

UpClean Solutions®



Building Value. Creating Healthier Spaces.

Professional Residential & Commercial Cleaning You Can Trust.

Janitorial Services Checklist & Service Guide

Understanding Our Professional Janitorial Services, Cleaning Checklists, Scope of Work (SOW) & Service Standards

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The **Janitorial Services Checklist & Service Guide** provides a comprehensive overview of UpClean Solutions' professional janitorial services program, including our standard cleaning procedures, detailed cleaning checklists, recommended service frequencies, service levels, facility areas, customized Scope of Work (SOW), quality standards, safety requirements, and operational practices.

This guide is designed to help customers understand the janitorial services provided, how services are performed, what standards are followed, and how each cleaning program is customized to meet the unique operational, facility maintenance, hygiene, and cleanliness requirements of every organization. As part of our commitment to continuous improvement and service excellence, this guide may be updated periodically to reflect enhancements to our cleaning methods, service solutions, quality assurance programs, safety practices, operational procedures, training standards, and industry best practices.

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Service Overview

Creating Cleaner, Healthier & More Productive Facilities

Every facility has unique operational requirements, occupancy levels, traffic patterns, environmental conditions, and cleaning priorities. At UpClean Solutions, our Pro Janitorial Services are customized to meet your facility's specific needs, providing consistent, high-quality cleaning solutions that help create a cleaner, healthier, safer, and more professional environment for employees, customers, visitors, tenants, and building occupants.

This Janitorial Services Checklist & Service Guide outlines the standard janitorial tasks typically performed during recurring cleaning services and explains how each cleaning program is customized through a Scope of Work (SOW) tailored to your facility type, service frequency, operational requirements, and cleanliness expectations. Rather than offering a one-size-fits-all approach, every janitorial program is designed to deliver defined cleaning standards, consistent service quality, measurable results, and clear accountability.

This guide also provides an overview of the facility areas commonly serviced, furniture, fixtures, surfaces, equipment, and building components typically included, recommended service frequencies, quality assurance practices, and optional Pro Janitorial Deep Cleaning and Scheduled Specialty Cleaning Solutions (Add-On Services) available to support your facility's ongoing cleanliness, maintenance, and operational needs.

Service Note: The services described in this guide represent standard janitorial cleaning practices and may vary based on your approved Scope of Work (SOW), facility requirements, occupancy levels, accessibility, operational conditions, and selected service frequency. Additional deep cleaning, specialty cleaning solutions, day porter services, consumable management, and other optional add-on services are available upon request or may be recommended to help maintain the cleanliness, appearance, safety, hygiene standards, and long-term condition of your facility.

Who Is This Service For?

Pro Janitorial Services is designed for businesses, organizations, and facilities seeking consistent, reliable cleaning and maintenance support to create cleaner, healthier, safer, and more welcoming environments for employees, customers, visitors, tenants, and building occupants.

Every janitorial cleaning program is customized to your facility type, size, occupancy levels, daily traffic, operational requirements, cleaning priorities, and preferred service frequency through a tailored Scope of Work (SOW).

Ideal for, but not limited to:

Office & Corporate Facilities

- Home Offices
- Traditional Private Offices
- Office Suites
- Executive Suites
- Cubicle Layout Offices
- Coworking & Shared Office Spaces
- Corporate Offices
- Multi-Floor Corporate Buildings
- Technology Companies & Startups
- Local Agencies

Government & Public Facilities

- Government Buildings
- Government Facilities
- Public Agencies
- Municipal Facilities

Commercial & Retail Facilities

- Retail Storefronts
- Retail Stores
- Shopping Centers and Malls
- Automotive Dealerships
- Pharmacies
- Banks & Financial Institutions

- Real Estate & Property Management Offices

Hospitality & Entertainment Facilities

- Hotels & Resorts
- Restaurants
- Event Centers & Boutique Halls
- Entertainment Venues

Education & Childcare Facilities

- Schools
- Universities & Educational Institutions
- Daycare Centers & Preschools

Healthcare & Wellness Facilities

- Medical and Healthcare Support Areas
- Fitness Centers
- Boutique Studios
- Recreation & Sports Facilities
- Wellness Centers

Industrial & Logistics Facilities

- Warehouses
- Distribution Centers
- Manufacturing Facilities
- Industrial Facilities
- Laboratories
- Data Centers

Residential & Multi-Tenant Properties

- Commercial Apartment Buildings
- Multi-Tenant Residential Communities
- Common Areas and Shared Spaces

Religious & Community Facilities

- Religious Facilities

- Community Centers
- Nonprofit Facilities

Other Industries

- Other Commercial, Industrial, Institutional, and Specialty Facilities

Whether you operate a small office, multi-suite property, commercial facility, industrial location, or large-scale organization, UpClean Solutions delivers customized janitorial solutions designed to maintain a professional appearance, support healthier indoor environments, improve facility cleanliness standards, enhance operational readiness, and create a positive experience for everyone who enters your facility.

Pro Janitorial Services Checklist

Our **Pro Janitorial Services Checklist** organizes routine cleaning, inspection, and facility maintenance activities into clearly defined zones, service areas, and functional spaces, making it easier to maintain your entire facility clean, organized, healthy, safe, and professionally maintained.

A Simple, Flexible Janitorial Cleaning Program

Every facility is different. That is why our janitorial program is built around a customized **Scope of Work (SOW)**, allowing you to create a cleaning program that matches your facility type, operations, occupancy levels, traffic patterns, maintenance objectives, cleanliness standards, and service expectations.

Your Scope of Work organizes services into three cleaning levels:

- **Pro Janitorial Services Checklist** – Standard routine cleaning, sanitation, inspection, and maintenance tasks performed according to your selected service frequency.
- **Pro Janitorial Deep Cleaning** – Recurring scheduled deep cleaning designed for areas requiring additional attention beyond routine janitorial maintenance.
- **Specialty Cleaning Services** – Individual add-on services that can be scheduled daily, weekly, monthly, quarterly, semi-annually, annually, or as needed based on your facility's operational requirements.

Review, Customize & Approve

After your facility information is submitted, our system generates a customized **Scope of Work (SOW)** identifying cleaning tasks assigned to each applicable **facility area, zone, and service requirement**.

