

CLEANING MONITORING AND SUPERVISION PROCEDURE

Trivallis.

Document Control		Applicable To:	(A) Ty Pennant Head Office, Mill street, Pontypridd CF372SW (B) Unit 1, Tycon House Cwmbach Industrial Estate, Cwmbach, Aberdare CF44 0AE (C) Units 1 & 2 Ely Industrial Estate, Williamstown, Tonypandy CF40 1RA
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Cleaning Monitoring and Supervision

Purpose

To ensure that all staff are fully aware of their responsibilities, it is essential that everyone understands the standards required for maintaining a clean and hygienic environment across all areas of Trivallis.

All team members must:

- Be familiar with the cleaning schedule and service specification.
- Fully trained in all aspects of the duties involved
- Understand their individual duties and how they contribute to the overall cleanliness of the premises.
- Work collaboratively to ensure that all areas are cleaned to a consistently high standard.
- Take ownership of their tasks and report any issues or additional cleaning needs promptly to the facilities team
- Follow all health and safety procedures, including the correct use of PPE, signage, and cleaning materials.

Clear communication, accountability, and adherence to these standards are key to delivering a safe, clean, and welcoming environment for all building users.

The Cleaners Duties

The Cleaner is responsible for maintaining the highest standard of cleanliness (with the correct due skill and care) throughout the building, in accordance with the agreed cleaning schedule and service specification.

Key duties include:

- Follow the cleaning schedule diligently, ensuring all areas are cleaned to a high professional standard.
- A copy of the cleaning schedule must be kept in the cleaner's cupboard at Ty Pennant.
- Dispose of all waste appropriately into the designated refuse bins and bin store area, within the Welsh government framework and guidelines.
- Ensure the cleaning cupboard is kept locked at all times when not in use.
- Identify and report any additional cleaning needs to the facilities team that arise occasionally, such as the removal of cobwebs around external entrance and exit doors.
- Accept deliveries of cleaning supplies and ensure they are stored safely and securely in the cleaning cupboard.

Health & Safety Compliance – Cleaning Operations

Cleaners must always adhere to health and safety regulations while carrying out their duties. This includes the correct use of equipment, chemicals, and personal protective equipment (PPE), as outlined below:

Control of Substances Hazardous to Health (COSHH)

- A current COSHH file must be maintained for all cleaning products used on-site.
- This file must be stored securely in the cleaning cupboard and always be accessible for reference.

Personal Protective Equipment (PPE)

- Marigold-style gloves must be worn when performing wet work.
- Cleaners with allergies must use approved disposable gloves as an alternative.

Signage and Hazard Awareness

- Wet floor signs or appropriate hazard signage must be clearly displayed during cleaning tasks to prevent slips, trips, and falls.
- Signs should be positioned visibly and removed once the area is safe.

Cross-Contamination Prevention

- Colour-coded cloths and mops must be used for different areas (e.g., toilets, kitchens, general areas) to prevent cross-contamination.
- Staff must be trained in the correct use and storage of colour-coded equipment.

Equipment Use

- For staircases, backpack-style vacuum cleaners are recommended by Trivallis to ensure safe and effective cleaning.

External window cleaning

- Ensuring that health & safety legislation are complied with at all times. This will include the use of appropriate machinery such as cherry pickers to clean the external windows, and enforcing road closures in order to carry this out in safely.

Cleaning Materials & Equipment Standards

Supply of Materials

- Trivallis will supply all the consumables i.e. cleaning products, toilet tissue, and hand soap/wash etc
- The contractor will be responsible for supplying all the equipment needed to carry out their duties i.e. mops, buckets, cloths, vacuum cleaners etc.

Storage & Safety

- All cleaning materials will be always stored securely in the designated the lockable cleaning cupboards.
- The contractor will be required to keep the cleaning cupboards clean, tidy and safe at all times.
- Trivallis will be responsible for providing the COSHH data sheets, the contractor will ensure that the products will be clearly labelled, and stored safely, and used in accordance with COSHH regulations.

