

PART TWO

4. CLEANING

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4.1 WHY IS CLEANING IMPORTANT?

Dirt, food waste and other debris are a significant potential source of microbiological and physical hazards and will attract pests that can contaminate the production environment. Effective cleaning on a regular basis is essential to remove dirt and debris from the food premises. Poorly executed cleaning programmes and careless storage and use of cleaning materials may also give rise to chemical hazards. Procedures are needed to prevent or minimise the risk of such hazards causing illness or injury to consumers.

For example:

- Poor cleaning allows food to be contaminated by dirt from the working environment such as dust, rust flakes, lubricating oil and animal residues.
- Micro-organisms can grow rapidly on organic material such as meat, blood and other edible and non-edible tissues.
- Poor cleaning increases the chances of microbiological cross contamination of food products by food poisoning micro-organisms, such as Salmonella.
- Pests are attracted to organic material. Many pest species are carriers of micro-organisms that can cause food poisoning.
- Careless use of cleaning agents may lead to chemical contamination of food.
- Cleaning implements are themselves contaminated during the cleaning process, and poor cleaning will lead to cross contamination when they are next used.

4.2 COMPLYING WITH THE LEGAL REQUIREMENTS

4.2.1 WHICH OPERATIONS DOES THE LAW APPLY TO?

Operations	Relevant Section of 4.2.2 below
Red Meat Slaughter	A, B
White Meat Slaughter	A, B
Approved Poultry Farm Slaughter	A B
Farmed Game Handling	A, B
Wild Game Handling	A [B*]
Meat Cutting and Production of Meat Product, Mince Meat, Meat Preparations and MSM	A, B
Edible By-Products	A

4.2.2 WHAT ARE THE LEGAL OBLIGATIONS OF A MEAT PLANT OPERATOR?

A. GENERAL PROVISIONS

1. Food premises are to be kept clean.
2. The layout, design, construction, siting and size of food premises are to:
 - (a) permit adequate maintenance, cleaning and/or disinfection, avoid or minimise air-borne contamination ... to allow for the hygienic performance of all operations.
3. Cleaning agents and disinfectants are not to be stored in areas where food is handled.

852/2004 Annex II Food Premises: Chapter I: point 1, 2(a) & 10

4. In rooms where food is prepared, treated or processed (...) the design and layout are to permit good food hygiene practices, including protection against contamination between and during operations. In particular:
 - (a) floor surfaces ... (b) wall surfaces ... (e) doors are to be easy to clean and, where necessary, disinfect. (d) windows and other openings ... fitted with insect-proof screens which can be easily removed for cleaning. (f) surfaces (including surfaces of equipment) in areas where food is handled and in particular those in contact with food are to be maintained in sound condition and be easy to clean and, where necessary, to disinfect.

5. Adequate facilities are to be provided ... for the cleaning, disinfecting and storage of working utensils and equipment. These facilities are to be ... easy to clean and have an adequate supply of hot and cold water.

*852/2004 Annex II **Rooms**: Chapter II: points 1 & 2*

6. Conveyances and/or containers used for transporting foodstuffs are to be kept clean.

852/2004 Annex II Chapter IV: Transport: point 1

7. All articles, fittings and equipment with which food comes into contact are to: (a) be effectively cleaned, and where necessary, disinfected. Cleaning and disinfection are to take place at a frequency sufficient to avoid any risk of contamination. (b) be so constructed, ... and be kept in such good order repair and condition ...

*852/2004 Annex II **Equipment**: Chapter V: point 1(a)*

8. These containers [food waste, non-edible by-products and other refuse] are to be of an appropriate construction, kept in sound condition, be easy to clean and, where necessary, to disinfect.

9. Refuse stores are to be ... managed in such a way as to enable them to be kept clean.

*852/2004 Annex II **Food Waste**: Chapter VI: points 2 & 3*

B. MEAT PRODUCTION

1. Operators must have facilities for disinfecting tools with hot water supplied at not less than 82°C, or an alternative system having an equivalent effect.

*853/2004 Annex III **Slaughterhouses** Section I: Chapter II point 3 & Section II Chapter II point 3 / **Cutting**: Section I Chapter III point 5 & Section II Chapter III point 5 / **On Farm Poultry**: Section II Chapter IV point 4 / **Farmed Game**: Section III points 1 & 2 / **Production establishments**: Section V Chapter I point 5*

*[Note ***Wild game**: no specific requirement but will need to sterilise knives under A7]*

4.2.3 WHAT ARE THE OFFICIAL CONTROL REQUIREMENTS?

Audits by officials of good hygiene practices shall verify that meat plant operators apply pre-operational, operational and post-operational hygiene procedures continuously and properly.

