances. e) Continuation of Performance and No Suspension No Dispute entitles the Contractor to suspend or delay the performance of the Services unless: i) explicitly consented to, in writing, by the Principal; or ii) a formal suspension notice has been validly issued under Clause 37.3 following an unremedied breach notice under Clause 37.1. The Parties must continue performing their respective obligations under the Contract during the dispute resolution process. f) Non-Service Dispute If a Dispute does not relate to the provision or performance of the required Services under this Contract, this clause will not apply.
7. Payment	The Contractor must abide with Clause 27 - Invoicing & Payment of the CKB General Conditions of Contract.

2.5 Work Health and Safety

2.5.1 General Requirements

The Principal is obligated to provide and maintain, so far as is reasonably practicable, a working environment for its employees and members of the public that is safe and without risk to health.

As a condition of this Contract, the Principal requires the Contractor, and any subcontractors that may be engaged to perform a service on its behalf, to at all times identify and exercise all necessary precautions for the health and safety of all persons including Contractor's employees and subcontractors, the Principal's employees and members of the public who may be affected by the services.

The Contractor shall inform itself of all work health and safety policies, procedures or measures implemented or adopted by the Principal and/or occupiers of any premises at or within which the Contractor will perform works under this Contract.

The Contractor shall comply with all such policies, procedures or measures; and in the event of an inconsistency, shall comply with such procedures or measures that produce the highest level of health and safety.

The Contractor must comply with any and all directions by the Principal relating to work health and safety.

2.5.2 Legislative Compliance

The Contractor must comply with and ensure that its employees, subcontractors and agents comply with any Acts, regulations, local laws and by-laws, Codes of Practice, Australian Standards and CKB policies and procedures which are in any way applicable to this Contract or the performance of the services under this Contract.

2.5.3 Contractor WH & S Management Systems

The WH & S management system of the Contractor must as a minimum requirement demonstrate compliance with all requirements of the *Work Health and Safety Act 2020*.

The Contractor must when requested by Council, submit a complete copy of their WH & S management system documentation which must include the following as a minimum requirement:

- i) WH & S policy and objectives,
- ii) Organisation structure and responsibilities,
- iii) Safe work practices and procedures (a copy to be available for the contractor's staff at the work location),
- iv) WH & S auditing and inspection procedures,
- v) WHS consultation procedures,
- vi) WH & S performance monitoring, and
- vii) WH & S training, induction and record keeping.

2.5.4 Tender WH & S Management System Questionnaire

In tendering for works with City, Tenderers must complete Contractor Pre-Qualification Checklist included in the Tender Schedules. Tenderers who do not complete the questionnaire may be classed as non-compliant.

Tenderers may be required to verify their responses noted in the questionnaire by providing evidence of their ability and capability in relevant matters. By submission of the tender and questionnaire, the Tenderer acknowledges and confirms as accurate all details contained in the questionnaire and any verifying documents.

2.5.5 Risk Assessment

The Contractor shall prepare and submit a Risk Assessment of the works to be undertaken and the services to be provided.

The Principal shall provide a Risk Assessment Form, which shall be used to record the risk assessment and risk control methods to be employed by the Contractor.

The completed Risk Assessment Form (Attachment B) shall be submitted to the Principal for review prior to commencement of works and services under the Contract.

2.5.6 Incident Notification

Where the Contractor is required by the Work Health and Safety Regulation 2022 to give notice of an accident occurring during the performance of the works under the Contract, the Contractor shall, at the same time or as soon as practicable thereafter, provide a copy of the notice to the Principal.

The Contractor must promptly notify the Principal of any incident, accident, injury, property damage and/or environmental damage or pollution which occurs during the execution of the works under the Contract. All lost time incidents shall be immediately notified to the Principal. The Contractor must, within 2 days of any such incident, provide a report giving complete details of the incident, including the findings of investigations into the cause, and any recommendations or strategies for prevention of future occurrences.

3 Cleaning Schedules (Separable Portions)

Below listed Schedule / Frequency of Cleaning Services for each Separable Portions indicates locations, frequency, notes, exclusions.

3.1 Schedule / Frequency of Cleaning Services (Separable Portion A – Public Toilets) - See Appendix 3.1A – Maps

Operating hours: Summer times - 5am to 7pm. Winter times - 6am to 6pm.