Equipment Maintenance

- The contractor is responsible for the maintenance and repair of all cleaning equipment.
- All electrical equipment (e.g., vacuum cleaners) must be PAT tested annually and kept in safe working order.

Cleaning staff management by contractor

- Staff working hours should be recorded by the contractor and provided to us in a verifiable format on a weekly basis. The use of electronic methods would be desirable and a web portal to view.
- Additional ad-hoc work/hours would need to be priced and agreed upon with the Facilities Manager before it takes place.
- Monthly reviews to be arranged by the contractor and completed each month with the facilities manager or facilities team, where an issues log will be maintained and minutes completed
- Absenteeism should be managed by the contractor and resilience built in to ensure KPI's are met and maintained. KPI's can be found in annex 4.
- A clear complaints escalation process should be defined and agreed by both parties before the contract start date. This includes the timeline for responses.

End User Facility Manager Duties

- Working with the Cleaner to identify any work that needs to be carried out urgently and prioritising this.
- It must be acknowledged that additional work undertaken by the cleaner, will affect the time that they must carry out their normal duties and consideration must be given to this.

Reception Area Ty Pennant– Daily Duties

Area/Item	Task Description	Details & Guidelines
Entrance steps, ramps, doormats & wells	Maintain in a clean condition	Sweep debris using stiff broom; vacuum mats; wash with mild detergent if stained. Ensure surfaces are dry to prevent slips.
Entrance glass	Clean to remove all marks and smears	Use ammonia-free glass cleaner and microfiber cloth. Remove fingerprints, dust, and water spots. Polish for a streak-free finish.
Hard floors	Sweep, wash and remove rubbish to disposal points	Use dust mop followed by wet mop with neutral pH floor cleaner. Ensure rubbish is bagged and taken to designated disposal area.
Recycling Waste	Empty and remove to disposal point (Bin Store)	Follow Welsh Government recycling guidelines. Separate black bags and recycling bags. Wear gloves and sanitise hands after handling.
Door furniture	Clean and remove all marks	Wipe with disinfectant spray and cloth. Focus on handles and push plates. Polish metal surfaces if applicable.
Carpets	Vacuum clean, paying special attention to edges and under desks	Use HEPA-filter vacuum. Move chairs and light furniture to access edges. Check for stains and spot clean if needed.
Desks, office furniture, fittings, ledges, sills and skirtings	Sanitise / Wipe clean	Use antibacterial wipes or spray. Avoid soaking electrical items. Dust first, then wipe. Ensure no residue is left behind.

Conference Centre Ty Pennant– Lounge, Kitchen, and Meeting Rooms – Daily Duties

Area/Item	Task Description	Details & Guidelines
Tables	Sanitise / Wipe clean	Use disinfectant spray and microfiber cloth. Ensure

		surfaces are dry and free of smears.
Worktop and splash backs	Sanitise / Wipe clean	Clean with degreaser and disinfectant. Wipe dry to prevent streaks.
Waste bins	Empty and remove to disposal point	Replace liners with contractor-supplied bags. Disinfect bin interiors weekly.
Sinks	Thoroughly clean / Sanitise	Scrub with non-abrasive cleaner. Rinse and dry. Polish taps.
Hard floors	Sweep, wash, degrease and sanitise	Use degreasing floor cleaner. Mop thoroughly and allow to dry.
Carpets	Vacuum clean	Use commercial vacuum. Pay attention to corners and under furniture.

Shower Area Ty Pennant – Daily Duties

Area/Item	Task Description	Details & Guidelines
Shower cubicles	Clean, sanitise and dry buff	Use anti-mildew cleaner. Rinse and dry surfaces. Polish mirrors.
Hard floors	Sweep, wash, degrease and sanitise	Use anti-slip floor cleaner. Mop thoroughly and dry.

