



***Maintenance Series Handbook
MS-47***

Facility Cleaning

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SECTION 1

INTRODUCTION

1.1 PURPOSE

This handbook establishes USPS policy for housekeeping services at USPS facilities and standardizes all cleaning activities based on cleaning science and engineered processes known as “Team Cleaning.”

Team Cleaning is a methodology for systematically cleaning all facility areas using “Specialists” that are responsible for specific cleaning tasks. Each custodian may perform one or more of the specialist functions during any work period as assigned to satisfy facility needs.

This handbook documents activities performed to properly assess cleaning needs, establish staffing levels, and define the methods and procedures used during cleaning operations. The USPS is standardizing custodial processes and methods using Team Cleaning concepts.

1.2 SAFETY STATEMENT

To ensure the safety of all employees and customers, Team Cleaning activities shall follow organizational practices as outlined in [Maintenance Employee’s Guide To Safety handbook, EL-803](#) and other related documents. Employees must complete training on safety procedures and Personal Protective Equipment (PPE) associated with hazards to which they are exposed. Some cleaning procedures require handling hazardous material(s) (including Blood Borne Pathogens), environmentally sensitive material(s), climbing on ladders, and/or using personnel lifting equipment. Personnel must refer to the current Safety Data Sheet (SDS) handling requirements for all hazardous or environmentally sensitive material used when performing cleaning tasks. Personnel must observe all SDS warnings, use PPE as directed, and use appropriate safety harnesses on ladders or personnel lifting equipment when required.

1.3 SUSTAINABILITY STATEMENT

The USPS is committed to minimizing the environmental footprint in ways that are sustainable to the business and the customers served. The USPS complies with all applicable federal, state, and local environmental laws and regulations seeking to develop sustainable solutions for a safe and healthful working environment.

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SECTION 2

CLEANING SERVICE CONTRACTS

Cleaning service contracts are governed by the Administrative Support Manual (ASM) and must be in accordance with the current national labor agreements.

Headquarters (HQ) Maintenance Operations specifies and approves the tools, equipment, and processes required for all new cleaning support service contracts. Facilities eligible for contract cleaning services must provide the Category Management Center (CMC) with contract cleaning services forms obtained from the Field Maintenance Office (FMO). All newly established and extended cleaning service contracts should incorporate the Team Cleaning tools, equipment, and processes specified in this handbook when appropriate.

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SECTION 3

RESPONSIBILITIES

All employees share responsibility for good housekeeping, proper disposal of trash, and maintaining a safe and healthful working environment in accordance with the continuous improvement “5S” philosophy listed below. The 5S philosophy focuses on organizational cleanliness and standardization to improve profitability, efficiency, and safety by reducing waste of all types. The 5S philosophy is arranged into five phases to create a total quality environment.

Table 3-1 - 5S Continuous Improvement Philosophy

Sort	Clearly distinguish needed items from unneeded items and eliminate the latter.
Set to Order	Keep needed items in the correct place to allow for easy and immediate retrieval.
Shine	Keep the work area clean.
Standardize	Standardized cleanup.
Sustain	Make a habit of maintaining established procedures.

Employees of each work area are responsible for the proper disposal of trash and recyclable materials including, but not limited to, plastic straps, labels, rubber bands, food waste, paper, and cardboard. Employees must assume responsibility for the proper disposal of excess material produced by their work activities. Custodians are responsible for the custodial duties of the work area, and all employees help keep the work area clean by placing waste in its proper place as it's generated.

3.1 HEADQUARTERS (HQ)

USPS Headquarters develops and manages the national implementation of policies affecting the cleanliness of USPS facilities.

3.1.1 Headquarters Maintenance Operations

HQ Maintenance Operations establishes and manages national policy affecting custodial operations. HQ Maintenance Operations evaluates the effectiveness of field custodial operations and monitors technological advances and improvements that may further improve these policies. HQ Maintenance Operations also:

- a. Implements the USPS Team Cleaning program
- b. Maintains, updates, and revises national Team Cleaning methodology and administrative procedures
- c. Manages the Custodial Standardization Change Control Board (CSCCB)

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- d. Provides audit and reporting framework for Team Cleaning implementation and ongoing operations
- e. Coordinates custodial training development and delivery

3.1.1.1 Custodial Standardization Change Control Board (CSCCB)

The processes, tools, equipment, and chemicals used to support Team Cleaning are controlled **and may not be changed** without approval from the CSCCB. This committee established by HQ Maintenance Operations receives, evaluates, and approves or denies each Custodial Change Request (CCR).

The Manager Maintenance Operations, Headquarters appoints the committee chairperson and all voting members. The committee chairperson identifies Team Cleaning subject matter experts who conduct a technical evaluation of each change request. The board members will utilize the continuous improvement tools and processes when evaluating each CCR.

3.1.2 Human Resources

The Headquarters Safety and Health Organization works with HQ Maintenance Operations to ensure all aspects of the Team Cleaning program comply with applicable safety rules and regulations governing custodial operations.

The National Center for Employee Development (NCED) maintains, updates, and revises all Team Cleaning training materials with guidance and oversight from HQ Maintenance Operations.

3.2 AREA MAINTENANCE OPERATIONS

The Area Manager Maintenance Operations manages participation in, and compliance with, the Team Cleaning process at all facilities within their area. The Area Office inspects and reviews field operations to verify Team Cleaning policies in accordance with schedules established by the most current Maintenance Management Order (MMO).

3.3 INSTALLATION HEAD

Each installation head ensures a safe and healthful environment for all facility occupants and ensures the Team Cleaning process is sustained at a satisfactory level. The installation head must raise employee awareness and promote employee commitment to maintain a clean and healthful working environment. The installation head shall ensure that cleaning activities in their facility are sustained satisfactorily and follow MS-47 policy.

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3.3.1 Authorized Break Areas

The installation head at each facility must identify the specific areas authorized for breaks and lunches. All functional managers within the facility will communicate to their employees where authorized break areas are located and ensure that all break and lunch activities take place only in designated areas.

3.3.2 Tobacco Usage and Authorized Smoking Areas

Smoking is strictly prohibited inside USPS facilities. The installation head must follow national policy regarding the use of smoking, tobacco, and other related products within their facilities. The installation head, with input from all relevant stakeholders, must identify authorized outdoor smoking areas at each facility and notify all employees where authorized outdoor smoking areas are located and ensure no other areas are used.

3.4 MAINTENANCE MANAGEMENT

Maintenance Managers or their designee are responsible for implementing policies defined in this handbook at all facilities having an authorized maintenance management complement. The installation head at facilities without an authorized maintenance management complement is responsible for implementing the MS-47 policy and managing these functions at their facility, with the support of the Maintenance Manager of the supporting installation.

3.4.1 Supervisor Maintenance Operations

Individuals supervising custodial operations have major responsibilities in the Team Cleaning process. These responsibilities include training employees, ensuring effective custodial workforce utilization, notifying senior management of changing workload conditions, performing employee observations, and enforcing USPS safety policy.

3.4.2 Employee Observations

In order to ensure custodians utilize proper Team Cleaning techniques and tools, management will perform employee observations to evaluate proficiency and determine the need for additional training and/or instructions. At a minimum supervisors should conduct observations quarterly. The times in Sections 13 and 14 are estimated times and are not to be used for disciplinary purposes.

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SECTION 4

CLEANING METHODOLOGIES

4.1 ISSA – THE WORLDWIDE CLEANING INDUSTRY ASSOCIATION

The ISSA, previously known as the International Sanitary Supply Association, is now known as the Worldwide Cleaning Industry Association. Team Cleaning processes and performance standards in this handbook are based on standards established by ISSA. The publication *Official ISSA 540 Cleaning Times* (ISBN# 0-9717810-3-6) documents the ISSA established performance standards on which the USPS custodial Team Cleaning processes and performance standards in this handbook are based.

4.1.1 Custodial Standardization Change Control Board

The USPS is committed to improving its custodial cleaning processes. HQ Maintenance Operations monitors and evaluates improvements in engineered processes, cleaning science, tools, and equipment to eliminate waste, improve efficiency, and reduce costs. HQ Maintenance Operations incorporates continuous improvement tools and techniques in conjunction with the Custodial Standardization Change Control Board (CSCCB) to evaluate and improve Team Cleaning processes as outlined in Section 7-Standardization.

4.2 TEAM CLEANING

Team Cleaning is a methodology for systematically cleaning all facility areas using Specialists that are responsible for specific cleaning tasks. Each custodian may perform one or more of the specialist functions during any work period as assigned to satisfy facility needs.

The structure of the Team Cleaning assignments enables custodians to work as a team, cleaning the facility with less equipment and at greater efficiency. Routes are structured in such a way that a custodian performs only the assigned specialist tasks to complete their route. Each specialist performs the same cleaning tasks in multiple spaces. Each specialist's function is associated with a distinct color-code defining the tools and chemicals utilized. Specific tasks performed by each specialist are identified in the Performance Tables listed in Sections 13 and 14 of this handbook. Each custodian may perform one or more of the specialist's work during their work day.

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Team Cleaning assignments consist of the following four specialist functions listed below.

Table 4-1 - Specialist Types

Specialist	Function	Color Code
Restroom Specialist	Cleans and disinfects restrooms including, but not limited to, the restocking of supplies in restrooms and custodial closets.	Red
Light Duty Specialist (term is not the same as outlined in Article 13 of the APWU Collective Bargaining Agreement)	Cleans all horizontal surfaces above the floor. Examples include dusting surfaces up to 10 feet above the finished floor, emptying trash, cleaning interior glass, and spot cleaning. *** Light Duty Specialist is an ISSA term that defines a type of custodial work and has no relationship to the USPS Light Duty status employee.	Green
Vacuum Specialist	Vacuums all hard floor surfaces including carpets, furniture, and any area not exposed to moisture. Inspects the vacuum power cord as specified in OSHA 1910.334.(a).2.	Blue
Utility Specialist	Cleans exterior glass, mops, scrubs, and seals hard floors, hauls trash to dumpsters from designated collection points, services exterior areas, and performs other tasks.	Yellow

4.3 TOOLS, EQUIPMENT, AND CHEMICALS

Team Cleaning tools have been engineered to clean for health minimizing and controlling the spread of contaminants. Color-coding of ergonomically designed tools and environmentally friendly chemicals simplify cleaning activities. Each specialist accomplishes assigned tasks using specific color-coded tools, equipment, and chemicals. [Table 4-1](#) identifies color-codes used with Team Cleaning.