Locations:

No.	Building	Floor Area	Urinals	Toilet Pans	Sinks
1	Wilson St Exeloo	10 m ²	0	1	1
2	Centennial Park Toilet	54 m ²	1	5	2
3	Porter St Exeloo	10 m ²	0	1	1
4	Loopline Park Toilet Block	57 m ²	1	4	2
5	Kingsbury Park Toilet Block 1	42 m ²	0	5	1
6	Kingsbury Park Toilet Block 2	32 m ²	0	2	1
7	Karlkurla Park Toilet	30 m ²	0	3	3
8	Burt Street Exeloo	13 m ²	0	1	1
9	Boulder Town Hall Exeloo	13 m ²	0	1	1
10	Boulder Rotary Park Toilet	41 m ²	1	3	2

Tasks	Daily	Weekly	Monthly
Full detailed cleaning of toilets	✓		
Empty bins and replace liners	✓		
Restock consumables	✓		
Mop & disinfect floors	✓		
Clean doors, partitions, frames	✓		
Remove cobwebs	✓		
Pressure wash floors		✓	
Clean tile tops			✓
Change urinal pads			✓

Notes:

1. Total floor area = 302 m²; 3 urinals, 26 toilet pans/stalls and 15 sinks.
2. Cleaning must be carried out daily for approximately five (5) hours per cleaning run may be done between school hours 9:00-2:30.
3. Exeloo are self-cleaning – cleaning method: open maintenance cupboard, replace paper towel, toilet paper, hand soap and disinfectant filled up.
4. Supplies must be fully replenished (as required) at every cleaning schedule.
5. The Contractor shall report any building maintenance concerns (including vandalism) to the Principal's Representative within 24 hours.
6. All wash water must be disposed off in the sewer, not the storm water drain.

Exclusions:

1. Needles and sanitary.

3.2 Schedule / Frequency of Cleaning Services (Separable Portion B - Oval Toilets)

Operating Hours: Oval toilets operate as per bookings or sports association use.
Our security contract with MCM Security is responsible for the locking and patrol of these facilities.

Locations:

- | | |
|--------------------------------|-------------------------------|
| 1. Digger Daws Toilet | 7. Morrison oval |
| 2. Digger Daws Exeloo | 8. Shepherdson oval |
| 3. Digger Daws – Lionel Street | 9. Usher Park |
| 4. Sir Richard Moore | 10. Norkal Park |
| 5. Edwards's Park | 11. Wallace Park |
| 6. Oasis Oval 2 Toilets | 12. Oasis Clubrooms (Leasing) |

Tasks	Daily	Monthly
Full detailed cleaning of toilets	✓	
Empty bins and replace liners	✓	
Sweep & mop floors	✓	
Restock consumables	✓	
Remove cobwebs	✓	
Clean walls, doors, frames		✓
Clean tile tops		✓
Urinal pad change		✓
Disinfect / hose out		✓

Notes:

7. Cleaning must be done Monday & Friday, approximately 4 hours per run may be done between school hours 9:00-2:30.
1. Supplies must be fully replenished (as required) at every cleaning schedule.
2. The Contractor shall report any building maintenance concerns (including vandalism) to the Principal's representative within 24 hours

3.3 Schedule / Frequency of Cleaning Services (Separable Portion C - Market Arcade Hall & Endowment Block Tenant Toilets)

Operating Hours:

Market Arcade Hall: Monday to Friday: 7am – 5pm, Saturday: 9am – 2pm.
 Closed Sunday and Public Holidays
 (Opening hours may vary during major community events).
 Endowment Block: Monday–Friday (7:00 AM–5:00 PM) and Saturday (9:00 AM–2:00 PM)

Locations:

1. Market Arcade Hall - Hannan St, Kalgoorlie (beside Yada Thai)
2. Endowment Block – Hannan St, Kalgoorlie

Tasks	Daily	Monthly
Full detailed cleaning of toilets	✓	
Empty bins and replace liners	✓	
Restock consumables	✓	
Mop floors	✓	
Spot clean walls	✓	
Remove cobwebs		✓
Clean partitions, doors, frames		✓
Clean tile tops		✓
Urinal pad change		✓
External window cleaning		✓

Notes:

1. Cleaning must be done Monday, Wednesday & Friday, approximately 2 hours per run.
2. Mopping floors must have 8–10 bucket changes during mopping process.
3. Must have floor scrubber because endowment block has pigeon droppings on the floors.
4. No high-pressure hosing.
5. Supplies must be fully replenished (as required) at every cleaning schedule.
6. The Contractor shall report any building maintenance concerns (including vandalism) to the Principal's representative within 24 hours.