854/2004 Article 4 point 4c

4.3 HOW CAN OPERATORS DEMONSTRATE COMPLIANCE?

Food Business Operators can demonstrate compliance with their legal obligations for cleaning on an ongoing basis by providing evidence, including appropriate documentation, that:

- New, rebuilt, altered, or refurbished premises are sited, designed, laid out, constructed, equipped so as to maximise the ability to be cleaned effectively.
- Procedures exist to clean the premises effectively by:
 - Maintaining the premises adequately.
 - Providing appropriate instruction and/or training to cleaning staff or using specialist contractors.
 - Setting out clear instructions for all cleaning requirements including 'clean-as-you-go' policies.
 - Using appropriate cleaning practices and procedures, including the safe use and storage of cleaning chemicals and equipment.
- Arrangements exist to maintain and monitor cleaning procedures and take corrective action if there is a failure.

4.3.1 GENERAL INFORMATION

What does 'clean' mean?

Clean means: free from dirt, marking, or soiling. Visibly clean surfaces look, smell and feel clean. Dirt and soil can be organic e.g. fat, blood; or inorganic e.g. rust, limescale.

Surfaces in contact with food should be:

- **Physically clean** - all visible dirt/soil/residues have been removed.
- **Chemically clean** - all cleaning material residues have been removed.
- **Microbiologically clean** - the number of micro-organisms has been reduced to a level acceptable for human health. This usually involves the use of disinfectants.

Effective cleaning depends on:

Removal of gross physical contamination followed by the correct use of chemical agents. This means using the right chemicals, applying them correctly using the right equipment, and allowing them time to work.

Cleaning chemicals may be:

- **Detergents:** Chemicals used to dissolve grease and remove dirt and soil.
- **Disinfectants:** Chemicals that reduce bacteria to an acceptable level and may kill them. Products may be called **germicides, bactericides or biocides**. Surfaces need to be clean of grease, dirt and soil before a disinfectant is used - there is no point in disinfecting a dirty surface.
Disinfectant formulations may include:
 - **Surfactants** to improve the wetting properties of the product and to control foam production.
 - **Sequesterants** to improve suspension of any remaining inorganic soils from the surfaces, to prevent scale forming on contact surfaces and to improve the biocidal activity of the disinfectant.
 - **Stabilisers** to prevent disassociation of the disinfectant when used.
 - **Alcohols** to decrease the drying time by evaporating off the surface and leaving it dry.
- **Sanitisers:** Two-in-one products that act as both a detergent and a disinfectant. Do not attempt to mix cleaning chemicals yourself.

Dilution rate is the quantity of water to use with a concentrated chemical before it can be used. Follow the label instructions.

Contact time is the time that the cleaning chemical needs to be left on the surface to work effectively. This is particularly difficult for vertical surfaces. Foams, gels etc may be used in the formulation to extend contact time.

Temperature may be critical for a cleaning chemical to work effectively. In general, higher temperatures are more effective but may give rise to condensation. Products that work at lower temperatures may be available.

Advice: Manufacturers and suppliers can advise on the best chemicals to use in specific situations and on the safe and effective use of cleaning chemicals.

Training: Courses for cleaners can lead to qualifications including:

- NVQ/SVQ Levels 1 and 2 in Cleaning and Support Services, Level 2 in Cleaning Food Premises;
- City and Guilds awards in Cleaning Science;
- BICS Cleaning Operators' Proficiency Certificate; Food Premises Cleaning Certificate.

For further Information contact:

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GUIDE TO COMPLIANCE

ADVICE FOR OPERATORS

4.3.2 DESIGN, LAYOUT AND MAINTENANCE

GUIDE TO COMPLIANCE	ADVICE FOR OPERATORS
<i>Design and layout</i>	<i>Design and layout</i>
<ul style="list-style-type: none"> The layout, design, construction, siting and size of food premises, including facilities for cleaning and storing working utensils and equipment. and refuse stores, allow for adequate cleaning. <p>A2, A5, A9</p> <ul style="list-style-type: none"> Food preparation, treatment and processing rooms are designed and laid out so as to permit good food hygiene practices. <p>A4</p>	<p><i>Consider the 'cleanability' of premises, rooms, equipment, fixtures and fittings (e.g. accessibility, durability, nature and quality of surfaces) in the design and construction of new food premises, and when existing premises are rebuilt, altered or refurbished. See Chapter 1 (Design & Facilities).</i></p>
<i>Maintenance</i>	<i>Maintenance</i>
<ul style="list-style-type: none"> Buildings, fittings, equipment and surfaces are maintained in a good state of repair to minimise the opportunity for build up of dirt, food and other debris. <p>A2, A4, A7, A8</p>	<p><i>Cleaning will be as effective as the condition of the surfaces and equipment being cleaned. When choosing materials for maintenance work, take account of their ability to be cleaned. See Chapter 3 (Maintenance).</i></p>

4.3.3 EFFECTIVE AND SAFE CLEANING PROCEDURES

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<i>Training & Instruction</i>	<i>Training & Instruction</i>
<ul style="list-style-type: none"> Food handlers are supervised and instructed and/or trained in food hygiene matters commensurate with their work activity. <p>852/2004 Annex II Chapter XII: point 1</p>	<p><i>Instruct staff about the food safety hazards associated with inadequate cleaning and the need to report problems promptly. Supervise as necessary and issue reminders if lapses occur.</i></p> <p><i>Making production staff responsible for keeping their own working area as clean as possible through out</i></p>

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	<p><i>the day ('clean-as-you-go') will reduce the accumulation of waste and make post-production cleaning easier.</i></p> <p><i>Make sure that everyone with cleaning responsibilities, including production staff, in-house cleaners and any contract staff, know the procedures to follow so that cleaning operations do not contaminate food.</i></p> <p><i>Training/instruction should cover chemical safety; the use of protective clothing and equipment; proper use, the storage and disposal of cleaning chemicals as well as the correct use and cleaning of equipment and how to choose the chemicals and equipment suitable for the task.</i></p> <p>Training courses – see 4.3.1 above.</p> <p><i>Keep accurate individual training records to show what instruction/training has been given. See also Chapter 6 (Training).</i></p> <p>Cleaning contractors – if using contract cleaners, choose carefully. Ask for evidence of competence e.g. training certificates or references. Agree how many cleaners and the level of service and supervision to be provided.</p>
Cleaning Schedule	Cleaning Schedule
<ul style="list-style-type: none"> Food premises, including refuse stores, surfaces where food is handled, all articles, fittings and equipment with which food comes into contact, containers for waste, by products and other refuse, as well as vehicles and containers used to transport foodstuffs, are kept clean. <p>A1, A4, A5, A6, A7,A8, A9</p>	<p><i>Set out working instructions – the cleaning schedule – for the entire premises. This includes facilities and equipment such as chillers, by-product rooms, stores, packing and loading areas; animal unloading bays, lairage pens, shackling area; overhead structures, drains, locker/changing rooms, toilets, rest rooms and outside areas.</i></p> <p><i>The cleaning schedule should set out:</i></p> <ul style="list-style-type: none"> What areas/item are to be cleaned;

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	<ul style="list-style-type: none"> ▪ <i>Who is responsible for cleaning them;</i> ▪ <i>How often each area/item is to be cleaned, including whether more thorough cleaning (deep clean) is required periodically;</i> ▪ <i>Chemicals, materials and equipment to be used for different areas/items;</i> ▪ <i>How the cleaning is to be done;</i> ▪ <i>How long the cleaning procedure for each area/item should usually take;</i> ▪ <i>Safety precautions to be taken, including use of protective clothing and safe use, storage and disposal of chemicals;</i> ▪ <i>Who is to check that the required cleaning has been carried out;</i> ▪ <i>Action to be taken if the person checking the cleaning finds something wrong.</i> <p><i>[See model standards and schedule (Annex 1 & 2)].</i></p>
Cleaning procedures	Cleaning procedures
<ul style="list-style-type: none"> • Food premises as well as vehicles and containers used to transport foodstuffs are kept clean. <p>A1, A4, A5, A6, A7,A8, A9</p>	<p><i>Make sure that cleaning procedures are effective in removing dirt, debris and where necessary in reduction or destruction of micro-organisms through disinfection.</i></p> <p><i>Following these steps to clean effectively:</i></p> <ol style="list-style-type: none"> 1. Pre-clean – remove any obvious food and dirt by sweeping, wiping or scraping off loose debris, followed by a pre-rinse. 2. Main clean – use diluted detergent to remove grease and any remaining food and dirt by loosening of the main body of adhered soil. 3. Intermediate rinse – rinse with clean water to remove detergent and loosened food and dirt. 4. Disinfection – use a disinfectant to reduce or kill micro-organisms. 5. Final rinse – rinse with potable water to remove