Each custodian must inventory and inspect the tools associated with their assigned specialist duties when the tool set is removed and returned to the check-in/check-out room. Each custodian must clean all tools and equipment used during daily tasks and return them to the designated storage area.

The tools and equipment used during the performance of cleaning must comply with the current Team Cleaning MMO.

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4.4 CATEGORIES OF WORK

Cleaning services are grouped into one of three categories listed in [Table 4-2](#). During the facility workload analysis the type of cleaning needed is placed into one of the three categories.

Table 4-2 - Categories of Work

Cleaning	Cleaning is the process of removing unwanted substances and putting them in their proper place.
Policing	Policing is a specific type of job assignment performed at a less detailed scope of work compared to specialists performing cleaning tasks. Policing is primarily performed on a tour when mail processing congestion is prevalent or on a day in which building occupancy is minimal, resulting in less trash generated.
Project Work	Project work is specialized servicing, performed less frequent than weekly. Examples include, but are not limited to, carpet cleaning, floor finishing, high dusting, and exterior glass cleaning.

4.5 TEAM CLEANING SPECIALISTS WORKFLOW

Standardized workflows improve the quality and efficiency of cleaning. As part of workloading, establish a workflow for each route to provide the most efficient sequence of cleaning. Workflows must be followed and may be adjusted by management to provide for local operational needs. Workflows are identified on each color-coded [PS Form 4776, Preventive-Custodial Maintenance Route](#) ([Figure B-2](#) and [Figure B-3](#)).

Local management is responsible for providing instructions consistent with the Team Cleaning workflow format in offices without authorized maintenance management.

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SECTION 5

FACILITY WORKLOADING

5.1 WORKLOAD ANALYSIS

Conduct a Workload Analysis to determine custodial staffing requirements annually or more frequently if substantial changes occur in the facility. Each analysis requires a wall-to-wall review of the facility and grounds to identify all cleaned spaces. The Area Office may direct the workload analysis be reworked for accuracy, in whole or in part, to comply with the provisions of this handbook. HQ Maintenance Operations may validate the analysis. Perform workloading activities described below to develop facility specific cleaning requirements.

- a. Plan the workload analysis activities as described in [Section 5.1.1](#) (Plan the Workload Analysis).
- b. Establish a list identifying every space by its area and room identifier. Conduct a “Space Inventory” of the facility. A blank Form 4869, Building Inventory ([Figure B-6](#)) can be printed to support this effort as described in [Section 5.2](#) (Area Identifier (Area ID) and Room Identifiers (Room ID)).
- c. Identify the Restricted, Authorized Only, and Vacant spaces as described in [Section 5.5](#) (Space Classifications).
- d. Enter the Space Inventory data into the custodial staffing software application as described in [Section 5.6](#) (Space Inventory).
- e. Develop individual routes and assign scheduled frequencies using the custodial staffing software application as described in [Section 5.7](#) (Performance and Frequency Specifications) and [Section 5.9](#) (Develop Individual Routes).
- f. Electronically submit the staffing package for review and approval as described in [Section 5.10](#) (Staffing Package).

Note: The custodial staffing software application supports the workload analysis. Enter the data directly into the application while conducting the inventory. When the data cannot be directly entered into the custodial staffing software application, obtain and record the data on a blank PS Form 4869 (Building Inventory) ([Figure B-6](#)).

5.1.1 Plan the Workload Analysis

Obtain the most current layout drawings for the plat and each floor in the facility. Request accurately scaled drawings that reflect actual space dimensions. The drawings should include room and space designations, room identifiers, and must show mail processing equipment configuration and locations. Create a separate list of every area and room ensuring every space is identified. If discrepancies in the drawing are identified during the workload analysis, notify proper groups of needed drawing revisions.

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Develop a work plan that identifies an efficient and logical sequence to conduct the space inventory. Before beginning actual measurements, obtain the correct measurement tools and devices (e.g., a combination of tape measures, measuring wheels, and laser distance meters).

5.2 AREA IDENTIFIER (AREA ID) AND ROOM IDENTIFIERS (ROOM ID)

Assign every space in the facility an Area Identifier (Area ID) and a Room Identifier (Room ID) before beginning the Space Inventory. Identifiers correlate measurements to the physical spaces and are required when creating maintenance routes and checklists. If identifiers do not exist, a facility representative creates and assigns new identifiers.

5.2.1 Area Identifier (Area ID)

The local facility assigns the Area ID labels and groups unique room identifiers (Room ID) into logical categories. In most cases, an Area ID represents a geographic location or large area within the facility. For example: Area ID titled “1st Floor Admin” could represent all of the individual administrative offices or rooms located on the 1st floor of a multi-story building. The Area ID titled “Workroom NW Section” might represent multiple individual workroom floor spaces based on the specific column locations (West Dock, 010 Operations) of workroom floor space located in the northwest section of the workroom floor.

5.2.2 Room Identifiers (Room ID)

The Room Identifier (Room ID) is a label or name assigned by the local facility to identify a measured space as a unique room. A Room ID represents a single office space or a specific measured section of a workroom floor. Example: The Room ID named “A3-C3 Flats Operation” represents a workroom space located between column A3 and C3 and houses the facility’s Flats Sorting operation. The Room ID named “100 Manager Accounting” represents a single office for the Manager of Accounting located in room number 100. Both of these Room ID’s will also have an Area ID assigned as described in [Section 5.2.1](#).

5.3 SPACE TYPE

Each area of the building must be classified as one of the following types of space:

- a. Restroom
- b. Lunch/Swing Room
- c. Locker Room
- d. Work Room
- e. Office Space
- f. Supply Room
- g. Active Storage Room
- h. Inactive Storage Room

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- i. Elevator
- j. Exterior Paved Area
- k. Exterior Unpaved Area
- l. Interior Parking/Maneuvering
- m. Platform Dock (Enclosed)
- n. Platform Dock (Non Enclosed)
- o. Service/Box Lobby
- p. Stairway
- q. Corridor
- r. General Shop Area
- s. Janitors (Custodial) Closet
- t. Lookout Gallery
- u. Battery Room
- v. All Authorized Only Spaces (see Table 5-1)
- w. All Restricted Spaces (see Table 5-2)

5.4 COMPONENTS

These are items having similar physical characteristics that permit the items to be grouped together into one classification. Generally, a unit performance factor will be established for each of the tasks to be done. Following are examples of components that must be included in the building inventory if present:

- a. Ceiling Light Fixtures
- b. Exterior Glass
- c. Pipes and Ducts
- d. Lawns, Hedges, and Shrubs
- e. Hard Surface Floor
- f. Terrazzo Floor
- g. Concrete Floor
- h. Wood Floor
- i. Carpet
- j. Decorative Metal

5.5 SPACE CLASSIFICATIONS

5.5.1 Authorized Only Space

Space designated as “Authorized Only” requires specific safety training or other certification, and/or special Personal Protective Equipment (PPE) to enter and occupy the space. Management approval is required to enter or to perform work in authorized only spaces. Custodians who have obtained the required access clearance by management may perform cleaning of authorized only spaces.

Table 5-1 - Authorized Only Space Examples

VMF shop bay areas	HVAC mezzanines	Electrical rooms
Welding shops	Mechanical rooms	Oil storage rooms
Carpenter shops	Boiler rooms	Telecommunication rooms

5.5.2 Vacant Space

“Vacant Space” is an area not occupied or assigned to a person, group of people, or does not support USPS operations for 30 or more days and cannot be part of another space without any separating partitions. A new Workload Analysis must be performed before adjusting cleaning frequencies after changing a space’s designation to or from vacant. Secure vacant spaces to prevent unauthorized storage or access. The installation head or designee determines which areas are designated as vacant space. During inventory activities, vacant space is identified by the Area ID and Room ID.

5.5.3 Restricted Space

“Restricted Space” is the space or rooms in a facility that have controlled access due to legal, privacy, security, law enforcement, or requires special authorization to enter.

Custodial cleaning schedules for restricted space are coordinated with local maintenance management and the manager responsible for the restricted space.

Table 5-2 - Restricted Space Examples

Personnel offices	Security vaults	Computer rooms	Medical offices
Law enforcement	Office of the Inspector General (OIG) offices	Local Area Network rooms	Registry rooms

5.6 SPACE INVENTORY

The space inventory is the foundation used to develop a cleaning plan, determine effective resource scheduling, identify required tools and materials, and establish controls and metrics necessary to effectively manage the work. Physically measuring each space is a requirement of the Workload Analysis. When conducting the space inventory, obtain specific data elements listed on PS Form 4869 (Figure B-6) including:

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- a. Space Location: Interior or Exterior
- b. Area ID: The geographic location of the space (i.e. 1st Floor Administrative Offices)
- c. Room ID: Unique label or name for the measured space
- d. Room Status: Is the room classified as Active, Vacant, Restricted or Authorized Only
- e. Area of the space to be cleaned
- f. Quantity of fixtures: A count of the number of restroom fixtures and light fixtures
- g. Space Type: Administrative, Elevator, Hallway, Lobby, Lunchroom, Locker room, Restroom, Workroom, Workroom aisles, etc.
- h. Floor Type: Asphalt Plank, Carpet, Concrete, Ceramic, Vinyl Asbestos Tile (VAT), Vinyl Composite Tile (VCT), Vinyl Sheet, Linoleum, Rubberized, Terrazzo, or Wood
- i. Tour work is performed
- j. Day of the week work is performed
- k. Cleaned or Policed

5.6.1 Measuring the Facility Space

Accurately measure areas requiring cleaning using feet and inches, rounded to the nearest inch. The custodial staffing software application converts the measurement into the decimal equivalent required for calculations and reporting.

When measuring each space, record the areas length and the width. Ensure each cleaned area includes adjoining space such as closets. Common spaces accessible from multiple rooms are only allocated once.

When measuring the workroom floor area, measure the aisles as a separate distinct space. Account for aisles separately as this space can be cleaned manually or cleaned using selected powered equipment. For example, aisles that permit Powered Industrial Vehicle (PIV) traffic will normally accommodate a rider-type automated vacuum scrubber machine. Aisles designated for foot or pedestrian traffic may require a smaller walk-behind vacuum scrubber machine or manual cleaning.

Place a mark (Red X) on each inventoried area of the drawing to indicate that the space measurement is complete. This helps ensure all rooms, spaces, and workroom areas are measured during the inventory process.