Exclusions:

1. Shops.

3.4 Schedule / Frequency of Cleaning Services (Separable Portion D – Goldfields Art Centre) - See Appendix 3.4D – GAC Floor Plan

Operating Hours: 10am - 3pm Monday to Friday (excludes public holidays) and one hour before every show.

Location address: 35 Cheetham Street, Kalgoorlie, Western Australia, 6430

Tasks	Daily	Weekly	Fortnightly	Monthly
Vacuum all areas	✓			
Mop floors	✓			
Empty bins and replace liners	✓			
Full detailed cleaning of toilets	✓			
Restock consumables	✓			
Clean high-touch surfaces	✓			
Clean walls, doors, frames		✓		
Clean glass and windows		✓	✓	✓
Furniture & equipment clean		✓	✓	
Cobweb removal				✓
Deep clean kitchens & areas			✓	✓

Notes:

1. Areas Included: Foyer areas, gallery, offices, bar, kitchens, dance studio, toilets, ensemble room, function room, lecture rooms and teaching rooms.
2. For Auditorium, Stage and backstage, cleaning is only required after bookings – include in ad-hoc cleaning service.
3. The cleaning services will be required to be undertaken both during and outside of the Principal's operational hours. These may include weekend, public holiday and evening work. Both hours of work, and additional services required will be organised under the direction of the centre manager.
4. Supplies must be fully replenished (as required) at every cleaning schedule.
5. The Contractor shall report any building maintenance concerns (including vandalism) to the Principal's representative within 24 hours.

3.5 Schedule / Frequency of Cleaning Services (Separable Portion E)

3.5.1 Golf Course Clubhouse

Operating hours: Wednesday 10:00 am – 5:00pm
Thursday 10:00 am – 7:00pm
Friday 10:00 am – 8:00pm
Saturday: 8:00 am – 8:00pm
Sunday: 8:00 am – 6:30pm

Location address: 93 Aslett Dr, Karlkurla WA 6430

Tasks	Daily	Monthly	Semi-annually
Vacuum flooring	✓		
Full detailed cleaning of toilets & showers	✓		
Empty bins and replace liners	✓		
Clean kitchen & bar	✓	✓ Deep clean	
Mop hard floors	✓		
Spot clean windows	✓	✓ All windows	
Remove cobwebs		✓	
Deep clean exhaust fan			✓

Notes:

1. Cleaning can be done approximately 1.5 hours - Wednesday afternoon, Thursday afternoon, Saturday afternoon, Sunday Morning, Sunday afternoon.
2. Supplies must be fully replenished (as required) at every cleaning schedule.
3. The Contractor shall report any building maintenance concerns (including vandalism) to the Principal's representative within 24 hours.

3.5.2 Golf Course Maintenance Shed/Depot

Tasks	Twice Weekly	Monthly
Clean kitchen & staff room	✓	
Full detailed cleaning of toilets & supplies restocking	✓	
Clean desks (no disturbance)	✓	
Sweep floors	✓	
Mop floors in offices, kitchen and staff room	✓	
Windows, frames, cobwebs		✓

Notes:

1. Cleaning can be done approximately 1 hour – Tuesday and Friday.

Exclusions for both:

1. Obstructed tables, benches etc.;
2. Work benches, machines and hand tools;
3. Machines, such as: Photocopiers, Cash registers, Telephone/fax machines, Computer equipment.

