

UpClean Solutions®



Building Value. Creating Healthier Spaces.

Professional Residential & Commercial Cleaning You Can Trust.

Pro Office Cleaning Checklist & Service Guide

Understanding Our Office Cleaning Services, Cleaning Checklist, Scope of Work (SOW) & Service Standards

Last Updated: July 2026

The **Pro Office Cleaning Checklist & Service Guide** provides a comprehensive overview of UpClean Solutions' office cleaning program, including our standard cleaning procedures, cleaning checklists, recommended service frequencies, service levels, cleaning areas, customized Scope of Work (SOW), quality standards, and operational practices.

This guide is designed to help customers understand **what services are provided, how they are performed, and how each cleaning program is customized to meet the unique operational, maintenance, and cleanliness requirements of every workplace.**

As part of our commitment to continuous improvement, this guide may be updated periodically to reflect enhancements to our cleaning methods, service offerings, quality assurance programs, safety practices, operational procedures, and industry best practices.

Table of Contents

1. Service Overview
2. Who Is This Service For
3. Pro Office Cleaning Checklist
4. Need a Customized Cleaning Program
5. Pro Office Deep Cleaning Checklist
6. Specialty Cleaning Solutions
7. Cleaning Service Frequency Recommendations
8. Standard Cleaning Scope
9. Cleaning Area Reference Guide

10. Scope of Work (SOW)
11. Site Survey Scheduling
12. Staffing Requirements
13. Supplies, Materials, Inventory & Equipment
14. Deliverables, Work Product & Insurance Requirements
15. Quality Control, Assurance & Inspection Services
16. Health, Safety, Security, Privacy, Confidentiality & Regulatory Compliance
17. Service Disclaimer
18. Company Footer

Service Overview

Creating Cleaner, Healthier & More Productive Workplaces

Every workplace has unique operational requirements, occupancy levels, traffic patterns, and cleaning priorities. At UpClean Solutions, our **Pro Office Cleaning** service is customized to your facility's specific needs, providing consistent, high-quality cleaning solutions that help create a clean, healthy, safe, and professional environment for employees, customers, and visitors.

This **Pro Office Cleaning Checklist & Service Guide** outlines the standard cleaning tasks typically performed during recurring office cleaning services and explains how our cleaning programs are customized through a **Scope of Work (SOW)** tailored to your facility, service frequency, and operational requirements. Rather than offering a one-size-fits-all approach, every cleaning program is designed to deliver measurable cleaning standards, consistent service quality, and clear accountability.

This guide also provides an overview of the cleaning areas we commonly service, the furniture, fixtures, surfaces, and equipment typically included, recommended service frequencies, quality assurance practices, and optional **Pro Office Deep Cleaning** and **Scheduled Specialty Cleaning Solutions (Add-On Services)** available to support your workplace throughout the year.

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

Who Is This Service For?

Pro Office Cleaning is designed for businesses and professional workplaces seeking a consistently clean, healthy, safe, and welcoming environment for employees, customers, and visitors. Every cleaning program is customized to your facility's size, occupancy, daily traffic, operational requirements, and preferred service frequency through a tailored **Scope of Work (SOW)**.

Ideal for, but not limited to:

Corporate Offices & Professional Workplaces

- Corporate Offices
- Small Offices
- Professional Office Suites
- Executive Suites
- Corporate Headquarters
- Business Centers
- Coworking & Shared Office Spaces
- Administrative Offices
- Multi-Tenant Office Buildings

Professional & Financial Services

- Law Firms
- Accounting & CPA Firms
- Financial Institutions
- Banks & Credit Unions
- Insurance Agencies
- Consulting Firms
- Real Estate Offices
- Mortgage & Title Companies

Business, Technology & Creative Services

- Technology Companies & Startups
- Marketing & Creative Agencies
- Engineering & Architectural Firms
- Customer Service & Call Centers

Healthcare, Government & Community Organizations

- Medical Administrative Offices

- Dental Administrative Offices
- Government Administrative Offices
- Educational Administrative Offices
- Nonprofit Organizations
- Property Management & Leasing Offices
- Other Professional Workplaces

Whether you operate a single office, a multi-suite facility, or a large corporate workplace, UpClean Solutions delivers customized office cleaning solutions that help maintain a professional appearance, promote healthier indoor environments, support employee productivity, and create a positive experience for everyone who enters your facility.

Pro Office Cleaning Checklist

Our Pro Office Cleaning Checklist **organizes routine cleaning, inspection, and maintenance activities** into clearly defined zones and functional areas, making it easy to keep your entire facility clean, organized, healthy, safe, and professionally maintained.

A Simple, Flexible Cleaning Program

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

Your Scope of Work organizes services into three cleaning levels:

- **Pro Office Cleaning Checklist** – Standard routine cleaning and maintenance tasks.
- **Pro Office Deep Cleaning** – Recurring weekly or monthly deep cleaning designed for areas that do not require daily attention.
- **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) showing every cleaning task assigned to each area of your facility.

For each task, you can:

- ✓ Approve the task
- ✓ Remove the task if it doesn't 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 cleaning specifications, compare them with our professional cleaning 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 only require standard daily office cleaning but also require **weekly high dusting**.

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

If your carpets require monthly 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 office cleaning, recurring deep cleaning, and specialty cleaning services** into one comprehensive facility maintenance program.