5.6.1.1 Exterior Window Glass Measurement

Measure only one side of window glass located on the first floor exterior walls of the building. The custodial staffing software application accounts for both sides of the glass surface. Interior glass is not recorded as inventory. The Team Cleaning process accounts for interior glass during routine daily cleaning.

5.7 PERFORMANCE AND FREQUENCY SPECIFICATIONS

Area and Component Cleaning performance charts in Section 13 and Section 14 provide standard performance criteria and frequency ranges. These performance charts are integrated in the custodial staffing software application. Local management determines the frequency within the specified range considering local conditions, level of occupancy, use of space, and structural composition. Deviations from listed frequency ranges are not permitted without Area Maintenance concurrence and HQ Maintenance Operations approval.

5.8 DEFINITION OF MULTIPLE TOURS

Determination of multiple tours will be made by area and by evaluating the time a specific work area is normally in reasonable use. Different spaces or work areas may be used for a different number of tours. For example the space in an 010 section may be in use for 9 hours, or one tour; while a flats operation in different space of the same facility may run for 15 hours, or two tours; or a platform operation area may be in use for three tours.

Space areas in large facilities that process mail, e.g. Processing and Distribution Centers, Network Distribution Centers, or International Service Centers, will be considered to have two tours when the designated space is normally in use in excess of 12 hours, and three tours when the space is normally in use in excess of 20 hours. In these facilities non-mail processing spaces such as break rooms, locker rooms, and rest rooms, that are not closed, will be considered in use for the corresponding number of tours. Spaces in facilities such as call centers with substantial daily use will be determined to have multiple tours as outlined above.

Facilities such as Stations, Branches, Post Offices, and Associate Offices which primarily house retail services and/or delivery operations are predominantly one tour facilities. When the time a facility is normally in use by more than three (3) employees at any time during the service day exceeds 12 hours, it will be given for multiple tours.

5.9 DEVELOP INDIVIDUAL ROUTES

After completing the Space Inventory, group spaces together to form routes. The process must consider operational needs of each space and be organized to perform the work as efficiently as possible.

5.9.1 Route Checklist Work Flow

Developing the route checklist flow from the starting point to the finishing point provides consistency in cleaning, policing, and routine servicing. Factors to consider when developing routes include the impact to operations, the specialist type needed, and the size of the space to be serviced. Two important factors are route size and vacuum plug-in locations. The Light Duty Specialist must follow the flow of the route to stay ahead of the Vacuum Specialist. This allows the removal of large or sharp debris on the floor before vacuuming.

Facility Cleaning

5.9.1.1 Route Size

The route size based on each area's measured size or fixture count for the designated specialist is determined by the number of available work hours in a work day multiplied by a performance standard for a set of tasks.

The quantity of hours making up a full productive work day is seven (7) hours. Create routes equal to the maximum available work hours. The objective is to provide a full day of work for each specialist on a single route. Multiple routes may be required to achieve a full work day.

5.9.1.2 Vacuum Plug-in Locations

The Vacuum Specialist uses electrical receptacles located throughout the route space. Mark these receptacles with blue self-adhesive dots for identification. It is critical to create an efficient route flow, allowing the specialist to vacuum the largest space possible, within a 50 ft. radius, before moving to another receptacle.

5.10 STAFFING PACKAGE

The designated maintenance official, in conjunction with the installation head, will review and submit the completed package to the Area Office. The installation head/designated maintenance official will ensure that all duties expected and anticipated to be performed by custodians are accurately identified in the completed staffing package. After the Area Office reviews the staffing package, it may be validated by HQ Maintenance Operations and then returned for Area Office approval. The custodial staffing software application is used to submit the custodial staffing package. The Area should approve or return the package within 45 days of the staffing package being submitted.

5.11 MAINTAINING PROPER STAFFING LEVELS

The final determination of custodial staffing is done by the local installation Postmaster (with the support of the Maintenance Manager at the installation's maintenance support facility) or local installation Maintenance Manager. Once a custodial staffing level is determined using the procedures in this handbook, that staffing level must be maintained. At times, local conditions may change sufficiently to warrant a change in staffing. In order for staffing to be changed the entire staffing procedure must be redone, i.e., new forms must be completed. No change in staffing may occur without following the procedures of this handbook. In the development of a staffing package, the local APWU representative is to be contacted and may observe in the development of the package. A copy of any completed and approved staffing package (which includes all completed forms and documents used to develop the staffing package) shall be provided to the Local APWU President.

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SECTION 6

WORK SCHEDULING

6.1 ASSIGNMENTS

A recommended best practice is to assign each custodian a route, a quantity of routes, or a combination of routes and work orders that equate to a full work day. The supervisor should assign custodial work with cleaning for health as the primary factor when making daily assignments.

6.2 HOLIDAY ASSIGNMENTS

Management may modify custodial assignments to accommodate variations in building occupancy during holiday periods.

6.3 EMPLOYEE ABSENCE SCHEDULING

In the event of short staff situations (i.e., holiday, vacation, unscheduled absences), the planned Team Cleaning assigned tasks can be modified to ensure cleaning for health by focusing on the following items:

- a. Clean or police restrooms
- b. Clean cross-contamination surfaces (fomites)
- c. Empty full trash containers or containers that are forecasted to be full prior to the next scheduled cleaning/policing activity
- d. Remove large debris and litter in high traffic areas

Facility Cleaning

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SECTION 7

STANDARDIZATION

The standardized tools and procedures utilized for Team Cleaning have been selected and can be used at any USPS facility regardless of location, size, or age. Selection of all Team Cleaning tools, materials, and supplies is based on employee safety, environmental impact, cleaning effectiveness, and cost. Specific instructions have been developed outlining the application and usage of these products. Managers and supervisors must ensure employees follow all guidelines and regulations necessary to maintain Team Cleaning tools in a safe, clean, and serviceable condition. Each custodian is responsible to immediately report missing or damaged tools to the on-duty supervisor.

7.1 CONFIGURATION CONTROL

HQ Maintenance Operations governs and controls the operation and management of facility cleaning. Custodial processes and procedures cannot be changed without prior review and approval. The CSCCB reviews any request for change or deviation from established standardized processes and methods including:

- a. Task order of specialist routes (e.g., Light Duty Specialist followed by Vacuum Specialist)
- b. Tools
- c. Materials
- d. Supplies

7.1.1 Change Request

Submit a CCR form through the facility coordinator to request changes to established Team Cleaning activities. The facility coordinator verifies proper completion and ensures adequate documentation is included to support CSCCB consideration prior to submission. The facility coordinator may submit supplemental documentation to support the request (i.e., specification sheets or process diagrams) if needed. The Custodial Standardization Change Control Board documents process and procedures in the most current version of the CSCCB guidelines.

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SECTION 8

FACILITY SUPPORT REQUIREMENTS

Adequate space is required in each facility for bulk storage of custodial tools and supplies. Additional space must be allocated for storage of tools, equipment, and chemicals accessed daily by custodians during check-out and check-in activities. Space must also be allocated to support initial and supplemental custodial training.

8.1 CHECK-IN/CHECK-OUT AREA

Each facility shall designate a secure room for storing equipment and supplies. It is advantageous to locate the check-in/check-out room in a central location of the facility. Local maintenance management will ensure a secure check-in/check-out area.

8.2 TRAINING ROOM

Utilize a dedicated room for initial and supplemental custodial training. The training room must accommodate students and necessary training equipment and supplies. In smaller facilities, a conference room or other similar room may be used as the custodial training room.

8.3 BULK STORAGE AREA

Dedicate space for storing bulk custodial supplies and equipment, preferably near the check-in/check-out room. Secure this area independently from all other rooms/areas. Bulk storage room size will vary based on facility size.

Facility Cleaning

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SECTION 9

TRAINING

USPS employees are the organization's most valuable resource, and the USPS is committed to investing in this workforce. This commitment includes custodial training that creates a supportive workplace and results in benefits that include and continuously promote job safety and proficiency, and enhances professionalism of the custodians.

A structured custodial training and development process ensures custodians and custodian supervision obtain consistent knowledge from a USPS Employee Development recognized training program.

This training provides clear and standardized expectations and expands the knowledge base of custodians and maintenance management. Training and development provides employees with job proficiency skills required to complete their assigned tasks safely and efficiently.

9.1 INITIAL TRAINING

The National Center for Employee Development (NCED) is responsible for the development and delivery of nationally recognized training courses. Local management administers supplemental training sessions that are not included in the Learning Management System (LMS) course catalog.

The initial training consists of a 16-hour course identified within the LMS that combines classroom instruction supplemented with on-the-job exercises while providing professional knowledge and practical experience.

Upon completion of the initial training, the immediate supervisor or designee is responsible for teaching, coaching, and mentoring the custodial staff.

9.1.1 Management Training

Supervisors regularly assigned to oversee USPS custodial work must successfully complete Custodial Team Cleaning training to effectively manage Team Cleaning activities.

9.2 RECURRING TRAINING

After successfully completing the initial training each custodian will participate in additional training annually. A total of 40 hours of training is allotted for each custodian per calendar year. Embracing the Continuous Improvement business model, learning reinforcement is the key to success. The immediate supervisor or designee should conduct a training session covering a different topic each month. HQ Maintenance Operations is responsible for establishing and distributing an annual calendar identifying the topic for each calendar month to maintain consistency throughout all USPS cleaned facilities. These recurring training sessions offer each custodian the opportunity to increase job knowledge and proficiency.

9.3 SAFETY TRAINING

Headquarters Safety & Health establishes safety training requirements for the custodial workforce.

9.3.1 Blood Borne Pathogens (BBP) Training Requirements

As established by OSHA standard 29, [Code of Federal Regulations \(CFR\) 1910.1030](#), the local training office must ensure that all employees **who may be exposed** to BBP during their work activities, be provided annual BBP training or the Hazardous Waste Operations and Emergency Response (HAZWOPER) training equivalent.

SECTION 10

LAUNDRY SERVICE

10.1 NATIONAL CONTRACTS

Approved commercial laundry vendors may be contracted to clean products such as cleaning cloths and mops used in custodial operations in accordance with [ASM 535.22 Cloth and Laundry Service](#). If the commercial laundry service includes an exchange service of cleanable goods, the contracting officer will ensure the cleaning products conform to the Headquarters specified Team Cleaning tools and equipment identified in the current Team Cleaning MMO. Substitution of cleaning products requires CSCCB approval.