3.6 Schedule / Frequency of Cleaning Services (Separable Portion F)

3.6.1 Eastern Goldfields Community Centre

Operating hours: Monday to Friday 8:00 am – 3:00 pm. Closed Public Holidays

Location address: 13 Robert Street, South Kalgoorlie

Tasks	Daily	Weekly	6 Monthly
Vacuum all carpeted areas	✓		
Sweep all hard floor	✓		
Mop floors	✓		
Empty bins and replace liners	✓		
Clean kitchenette area benchtops, sink, walls, cupboard & fridge doors, refill soap & hand towel	✓		
Full detailed cleaning of toilets (high-touch)	✓		
Clean tables & surfaces	✓		
Doors/door handles back door & dining room doors	✓		
Wipe down small meeting room table		✓	
Windows, skirting, cobwebs		✓	
Wall tiles cleaning		✓	
Deep clean exhaust fan (commercial kitchen			✓

Notes:

1. Cleaning can be done approximately in 2 hour per day and outside normal working hours.
2. Supplies must be fully replenished (as required) at every cleaning schedule.
3. The Contractor shall report any building maintenance concerns (including vandalism) to the Principal's representative within 24 hours.

3.6.2 Men's Shed

Operating hours: Monday to Friday 8:30 am – 3:00 pm

Tasks	Daily	Monthly
Vacuum/sweep/mop common areas and office (not workshop)	✓	
Full detailed cleaning of toilets	✓	
Empty bins and replace liners	✓	
Restock consumables	✓	
Cobwebs, windows cleaning		✓

Notes:

1. Cleaning can be done approximately 1 hour per day – Tuesday and Thursday, can be done during operating hours, 1pm or 2pm start is "quiet time".
2. Supplies must be fully replenished (as required) at every cleaning schedule.
3. The Contractor shall report any building maintenance concerns (including vandalism) to the Principal's representative within 24 hours.

Exclusions for both:

1. Obstructed tables, benches etc.
2. Work benches, machines and hand tools.
3. Machines, such as: Photocopiers, Cash registers, Telephone/fax machines, Computer equipment.

3.7 Schedule / Frequency of Cleaning Services (Separable Portion G – Administration Building) – See Appendix 3.7G – Admin Building Floor Plan

Operating hours: Monday to Friday 8:00 am – 5:00 pm. Closed Public Holidays

Location address: 577 Hannan, Somerville

Tasks	Daily	Monthly
Empty bins and replace liners	✓	
Clean kitchens, tabletops and cupboards	✓	
Full detailed cleaning of toilets	✓	
Vacuum floors	✓	
Mop hard floors	✓	
Reception cleaning	✓	
Conference rooms	✓	
Glass spot cleaning	✓	
Clean desk		
Windows, frames		✓

Notes:

1. Cleaning can be done approximately 4.5 hours per day – Monday to Friday, after 5:30 pm.
2. Supplies must be fully replenished (as required) at every cleaning schedule.
3. The Contractor shall report any building maintenance concerns (including vandalism) to the Principal's representative within 24 hours.

Exclusions:

1. Sanitary disposal units.
2. Dirty dishes.
3. Machines, such as: Photocopiers, Cash registers, Telephone/fax machines, Computer equipment.
4. Loading and emptying the dishwasher.

3.8 Schedule / Frequency of Cleaning Services (Separable Portion H)

3.8.1 Depot

Operating hours: (Winter) Monday to Friday 6:45am to 3:45pm.
(Summer) Monday to Friday from 6:00am to 3:00pm.
Closed Public Holidays.

Location address: 384 Hay St, Kalgoorlie WA 6430

Tasks	Daily	Monthly
Vacuum/mop floors	✓	
Kitchen clean, tabletops and cupboards	✓	
Full detailed cleaning of toilets	✓	
Empty bins and replace liners	✓	
Desk spot clean	✓	
Windows, frames		✓

Notes:

1. Cleaning can be done approximately 1 hour per day – Monday to Friday.
2. Supplies must be fully replenished (as required) at every cleaning schedule.
3. The Contractor shall report any building maintenance concerns (including vandalism) to the Principal's representative within 24 hours.

Exclusions:

1. Sanitary disposal units.
2. Work benches, machines and hand tools.
3. Machines, such as: Photocopiers, Telephone/fax machines, Computer equipment.

3.8.2. Rangers

Operating hours: Monday to Friday 8:30-16:30. Weekend by Appointment.

Location address: Corner of Throssel St &, Hay St, Somerville

Tasks	Daily	Monthly
Vacuum/mop floors	✓	
Empty bins and replace liners	✓	
Kitchen clean, tabletops and cupboards	✓	
Clean glass & counters	✓	
Full detailed cleaning of toilets		✓

Notes:

1. Cleaning can be done approximately 1 hour per day – Monday to Friday, after 5:00 pm.
2. Supplies must be fully replenished (as required) at every cleaning schedule.
3. The Contractor shall report any building maintenance concerns (including vandalism) to the Principal's representative within 24 hours.