For each task, you can:

- ✓ Approve the task
- ✓ Remove the task if it does not apply
- ✓ Add additional services
- ✓ Request modifications
- ✓ Upload your existing cleaning specifications

If you upload your current facility cleaning requirements, our team will review your existing specifications, compare them with our professional janitorial service standards, and customize your **Scope of Work (SOW)**. Please allow up to 48 hours for us to return your customized SOW for review and approval.

How It Works

For example, your facility may require **standard janitorial cleaning services** throughout the week but also require **weekly high dusting in selected areas**.

High dusting—including ceilings, vents, ductwork, exposed pipes, light fixtures, ledges, wall tops, and other elevated surfaces—is included within our **Pro Janitorial Deep Cleaning service**. Simply assign **Pro Janitorial Deep Cleaning** to your preferred recurring schedule.

If your facility requires **monthly carpet maintenance**, simply select **Carpet Hot Water Extraction (Steam Cleaning)** from our Specialty Cleaning Services and assign it to a recurring monthly schedule. This flexible approach allows you to combine **routine janitorial services, recurring deep cleaning, and specialty cleaning solutions** into one comprehensive facility maintenance program designed around your operational needs.

We Recommend Reviewing All Three Service Options When Building Your Customized Cleaning Program:

- Pro Janitorial Services Checklist (Routine Facility Maintenance)
- Pro Janitorial Deep Cleaning (Scheduled Restorative Maintenance)
- Specialty Cleaning Services (Customized Add-On Services)

Pro Janitorial Services Checklist

Task	Description
Safety & Routine Inspection	Inspect the work area before cleaning and observe for electrical safety concerns, hazardous materials, structural damage, slip, trip and fall hazards, pest activity, and equipment issues. Report conditions

	requiring maintenance or management attention in accordance with the approved Scope of Work (SOW).
Remove Clutter, Loose Debris & Floor Hazards	Remove loose items, trash, debris, and minor obstructions from floors and work areas to provide safe, unobstructed access for cleaning. Identify and report visible trip and slip hazards that require maintenance or facility management.
Spot Remove Surface Contaminants, Visible Stains & Spots	Spot clean and remove visible surface contaminants, stains, and spots from hard-surface floors and carpeted areas. Clean and disinfect, when required, using EPA-registered products appropriate for the surface.
Waste Management	Empty general waste receptacles, replace liners, and remove general waste, cardboard, shrink wrap, and recyclable materials to designated collection areas in accordance with the approved Scope of Work (SOW). Hazardous waste is handled only when specifically included in the Scope of Work (SOW) and in accordance with applicable regulations.
Dust High-to-Low	Dust accessible surfaces, furniture, fixtures, electronics, and equipment using a high-to-low cleaning method. High dusting of elevated surfaces is not included unless specifically approved in the Scope of Work (SOW) or scheduled as part of a Deep Cleaning or Specialty Cleaning Service. High Dusting Services are available for elevated areas up to 40 feet high.
Relocate Misplaced Items	Return misplaced items to their designated locations, when appropriate.
Vacuum Floors	Vacuum all carpeted areas and entrance mats using a commercial HEPA-filter vacuum.
Dust Mop Floors	Dust mop or sweep hard-surface floors using a microfiber dust mop to remove loose dust, dirt, hair, and debris.
Clean Glass & Mirrors	Clean accessible interior glass, glass doors, interior windows, and mirrors, as applicable.
Clean & Disinfect Waste Receptacles	Clean and disinfect accessible waste receptacles using EPA-registered disinfectants appropriate for the surface. Spot clean as needed.
Clean Surfaces, Furniture, Fixtures, Electronics & Equipment	Clean accessible surfaces, furniture, fixtures, electronics, and equipment using EPA-registered cleaning products appropriate for the surface and material.
Clean & Disinfect High-Touch Surfaces	Clean and disinfect accessible high-touch surfaces, furniture, fixtures, electronics, equipment, and other frequently touched touchpoints using EPA-registered disinfectants appropriate for the surface.

Floor Cleaning	Sweep, dust mop, damp mop, or auto-scrub hard-surface floors using EPA-registered cleaning or disinfecting products appropriate for the flooring material and the approved Scope of Work (SOW). Auto-scrubbing is not included unless specifically identified in the approved Scope of Work (SOW) or scheduled as a Deep Cleaning or Specialty Cleaning Service.
Consumable Supply Restocking	Replenish customer-approved, customer-supplied consumable products as required. Available as an Optional Add-On Service upon customer request or when included in the approved Scope of Work (SOW).
Equipment & Supply Inspection	Inspect, clean, and properly store janitorial equipment, tools, chemicals, and supplies. Verify all equipment is operating properly, safely stored, and ready for the next scheduled service.
Maintenance Inspection	Observe and report visible maintenance deficiencies, leaks, lighting outages, damaged fixtures, safety hazards, equipment issues, or signs of pest activity (e.g., droppings, nesting materials, chewed packaging, unusual noises, or odors).
Final Quality Inspection	Perform a final walk-through to verify that all scheduled cleaning tasks have been completed in accordance with the approved Scope of Work (SOW), ensuring all serviced areas are clean, sanitized, organized, safe, and professionally presented for continued operations.
Documentation & Service Logs	Complete cleaning service documentation, inspection reports, maintenance observations, customer requests, and service logs in accordance with the approved Scope of Work (SOW).

Areas Covered

Our **Pro Janitorial Services Checklist** is designed to help ensure the following areas are consistently **cleaned, sanitized, inspected, maintained, organized, and professionally presented**, including but not limited to:

Building Entrances & Common Areas

- Building Entrances, Lobbies, Reception & Arrival Areas
- Public & Common Areas
- Hallways & Common Corridors
- Stairwells
- Elevators and Escalators

- Seating Areas
- Waiting Areas & Visitor Areas
- Tenant Common Areas
- Mailrooms & Package Receiving Areas

Office & Administrative Areas

- Workspaces, Executive, Administrative Offices and Areas
- Conference, Meeting Rooms, Collaboration & Event Areas
- Training Rooms & Employee Development Areas
- Private Offices
- Open Workspace Areas

Education & Learning Facilities

- Library & Media Center
- Classrooms & Education Areas
- Laboratories & Learning Support Areas
- Student Common Areas
- Faculty & Staff Areas