Office Areas Ty Pennant – Daily Duties

Area/Item	Task Description	Details & Guidelines
Recycling Waste	Empty and remove to disposal point	Follow recycling protocols. Use gloves and sanitise hands.
Door furniture and glass partitions	Clean to remove all marks and smears	Use glass cleaner and disinfectant. Polish metal handles.
Desks, office furniture, fittings, ledges, sills and skirting	Dust or damp wipe down	Use microfiber cloth. Avoid wetting electrical items.
Carpets	Vacuum clean	Use HEPA vacuum. Spot clean stains.

Tea Point Areas / Kitchens Ty Pennant – Daily Duties

Area/Item	Task Description	Details & Guidelines
Worktop and splash backs	Sanitise / Wipe clean	Use food-safe disinfectant. Wipe dry.
Waste bins and recycling	Empty and remove to disposal point	Separate waste per guidelines. Replace liners.
Drawer and cupboard fronts	Sanitise / Wipe clean	Use disinfectant spray. Wipe dry.
Sinks	Thoroughly clean	Scrub with non-abrasive cleaner. Rinse and polish taps.
Hard floors	Sweep, wash, degrease and sanitise	Use degreasing cleaner. Mop and dry.
Microwaves & Fridges	Thoroughly clean	Wipe interior and exterior with disinfectant. Remove expired items.
Dish washer	Fill and empty crockery and cutlery as required and switch on each night	Ensure dishwasher is loaded properly. Use provided tablets on an economical wash.

Toilets / Staircases – Daily Duties

Area/Item	Task Description	Details & Guidelines
Toilet seats and lids	Clean, sanitise and dry buff	Use toilet disinfectant. Wipe dry.
Urinals and toilet bowls	Clean, sanitise and dry buff	Scrub with toilet cleaner. Rinse and dry.
Basins, taps, mirrors, and ledges	Clean and dry buff	Use glass cleaner and disinfectant. Polish surfaces.
Towel cabinets, cisterns, and lower pipework	Wipe clean	Use damp cloth and disinfectant.
Walls, partitions, and doors	Spot clean	Use disinfectant wipes on visible marks.
Hard floors	Sweep and wash clean	Use mop and disinfectant. Dry thoroughly.
Toilet paper, soap, and towels	Supplied by contractor	Check and restock daily.
Hand Dryers	Wipe clean and drain	Clean exterior and empty reservoir.
Soap dispensers	Wipe clean and restock	Clean nozzle and refill.
Air fresheners	Wipe clean and restock	Replace cartridge as needed.

Entrance doormats & stairwells	Maintain in a clean condition	Vacuum and sweep. Remove debris.
Entrance glass	Clean to remove all marks	Use glass cleaner. Polish.
Hard floors	Sweep, wash and remove rubbish to disposal point	Use mop and disinfectant. Remove waste.
Door furniture	Clean and Remove finger marks	Disinfect handles and polish.
Fittings, ledges, sills and skirtings	Dust or damp wipe down	Use microfiber cloth.
Lifts	Wipe clean, sanitise and buff, removing finger marks	Clean walls, buttons, and handrails.
Toilet refresh and kitchen refresh 12:00 - 14:00 Daily	Midday refresh	Recheck and clean high-traffic areas.

External Areas – Daily Duties

Area/Item	Task Description	Details & Guidelines
Clean the main external walkways and steps	Clean / sweep and remove any rubbish, Wash areas if required	Use outdoor broom and pressure washer if needed. Remove litter.

Monthly Requirements

Area/Item	Task Description	Details & Guidelines
Low level Windows / Doors	Clean / wash all external low-level windows and doors	Use window cleaning solution and squeegee. Ensure no streaks.
Low level signage	Clean / wash all external low-level signage	Use mild detergent and soft cloth. Avoid abrasive materials.