Exclusions:

1. Sanitary disposal units.
2. Do not read and move any paperwork on the desks.
3. Machines, such as: Photocopiers, Telephone/fax machines, Laboratory Equipment, Computer equipment.

3.9 **Schedule / Frequency of Cleaning Services (Separable Portion I - Waste Water Treatment Plant)**

Operating hours: Monday to Friday 7:15 am to 3:15 pm. Closed Public Holidays.

Location address: Lot 221 Celebration Rd, Boulder WA 6431

Tasks	Daily	Monthly
Full detailed cleaning of toilets	✓	
Sweep office area, lab, donga and stores	✓	
Clean and dust all skirting boards	✓	
Dust & clean all accessible surfaces, office area & donga, including all surfaces, within reason behind monitors	✓	
Mop office area and donga	✓	
Empty bins and replace liners	✓	
Vacuum/sweep red exterior door mat	✓	
Vacuum window channels, all office areas & donga	✓	
Clean desks	✓	
Windows, frames		✓
Flyscreens on doors		✓
Remove cobwebs		✓
Clean exhaust fan		✓
Wash exterior floor mat		✓

Notes:

1. Cleaning can be done approximately 1 hour per day – Monday and Thursday.
2. Sign-in and out sheets must be completed
3. Hi-vis must be worn, wet floor signage to be displayed when mopping/after mopping
4. Supplies must be fully replenished (as required) at every cleaning schedule.
5. The Contractor shall report any building maintenance concerns (including vandalism) to the Principal's representative within 24 hours.

Exclusions:

1. Sanitary disposal units. Do not read and move any paperwork on the desks. Machines, such as: Photocopiers, Telephone/fax machines, Laboratory Equipment, Computer equipment.

3.10 Schedule / Frequency of Cleaning Services (Separable Portion J – Kalgoorlie-Boulder Airport) - See Appendix 3.10J – Airport Floor Plan

Operating hours: The airport is operational when aircraft are scheduled or on ground. This is normally between 06:00am - 10:00pm Mondays to Fridays, with a downtime typically between 09:30am -12:30nn. Saturdays 06:00am - 09:30am. Sundays 6:30pm - 7:00pm.

Location address: 140 Hart Kerspien Dr, Broadwood WA 6430

The table below provides a summary of the required cleaning services. Detailed cleaning requirements and performance standards are outlined in the sections that follow.

Tasks	Daily	Weekly	Monthly	Semi-Annually
Full detailed cleaning of all toilets and urinals	✓		✓ (thorough clean - degreaser)	
Thorough cleaning of baby changerooms	✓			
Replenish supplies	✓			
Carpeted areas vacuumed	✓ (vacuum)	✓		
Hard floors	✓ (sweep/vacuum)			
Bins & waste	✓	✓ (collection prep)		
Spot clean walls, high-touch surface like doors, power switches	✓			
Furniture cleaned	✓		✓ (steam clean)	
Clean playground area		✓		
Polish all floor tiles		✓		
Dust pillars, cobwebs removal		✓		
Inspect and clean terminals	✓	✓		
Carpet steam cleaning			✓	
Polish and buff concrete flooring		✓	✓strip/ seal	
Clean and polish all visible metal surfaces			✓	
Polish skirting boards, pillars, etc.			✓	
Steam clean fabric seats				✓
Clean windows			✓	

Notes:

1. Cleaning duties are to be performed and be completed in a spread of hours between 9:30am and 11:00pm seven (7) days per week inclusive of public holidays unless otherwise stated herein or advised by the Principal in writing. The following are set schedules:
Morning: 9:30am – 1:00pm - inclusive of the Airport office which can only be accessed until 12:00nn.
Night: 7:15pm – 10:45pm – cleaning schedule from Monday to Friday and Sunday.
No night cleaning schedule on Saturday.

2. Office cleaning should be done at least 3 x a week, unless otherwise requested by the Principal's Representative.
3. Prior written requests are required to be given to the Principal's Representative with respect to the actual time or any amended time of commencement.
4. Approval of such requests will be granted or denied at the total discretion of the Principal's Representative.
5. Where for whatever reason a reduction in cleaning hours is stipulated by the Principal's Representative the reduced hours will be the subject of appropriate hourly discounts to that agreed between the Principal and the Contractor.
6. For operational reasons the Principal's Representative may from time to time also require changes in the spread of hours during which cleaning is to be completed.
7. Such changes shall be notified in writing by the Principal's Representative and compliance with them shall result in no escalation to the Contract Sum.