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	<p>disinfectant (if rinsing is included in the instructions on the label).</p> <p>6. Drying - allow to dry naturally, if possible.</p> <p>Note 1: Steps 2 to 4 can be combined by using sanitisers.</p> <p>Note 2: Use potable water for rinsing off cleaning chemicals at the end of the procedure. See Chapter 2 (Water Supply).</p>
Frequency of Cleaning	Frequency of Cleaning
<ul style="list-style-type: none"> Cleaning and disinfection takes place at a frequency sufficient to avoid any risk of contamination. <p>A7</p>	<p>Surfaces that come into contact with food may need to be cleaned and disinfected more than once a day. The frequency of cleaning of other surfaces and areas may be any period from daily to annually depending on the level of soiling.</p> <p>Consider instructing production staff to adopt a clean-as-you-go policy for routine removal of excessive dirt/debris to minimise the risk of contamination during the working day.</p> <p>Deep cleaning – periodically (perhaps once or twice a year) equipment and fixtures that are difficult to access (e.g. extractor fans) should be stripped down and thoroughly cleaned to remove built up dirt/debris. This is also an opportunity for maintenance work to be carried out.</p>
Cleaning Practices	Cleaning Practices
<ul style="list-style-type: none"> Food preparation, treatment and processing rooms are protected against contamination between and during operations. <p>A4</p>	<p>If cleaning while production is in progress, take steps to protect food from contamination from the cleaning process. In particular, remove food before high-pressure hoses are used to avoid contamination through aerosol spray.</p> <p>Use shovels, squeegees and other tools in place of water sprays to move debris away from the working environment. Do not use high-pressure hoses,</p>

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	<p><i>disinfectants and other cleaning chemicals on equipment, structure and fittings while production is in progress.</i></p> <p><i>Take special care when cleaning areas such as around electrical installations, extractor vents, rubber door seals.</i></p>
<p>Cleaning chemicals</p> <ul style="list-style-type: none"> Cleaning chemicals are specifically approved for the intended situation and use and are used safely. Label directions are followed. <p>The Control of Substances Hazardous to Health Regulations</p>	<p>Cleaning chemicals</p> <p><i>Chemicals used are appropriate for the area or equipment to be cleaned. See 4.3.1 above.</i></p> <p><i>Cleaning chemicals are potentially dangerous and can harm people and may contaminate food if used incorrectly. They may also damage surfaces and equipment. The COSHH Regulations apply to a wide range of cleaning chemicals used at work. Chemical suppliers provide safety data sheets.</i></p> <p>For further information contact the Health and Safety Executive for information about the safe use of cleaning chemicals (www.hse.gov.uk) telephone: 0151 951 3535 or the HSE's Infoline on 08701 545500 for general information, including COSHH.</p>
<p>Disinfection</p> <ul style="list-style-type: none"> All articles, fittings and equipment with which food comes into contact are disinfected where necessary. Disinfection takes frequently enough to avoid any risk of contamination. <p>A7</p> <ul style="list-style-type: none"> Food preparation, treatment and processing room floors, walls, doors, surfaces (including equipment surfaces) especially those in contact with food, as well food waste, non-edible by-products and other refuse containers, are easy to 	<p>Disinfection</p> <p><i>Make sure that at least the following surfaces and equipment are disinfected:</i></p> <ul style="list-style-type: none"> Food contact surfaces Hand contact surfaces Cleaning equipment and materials <p><i>Provide instructions to ensure disinfectant use is effective by avoiding common situations such as:</i></p> <ul style="list-style-type: none"> Lack of cleaning before disinfection Use of incorrect disinfectants Incorrect use of disinfectants