10.2 PRODUCT USAGE

Utilize historical usage data to determine the number of microfiber cloths, mops, and cleaning towels needed on a weekly basis. Ensure a sufficient supply of clean mops and cloths are on hand to support routine cleaning and to handle anomalous situations.

Facility Cleaning

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SECTION 11

BENCHMARKING FACILITY HOUSEKEEPING INSPECTIONS

The standardized cleaning processes and cleaning standards implemented by the USPS are utilized throughout the cleaning industry, making benchmarking an innovative method for identifying best practices to eliminate waste and increase cleaning efficiency.

Benchmarking can identify new opportunities to eliminate waste and implement processes to measure, monitor, and track improvement in cleaning efficiency and quality. Benchmarking and performance measurement allow the USPS to evaluate existing processes against industry best practices and internal standards.

The USPS Team Cleaning program should emulate the ISSA Cleaning Industry Management Standard (CIMS) using their assessment criteria and checklist.

Housekeeping inspections are an important benchmarking tool to document, evaluate, and measure improvement in Team Cleaning. Installation heads or their designees are responsible and must establish a schedule to conduct semi-annual housekeeping inspections in USPS facilities. The semi-annual inspection includes all cleaned space and must be documented on Form 4851, *Building Housekeeping Inspection* (Figure B-5). The semi-annual housekeeping inspection report must be retained for a period of no less than two years. Management must review and correct deficiencies found during inspections. All locally represented unions must be invited to participate in the inspections.

Facility Cleaning

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SECTION 12

FORMS

In lieu of entering data directly into the custodial staffing software application, standard USPS forms in hard copy format may be used for recording physical measurements and inventory information of each facility. Forms used to support the Team Cleaning process include:

- a. PS Form 4869, *Building Inventory* ([Figure B-6](#))
- b. PS Form 4839, *Team Cleaning Weekly Scheduling* ([Figure B-4](#))
- c. PS Form 4852, *Workload Analysis and Summary* ([Figure B-1](#))
- d. PS Form 4776, *Preventive-Custodial Maintenance Route* ([Figure B-2](#) and [Figure B-3](#))
- e. PS Form 4851, *Building Housekeeping Inspection* ([Figure B-5](#))

As entries are made in the Building Inventory section of the custodial staffing software application, facility-specific reports will automatically populate for each of the forms. Print blank forms when needed.

12.1 PS FORM 4869 (BUILDING INVENTORY)

Facility-specific information entered into the Building Inventory section of the custodial staffing software application will summarize on Form 4869 ([Figure B-6](#)). Information on the Form 4869 includes, but is not limited to:

- a. Area ID
- b. Room ID
- c. Space description
- d. Type of space
- e. Sq. Ft. of space
- f. Number of restroom fixtures
- g. Number of light fixtures
- h. Floor type

12.2 PS FORM 4839 (TEAM CLEANING WEEKLY SCHEDULING)

The custodial staffing software application summarizes cleaning frequency information on PS Form 4839, Team Cleaning Weekly Scheduling ([Figure B-4](#)). This form identifies the specialist performing the work, and workload information by areas, tours, and days of the week each area is cleaned.

Facility Cleaning

12.3 PS FORM 4852 (WORKLOAD ANALYSIS AND SUMMARY)

The rollup of all facility-specific data entered into the custodial staffing software application is identified on PS Form 4852 (Figure B-1) and includes training, wash-up, and break times. Total work hour calculations are shown as work hours per year and total full-time equivalent(s). As many full-time regular and part-time regular duty assignments as necessary to cover the workhours are to be established. To the extent practicable, duty assignments are to be full-time.

12.4 PS FORM 4776 (PREVENTIVE-CUSTODIAL MAINTENANCE ROUTE)

Implementation of route checklists for maintenance capable facilities is mandatory. Local management may use route checklists for non-maintenance capable facilities at their discretion. Route checklists identify the building name where tasks are performed, type of specialist performing the work, task frequency, estimated route completion time, and unique route numbers.

PS Form 4776 (Figure B-2 and Figure B-3) provides specific written instructions for custodians. These instructions include tools and materials needed to perform the task and the workflow indicating route start and finish points. The workflow should also indicate step-by-step instructions for the custodian to follow to ensure that the focus is cleaning for health first. Incorporate a floor layout drawing illustrating the directional workflow that specialists follow to efficiently complete the Custodial Route Checklist.

12.5 PS FORM 4851 (BUILDING HOUSEKEEPING INSPECTION)

Perform housekeeping inspections semi-annually using PS Form 4851, *Building Housekeeping Inspection* (Figure B-5). Maintenance management, at all levels, will monitor the report for recurring problems.

Facility Cleaning

SECTION 13

PERFORMANCE STANDARDS AREA CLEANING

Task examples identified within these tables are not all inclusive. Examples identified represent common tasks associated with each identified space. Local requirements and/or conditions may require additional tasks not identified in the tables.

13.1 RESTROOM

Table 13-1 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Restroom Specialist	<p>Remove large debris.</p> <p>Flush toilets and urinals.</p> <p>Dispense disinfectant in each toilet and urinal.</p> <p>Refill towels, toilet paper, seat covers, feminine products and disposal bags, soap, lotion, and sanitizer.</p> <p>Check that all dispensers are working.</p> <p>Empty waste containers and replace liners.</p> <p>Dust restroom top to bottom.</p> <p>Sweep floor.</p> <p>Spray disinfectant, and wipe mirrors and touchable items or fomites such as door handles.</p> <p>Spot clean light switches, walls, baseboards, windowsills, and partitions.</p> <p>Scrub toilet and urinal bowls.</p> <p>Spray and wipe toilets and urinals. Wipe the top of the toilet seat first, then the bowl.</p> <p>Utilize wet floor signs and barricades as needed.</p> <p>Damp mop floor using disinfectant.</p> <p>Clean cart and all tools at conclusion of route.</p>	3 min. / fixture	3 to 7 times per week

Facility Cleaning

Table 13-2 - Policing

Specialist	Tasks	Performance	Freq. Range
Restroom Specialist	<p>Remove large debris</p> <p>Flush toilets and urinals.</p> <p>Dispense disinfectant in each toilet and urinal as needed.</p> <p>Refill towels, toilet paper, seat covers, feminine products and disposal bags, soap, lotion, and sanitizer as needed.</p> <p>Check that all dispensers are working.</p> <p>Empty waste containers as needed.</p> <p>Spot sweep floor.</p> <p>Spray disinfectant, and wipe touchable items or fomites such as door handles.</p> <p>Spot clean mirrors, light switches, and partitions as needed.</p> <p>Scrub toilet and urinal bowls as needed.</p> <p>Spray and wipe toilets and urinals as needed.</p> <p>Wipe the top of the toilet seat first, then the bowl.</p> <p>Utilize wet floor signs and barricades as needed.</p> <p>Spot mop floor using disinfectant.</p> <p>Clean cart and all tools at conclusion of route.</p>	1.5 min. / fixture	When used, 1 time per tour in facilities with two or more mail processing tours per day, except on tour when restroom is cleaned

Facility Cleaning

13.2 LUNCH/SWING ROOM

Table 13-3 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location.</p> <p>Wipe containers as needed with microfiber cloth and detergent.</p> <p>Dust surfaces high to low (light fixtures and air vents up to 10 ft., and tops of doors and frames).</p> <p>Dust horizontal surfaces (cabinets, tables, shelving, blinds, etc.).</p> <p>Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum.</p> <p>Using a multi-purpose detergent spray bottle, damp wipe horizontal surfaces such as but not limited to cabinets, tables, sinks, water fountains, microwave ovens, etc.</p> <p>Spot clean other surfaces such as but not limited to mirrors, glass, columns, wall bumpers, switch plates, and walls.</p> <p>Refill towel dispensers as needed.</p> <p>Clean and store equipment at conclusion of route.</p>	5,700 sq. ft. / hr.	3 to 7 times per week
Vacuum Specialist	<p>Inspect electrical cord for damage prior to use.</p> <p>Utilizing designated electrical receptacles and appropriate tool attachments, vacuum the entire floor. (Do not vacuum wet surfaces.)</p> <p>At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.</p>	5,700 sq. ft. / hr.	
Utility Specialist	<p>Utilize wet floor signs and barricades as needed.</p> <p>Damp mop entire floor using a two-compartment mop bucket with wringer and microfiber mop with detergent solution.</p> <p>At conclusion of route, clean and store equipment properly.</p>	4,650 sq. ft. / hr.	
	<p>Collect trash from designated locations and transport to central trash disposal area.</p>	7,920 linear ft. / hr.	

Facility Cleaning

Table 13-4 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Remove debris from tables and floor. Damp wipe tables and chairs as needed. Empty trash containers as needed. Damp wipe spillages. Damp wipe and clean drinking fountains. Clean and store equipment at conclusion of route.	10,000 sq. ft. / hr.	When utilized, on all tours except when cleaned on the same tour

13.3 LOCKER ROOM

Table 13-5 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash containers and replace liners as needed. Deposit all trash and recyclables at specified location. Wipe trash/recycle containers as needed with microfiber cloth and detergent. Dust surfaces high to low including tops of lockers (light fixtures and air vents up to a 10-foot ceiling, and tops of doors and frames). Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Using a multi-purpose detergent in a spray bottle, damp wipe horizontal surfaces such as but not limited to benches, chairs, etc. Spot clean other surfaces such as but not limited to mirrors, glass, columns, wall bumpers, switch plates, and walls. Clean and store equipment at conclusion of route.	10,000 sq. ft. / hr.	3 to 7 times per week
Vacuum Specialist	Inspect extension cord for damage prior to use. Utilize designated electrical receptacles and appropriate tool attachments to vacuum the entire floor. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment and inspect extension cord for damage.	10,000 sq. ft. / hr.	3 to 7 times per week
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop entire floor using a two-compartment mop bucket with wringer and microfiber mop with detergent solution. Clean and store equipment at conclusion of route.	4,650 sq. ft. / hr.	3 to 7 times per week

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Table 13-6 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Remove trash and debris. Empty trash containers and replace liners as needed. Spot sweep open areas and aisles. Damp wipe spills. Damp wipe other surfaces as needed. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr.	When utilized, on all tours except when cleaned on the same tour