Healthcare, Wellness & Personal Care Areas

- Wellness Areas & Amenities
- Wellness & Recovery Areas
- Fitness & Training Areas
- Recreation Areas
- Medical Office Support Areas
- Patient Waiting Areas
- Examination Room Support Areas
- Therapy and Rehabilitation Areas

Restrooms, Employee & Support Areas

- Restrooms
- Breakrooms & Kitchens
- Employee Areas
- Locker Rooms & Fitting Areas
- Laundry Facilities
- Janitorial Rooms / Custodial Closets

- Supply Storage Areas

Hospitality, Retail & Customer-Facing Areas

- Showroom
- Sales Floor
- Customer Service Areas
- Banking & Transaction Areas
- Event & Performance Areas
- Auditoriums & Performance Areas
- Entertainment Venues
- Hospitality Guest Areas
- Hotel Common Areas

Childcare, Religious & Community Facilities

- Childcare & Nursery Areas
- Worship & Sanctuary Areas
- Community Centers
- Nonprofit Facility Areas

Industrial, Warehouse & Specialized Facilities

- Warehouses
- Distribution Centers
- Manufacturing Facilities
- Industrial Facilities
- Production Areas
- Loading Docks & Receiving Areas
- Storage Areas
- Equipment Support Areas
- Data Centers & Technology Support Areas
- Laboratory Support Areas

Waste, Exterior & Facility Support Areas

- Waste Management Areas
- Building Support Areas
- Parking, Building Access & Transportation Areas
- Outdoor Common Areas

- Exterior Entry Areas
- Dumpster and Recycling Areas
- Service Areas & Utility Spaces

Need a Customized Janitorial Cleaning Program?

If your facility or organization has its own cleaning standards, inspection requirements, operational procedures, regulatory guidelines, manufacturer recommendations, safety requirements, or specialty cleaning specifications, simply upload your existing cleaning documentation.

Within 48 hours, our team will review your submitted requirements, evaluate them against our professional janitorial service standards, incorporate applicable requirements into your customized cleaning program, and prepare a **Scope of Work (SOW)** tailored to your facility for review and approval.

Our customized approach helps ensure your janitorial program aligns with your facility operations, service expectations, cleanliness standards, compliance requirements, and long-term maintenance goals.

Pro Janitorial Deep Cleaning Checklist

Deep Cleaning and Specialty Cleaning Services are available as one-time, recurring, scheduled, or project-based services based on your facility's needs, operational requirements, and customized Scope of Work (SOW).

Pro Janitorial Deep Cleaning tasks are outlined in the following checklist and are designed to provide detailed restorative cleaning for areas that require additional attention beyond routine janitorial services.

Task	Description
Waste Management & Receptacle Sanitation	Deep clean, sanitize, and deodorize the interior and exterior of waste and recycling receptacles to remove residue, buildup, stains, and odors. Includes spot cleaning and detailing as required.
General Surface Deep Cleaning	Comprehensive cleaning and detailing of interior and exterior surfaces throughout breakrooms and commercial kitchen areas, including refrigerators, freezers, microwaves, small appliances, cabinets, drawers, and storage areas. Deep clean and detail kitchen surfaces, countertops, backsplashes, sinks, faucets, fixtures, shelving, doors, door frames, and other accessible surfaces. Sanitize and disinfect high-touch areas to support a healthier workplace environment. Deep clean and detail restroom fixtures, surfaces, floors, walls, partitions, toilets,

	urinals, sinks, countertops, grout lines, and tile surfaces. Sanitize and disinfect high-touch areas throughout the restroom.
Mirror & Glass Detailing	Clean and detail mirrors, interior glass surfaces, partitions, doors, and other glass areas to remove fingerprints, smudges, streaks, and buildup for a polished appearance.
High Dusting & Elevated Surface Cleaning	Remove dust, debris, cobwebs, and accumulated buildup from ceilings, vents, ductwork, pipes, light fixtures, ledges, wall tops, shelves, rafters (where applicable), and other elevated or difficult-to-reach areas up to 40 feet high.
Carpet Cleaning & Floor Care	Professional carpet and floor care services, including: • Low-moisture carpet deep cleaning and stain removal • Auto-scrubbing of hard surface floors to remove embedded dirt, buildup, and residue

Our Specialty Cleaning Solutions

Interior Cleaning & Restoration

- Disinfection Services
 - Hard Floor Care & Restoration Services
 - Carpet Cleaning & Restoration Services
 - Carpet Protection Services
 - Upholstery Cleaning Services
 - Area Rug Cleaning Services
 - Mattress Cleaning Services
 - Kitchen Deep Cleaning Services
 - Interior Surface Cleaning & Detailing Services
- High Dusting Services Reaching up to 40 feet high

Exterior Cleaning & Property Services

- Window & Glass Cleaning Services
- Pressure Washing Services
- Pool Cleaning & Restoration Services
- Seasonal Snow & Ice Removal Services
- Gutter Cleaning Services

Property Support Services

- Waste, Recycling & Disposal Services
- Furniture Rearrangement Services

- Floor Mat Rental & Exchange Services
- Supply Restocking Services
- Ventilation and Air Quality Services
- Pest Control Services

Cleaning Service Frequency Recommendations

Service frequency should be customized based on your **facility type, occupancy levels, traffic patterns, operational requirements, cleanliness standards, and Scope of Work (SOW)**.

Service Frequency	Recommended Services
Daily	Pro Janitorial Services Checklist
Weekly	Pro Janitorial Services Checklist + Pro Janitorial Deep Cleaning
Monthly	Pro Janitorial Deep Cleaning + Scheduled Specialty Cleaning Solutions
Quarterly	Scheduled Specialty Cleaning Solutions + Facility Maintenance Services
As Needed	Seasonal Cleaning, Emergency Cleaning, Project-Based Cleaning & Specialty Cleaning Services

Standard Cleaning Scope

Unless otherwise specified in your Scope of Work (SOW) or Service Agreement, Pro Janitorial Services are performed on accessible facility areas, furniture, fixtures, surfaces, equipment, and floor areas included within the approved service scope.

Janitorial cleaning tasks are customized based on your facility type, size, occupancy levels, accessibility, operational requirements, security requirements, cleanliness standards, and selected service frequency.