Annual Requirements

Area/Item	Task Description	Details & Guidelines
Carpets and Upholstery	Deep cleaned annually	Use professional carpet/upholstery cleaning service.
Cooker / main kitchen area	Deep clean annually	Degrease and sanitise all surfaces and appliances.
External and Internal windows	Cleaned annually ensuring there are no drip marks	Use professional window cleaning service. NB Arrange footpath/road closures as

		needed. Provide any safety equipment required.
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Additional requirements

From all areas the waste bags need to be taken to the designated bin store. The Wheelie bins are required to be taken out where necessary on designated days.

Office cleaning to take place each evening in readiness for the next day's events.

(B) Unit 1, Tycon House Cwmbach Industrial Estate, Cwmbach, Aberdare CF44 0AE

Kitchen – Daily Duties

Area/Item	Task Description	Details & Guidelines
Worktop and splash backs	Wipe / sanitise clean	Use food-safe disinfectant spray and microfiber cloth. Remove crumbs, spills, and grease. Dry thoroughly to prevent streaks.
Waste Bins and Recycling	Empty and remove to disposal point	Separate black bags and recycling per Welsh gov

		regulations. Replace liners. Disinfect bin interiors weekly.
Drawer and cupboard fronts	Thoroughly clean	Use degreaser or disinfectant spray. Wipe handles and edges. Dry to prevent residue.
Sinks	Thoroughly clean	Scrub with non-abrasive cleaner. Rinse and polish taps. Remove limescale if present.
Hard floors	Sweep, wash, degrease and sanitise	Use degreasing floor cleaner. Mop thoroughly. Ensure floor is dry to prevent slips.
Microwave & Fridge	Thoroughly clean	Remove contents. Clean interior and exterior with disinfectant. Dispose of expired items. Dry all surfaces.

Toilets – Daily Duties

Area/Item	Task Description	Details & Guidelines
Toilet seats and lids	Clean, sanitise and dry buff	Use toilet disinfectant. Wipe thoroughly and dry. Ensure no residue or odour.
Urinals and toilet bowls	Clean, sanitise and dry buff	Scrub with toilet cleaner. Rinse and dry. Remove stains and odours.
Basins, taps, mirrors and ledges	Clean and dry buff	Use glass cleaner and disinfectant. Polish taps and mirrors. Remove water spots.
Towel cabinets, cisterns and lower pipework	Wipe clean	Use damp cloth and disinfectant. Remove dust and grime.
Walls, partitions and doors	Spot clean	Use disinfectant wipes or spray. Focus on high-touch areas.
Hard floors	Sweep and wash clean	Mop with disinfectant. Dry thoroughly. Remove debris.
Toilet paper, soap and towels	Supplied by contractor	Check stock levels daily. Refill as needed. Ensure dispensers are functional.

Hand Dryers	Wipe clean and drain	Clean exterior and air vents. Empty water reservoir if applicable.
Soap dispensers	Wipe clean and restock	Clean nozzle and casing. Refill with appropriate soap.
Air fresheners	Wipe clean and restock	Clean unit exterior. Replace cartridge or refill as needed.

Offices / Work Areas (Cwmbach) – Daily Duties

Area/Item	Task Description	Details & Guidelines
Entrance ramps, doormats & wells	Maintain in a clean condition	Sweep debris. Vacuum mats. Wash with mild detergent if stained. Ensure dry surfaces.
Entrance glass	Clean/sanitise	Use glass cleaner and microfiber cloth. Remove fingerprints and smears. Polish for clarity.
Hard floors	Sweep, wash and remove rubbish	Use dust mop and wet mop with neutral cleaner. Remove waste to disposal point.
General and Recycling Waste	Empty and remove to disposal point	Follow Welsh gov recycling rules. Separate black and recycling bags. Wear gloves.
Door furniture	Clean/sanitise	Disinfect handles and push plates. Polish metal surfaces.
Carpets	Vacuum clean paying special attention to edges and under desks	Use HEPA vacuum. Move chairs and light furniture. Spot clean stains.
Desks, office furniture, fittings, ledges, sills and skirting	Dust or damp wipe down	Use microfiber cloth or damp wipe. Avoid wetting electrical items. Remove dust and grime.