13.4 WORK ROOM

Table 13-7 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash and replace liners as needed; deposit all trash and recyclables at specified location. Dust horizontal surfaces as needed. Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Spot wipe doors, push plates, switch plates, and drinking fountains. Damp clean horizontal surfaces including telephones if applicable. Spot clean vertical surfaces. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr. (High speed)	1 to 6 times per week
Light Duty Specialist	Clean all vertical surfaces within a specified area of the route and spot clean the remaining vertical surfaces. Dust all horizontal surfaces. Clean and store equipment at conclusion of route.	13,015 sq. ft. / hr. (Low speed)	1 time per week

Facility Cleaning

Table 13-7 - Cleaning (continued)

Specialist	Tasks	Performance	Freq. Range
Vacuum Specialist	Inspect extension cord for damage prior to use. Utilizing designated electrical receptacles vacuum all traffic areas. Spot vacuum all other areas as needed. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.	16,575 sq. ft. / hr. (High speed)	1 to 6 times per week
	Utilizing designated electrical receptacles vacuum wall to wall within a specified area of the route. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.	13,015 sq. ft. / hr. (Low speed)	1 time per week
Utility Specialist	Collect trash from designated locations and transport to central trash disposal area.	7,920 linear ft. / hr.	2 to 7 times per week as required

Table 13-8 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash and replace liners as needed; deposit all trash and recyclables at specified location. Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Attend to spills and leaks as directed by supervisor. Spot wipe doors, push plates, switch plates, telephones, and drinking fountains. Spot wipe horizontal surfaces as needed. Spot clean vertical surfaces as needed. Spot mop floor surfaces as needed. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr.	On all tours only for the area used, except when cleaned on same tour

Facility Cleaning

13.5 OFFICE SPACE

Table 13-9 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Empty trash and replace liners as needed; deposit all trash and recyclables at specified location.</p> <p>Dust all horizontal surfaces.</p> <p>Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum.</p> <p>Spot wipe doors, push plates, switch plates, and drinking fountains.</p> <p>Damp clean horizontal surfaces including telephones if applicable.</p> <p>Spot clean vertical surfaces.</p> <p>Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft.</p> <p>Clean and store equipment at conclusion of route.</p>	10,000 sq. ft. / hr.	3 to 7 times per week
Vacuum Specialist	<p>Inspect extension cord for damage prior to use.</p> <p>Utilizing designated electrical receptacles vacuum all traffic areas.</p> <p>Spot vacuum all other areas.</p> <p>Vacuum visible debris, crumbs, or dry spills on furniture. (Do not vacuum wet surfaces.)</p> <p>At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.</p>	10,000 sq. ft. / hr.	
Utility Specialist	<p>Collect trash from designated locations and transport to central trash disposal area.</p> <p>Clean and store equipment at conclusion of route.</p>	7,920 linear ft. / hr.	

Facility Cleaning

13.6 SUPPLY ROOM

Table 13-10 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash and replace liners as needed; deposit all trash and recyclables at specified location. Dust all horizontal surfaces. Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Spot wipe doors, push plates, switch plates, and drinking fountains. Damp clean horizontal surfaces including telephones if applicable. Spot clean vertical surfaces. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr. (High speed)	2 to 6 times per week
	Clean all vertical surfaces within the specified area of the route and spot clean the remaining vertical surfaces. Clean and store equipment at conclusion of route.	13,015 sq. ft. / hr. (Low speed)	1 time per week
Vacuum Specialist	Inspect extension cord for damage prior to use. Utilizing designated electrical receptacles vacuum all traffic areas. Spot vacuum all other areas as assigned. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.	16,575 sq. ft. / hr. (High speed)	2 to 6 times per week
	Inspect cord for damage prior to use. Vacuum wall to wall within a specified area of the route. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.	13,015 sq. ft. / hr. (Low speed)	1 time per week

Facility Cleaning

13.7 ACTIVE STORAGE ROOM

Table 13-11 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Empty trash and replace liners as needed; deposit all trash and recyclables at specified location.</p> <p>Dust all horizontal surfaces.</p> <p>Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum.</p> <p>Spot wipe doors, push plates, switch plates, and drinking fountains.</p> <p>Damp clean horizontal surfaces including telephones if applicable.</p> <p>Spot clean vertical surfaces.</p> <p>Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft.</p> <p>Clean and store equipment at conclusion of route.</p>	16,575 sq. ft. / hr.	12 to 52 times per year
Vacuum Specialist	<p>Inspect extension cord for damage prior to use.</p> <p>Utilizing designated electrical receptacles vacuum floor using designated electrical receptacles. (Do not vacuum wet surfaces.)</p> <p>At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.</p>	16,575 sq. ft. / hr.	12 to 52 times per year

Facility Cleaning

13.8 INACTIVE STORAGE ROOM

Table 13-12 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Empty trash and replace liners as needed; deposit all trash and recyclables at specified location.</p> <p>Dust all horizontal surfaces.</p> <p>Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum.</p> <p>Spot wipe doors, push plates, and switch plates.</p> <p>Damp clean horizontal surfaces.</p> <p>Spot clean vertical surfaces.</p> <p>Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft.</p> <p>Clean and store equipment at conclusion of route.</p>	16,575 sq. ft. / hr.	4 to 12 times per year
Vacuum Specialist	<p>Inspect extension cord for damage prior to use.</p> <p>Utilizing designated electrical receptacles vacuum floor using designated electrical receptacles. (Do not vacuum wet surfaces.)</p> <p>At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.</p>	16,575 sq. ft. / hr.	4 to 12 times per year

Facility Cleaning

13.9 ELEVATOR

Table 13-13 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Dust ceiling lights and air vents. Wipe all walls, trim, doors, and control panels. Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Clean and store equipment at conclusion of route.	10 minutes per elevator cab	3 to 7 times per week
Vacuum Specialist	Inspect extension cord for damage prior to use. Utilizing designated electrical receptacles vacuum entire elevator floor area. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.	1 minute per elevator cab	
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop entire hard floor surface using a two-compartment mop bucket with wringer and microfiber mop with detergent solution. Clean and store equipment at conclusion of route.	1 minute per elevator cab	

13.10 EXTERIOR PAVED AREA

Table 13-14 - Policing

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Pick up litter – all debris. Empty trash containers and replace liners as needed. Clean and store equipment at conclusion of route.	50,000 sq. ft. / hr.	When utilized, 1 to 7 times per week

Facility Cleaning

Table 13-15 - Sweeping

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Manual sweeping: Sweep sidewalks, parking areas, driveways, and maneuvering areas. Clean and store equipment at conclusion of route.	10,000 sq. ft. / hr.	1 to 7 times per week
	Leaf blower: Blow sidewalks, parking areas, driveways, and maneuvering areas. Clean and store equipment at conclusion of route.	7,920 linear ft. / hr. (for every 5 foot width or less)	
	Pedestrian-type power vacuum: Sweep sidewalks, parking areas, driveways, and maneuvering areas. Clean and store equipment at conclusion of route.	15,000 sq. ft. / hr.	
	Rider-type power sweeper: Sweep sidewalks, parking areas, driveways, and maneuvering areas Clean and store equipment at conclusion of route.	50,000 sq. ft. / hr.	

Table 13-16 - Snow Removal

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Remove snow from sidewalks, parking areas, driveways, and maneuvering areas Clean and store equipment at conclusion of the task.	4,000 sq. ft. / hr.	As needed

Facility Cleaning

13.11 EXTERIOR UNPAVED AREA

Table 13-17 - Policing

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Pick up litter – all debris. Empty trash containers as needed. Clean and store equipment at conclusion of route.	50,000 sq. ft. / hr.	1 to 7 times per week

13.12 INTERIOR PARKING/MANEUVERING

Table 13-18 - Sweeping

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Manual: Sweep and remove dirt from areas inaccessible by power equipment. Clean and store equipment at conclusion of route. <p style="text-align: center;">OR</p>	10,000 sq. ft. / hr.	1 to 7 times per week
	Pedestrian-type power vacuum sweeper: Sweep areas inaccessible to rider-type sweeper. Clean and store equipment at conclusion of route. <p style="text-align: center;">OR</p>	15,000 sq. ft. / hr.	
	Rider-type power sweeper: Sweep open areas. Clean and store equipment at conclusion of route.	50,000 sq. ft. / hr.	

Facility Cleaning

13.13 PLATFORM DOCK (ENCLOSED)

Table 13-19 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Empty trash and replace liners as needed; deposit all trash and recyclables at specified location.</p> <p>Dust horizontal surfaces as needed.</p> <p>Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum.</p> <p>Spot wipe doors, push plates, switch plates, and drinking fountains.</p> <p>Damp clean horizontal surfaces including telephones if applicable.</p> <p>Spot clean vertical surfaces.</p> <p>Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft.</p> <p>Clean and store equipment at conclusion of route.</p>	16,575 sq. ft. / hr. (High speed)	1 to 6 times per week
	<p>Clean all vertical surfaces within a specified area of the route and spot clean the remaining vertical surfaces.</p> <p>Dust all horizontal surfaces.</p> <p>Clean and store equipment at conclusion of route.</p>	13,015 sq. ft. / hr. (Low speed)	1 time per week
Vacuum Specialist	<p>Inspect extension cord for damage prior to use.</p> <p>Utilizing designated electrical receptacles vacuum all traffic areas,</p> <p>Spot vacuum all other areas as needed. (Do not vacuum wet surfaces.)</p> <p>At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.</p>	16,575 sq. ft. / hr. (High speed)	1 to 6 times per week
	<p>Utilizing designated electrical receptacles vacuum wall to wall within a specified area of the route. (Do not vacuum wet surfaces.)</p> <p>At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.</p>	13,015 sq. ft. / hr. (Low speed)	1 time per week

Facility Cleaning

Table 13-20 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash and replace liners as needed; deposit all trash and recyclables at specified location. Pick up debris from all areas of work within the route. Spot wipe doors, push plates, switch plates, and drinking fountains. Spot wipe horizontal surfaces as needed. Spot clean vertical surfaces. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr.	On all tours only the area used, except when cleaned on same tour

13.14 PLATFORM DOCK (NON ENCLOSED)

Table 13-21 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr.	3 to 7 times per week
Utility Specialist	Sweep open areas. Clean and store equipment properly at conclusion of route.	5,556 sq. ft. / hr.	