Routine janitorial cleaning does not include:

- Interior cleaning of cabinets, drawers, storage areas, appliances, equipment, or other enclosed spaces unless specifically included in the approved Scope of Work (SOW)
- Moving heavy furniture, machinery, equipment, inventory, stored materials, or other items requiring special handling
- Cleaning inaccessible, unsafe, restricted, or controlled-access areas without proper authorization and requirements
- Specialty cleaning services outside the approved Scope of Work (SOW)
- Restoration services, repairs, or maintenance work outside the defined cleaning scope

Cleaning Area Reference Guide

The examples below illustrate common **furniture, fixtures, surfaces, equipment, and facility areas** that may be cleaned during **Pro Janitorial Services**. Actual items and requirements vary by facility type, operational needs, accessibility, and approved **Scope of Work (SOW)**. Not every facility contains every example listed.

Unless otherwise specified in your Scope of Work (SOW), cleaning is performed on accessible items, surfaces, equipment exteriors, and areas included within the approved service scope.

Furniture

Furniture includes movable furnishings and fixtures used by employees, customers, visitors, tenants, students, guests, and facility occupants.

Examples include, but are not limited to:

Workspaces & Administrative Furniture

- Reception desks
- Office desks
- Executive desks
- Workstations
- Cubicles
- Credenzas
- Filing cabinets
- Storage cabinets
- Bookshelves
- Worktables

Tables & Seating

- Conference tables
- Training tables
- Dining tables
- Breakroom tables
- Cafeteria tables
- Coffee tables
- Accent tables
- Chairs

- Executive chairs
- Ergonomic task chairs
- Conference seating
- Lounge seating
- Café seating
- Benches
- Ottomans
- Sofas
- Sectionals
- Waiting room seating

Specialty & Facility Support Furniture

- Reception furniture
- Classroom desks and tables
- Library furniture
- Laboratory support furniture
- Locker room benches
- Retail display fixtures
- Customer service counters
- Utility carts
- Workbenches
- Mobile storage units

Fixtures & Surfaces

Fixtures and surfaces include permanently installed building components, architectural features, facility amenities, and accessible surfaces requiring routine cleaning and sanitation.

Examples include, but are not limited to:

Building Surfaces & Architectural Features

- Walls
- Baseboards
- Doors
- Door frames
- Windowsills
- Ledges
- Interior glass

- Glass partitions
- Interior partitions
- Acoustic wall panels
- Columns
- Decorative architectural features
- Interior signage
- Display areas

Counters, Fixtures & Workplace Amenities

- Reception counters
- Service counters
- Countertops
- Cabinet fronts
- Shelving
- Whiteboards
- Smartboards
- Bulletin boards
- Interior displays
- Artwork
- Decorative displays
- Coat racks
- Lockers
- Customer service areas

Restroom & Plumbing Fixtures

- Sinks
- Utility sinks
- Toilets
- Urinals
- Restroom partitions
- Mirrors
- Soap dispensers
- Paper towel dispensers
- Hand dryers
- Baby changing stations
- Water fountains

- Bottle filling stations

Common Area, Safety & Waste Stations

- Handrails
- Stair railings
- Elevator buttons
- Door handles
- High-touch surfaces
- Trash stations
- Recycling stations
- Waste collection areas

Specialty Facility Areas

- Classroom surfaces
- Healthcare support surfaces
- Fitness equipment surfaces (accessible exterior areas)
- Retail display surfaces
- Hospitality guest area surfaces
- Industrial office and support area surfaces

Equipment

Equipment includes electronics, appliances, operational equipment, and facility equipment cleaned on accessible exterior surfaces unless otherwise specified in the approved **Scope of Work (SOW)**.

Office & Administrative Equipment

Examples include, but are not limited to:

Computing & Technology Equipment

- Computers
- Monitors
- Laptops
- Keyboards
- Accessible computer accessories

Communication Equipment

- Telephones

- Desk phones
- Communication devices

Printing & Imaging Equipment

- Printers
- Copiers
- Scanners
- Multi-function devices

Conference, Training & Meeting Equipment

Examples include, but are not limited to:

- Large-format displays
- Projectors
- Interactive displays
- Video conferencing systems
- Cameras
- Speakers
- Soundbars
- Presentation equipment

Breakroom, Kitchen & Hospitality Equipment

Examples include, but are not limited to:

Food Storage Equipment

- Refrigerators
- Freezers

Food Preparation Equipment

- Microwaves
- Toasters
- Coffee makers
- Small appliances

Water & Beverage Equipment

- Water dispensers
- Ice machines

- Beverage stations

Cleaning Support Equipment

- Dishwashers
- Kitchen equipment exteriors

Industrial, Warehouse & Facility Equipment

Examples include, but are not limited to:

- Accessible equipment exteriors
- Production support equipment
- Warehouse support equipment
- Workstations
- Tool storage areas
- Utility equipment
- Loading area support surfaces
- Material handling support areas

Utility, Janitorial & Facility Support Equipment

Examples include, but are not limited to:

- Commercial HEPA-filter vacuums
- Floor machines
- Auto scrubbers
- Cleaning equipment
- Utility carts
- Step ladders
- Supply storage equipment
- Janitorial room equipment
- Custodial storage areas

IT Infrastructure Equipment

Examples include, but are not limited to:

- Accessible server cabinet exteriors
- Accessible network cabinet exteriors
- Technology equipment exterior surfaces

Service Limitation Note

Cleaning of sensitive equipment, internal components, machinery parts, electrical components, specialty systems, or restricted-access areas is performed only when specifically identified in the approved **Scope of Work (SOW)** and completed according to applicable manufacturer recommendations, safety requirements, and facility procedures.

Scope of Work (SOW)

Defines the cleaning services, facility requirements, operational expectations, service standards, safety requirements, and specific deliverables necessary to complete the contracted cleaning services.