Normal Daily Cleaning (Public, Disabled Toilets & Baby Change Rooms):

1. Fully stock toilets with toilet paper and hand towels. Ensure that in all toilets with jumbo 2-roll dispensers shall contain at least one unused toilet roll at all times.
2. Thoroughly sweep and wash all floors using germicidal detergent and keep free of stains.
3. Thoroughly clean all baby change tables, toilet bowls (inside bowl and outside on porcelain upright units), toilet seats and covers (all sides), and shower recesses using disinfectant cleaner and ensure that no water or other stains appear in either toilet bowls or on shower recess walls and floors.
4. Waterless urinals are to be treated daily in accordance with the manufacturer's specifications with microbiological cleaning agent or similar as provided by the Principal.
5. Clean all basins and surrounding ceramic tile areas and keep free of stains and damp clean all visible pipework beneath basins.
6. Spot clean walls, partitions and doors, particularly around door handles, light and power switches.
7. Polish all mirrors.
8. Clean the outside of the bins.

Weekly Cleaning:

1. Playground area must be cleaned weekly to appropriate standards - vacuumed, wiped/sanitised.
2. Public area floor tiles must be polished using suitable polisher attachments.
3. Pillars must be dusted, and cobwebs removed
4. Cobwebs to be removed from ceilings with extendable cobweb cleaner.
5. Inspect and ensure that all surfaces within the terminal are clean and free from cobwebs and insect nests and the like within a 3m height range.
6. The Contractor is to provide a nappy dispenser and disposal service with respect to each of the two (2) baby change rooms within the terminal building.
7. The Contractor is to provide a sanitary napkin dispenser and disposal service with respect to eleven (11) such units to be placed within the terminal as directed by the Contractor.
8. Polish concrete flooring, Pirelli studded tiles, vinyl and linoleum floor surfaces to a satisfactory finish, with particular attention to badly scuffed and stained areas caused by shoes and luggage, etc. Only manufacturer-approved polish is to be used so that surfaces retain a non-slip finish.

Monthly Cleaning:

1. The Contractor is required to use a heavy duty highly concentrated degreaser detergent for use, in strict accordance with the manufacturer's specification, in the thorough cleaning of all toilet and shower floors and floor tiles.

2. Clean all carpet areas using a hot water or steam extraction process.
3. Polish and buff concrete flooring, strip seal and repolish Pirelli studded tiles, linoleum and all vinyl surfaces with two (2) coats of approved sealer.
4. Wash down tiled and painted walls in public toilets and all painted walls, partitions and columns in all other areas.
5. Clean and polish all visible metal surfaces on handrails, etc. inside the terminal building. This does not include counters and desk tops due the material sensitivity.
6. Remove build-up of polish and stripper on skirting boards, pillars, columns and other affected areas.

Semi-Annually Cleaning:

1. Steam clean fabric seats including in the check-in area.
2. Administration office timber blinds to be dusted and all window sills and frames to be wiped down.

General Cleaning Standards:

1. Wipe clean and empty waste receptacles and ashtrays into 240-litre wheelie bins. This relates to all rubbish receptacles and ashtrays in and around the terminal building but excludes wheelie bins (see below under six monthly). All rubbish around the vicinity (including garden beds) of the external rubbish bins and ashtrays to be collected.
2. It is a requirement that for Monday, Wednesday and Friday mornings, or as otherwise notified in writing, all 240-litre wheelie bins be placed ready for collection at the eastern end of the terminal pavement area near the loading zone connecting to the road at 200 mm apart and facing the outside towards the road. It is crucial that the bins are facing the road so that the bin collector would be able to empty it.
3. Renew bin liners where necessary but, in any event, at least weekly. Shake bin liners so they fully open before placing in bin.
4. Vacuum and spot clean all carpet areas including carpet on baggage reclaim conveyor islands.
5. Sweep or vacuum, and mop - daily
6. Clean and polish public telephone booth including cabinet - checked daily.
7. Attend to spillages and breakages and spot removal as required on all floor surfaces.
8. Reposition all furniture after use by public. Clean and spot clean all tables and chairs daily (each visit).
9. Spot clean painted walls, doors, partitions and columns, particularly around light and power switches.
10. Maintain free from visible dust all advertising displays on the baggage carousel islands and all such wall-mounted and free-standing displays.
11. Maintain to a clean standard the children's play area without using any harmful hazardous chemicals.
12. Spots clean all glass surfaces.