Table 13-22 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Pick up large debris, empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location. Spot sweep as needed. Spot mop as needed. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr.	On all tours in area(s) used, except when cleaned on same tour

Facility Cleaning

13.15 SERVICE/BOX LOBBY

Table 13-23 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location.</p> <p>Dust all horizontal surfaces.</p> <p>Clean lobby door glass.</p> <p>Clean interior lobby glass as needed.</p> <p>Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum.</p> <p>Spot wipe doors, push plates, switch plates, and drinking fountains.</p> <p>Damp clean horizontal surfaces including display cases, telephones, and other lobby items.</p> <p>Spot clean vertical surfaces.</p> <p>Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft.</p> <p>Clean and store equipment at conclusion of route.</p>	10,000 sq. ft. / hr.	5 to 7 times per week
Vacuum Specialist	<p>Inspect extension cord for damage prior to use.</p> <p>Utilizing designated electrical receptacles vacuum entire floor including floor mats. (Do not vacuum wet surfaces.)</p> <p>Vacuum horizontal surfaces within reach.</p> <p>Vacuum vertical cages / screenline.</p> <p>At conclusion of route, clean all equipment and clean and inspect extension cord for damage.</p>	10,000 sq. ft. / hr.	5 to 7 times per week
Utility Specialist	<p>Utilize wet floor signs and barricades as needed.</p> <p>Damp mop or vacuum scrub the entire hard floor area.</p> <p style="text-align: center;">OR</p> <p>Vacuum scrub floor.</p> <p>Clean and store equipment at conclusion of route.</p>	4,650 sq. ft. / hr.	1 to 3 times per week
		12,526 sq. ft. / hr. Based on 27-inch scrubber	

Facility Cleaning

Table 13-24 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Pick up large debris, empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location.</p> <p>Spot wipe doors, push plates, switch plates, and drinking fountains as needed.</p> <p>Spot clean horizontal surfaces including display cases, telephones, and other lobby items as needed.</p> <p>Spot clean vertical surfaces as needed.</p> <p>Clean and store equipment at conclusion of route.</p>	16,575 sq. ft. / hr.	As needed
Utility Specialist	<p>Utilize wet floor signs and barricades as needed.</p> <p>Spot mop during wet weather as needed.</p> <p>Clean and store equipment at conclusion of route.</p>	12,225 sq. ft. / hr.	As needed

13.16 STAIRWAY

Table 13-25 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Pick up and dispose debris.</p> <p>Clean reachable glass surfaces.</p> <p>Dust horizontal surfaces.</p> <p>Clean handrail(s) and door handles.</p> <p>Clean and store equipment at conclusion of route.</p>	3 minutes per flight	3 to 7 times per week
Vacuum Specialist	<p>Inspect extension cord for damage prior to use.</p> <p>Utilizing designated electrical receptacles vacuum all floor step surfaces. (Do not vacuum wet surfaces.)</p> <p>At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.</p>	3 minutes per flight	3 to 7 times per week
Utility Specialist	<p>Utilize wet floor signs and barricades as needed.</p> <p>Spot mop stairway as needed.</p>	2 minutes per flight	12 to 52 times per year

Facility Cleaning

Table 13-26 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Pick up and dispose debris. Clean handrail(s) and door handles. Clean and store equipment at conclusion of route.	3 minutes per flight	Daily, when used, except when cleaned

13.17 CORRIDOR

Table 13-27 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location. Dust all horizontal surfaces. Clean interior glass as needed. Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Wipe doors, push plates, switch plates, and drinking fountains. Damp clean horizontal surfaces including display cases, telephones, and other items, if applicable. Spot clean vertical surfaces. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft. Clean and store equipment at conclusion of route.	16,575 sq. ft. / hr.	2 to 7 times per week
Vacuum Specialist	Inspect extension cord for damage prior to use. Utilizing designated electrical receptacles vacuum entire floor including floor mats. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment then clean and inspect extension cord for damage.	16,575 sq. ft. / hr.	
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop the entire hard floor area. Clean and store equipment at conclusion of route. OR Vacuum scrub the entire hard floor area. Clean and store equipment at conclusion of route.	4,650 sq. ft. / hr. 12,526 sq. ft. / hr. Based on 27-inch scrubber	

Facility Cleaning

Table 13-28 - Policing

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location.</p> <p>Dust all horizontal surfaces.</p> <p>Clean interior glass as needed.</p> <p>Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum.</p> <p>Wipe doors, push plates, switch plates, and drinking fountains.</p> <p>Damp clean horizontal surfaces including display cases, telephones, and other items, if appropriate.</p> <p>Spot clean vertical surfaces.</p> <p>Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft.</p> <p>Clean and store equipment at conclusion of route.</p>	16,575 sq. ft. / hr.	Daily except when cleaned

13.18 GENERAL SHOP AREA (EXCLUDES ALL “AUTHORIZED ONLY” SHOP SPACES)

Table 13-29 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	<p>Empty trash containers and replace liners as needed; deposit all trash and recyclables at specified location.</p> <p>Dust all horizontal surfaces.</p> <p>Clean interior glass as needed.</p> <p>Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum.</p> <p>Wipe doors, push plates, switch plates, and telephones.</p> <p>Spot clean vertical surfaces.</p> <p>Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft.</p> <p>Clean and store equipment at conclusion of route.</p>	16,575 sq. ft. / hr.	Daily, when used
Vacuum Specialist	<p>Inspect extension cord for damage prior to use.</p> <p>Utilizing designated electrical receptacles vacuum entire floor including floor mats. (Do not vacuum wet surfaces.)</p> <p>At conclusion of route, clean all equipment, then clean and inspect extension cord for damage.</p>	16,575 sq. ft. / hr.	Daily, when used

Facility Cleaning

13.19 CUSTODIAL CLOSET

Table 13-30 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Restock supplies / paper products.	5 minutes / closet	Daily, when used
	Dust all horizontal surfaces. Sweep floor. Spot wipe doors, push plates, and switch plates. Spot clean vertical surfaces. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft. Clean and store equipment at conclusion of route.	5,700 sq. ft. / hr.	
Utility Specialist	Damp mop floor. Clean and store equipment at conclusion of route.	4,650 sq. ft. / hr.	Daily, when used

13.20 LOOKOUT GALLERY

Table 13-31 - Cleaning

Specialist	Tasks	Performance	Freq. Range
Light Duty Specialist	Replace burned out lamps. Dust all horizontal surfaces. Dust walls, lookout slots, ladder rungs, guard rails, rope "tell tales," and arm ledges. Pick up debris and any other items off the floor that could damage the vacuum or cannot be picked up by the vacuum. Wipe doors, push plates, and switch plates. Spot clean vertical surfaces. Dust ceiling light fixtures, air vents, and other assigned surfaces up to 10 ft. Clean lookout glass. Clean and store equipment at conclusion of route.	5,700 sq. ft. / hr.	4 to 12 times per year
Vacuum Specialist	Inspect extension cord for damage prior to use. Utilizing designated electrical receptacles vacuum entire floor. (Do not vacuum wet surfaces.) At conclusion of route, clean all equipment, and clean and inspect extension cord for damage.	5,700 sq. ft. / hr.	4 to 12 times per year

Facility Cleaning

13.21 BATTERY ROOM

Table 13-32 - Battery Room

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Sweep floor with broom and empty trash. At conclusion of route, clean all equipment.	5,568 sq. ft. / hr.	Daily
Utility Specialist	Scrub floor with brush. (Do not use any powered equipment.) At conclusion of route, clean all equipment.	2,500 sq. ft. / hr.	1 time per week

Facility Cleaning

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Facility Cleaning

SECTION 14

PERFORMANCE STANDARDS COMPONENT CLEANING

14.1 CEILING LIGHT FIXTURES / PIPES AND DUCTS

Table 14-1 - Vacuuming

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Inspect extension cord for damage prior to use. Vacuum all surfaces of overhead pipes and ducts (above 10-foot level) which require the use of personnel lifting equipment. Vacuum ceiling lights above the 10-foot level. Clean and store equipment at conclusion of route. Note: Measurement is based on the total amount of sq. ft. of floor space in the room/space with light fixtures and/or pipes and ducts above the 10-foot level.	2,500 sq. ft. / hr.	4 to 12 times per year

14.2 EXTERIOR GLASS

Table 14-2 - Washing

Specialist	Tasks	Performance	Freq. Range
	ASM 535.23 OR		
Utility Specialist	Using squeegee wash and dry glass surface. Wipe framework with cloth.	599 sq. ft. / hr. (6 feet or below) OR 455 sq. ft. / hr. (above 6 feet)	Lobby: 12 to 52 times per year Other areas: 2 to 4 times per year
	Clean and store equipment at conclusion of route.		

Facility Cleaning

14.3 LAWNS, HEDGES, AND SHRUBS

Table 14-3 - Lawn Mowing and Edging

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	If using push mower including edging	5,000 sq. ft. / hr.	Up to 52 times per year
	If using riding mower including edging	10,000 sq. ft. / hr.	
	Clean and store equipment at conclusion of route.		

Table 14-4 - Hedges and Shrubs

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Trim hedges and shrubs. Clean and store equipment at conclusion of route.	50 lineal ft. / hr.	1 to 4 times per year

14.4 HARD SURFACE FLOOR

Table 14-5 - Damp Mopping

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop the hard floor area. OR	4,650 sq. ft. / hr.	12 to 52 times per year
	If using walk-behind automatic scrubber OR	12,526 sq. ft. / hr. Based on 27-inch scrubber	
	If using riding scrubber	20,408 sq. ft. / hr. Based on 32-inch riding scrubber	
	Clean and store equipment at conclusion of route.		

Facility Cleaning

Table 14-6 - Periodic Maintenance (If Needed)

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop the hard floor area. OR	4,650 sq. ft. / hr.	3 to 12 times per year
	If using walk-behind automatic scrubber OR	12,526 sq. ft. / hr. Based on 27-inch scrubber	
	If using riding scrubber	20,408 sq. ft. / hr. Based on 32-inch riding scrubber	
	Apply floor finish using a lint-free flat mop.	1,667 sq. ft. / hr.	
	Clean and store equipment at conclusion of route.		

14.5 TERRAZZO FLOOR

Table 14-7 - Initial Preparation

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed. Apply stripper with mop.	3,333 sq. ft. / hr.	Annually
	Agitate using a rotary floor machine.	800 sq. ft. / hr.	
	Pickup using a tank-type wet vacuum. OR	3,030 sq. ft. / hr.	
	Neutralize using a walk-behind automatic scrubber.	12,526 sq. ft. / hr. Based on 27-inch scrubber	
	Apply seal compound using a mop.	1,667 sq. ft. / hr.	
	Clean and store equipment at conclusion of route.		