1- Facility Information & Service Requirements

- Facility Use and Operating Hours
- Cleanable Areas and Square Footage
- Net Cleanable Square Footage
- Building Map or Drawing
- Service Areas and Task Breakdown
- Zone-Based Cleaning and Scheduling
- Facility Layout, Floor Plan Identification, and Area Classification (e.g., Office Areas, Restrooms, Breakrooms and Kitchens, Conference Rooms, Common Areas, Production Areas & High-Security Areas)
- Cleaning Restricted Areas
- Controlled Access Zones
- Cleaning Guidelines for High-Traffic Zones or Areas
- Schedule and Prioritize Specific Cleaning Tasks
- Area-Specific Cleaning Requirements

2- Cleaning Services & Task Specifications

- Standard Cleaning Tasks
- Adding Specific Cleaning Tasks Outside Standard Cleaning Scope
- Adjusting Specific Cleaning Tasks
- Special Cleaning Tasks
- Additional Services
- Service Frequency
- Scheduling of Cleaning
- Day Porter Services and Compensation Requirements
- Detailed Cleaning Checklist and Task Frequency Matrix
 - Daily Cleaning Tasks

- Weekly Cleaning Tasks
- Monthly Cleaning Tasks
- Quarterly/Semi-Annual Cleaning Tasks
- As-Needed Cleaning Tasks
- Service Exclusions and Non-Included Tasks

3- Deep Cleaning and Specialty Cleaning Solutions

4- Cleaning Procedures, Equipment & Supply Requirements

- Cleaning Supplies, Materials, Equipment, and Consumables Allocation
- Cleaning Supplies, Materials, Equipment, and Consumables Requirements List
- Cleaning Guidelines for Specific Electronics, Equipment, Machines, and Components
- Manufacturer Recommendations for Specific Electronics, Equipment, Machines, and Components
- Cleaning Job-Specific Protocols
- Requirements for Disinfection Zones and Areas
- Biohazard Cleaning and Hazardous Waste Removal
- Approved Equipment, Tools, and Cleaning Technology Requirements
- Equipment Protection Requirements and Responsibility for Damages
- Chemical Storage, Handling, and Labeling Requirements

5- Janitorial Room and Supply Storage Requirements

6- Safety, Environmental & Compliance Requirements

- Regulatory Guidelines
- Commitment to Using EPA Safer Choice Registered Products
- Prohibited Specific Cleaning Chemicals Requirements
- Allow Posting Safety Data Sheets (SDS) and Stocking Personal Protective Equipment (PPE)
- Staff Mandatory Compliance and Safety Training Requirements
- OSHA Safety Requirements and Workplace Safety Procedures
- Environmental Sustainability and Green Cleaning Requirements
- Waste Handling, Recycling, and Disposal Procedures

7- Security, Access & Facility Protection Requirements

- Site Access and Security Requirements
 - Access Rules
 - Alarm Systems
 - Penalties

- Cleaning Restricted Areas
- Controlled Access Zones
- Security Procedures for Keys, Access Cards, and Entry Credentials
- Lost Key, Access Card, or Security Incident Reporting Procedures
- Confidential Areas and Privacy Protection Requirements

8- Staffing & Personnel Requirements

- Staff Background Checks
- Staff Mandatory Compliance and Safety Training Requirements
- Language Requirements
- Staff Turnover and Replacement Requirements
- Subcontracting Requirements
- Work Rules
- Required Staffing Levels and Minimum On-Site Personnel Requirements
- Employee Uniform, Identification Badge, and Professional Appearance Requirements
- Staff Performance Expectations and Professional Conduct Standards

9- Quality Control, Communication & Performance Standards

- Inspection Requirements and Acceptance Criteria
- Communication Logs
- Corrective Action Plan
- Service Level Agreements (SLA) and Penalties
- Quality Assurance Inspection Schedule and Reporting Process
- Customer Feedback, Complaint Resolution, and Escalation Process
- Service Performance Reports and Documentation Requirements

10-Pricing, Adjustments & Contract Modifications

- Pricing Highlights
- Square Footage and Service Adjustments, Change Process, and Modifications
- Terms and Price Adjustments
 - Cancellation
 - Auto-Renewal
 - Price Changes
- Additional Specifications
- Change Order Process for Additional Services or Scope Adjustments
- Emergency Service Requirements and After-Hours Service Pricing

- Service Expansion or Reduction Procedures.

Site Survey Scheduling

A **Site Survey** is conducted to evaluate the facility, verify service areas and square footage, confirm the information submitted through Online Instant Pricing, and better understand the client's specific requirements, expectations, and operational needs. The survey helps ensure the development of an accurate Scope of Work (SOW), confirms service requirements, and helps minimize the need for future pricing adjustments.

Site Survey Evaluation Areas

The Site Survey includes the following assessments:

- Site Survey Scheduling & Coordination
- Facility Information & Area Assessment
- Cleaning Service Requirement Assessment
- Equipment, Supplies & Cleaning Requirements Assessment
- Janitorial Room Assessment and Supply Storage Requirements
- Safety, Environmental & Compliance Assessment
- Security & Access Assessment
- Quality Standards & Service Expectations Assessment
- Site Survey Documentation & Proposal Development

Staffing Requirements

Every **facility** has unique operational requirements, occupancy levels, service frequencies, access requirements, security procedures, and cleanliness standards. UpClean Solutions assigns the appropriate number of **trusted, carefully vetted, background-checked, and professionally trained janitorial professionals** based on the customized **Scope of Work (SOW)** to ensure services are performed safely, efficiently, consistently, and according to established service standards.

Staffing levels are determined based on factors including, but not limited to:

- Facility type, size, and layout
- Number of occupied areas and building occupants
- Traffic patterns and high-use areas
- Service frequency and scheduled cleaning hours
- Cleaning requirements and service expectations
- Accessibility, security requirements, and controlled access areas

- Required equipment, supplies, and operational procedures

Depending on the size, complexity, and requirements of the project, your service team may include:

Janitorial Professionals

Responsible for performing scheduled cleaning, sanitation, restocking, inspection, and facility maintenance support tasks in accordance with the approved **Scope of Work (SOW)**.

Janitorial professionals are responsible for maintaining assigned areas, following established cleaning procedures, using approved products and equipment, reporting facility observations, and supporting a clean, safe, and healthy environment.

Day or Night Porters (When Requested)

Provide continuous cleaning and facility support throughout designated operating hours, including:

- Restroom monitoring and restocking
- High-traffic area cleaning
- Spill response
- Waste collection and disposal support
- Common area maintenance
- Cleaning inspections and facility observations
- Customer and occupant support requests

Team Leaders

Responsible for coordinating daily janitorial operations, supporting assigned team members, monitoring service quality, and ensuring scheduled tasks are completed according to the approved **Scope of Work (SOW), cleaning procedures, and service standards**.