Exclusions:

1. The furniture in kiosk area is currently being cleaned by kiosk staff and included in their lease.
2. Ground handlers (Menzies) take care of their own areas including counters.

Special Notes Covering All Areas:

1. The Contractor will be required to keep all areas allocated for the storage of his/her equipment or use by his/her staff (including those areas for which temporary use has been approved) in a clean and tidy condition at all times. It should be noted that the only area to be designated for use by the Contractor is the room between the male and disabled toilets. In relation to areas

designated for temporary use, it is a requirement that window blinds remain closed at all times such as would preclude exposure of that area to view from the airside.

2. All polished concrete, Pirelli studded tiles (which generally surround the terminal kiosk and water fountains, as indicated in *Appendix 3.10J* to a distance of 900mm), vinyl and linoleum floor surfaces are to be cleaned with a non-skid polish. The Contractor will be required to ensure that the non-skid properties of the polishing material used are not destroyed by the misuse of the material or equipment – requested to be done weekly.
3. Polished concrete and Pirelli studded tiles should only be machined buffed using a very soft pad in accordance with the manufacturer's specification.
4. The cleaning tasks specified shall be carried out in a manner consistent with good cleaning practice and in accordance with proper industry standards.
5. The Contractor will be required to submit within one month after the commencement of the Contract a schedule of periodic cleaning tasks in electronic format, nominating the daily, weekly, fortnightly and monthly tasks for a six-month period such cleaning will be effected. Failure to provide this schedule will be deemed a breach of the Contract.
6. The Contract will apply to the areas identified in colour on the plan attached hereto. (See *Appendix 3.10J*). The colour Blue on that plan relates to the airport administration which is required to be cleaned daily from Monday to Friday only; the colour Yellow relates to areas requiring daily cleaning; and the colour Orange is not to be cleaned as part of this Contract unless requested in writing by the Principal from time to time. The areas excluded include a spare office, those leased in respect to the terminal kiosk and the airline operations of Qantas/ QantasLink and Virgin offices. The Contract also applies to the car hire kiosks and the floors and walls behind those counters, the common user check-in counters and the walls and floor behind those counters.
7. Areas additional to those indicated in *Appendix 3.10J* are not to be cleaned unless written approval is given by the Principal's Representative.
8. Contractor employees must present themselves in an appropriate attire suitable to perform their task and must always carry proper identification.
9. The Contractor will be responsible for the delivery of waste to and from the garbage collection areas to be nominated from time to time, but which will initially be the area to the eastern end of the terminal as shown coloured 'Green' at *Appendix 3.10J* hereto. Disposal of waste from these garbage areas will be the responsibility of others. The cleaning of large containers (containers greater than 240 litres) will also be the responsibility of others.
10. The Contractor prior to cleaning any areas containing electrical and/or radio equipment must arrange with the Principal the method of access and procedures to be adopted regarding necessary precautions required to be observed to avoid danger or personal injury or damage to equipment. Particular attention and care are to be taken not to damage equipment in proximity to the floor with electric rotary polishers, etc.
11. No equipment shall be used in a manner that may overload the terminal building's fuses/circuit breakers. Particular attention must be given to the maintenance of cleaning equipment in order that it does not run below rated speed and draw excessive current. Double adaptors are not permitted.
12. In the event of a delayed flight where passengers are occupying the terminal during the scheduled cleaning timeframe, the Principal's Representative is expected to ensure all bins are emptied, any necessary spot cleaning is undertaken, and toilets are restocked as a bare minimum requirement. Where possible the Contractor will notify the Principal's Representative as soon as possible when a flight delay is expected to occur and the updated departure time.

Part 2 READ AND KEEP THIS PART
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13. Any maintenance or damage is to be reported immediately in writing to the Principal. Out of order tag must be placed on damaged item and be removed by either the Principal's Representative or Contractor once fixed.