Facility Cleaning

Table 14-8 - Periodic Maintenance

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop the hard floor area. OR	4,650 sq. ft. / hr.	3 to 12 times per year
	If using walk-behind automatic scrubber OR	12,526 sq. ft. / hr. Based on 27-inch scrubber	
	If using riding scrubber	20,408 sq. ft. / hr. Based on 32-inch riding scrubber	
	Apply thin coat of floor sealer using a lint-free flat mop in areas of heavy wear only.	1,667 sq. ft. / hr.	
	Clean and store equipment at conclusion of route.		

14.6 CONCRETE FLOOR

Table 14-9 - Initial Preparation

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop the hard floor area. OR	4,650 sq. ft. / hr.	Annually
	If using walk-behind automatic scrubber OR	12,526 sq. ft. / hr. Based on 27 inch scrubber	
	If using riding scrubber	20,408 sq. ft. / hr. Based on 32-inch riding scrubber	
	Seal with concrete-sealing compound using a mop.	1,667 sq. ft. / hr.	
	Clean and store equipment at conclusion of route.		

Facility Cleaning

Table 14-10 - Periodic Maintenance

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop the hard floor area. OR	4,650 sq. ft. / hr.	0 to 4 times per year
	If using walk-behind automatic scrubber OR	12,526 sq. ft. / hr. Based on 27 inch scrubber	
	If using riding scrubber	20,408 sq. ft. / hr. Based on 32-inch riding scrubber	
	Seal with concrete sealing compound using a mop.	1,667 sq. ft. / hr.	
	Clean and store equipment at conclusion of route.		

14.7 WOOD FLOOR

Table 14-11 - Periodic Maintenance

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed. Damp mop the hard floor area. OR	4,650 sq. ft. / hr.	3 to 12 times per year
	If using walk-behind automatic scrubber	12,526 sq. ft. / hr. Based on 27-inch scrubber	
	Apply floor finish using a lint-free flat mop.	1,667 sq. ft. / hr.	
	Clean and store equipment at conclusion of route.		

Facility Cleaning

14.8 CARPET

Table 14-12 - Carpet Cleaning

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Utilize wet floor signs and barricades as needed.	7,407 sq. ft. / hr.	1 to 4 times per year
	Inspect extension cord for damage prior to use.		
	Vacuum carpet thoroughly.		
	When applying pre-treatment	13,216 sq. ft. / hr.	
	When performing extraction cleaning	3,273 sq. ft. / hr.	
	Spot clean carpet as necessary (35% of total carpet sq. ft.)	60,000 sq. ft. / hr.	
	Dry carpet using blowers. Note: Use carpet-cleaning equipment according to manufacturer's instructions. Clean and store equipment at conclusion of route.		

14.9 DECORATIVE METAL (BRASS BRONZE)

Table 14-13 - Polishing

Specialist	Tasks	Performance	Freq. Range
Utility Specialist	Clean/polish with trigger sprayer/chemical and cloth. Clean and store equipment at conclusion of route.	500 sq. ft. / hr.	Once every 2 years

APPENDIX A

GLOSSARY

5S Philosophy focusing on a five part process (Sort, Set to Order, Shine, Standardize, and Sustain) to improve organizational cleanliness and standardization.

Area ID The Area Identification (ID) is a label the local site assigns to a logical grouping of unique Room Identifiers (Room ID). In most cases, an Area ID represents a geographic location or large area within the facility.

ASM Administrative Support Manual

Authorized only space The space or rooms in a facility requiring specific safety training or other certification, and /or special Personal Protective Equipment (PPE) to enter and occupy.

BBP Blood Borne Pathogens

Best practice A tested process for continuous improvement. A best practice describes the current best known method or process to accomplish an assigned task or project.

Bulk storage area/room A dedicated space for storing bulk custodial supplies and equipment, preferably near the Check-in/Check-out room.

CCR Custodial Change Request. A request submitted by sites to the Custodial Standardization Change Control Board (CSCCB) requesting changes to established cleaning procedures or processes.

CFR Code of Federal Regulations

Check-in/Check-out Room/Area A secure room or area for storing equipment and supplies where custodial staff receives their daily assignments and reports back at the end of their shift.

CIMS Cleaning Industry Management Standard

Cleaning for Health A cleaning philosophy developed by Michael A. Berry Ph.D. focusing primarily on promoting public health by reducing harmful pathogenic micro-organisms in the environment, then cleaning for appearance.

Facility Cleaning

CMC The facility services Category Management Center (CMC) is a resource available to local managers to assist with securing contract cleaning services.

CSCCB Custodial Standardization Change Control Board

Ergonomic Tools Tools designed to prevent Musculoskeletal Disorder injuries.

Extraction Cleaning A carpet cleaning methodology using specialized equipment to spray heated water on the carpet while simultaneously vacuuming water along with any dislodged and dissolved dirt.

Exterior Glass Measurement Measurement consisting of only one side of first floor exterior windows of the building.

Exterior Paved Area including sidewalks, parking/maneuvering areas.

Exterior Unpaved Areas including lawns, hedges and shrubs.

FMO Field Maintenance Office

Fomite Any inanimate object or substance containing potentially contaminated infectious organisms serving in their transmission.

Hard Surface Floors A smooth-finished floor surface other than carpet.

Hazardous Waste Operations and Emergency Response (HAZWOPER) Refers to many types of hazardous waste operations and emergency services conducted around the world, especially those conducted under the auspices of the federal government of the United States.

High Speed Cleaning Routine Light Duty Specialist and Vacuum Specialist cleaning method for an area that is usually performed on a daily basis. Tasks typically include emptying trash, spot cleaning/wiping, vacuuming high traffic areas, and cleaning fomites such as door knobs and light switches.

High traffic area Area within a specified route used more frequently or receives higher employee foot traffic, resulting in the potential accumulation of debris, trash, and unwanted matter.

HQ Headquarters

ID Identify or identifier

ISF Interior Square Feet

Facility Cleaning

ISSA Previously known as the International Sanitary Supply Association currently known as the Worldwide Cleaning Industry Association. ISSA is the leading resource for information, education, networking, and commercial opportunities as well as the leading voice in government and the community for firms within the cleaning industry worldwide.

Light Duty Specialist Assigned cleaning tasks above the finished floor surface. Examples include dusting surfaces within 10 feet above the finished floor, emptying trash, cleaning interior glass, and spot cleaning. *** Light Duty Specialist is an ISSA term that defines a type of custodial work and has no relationship to the USPS Light Duty status employee (*not the same as outlined in Article 13 of the APWU Collective Bargaining Agreement*).

LMS Learning Management System (LMS) is a postal on-line learning environment that maximizes the benefits of US Postal Service learning strategies.

Low Speed Cleaning A more thorough Light Duty Specialist and Vacuum Specialist cleaning method usually performed one day per week on differing, specific portions of a cleaning route. Tasks typically include wall to wall cleaning, wall to wall vacuuming, interior glass cleaning, and dusting all horizontal surfaces such as cabinet tops, door tops, etc.

Maintenance Employee's Guide to Safety Handbook (EL-803) A handbook to help maintenance personnel understand the policies, procedures, and safety guidelines relevant to their work.

MMO Maintenance Management Order

NCED National Center for Employee Development

Neutralize A carpet cleaning methodology using a neutralizing rinse in extraction carpet cleaning to remove cleaning residue.

Official ISSA 540 Cleaning Times ISBN #0-9717810-3-6 documents ISSA established performance standards from which USPS custodial Team Cleaning processes and performance standards are based.

Pathogenic micro-organisms Microscopic organism capable of causing disease.

PIV Powered Industrial Vehicle

Policing Job assignment performed by specialists at a less detail scope of work compared to specialists performing cleaning tasks.

PPE Personal Protective Equipment

Facility Cleaning

PS Form 4839 Team Cleaning Weekly Scheduling Postal Service form ([Figure B-4](#)).

PS Form 4851 Building Housekeeping Inspection Postal Service form ([Figure B-5](#)).

PS Form 4852 Workload Analysis and Summary Postal Service form ([Figure B-1](#)).

PS Form 4869 Building Inventory Postal Service form ([Figure B-6](#)).

PS Form 4776 Preventive-Custodial Maintenance Route Postal Service form ([Figure B-2](#)).

Restricted space The space or rooms in a facility with controlled access due to legal, privacy, security, law enforcement, or special authorization requirement to enter.

Restroom Specialist Cleans and disinfects restrooms, including but not limited to, the restocking of supplies in restrooms and custodial closets.

Room ID The Room Identifier (Room ID) is a label or name the local site assigns to identify a measured space as a unique room. A Room ID represents a single office space or specific measured section of a workroom floor.

Rope Tell Tales Ropes hanging from the ceiling of Inspector Galleries in areas where the Gallery floor height abruptly changes. The rope ends are cut low enough to touch a person's head making them aware of floor height changes in limited visibility conditions.

Route checklist flow: The designated starting and ending points (locations) of a PS 4776 Preventive-Custodial Maintenance Route that describes the sequential order to perform the work tasks, the needed tools and materials, and other specific information to guide or clarify the work assignment. Work flow should always be performed from the designated starting point, moving in a clock-wise direction to the finishing point whenever possible.

Screenline The customer service counter, post office boxes and all the other structure that separates the customer area in front of the counter from the employee area behind the counter.

SDS Safety Data Sheet. Formerly called Material Safety Data Sheet (MSDS). Written documents outlining information and procedures for handling and working with chemicals.

Facility Cleaning

Team Cleaning A methodology for systematically cleaning all facility areas using specialists responsible for specific cleaning tasks. Each custodian may perform one or more specialist functions during any work period as assigned to satisfy cleaning needs.

Training room A dedicated room for initial and supplemental custodial training, able to accommodate students and necessary training equipment and supplies.

USPS United States Postal Service

Utility Specialist Cleans exterior glass, mops, scrubs, and seals hard floors, hauls trash to dumpsters from designated collection points, services exterior areas, and performs other tasks.

Vacant space "Vacant Space" is an area not occupied or assigned to a person, group of people, or does not support USPS operations for 30 or more days and cannot be part of another space without any separating partitions. Secure vacant spaces to prevent unauthorized storage or access.

Vacuum Specialist Vacuums all hard floor surfaces including carpets, furniture, and any area not exposed to moisture. Inspects the vacuum power cord as specified in OSHA 1910.334.(a).2.

Vertical cage A multi-level shelving unit comprised of several vertical slots for mail or document(s) storage.