Team Leaders may also assist with:

- Daily task coordination
- Staff communication
- Supply and equipment coordination
- Service issue resolution
- Customer communication support

Qualified Supervisors

Responsible for conducting routine site inspections and **Quality Assurance (QA) evaluations** to:

- Verify all scheduled cleaning tasks are completed according to the approved **Scope of Work (SOW)**.

- Confirm serviced areas are clean, sanitized, organized, safe, and ready for use.
- Verify facility observations, safety concerns, maintenance issues, and deficiencies are properly documented and reported.
- Confirm customer requests, inventory requirements, supply needs, and service documentation are completed.
- Review communication logs and notify designated customer contacts of maintenance concerns, supply shortages, security observations, or other issues requiring attention.
- Verify janitorial rooms, supply storage areas, equipment, and consumables are properly maintained when included in the approved SOW.
- Perform final **Quality Assurance (QA) inspections** before completing service visits, when required by the **Scope of Work (SOW)**.

Project Managers

Responsible for overseeing overall service delivery, managing the **Scope of Work (SOW)**, maintaining service level standards, coordinating communication, monitoring performance, and ensuring compliance with service agreements.

Project Managers may also oversee:

- Service implementation and transition
- Customer communication and reporting
- Scope changes and service adjustments
- Performance reviews
- Continuous improvement initiatives

Supplies, Materials, Inventory & Equipment Requirements

Unless otherwise specified in the Scope of Work (SOW), UpClean Solutions is responsible for providing, managing, monitoring, and maintaining the cleaning supplies, materials, equipment, and consumables required to perform contracted janitorial services safely, efficiently, and consistently.

Supply, equipment, and inventory responsibilities may vary based on the approved Scope of Work (SOW), facility requirements, service frequency, customer preferences, and operational needs.

Client-Provided & Contractor-Provided Supplies

The **Scope of Work (SOW)** will identify applicable responsibilities for:

- Cleaning chemicals and supplies
- Consumable products
- Equipment requirements

- Storage requirements
- Inventory management responsibilities
- Restocking services
- Specialty product requirements

When customer-provided products or equipment are required, UpClean Solutions will follow approved facility procedures, product requirements, and safety guidelines.

Inventory Management & Restocking

UpClean Solutions maintains an organized inventory management program designed to support uninterrupted cleaning operations and ensure required supplies are available when needed.

Whenever practical and permitted by the customer, we maintain a minimum **two (2) weeks of on-site inventory** of essential cleaning supplies and consumables at the designated storage location provided by the customer.

Inventory management services include:

- Supply inventory monitoring and reporting
- Inventory replenishment and restocking
- Consumable usage tracking
- Product rotation and organization
- Janitorial room and supply storage organization
- Equipment inspection and readiness verification
- Inventory documentation in accordance with the **Scope of Work (SOW)**

Cleaning Products & Materials

Whenever practical and available, UpClean Solutions utilizes **EPA Safer Choice® registered, environmentally preferable, and eco-friendly certified cleaning products** that support healthier indoor environments while promoting responsible and sustainable cleaning practices.

Cleaning products, chemicals, and materials are selected based on:

- Facility requirements
- Surface compatibility
- Safety considerations
- Manufacturer recommendations
- Occupancy and operational requirements
- Applicable industry standards

Alternative products may be recommended when required due to facility conditions, specialized surfaces, customer requirements, or regulatory considerations.

Restroom, Breakroom & Kitchen Consumables

When included in the **Scope of Work (SOW)** or requested as a **Restocking Service**, UpClean Solutions can monitor, manage, and replenish customer-approved consumables, including but not limited to:

- Hand towels
- Toilet paper
- Paper towels
- Liquid hand soap
- Sanitary disposal liners
- Air freshener refills
- Trash can liners
- Toilet seat covers
- Breakroom and kitchen consumables
- Other facility-specific consumable products

Whenever applicable, products are selected to support the **U.S. EPA Comprehensive Procurement Guidelines (CPG)** and other recognized sustainability initiatives.

Chemical Safety & Regulatory Compliance

UpClean Solutions follows established procedures for the safe handling, storage, labeling, dilution, transportation, and disposal of cleaning chemicals in accordance with applicable **Occupational Safety and Health Administration (OSHA)** requirements and industry safety practices.

Chemical safety management includes:

- Safety Data Sheet (SDS) management and accessibility
- Chemical labeling and identification
- Proper dilution and dispensing procedures
- Spill prevention and response procedures
- Safe storage and segregation of chemicals
- Proper disposal of cleaning products and related materials
- Employee training on chemical safety procedures

Personal Protective Equipment (PPE)

UpClean Solutions maintains a PPE management program to ensure janitorial professionals have access to appropriate personal protective equipment based on the services being performed and applicable safety requirements.

PPE management includes:

- Inventory monitoring
- Restocking
- Inspection and replacement
- Proper use and disposal
- Employee safety training in accordance with company procedures

Professional Equipment

To improve cleaning performance, indoor environmental quality, safety, and operational efficiency, UpClean Solutions utilizes **commercial-grade equipment** appropriate for the facility and services provided.

Equipment may include, but is not limited to:

- HEPA-filter vacuum systems
- Microfiber cleaning cloths and mops
- Commercial floor care equipment
- Battery-operated cleaning equipment utilizing environmentally preferable battery technologies, where practical
- Carpet cleaning equipment
- Floor maintenance equipment
- Specialty cleaning equipment required to perform services safely and effectively

All cleaning equipment is routinely inspected, maintained, and operated in accordance with:

- Manufacturer recommendations
- Applicable safety regulations
- Company operating procedures
- Requirements outlined in the **Scope of Work (SOW)**

Deliverables, Work Product & Insurance Requirements

Any Service Deliverables, Work Products, Reports, Records, Inspections, or Documentation Requirements must be specifically identified, defined, and approved within the Scope of Work (SOW) to

establish the required deliverables, responsibilities, reporting frequency, format, and applicable service requirements.

Unless otherwise specified in the Scope of Work (SOW), UpClean Solutions maintains standard operational records necessary to support contracted janitorial services and demonstrate compliance with applicable service, safety, quality, security, and operational requirements.

Any additional documentation, reporting, inspection requirements, or administrative deliverables requested by the client after service commencement must be reviewed, approved, and incorporated into the Scope of Work (SOW) or applicable service agreement before becoming part of the contracted service obligations.