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<p>disinfect.</p> <p>A4, A8</p>	<ul style="list-style-type: none"> Biofilm build up preventing penetration by chemical disinfectants Poor rinsing or non-rinsing of disinfectants.
Chemical Storage	Chemical Storage
<ul style="list-style-type: none"> Cleaning agents and disinfectants are not stored in food handling areas. <p>A3</p>	<p>Store cleaning chemicals safely and securely so that there is no risk to the safety of food or to human health.</p>
Cleaning Equipment	Cleaning Equipment
<ul style="list-style-type: none"> Adequate facilities are provided for the cleaning, disinfecting and storage of cleaning utensils and equipment. These facilities are to be ... easy to clean and have an adequate supply of hot and cold water. <p>A5</p>	<p>Cleaning equipment is contaminated during the cleaning process, and so must be cleaned and disinfected to avoid cross contamination when next used.</p> <p>Colour coding of cleaning equipment will help to avoid the spread of contamination e.g. so a mop for cleaning toilet floors is not used in the food production area. Advice on colour coding is available from BICS (see 4.3.1 above).</p>
Fittings & Equipment	Fittings & Equipment
<ul style="list-style-type: none"> All articles, fittings and equipment with which food comes into contact are effectively cleaned, and where necessary, disinfected. <p>A7</p> <ul style="list-style-type: none"> Surfaces of equipment in areas where food is handled and in particular those in contact with food easy to clean and, where necessary, to disinfect. <p>A4</p>	<p>Include these items in the cleaning schedule. Pay particular attention to high level areas and the undersides of equipment that may allow the accumulation of dirt, food debris and other soil. For example, the undersides of trimming tables and equipment where there may be a narrow gap between the equipment and the floor.</p> <p>Cleaning-in-Place - CIP systems may be useful in larger poultry plants where processing equipment is difficult or dangerous to reach for routine cleaning. Install such systems only after consultation with the manufacturers of both the equipment and of the cleaning chemicals.</p>
Knives and other implements	Knives and other implements

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<ul style="list-style-type: none"> All equipment and implements that come into contact with fresh meat are cleansed and disinfected in water at a temperature of not less than 82°C or an alternative method having the equivalent effect. <p>B1</p>	<p><i>Wash and disinfect knives and other implements that come into contact with meat in water at 82°C before the start of work, after every break, and whenever the implements become soiled.</i></p> <p><i>Submit proposals for alternative systems for consideration of suitability to the Veterinary Director, FSA, 125 Kingsway, London WC2B 6NH.</i></p>

4.3.4 MAINTAINING AND MONITORING OF CLEANING PROCEDURES

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Responsibilities	Responsibilities
<ul style="list-style-type: none"> The operator is responsible for food safety in the food business. <p>852/2004 Article 1 point 1(a)</p>	<p>Operator Responsibility includes maintaining and monitoring company cleaning procedures and taking corrective action if there is a failure.</p> <p>Delegation - responsibility for maintaining and monitoring cleaning procedures may be delegated to a nominated person, to whom problems are reported and who has sufficient authority to ensure that corrective action is taken when necessary.</p> <p>Monitoring - <u>carry out a daily pre-operational hygiene inspection of food handling areas.</u></p> <p><i>Pay particular attention to equipment and work surfaces that come into contact with food material, or are known to be difficult to clean or are easily contaminated, to ensure they are clean before work starts.</i></p> <p><i>Inspect other areas regularly for evidence of build up of dirt/debris and other soiling, as well as other issues that may lead to cleaning problems, including damaged surfaces, poor maintenance, poor storage or signs of pest presence.</i></p> <p><i>Check that the cleaning schedule and instructions</i></p>

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	<p>are being followed, that cleaning chemicals, equipment and procedures are effective particularly in areas known to present problems and that corrective actions are taken if necessary.</p> <p>Frequency of monitoring - this will depend on the area/item and the likelihood of a problem being found. Once a month may be sufficient for easy-to-clean premises with experienced staff/contractors and where procedures are unchanged. The work of new or temporary people who are less familiar with the procedures and premises may need to be monitored more frequently.</p> <p>Microbiological testing - using microbiological or rapid hygiene monitoring to test cleaned surfaces will assess the effectiveness of cleaning and disinfection. For further information see PART THREE Chapter 2 (Microbiological Testing).</p> <p>Records - keep an accurate, dated account (e.g. in a cleaning book that cleaners can refer to and use) of the result of each periodic monitoring check, notes about areas requiring special attention, and of any corrective action taken.</p> <p>Corrective action – Take action when failures of the company's cleaning procedures are identified to ensure that control is restored. Such action may include:</p> <ul style="list-style-type: none"> ▪ Dealing with any product that has been contaminated. ▪ Establishing the underlying cause and what needs to be done to prevent similar incidents in the future. ▪ Ending the service contract. ▪ Amending the cleaning schedule. ▪ Improving staff training.