Facility Cleaning

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APPENDIX B

FORMS

Facility Cleaning

U.S. POSTAL SERVICE WORKLOAD ANALYSIS AND SUMMARY				SITE NAME		GROSS INTERIOR AREA								
				STREET		TOTAL INTERIOR CLEANABLE AREA								
				CITY, STATE, ZIP		EXTERIOR PAVED								
				UNIT		EXTERIOR UNPAVED								
LINE NO.	JOB REQUIREMENT	OPERATION	UNIT OF MEASURE	SQ. FT. PER HOUR OR UNIT	WEEKLY QUANTITY	WEEKLY HOURS	LINE NO.	JOB REQUIREMENT	OPERATION	UNIT OF MEASURE	SQ. FT. PER HOUR OR UNIT	QUANTITY	FREQUENCY	ANNUAL HOURS
(A)		(B)	(C)	(D)	(E)	(F)	(G)		(H)	(I)	(J)	(K)	(L)	(M)
1	RESTROOMS	CL	FX				32	LIGHT FIXTURES	VAC	FX				
2	RESTROOMS	PL	FX				34	EXTERIOR GLASS	WASH	SF				
3	LUNCH/BREAK ROOMS	CL	FX				35	WORK AREA PIPES/CUOTS	DUST	SF				
4	LUNCH/BREAK ROOMS	PL	SF				36	LOOKOUT GALLERY	CL	SF				
5	LOCKER ROOMS	CL	SF				37	EXTERIOR PAVED SWEEP - MANUAL	RS	SF				
6	LOCKER ROOMS	PL	SF				38	EXTERIOR PAVED SWEEP - POWERED	PS	SF				
7	WORKROOM AREA	CL	SF				39	EXTERIOR PAVED SWEEP - RIDER	RS	SF				
8	WORKROOMS AREA	PL	SF				40	ACTIVE STORAGE	CL	SF				
9	WORKROOMS AISLES	CL	SF				41	PASSIVE STORAGE	CL	SF				
10	WORKROOMS AISLES	PL	SF				42	RESILIENT TILE	MOV	SF				
11	OFFICES	CL	SF				43	RESILIENT TILE	INT	SF				
12	SUPPLY ROOMS	CL	SF				44	RESILIENT TILE	PERI	SF				
13	ELEVATORS	CL	SF				45	TERRAZZO	MOV	SF				
14	UNENCLOSED DOCKS	CL	SF				46	TERRAZZO	INT	SF				
15	UNENCLOSED DOCKS	PL	SF				47	CONCRETE	PERI	SF				
16	SERVICE / BOX LOBBY	CL	SF				48	CONCRETE	INT	SF				
17	SERVICE / BOX LOBBY	PL	SF				49	CARPET	SHAMP	SF				
18	STAIRWAYS	CL	SF				50	CARPET	SPOT	SF				
19	STAIRWAYS	PL	SF				51	WOOD	INT	SF				
20	CORRIDORE	CL	SF				52	WOOD	PERI	SF				
21	SHOP AREAS	CL	SF				53	LAWNS	MOV	SF				
22	LAN CLOSET	CL	SF				54	LAWNS	MOV	SF	0.0120			
23	WOP AREA	MOV	SF				55	LAWNS	MOV	SF	0.0006			
24	VACUUM SCRUB AREA	VS	SF				56	HEDGE/SHRUB	TRIM	LF	1,2000			
25	TRASH COLLECTION	TC	UP				57	SNOW	REMOV	SF	0.0150			
26	INTERIOR PAVED SWEEP - MANUAL	BS	SF				58							
27	INTERIOR PAVED SWEEP - POWER	PS	SF				59							
28	INTERIOR PAVED SWEEP - RIDER	RS	SF				60							
29	EXTERIOR POLICE	PL	SF				61							
30							62							
31							63							
32	SUB TOTAL						64							
WORK HOUR CALCULATIONS														
(C)					(P)									
A	MULT. TOTAL LINE 32 BY 52 WEEKS					HRS/YEAR		65						
B	ENTER TOTAL FROM LINE 78					HRS/YEAR		66						
C	TOTAL LINES A + B					HRS/YEAR		67						
D	MULT. LINE C BY 12.5%		(BREAKS, CHECK IN/OUT, MEETINGS, & WASH UPS)		HRS/YEAR		68							
E	TOTAL LINES C + D					WH/YEAR		69						
F	DIVIDE LINE E BY 1.720					WORK YEARS		70						
G	MULTIPLY LINE F BY 40		TRAINING		WH/YEAR		71							
H	TOTAL LINES E + G					WH/YEAR		72						
I	DIVIDE LINE H BY 52					WH/YEAR PER WEEK		73						
J	DIVIDE LINE I BY 1.720					WORK YEARS		74						
K	TOTAL EMPLOYEES							75						
								76						
								77						
								78						
SUB TOTAL														

APPROVED BY: _____ DATE: _____ APPROVED BY: _____ DATE: _____

PS FORM 07-09-2018 **4852**

Figure B-1 - PS Form 4852

Facility Cleaning



Preventive-Custodial Maintenance Route

Mail Processing-Building Equipment/Component or System		Original Issuance Date		Date Last Revised		MMO No		Estimated Time <i>(Hours & Tenths)</i>			
Building		Frequency								Tour	Basic Work Week
		T	D	W	BW	M	BM	Q	SA		

Item No.	MPE-Building Equipment Identification		Time		Priority	Check List(s) Nos. Amount to be Serviced Including Work Units or Square Feet	Instructions
	Numbers	Class	From	To			

Figure B-2 - PS Form 4776 (front)

Facility Cleaning

Work Due		Assigned		Started		Completed		Total Time Used	Minor Maintenance Performed <i>(Time)</i>	Certification of Work Completed <i>(Signature)</i>	Supervisors Certification		Maintenance Control Verification	
MC	DY	Employee	Date	Date	Time	Date	Time				Int.	Date	Int.	Date
Date	Tour	Minor Maintenance Performed											Issue Slip Serial Nos.	

PS Form 4776, February 2003 (Page 2 of 2)

Figure B-3 - PS Form 4776 (back)

Facility Cleaning

TEAM CLEANING WEEKLY SCHEDULING				LOCATION/FACILITY OFFICE		DATE COMPLETED BY																												
AREA IDENTIFIER	ROOM IDENTIFIER	TOUR	CLEANING ROUTE NUMBER	SATURDAY				SUNDAY				MONDAY				TUESDAY				WEDNESDAY				THURSDAY				FRIDAY				TOTAL TIME		
				LDS	VS	US	RRS	LDS	VS	US	RRS	LDS	VS	US	RRS	LDS	VS	US	RRS	LDS	VS	US	RRS	LDS	VS	US	RRS	LDS	VS	US	RRS			
Lobby	111 Customer Lobby			0.5	0.5	0.4																												
1st Floor Admin	100 Postmaster's Office																																	
NE Workroom	112 Toilet Room																																	
NE Workroom	108 Locker Room																																	
SE Workroom	115 Lunch Room																																	
1st Floor Admin	121 Manager Office																																	
1st Floor Admin	103 Supply Room																																	
NE Workroom	NE Work Room																																	
NE Workroom	East Dock																																	
South Lot	South Parking Lot																																	
South Lot	South Sidewalk																																	
South Lot	South Lawn																																	
NE Workroom	178 Supervisor Office																																	
Count of Unsatisfactory Items for Improvement →				0.5	0.5	0.4																												

PS FORM 12/1/2013 **4839**

Figure B-4 - PS Form 4839

Facility Cleaning

BUILDING HOUSEKEEPING INSPECTION				LOCATION/FACILITY OFFICE		DATE COMPLETED BY											
AREA IDENTIFIER	ROOM IDENTIFIER	TYPE OF SPACE	TOTAL CLEANED SQUARE FEET (CSF)	EVALUATE CLEANING RESULTS FOR EACH APPLICABLE CATEGORY (ANNOTATE RESULT AS "[S]-SATISFACTORY" OR "[U]-UNSATISFACTORY")												COMMENTS	
				LDS	VS	US	RRS	LIGHTS	DUSTING	GLASS	RR FIXTURE	PARTI TIONS	TRASH CANS	HARD FLOOR	CARPET & MATS		GENERAL APPEARANCE
Lobby	111 Customer Lobby	Lobby															
1st Floor Admin	100 Postmaster's Office	Office															
NE Workroom	112 Toilet Room	Restroom															
NE Workroom	109 Locker Room	Locker Room															
SE Workroom	115 Lunch Room	Lunch Room															
1st Floor Admin	121 Manager Office	Office															
1st Floor Admin	103 Supply Room	Office															
NE Workroom	NE Work Room	Workroom															
NE Workroom	East Dock	Workroom															
South Lot	South Parking Lot	Ext Paved															
South Lot	South Sidewalk	Ext Paved															
South Lot	South Lawn	Ext Unpaved															
NE Workroom	178 Supervisor Office	Workroom															
Count of Unsatisfactory Items for Improvement →																	

PS FORM MAY 6, 2014 4851

Figure B-5 - PS Form 4851

Facility Cleaning

U.S. POSTAL SERVICE BUILDING INVENTORY			LOCATION/FACILITY Main Office			DATE										
AREA IDENTIFIER	ROOM IDENTIFIER	TYPE OF SPACE	TOTAL CLEANED SQUARE FEET (CSF)	RESTROOM FIXTURES	LIGHT FIXTURES (Higher than 10 Feet)		EXTERIOR GLASS	CLEANED FLOOR SQUARE FEET AND TYPE								MISC.
					Fluor escent	Incande scent	Exterior Sq. Ft	Asphalt Plank	VAT	VCT	Concrete	Carpet	Ceramic	Other		
Lobby	111 Customer Lobby	Lobby														
1st Floor Admin	100 Postmaster's Office	Office														
NE Workroom	112 Toilet Room	Restroom														
NE Workroom	109 Locker Room	Locker Room														
SE Workroom	115 Lunch Room	Lunch Room														
1st Floor Admin	121 Manager Office	Office														
1st Floor Admin	103 Supply Room	Office														
NE Workroom	NE Work Room	Workroom														
NE Workroom	East Dock	Workroom														
South Lot	South Parking Lot	Ext Paved														
South Lot	South Sidewalk	Ext Paved														
South Lot	South Lawn	Ext Unpaved														
NE Workroom	178 Supervisor Office	Workroom														
TOTALS																

PS FORM 4869
MAY 6, 2014

Figure B-6 - PS Form 4869