UpClean Solutions may provide documentation supporting the performance, quality, safety, compliance, and management of contracted janitorial services. Documentation may include, but is not limited to:

- Cleaning Supplies, Materials, Equipment, and Consumables Inventory Lists, including applicable Safety Data Sheets (SDS) for cleaning chemicals used at the service location.
- Cleaning Chemical Inventory and SDS Management Records.
- Equipment and Supply Documentation, including equipment information, inspection records, maintenance requirements, and service documentation.
- Janitorial Room, Custodial Closet, and Supply Storage Documentation, when included in the Scope of Work (SOW).
- Staffing Rosters and Assigned Service Personnel Records.
- Employee Background Screening, Training, Safety, and Certification Records, when applicable.
- Cleaning Checklists and Task Completion Records.
- Restroom, Breakroom, Kitchen, and Consumable Restocking Records, when included in the Scope of Work (SOW).
- Quality Assurance (QA) Inspection Reports.
- Service Inspection Reports and Work Performance Documentation.
- Facility Condition Reports and Maintenance Observations.
- Workplace Incident, Accident, and Safety Reports.
- Corrective Action Plans and Service Improvement Documentation.
- Quality Audits and Compliance Records.
- Customer Communication Records and Service Logs.
- Security, Access, and Key/Badge Control Documentation, when applicable.
- Change Request Documentation and Scope of Work (SOW) Revisions.
- Documentation for Approved Additional Services Performed Outside the Original Scope of Work (SOW).

- Service Reports, Project Completion Documentation, and Closeout Records for Project-Based Services.
- Other records reasonably required to support service performance, contract administration, regulatory compliance, and client requirements.

Insurance Requirements

UpClean Solutions maintains insurance coverage appropriate for the janitorial services provided and consistent with the Scope of Work (SOW), contractual requirements, facility requirements, and applicable laws and regulations.

Insurance requirements may vary depending on:

- Facility type and operational environment
- Service scope and complexity
- Risk exposure
- Contract requirements
- Client or regulatory requirements

Coverage may include, but is not limited to:

- Commercial General Liability Insurance
- Commercial Automobile Liability Insurance
- Umbrella / Excess Liability Insurance
- Workers' Compensation Insurance
- Employer's Liability Insurance
- Professional Liability (Errors & Omissions), when applicable
- Janitorial Performance Bond, when required
- Additional Insured Endorsements, when contractually required

Certificates of Insurance (COI), Performance Bonds, endorsements, and related insurance documentation are available upon request or as required by the applicable service agreement or Scope of Work (SOW).

Subcontractor Requirements

When subcontractors are authorized to perform services on behalf of UpClean Solutions, they must meet applicable **insurance, licensing, safety, training, background screening, and contractual requirements** established by UpClean Solutions before performing any work.

Authorized subcontractors must:

- Maintain required insurance coverage and supporting documentation.
- Complete applicable screening, training, and qualification requirements.
- Follow UpClean Solutions safety procedures, service standards, and operational requirements.
- Perform services according to the approved **Scope of Work (SOW)**.
- Maintain appropriate professionalism, confidentiality, security practices, and customer service standards.

UpClean Solutions remains responsible for managing approved subcontracted services and ensuring applicable service requirements, quality standards, and contractual obligations are maintained.

Quality Control, Assurance & Inspection Services

At UpClean Solutions, quality control and quality assurance are essential components of every janitorial service program. Our Quality Assurance (QA) process is designed to verify that services are performed in accordance with the approved Scope of Work (SOW), established cleaning standards, facility requirements, safety procedures, service level expectations, and customer requirements.

Our quality assurance approach supports consistent service delivery, accountability, performance verification, transparent communication, and continuous improvement throughout the service relationship.

Quality assurance procedures, inspection requirements, reporting frequency, and acceptance criteria are customized based on the facility type, service frequency, operational requirements, approved Scope of Work (SOW), Service Agreement, and customer expectations.

To help maintain consistent quality of service, UpClean Solutions offers an optional Quality Assurance & Digital Reporting System, available upon customer approval and inclusion within the applicable **Scope of Work (SOW)**, which may include:

- **QR Code Inspection System** for documenting completed cleaning tasks, service verification, inspection results, and quality observations.
- **Quality Assurance Reporting** to verify service performance, task completion, and compliance with the approved **Scope of Work (SOW)**.
- **Compliance Documentation & Inspection Records** to support quality control, service verification, regulatory requirements, and operational accountability.
- **Scheduled Supervisory Site Visits** to evaluate service performance, verify cleaning standards, review facility conditions, and identify opportunities for improvement.

- **Workforce Timekeeping & Attendance Verification** including employee check-in/check-out tracking, when requested and applicable.
- **Customer Portal Access** providing convenient access to service communication, work orders, inspection reports, service records, and applicable documentation.
- **Digital Reporting & Service Documentation** including quality inspections, completed service records, maintenance observations, customer requests, corrective actions, and follow-up documentation.
- **Site Safety & Quality Reporting** to document maintenance observations, safety concerns, facility deficiencies, supply concerns, and recommendations requiring customer attention.
- **Corrective Action Management** to identify service concerns, document improvement actions, assign responsibilities, track resolution progress, and verify completion.
- **Service Performance Reviews** to evaluate service consistency, review inspection results, identify improvement opportunities, and support long-term service optimization.
- **Continuous Quality Improvement** through routine inspections, performance evaluations, customer feedback, trend analysis, and ongoing operational improvements.

Inspection & Service Verification Process

When included in the **Scope of Work (SOW)**, quality inspections may include:

- Verification that scheduled cleaning tasks have been completed.
- Review of assigned cleaning areas and service requirements.
- Evaluation of cleanliness, sanitation, organization, and overall facility presentation.
- Identification of maintenance observations, safety concerns, or service deficiencies.
- Documentation of corrective actions and follow-up requirements.
- Communication with designated customer representatives regarding service performance and facility observations.

Our quality assurance process is designed to provide customers with greater visibility into the services performed at their facility while promoting reliable service delivery, proactive communication, measurable performance standards, and continuous improvement.

Every inspection, observation, recommendation, corrective action, and improvement initiative supports our commitment to:

Building Value. Creating Healthier Spaces.