BICS Cleaning Standards Specifications Table

	ACCEPTABLE ON COMPLETION OF TASK	UNACCEPTABLE	ACCEPTABLE BETWEEN CLEANING TASKS
GENERAL			
Removal of loose debris	Free from litter, debris, dust and loose foreign matter	Build up of litter, debris, dust and loose foreign matter	Debris arising from usage between cleans.
Removal of impacted debris	Free from impacted debris e.g. chewing gum, labels etc.	Build up of impacted debris.	Debris arising from usage between cleans.
HARD FLOORS			
1 (a) Spot mop	Dry and free from spillages, removable stains, superficial marks and loose debris.	Build up of spillages, removable stains, superficial marks and loose debris.	Debris and spillages arising from usage between cleans.
(b) Full mop	Has uniformed appearance and is dry and free from spillages, removable stains, superficial marks and loose debris.	Build up of spillages, removable stains, superficial marks and loose debris. Having a non-uniform finish.	Debris and spillages arising from usage between cleans.
2 Scrub	Dry and free from removable stains, spillages, ingrained dirt, scuff marks and impacted debris. Of uniform appearance.	Build up of removable stains, spillages, ingrained dirt, scuff marks and impacted debris. Of non-uniform appearance.	Debris and scuff marks arising from usage between cleans.
3 Burnish / polish	Dry and free from removable stains, spillages, scuff marks and debris. Has even sheen	Non-uniform appearance, build up of removable stains, spillages, loose debris and scuff marks.	Debris and scuff marks arising from usage between cleans.
SOFT FLOORS			
1 (a) Spot clean	Free from visible loose debris, dust, fluff and lint, removable stains and matter.	Build up of removable debris dust, fluff, lint, stains and matter. Accumulation of the above around soft floor edges and bases of furniture.	Debris arising from usage between cleans.
(b) Full suction clean	Free from visible loose debris, dust, fluff and lint. Overall even appearance.	Build up of removable debris, dust, fluff and lint. Accumulation of the above around soft floor edges and bases of furniture.	Debris arising from usage between cleans.
2 Deep clean	Free from impacted debris, dust fluff and lint. Overall bright appearance. Free from removable stains. Odour free.	Build up of impacted and loose debris. Removable stains. Unacceptable odour.	Debris arising from usage between cleans.

VERTICAL SURFACES AND HIGH LEVEL			
1 Dust	Free from visible loose debris, dust and cobwebs.	Build up of loose debris and dust on vertical surfaces and at points of contact with horizontal surfaces.	Debris arising from usage between cleans.
2 (a) Damp wipe / spot wash	Free from impacted debris, dust cobwebs and removable stains/ graffiti.	Build up of impacted debris and dust on vertical surfaces. Removable stains.	Debris, dust and stains arising from usage between cleans.
(b) Damp wipe / full wash	Free from impacted debris, dust cobwebs and removable stains / graffiti. Uniform appearance.	Build up of impacted debris and dust on vertical surfaces and at points of contact with horizontal surfaces. Removable stains, smears.	Debris, dust and stains arising from usage between cleans.
FURNITURE, FIXTURES AND FITTINGS			
1 Dust	Free from visible loose debris, dust and cobwebs.	Build up of loose debris and dust on horizontal surfaces and at points of contact with vertical surfaces.	Debris arising from usage between cleans.
2 Damp wipe / wash	Free from impacted debris, dust, cobwebs and removable stains Uniform appearance. Dry.	Build up of impacted debris and dust on vertical surfaces and at points of contact with horizontal surfaces. Removable stains, smears.	Debris, dust and stains arising from usage between cleans.
3 Polish	Dry and free from removable stains, spillages and debris. Has bright even sheen.	Non-uniform appearance, build up of removable stains, spillages, loose debris, marks and excess polish.	Debris and marks arising from usage between cleans.
SANITARY FITTINGS			
1 Damp wipe / wash	Free from impacted debris, dust, removable stains, body fats and fluids. Uniform appearance. Dry. Odour free.	Build up of impacted debris, dust and fats on all surfaces and at points of contact with horizontal surfaces. Removable stains, smears.	Debris, dust and stains arising from usage between cleans. Residual odour.
2 Deep clean	Free from impacted debris, dust, removable stains, body fats and fluids, scale and verdigris. Uniform appearance. Dry. Odour free.	Build up of impacted debris, dust, fats, scale and verdigris on all surfaces and at points of contact with other surfaces. Removable stains, smears.	Debris, dust and stains arising from usage between cleans. Residual odour.