Additional Requirements

From all areas the waste bags need to be taken to the designated bin store. The Wheelie bins are required to be taken out where necessary on designated days.

Office cleaning to take place each evening in readiness for the next day's events.

(C) Units 1 & 2 Ely Industrial Estate, Williamstown, Tonypandy CF40 1RA

Kitchen – Daily Duties

Area/Item	Task Description	Details & Guidelines
Worktop and splash backs	Wipe / sanitise clean	Use food-safe disinfectant spray and microfiber cloth. Remove crumbs, spills, and grease. Dry thoroughly to prevent streaks.
Waste Bins and Recycling	Empty and remove to disposal point	Separate black bags and recycling per Welsh gov regulations. Replace liners. Disinfect bin interiors weekly.
Drawer and cupboard fronts	Thoroughly clean	Use degreaser or disinfectant spray. Wipe handles and edges. Dry to prevent residue.
Sinks	Thoroughly clean	Scrub with non-abrasive cleaner. Rinse and polish

		taps. Remove limescale if present.
Hard floors	Sweep, wash, degrease and sanitise	Use degreasing floor cleaner. Mop thoroughly. Ensure floor is dry to prevent slips.
Microwave & Fridge	Thoroughly clean	Remove contents. Clean interior and exterior with disinfectant. Dispose of expired items. Dry all surfaces.

Toilets – Daily Duties

Area/Item	Task Description	Details & Guidelines
Toilet seats and lids	Clean, sanitise and dry buff	Use toilet disinfectant. Wipe thoroughly and dry. Ensure no residue or odour.
Urinals and toilet bowls	Clean, sanitise and dry buff	Scrub with toilet cleaner. Rinse and dry. Remove stains and odours.
Basins, taps, mirrors and ledges	Clean and dry buff	Use glass cleaner and disinfectant. Polish taps and mirrors. Remove water spots.
Towel cabinets, cisterns and lower pipework	Wipe clean	Use damp cloth and disinfectant. Remove dust and grime.
Walls, partitions and doors	Spot clean	Use disinfectant wipes or spray. Focus on high-touch areas.
Hard floors	Sweep and wash clean	Mop with disinfectant. Dry thoroughly. Remove debris.
Toilet paper, soap and towels	Supplied by contractor	Check stock levels daily. Refill as needed. Ensure dispensers are functional.
Hand Dryers	Wipe clean and drain	Clean exterior and air vents. Empty water reservoir if applicable.
Soap dispensers	Wipe clean and restock	Clean nozzle and casing. Refill with appropriate soap.
Air fresheners	Wipe clean and restock	Clean unit exterior. Replace cartridge or refill as needed.

Offices / Work Areas (Cwmbach) – Daily Duties

Area/Item	Task Description	Details & Guidelines
Entrance ramps, doormats & wells	Maintain in a clean condition	Sweep debris. Vacuum mats. Wash with mild detergent if stained. Ensure dry surfaces.
Entrance glass	Clean/sanitise	Use glass cleaner and microfiber cloth. Remove fingerprints and smears. Polish for clarity.
Hard floors	Sweep, wash and remove rubbish	Use dust mop and wet mop with neutral cleaner. Remove waste to disposal point.
General and Recycling Waste	Empty and remove to disposal point	Follow Welsh gov recycling rules. Separate black and recycling bags. Wear gloves.
Door furniture	Clean/sanitise	Disinfect handles and push plates. Polish metal surfaces.
Carpets	Vacuum clean paying special attention to edges and under desks	Use HEPA vacuum. Move chairs and light furniture. Spot clean stains.
Desks, office furniture, fittings, ledges, sills and skirting	Dust or damp wipe down	Use microfiber cloth or damp wipe. Avoid wetting electrical items. Remove dust and grime.

Additional Requirements

From all areas the waste bags need to be taken to the designated bin store. The Wheelie bins are required to be taken out where necessary on designated days.

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