Health, Safety, Security, Privacy, Confidentiality & Regulatory Compliance

At UpClean Solutions, protecting the **health, safety, security, privacy, confidentiality, and regulatory compliance** of our customers, employees, subcontractors, visitors, and the facilities we service is a fundamental part of our operations.

We are committed to maintaining safe work practices, protecting customer property and confidential information, supporting healthier indoor environments, and performing services in accordance with applicable federal, state, and local laws, regulations, customer requirements, and recognized industry standards.

Health, safety, security, privacy, confidentiality, and compliance requirements may vary based on the facility type, industry, operational environment, service scope, and approved **Scope of Work (SOW)**.

Health & Safety

UpClean Solutions performs janitorial services in accordance with applicable **Occupational Safety and Health Administration (OSHA)** requirements and other applicable workplace safety regulations.

Our safety program is designed to promote employee well-being, reduce workplace hazards, protect building occupants, and provide a safe working environment for employees, customers, visitors, and facility occupants.

Our Health & Safety Program includes, but is not limited to:

- Personal Protective Equipment (PPE) management, inspection, availability, and employee training
- Slips, trips, and falls prevention procedures
- Safe lifting, carrying, vacuuming, mopping, sweeping, and material handling practices
- Safe operation, inspection, and maintenance of cleaning equipment
- Chemical handling, storage, labeling, dilution, and disposal procedures
- Safety Data Sheet (SDS) management and accessibility
- Bloodborne Pathogens awareness and safe work practices, when applicable
- Electrical safety awareness
- Fire prevention and emergency response procedures
- Workplace sanitation and housekeeping practices
- Hazard identification, incident reporting, and corrective action procedures
- Ongoing employee safety training and continuous improvement initiatives

Sustainable Cleaning Practices

Whenever practical and appropriate, UpClean Solutions utilizes **EPA Safer Choice® registered, environmentally preferable, and eco-friendly certified cleaning products** that support healthier indoor environments while promoting responsible and sustainable cleaning practices.

Our sustainable cleaning practices may include:

- EPA Safer Choice® products, when available and appropriate
- Environmentally preferable cleaning products
- Proper chemical labeling and storage
- Manufacturer-recommended chemical dilution systems
- Responsible disposal of cleaning chemicals and related materials
- Reduced waste practices where practical
- Maintaining clean and safe walking-working surfaces
- Compliance with company Standard Operating Procedures (SOPs)
- Continuous efforts to reduce environmental impact while maintaining cleaning effectiveness

Security & Facility Access

UpClean Solutions respects each customer's security requirements and follows approved facility access procedures established within the **Service Agreement and Scope of Work (SOW)**.

When applicable, the Service Agreement or Scope of Work should identify:

- Approved service schedules and permitted access hours
- Authorized building entrances and exits
- Key management procedures
- Keycards, RFID credentials, mobile credentials, PIN codes, alarm codes, biometric access, or other approved access methods
- Visitor registration procedures
- Restricted and controlled-access areas
- Escort requirements, when applicable
- Facility opening and closing procedures
- Building security procedures before, during, and after service
- Emergency contacts and reporting procedures

Access credentials are securely managed and used only for authorized service activities. Unauthorized access, sharing of credentials, or access beyond approved service requirements is prohibited.

Privacy

UpClean Solutions respects the privacy of customers, employees, patients, visitors, tenants, students, guests, and facility occupants.

While performing services, our personnel are expected to:

- Conduct themselves professionally
- Avoid unnecessary access to personal or sensitive information
- Protect information encountered during normal service activities
- Respect private areas and restricted spaces
- Follow customer privacy procedures and facility requirements

Privacy practices are implemented in accordance with the approved **Scope of Work (SOW)**, customer policies, applicable agreements, and applicable privacy requirements.

Confidentiality

UpClean Solutions recognizes that employees and authorized subcontractors may encounter sensitive business information, documents, equipment, or facility areas while performing services.

We are committed to protecting customer privacy, confidential information, and property through professional conduct and responsible business practices.

Our confidentiality program includes, but is not limited to:

- Respecting customer privacy
- Protecting confidential business information
- Safeguarding documents, records, and accessible electronic information
- Protecting customer property, equipment, and assets
- Restricting access to authorized personnel only
- Following confidentiality requirements established in the Service Agreement and Scope of Work (SOW)
- Reporting security concerns, suspicious activity, or incidents to designated customer representatives
- Requiring employees and authorized subcontractors to follow confidentiality, ethics, and professional conduct policies

Regulatory Compliance

UpClean Solutions conducts operations in accordance with applicable federal, state, and local laws, regulations, customer requirements, and recognized industry standards.

Compliance requirements vary depending on the customer's industry, facility type, operational requirements, and contractual obligations.

Our compliance program may include, but is not limited to:

- Occupational Safety and Health Administration (OSHA) requirements
- Safety Data Sheet (SDS) management
- Environmental and chemical handling requirements
- Workplace health and safety practices
- Customer-specific policies and procedures
- Security and access control requirements
- Employee training and competency requirements
- Documentation, inspection, and recordkeeping procedures
- Continuous compliance monitoring and corrective action processes

Professional Working Relationship

UpClean Solutions is committed to building long-term partnerships based on **trust, professionalism, accountability, transparency, and open communication.**

Through proactive reporting, continuous training, quality assurance, safety practices, and regulatory compliance, we strive to provide dependable janitorial services while protecting the health, safety, security, privacy, confidentiality, and operational integrity of every facility we serve.

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Service Disclaimer

Janitorial services are customized for each facility and may vary based on:

- Building size and layout
- Facility type and use
- Occupancy levels and traffic patterns
- Accessibility requirements
- Security requirements
- Operational schedules
- Environmental conditions
- Selected service frequency
- Approved Scope of Work (SOW)

The services described in this guide represent a general overview of UpClean Solutions' janitorial capabilities and may not be included in every cleaning program.

Certain services may be performed only as **scheduled deep cleaning, specialty cleaning, periodic maintenance, project-based services, emergency services, or optional add-on services** depending on the facility's needs and approved service plan.

Final cleaning tasks, service frequencies, deliverables, service levels, documentation requirements, and additional requirements are determined through the **Site Survey process** and specifically defined within the customer's customized **Scope of Work (SOW) and Service Agreement**.

UpClean Solutions®



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Professional Residential & Commercial Cleaning You Can Trust.