We recommend reviewing all three service options when building your customized cleaning program:

- **Pro Office Cleaning Checklist** (Routine Daily Maintenance)
- **Pro Office Deep Cleaning** (Recurring Weekly & Monthly Maintenance)
- **Specialty Cleaning Services** (Customized Add-On Services)

Pro Office Cleaning Checklist (Routine Daily Maintenance)

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

- Building Entrances, Lobbies, Reception & Arrival Areas
- Public & Common Areas
- Workspaces, Executive, Administrative Offices and Areas
- Conference, Meeting Rooms, Collaboration & Event Areas
- Auditoriums & Performance Areas
- Library & Media Center
- Classrooms & Education Areas
- Locker Rooms & Fitting Areas

- Restrooms
- Breakrooms & Kitchens
- Employee Areas
- Fitness & Training Areas
- Wellness Areas & Amenities
- Wellness & Recovery Areas
- Recreation Areas
- Hallways & Common Corridors
- Stairwells
- Elevators and Escalators
- Waste Management Areas
- Building Support Areas
- Showroom
- Childcare & Nursery Areas
- Sales Floor
- Customer Service Areas
- Banking & Transaction Areas
- Event & Performance Areas
- Seating Areas
- Laundry Facilities
- Worship & Sanctuary Areas
- Parking, Building Access & Transportation Areas
- Outdoor Common Areas

Need a Customized Cleaning Program?

If your organization has its own cleaning standards, inspection requirements, regulatory guidelines, manufacturer recommendations, or specialty cleaning requirements, simply **upload your existing cleaning specifications**.

Within **48 hours**, our team will review your documentation, incorporate the applicable requirements into our professional cleaning program, and provide you with a customized Scope of Work (SOW) ready for your review and approval.

Pro Office Deep Cleaning Checklist

Deep Cleaning and Specialty Cleaning Services are available as one-time, recurring, scheduled, or project-based services.

Pro Office Deep Cleaning tasks are outlined in the following Checklist.

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	Recommended Services
Daily	Pro Office Cleaning
Weekly	Pro Office Deep Cleaning
Monthly	Pro Office Deep Cleaning + Scheduled Specialty Cleaning Solutions
Quarterly	Scheduled Specialty Cleaning Solutions
As Needed	Seasonal, Emergency, Project-Based & Specialty Cleaning Services

Standard Cleaning Scope

Unless otherwise specified in your **Scope of Work (SOW)** or Service Agreement, Pro Office Cleaning is performed on **accessible furniture, fixtures, surfaces, equipment, and floor areas**.

Cleaning tasks are customized based on your facility's size, occupancy, accessibility, operational needs, security requirements, and selected service frequency.

Routine office cleaning does **not** include:

- Interior cleaning of cabinets, drawers, storage areas, appliances, or equipment
- Moving heavy furniture, machinery, inventory, or stored materials

- Cleaning inaccessible or restricted areas
- Specialty cleaning services outside the approved Scope of Work

Cleaning Area Reference Guide

The examples below illustrate common furniture, fixtures, surfaces, and equipment that may be cleaned during **Pro Office Cleaning** services. Actual items vary by facility, and not every workplace contains every example listed.

Unless otherwise specified in your Scope of Work (SOW), cleaning is performed on **accessible items and surfaces**.

Furniture

Furniture includes movable workplace furnishings used by employees, customers, visitors, and guests.

Examples include, but are not limited to:

- **Desks & Workstations:** Reception desks, Office desks, Executive desks, Workstations, Cubicles, Credenzas.
- **Tables & Seating:** Conference tables, Training tables, Dining tables, Coffee tables, Accent tables, Chairs, Executive chairs, Ergonomic task chairs, Conference seating, Lounge seating, Café seating, Benches, Ottomans, Sofas, Sectionals.
- **Storage & Organization:** Filing cabinets, Storage cabinets, Bookshelves.
- **Support & Utility Furniture:** Utility carts, Workbenches.

Fixtures & Surfaces

Fixtures and surfaces include permanently installed building components and accessible workplace surfaces requiring routine cleaning.

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.
- **Counters, Fixtures & Workplace Amenities:** Reception counters, Countertops, Cabinet fronts, Shelving, Whiteboards, Smartboards, Interior signage, Artwork, Decorative displays, Coat racks, Lockers.
- **Restroom & Plumbing Fixtures:** Sinks, Utility sinks, Toilets, Urinals, Restroom partitions, Soap dispensers, Paper towel dispensers, Hand dryers, Baby changing stations, Water fountains, Bottle filling stations.

- **Safety, Common Areas & Waste Stations:** Handrails, Stair railings, Elevator buttons, Mirrors, Trash stations, Recycling stations.

Equipment

Equipment includes workplace electronics, appliances, office equipment, and operational equipment cleaned on accessible exterior surfaces.

Office Equipment

Examples include, but are not limited to:

- **Computing Devices:** Computers, Monitors, Laptops.
- **Communication Equipment:** Telephones.
- **Printing & Imaging Equipment:** Printers, Copiers, Scanners, Multi-function devices.
- **Other Accessible Electronics:** Accessible electronics.

Conference & Meeting Equipment

Examples include, but are not limited to:

- **Display & Presentation Equipment:** Large-format displays, Projectors, Interactive displays.
- **Video Conferencing Equipment:** Video conferencing systems, Cameras.
- **Audio Equipment:** Speakers, Soundbars.

Break Room & Kitchen Equipment

Examples include, but are not limited to:

- **Food Storage Equipment:** Refrigerators, Freezers.
- **Food Preparation Equipment:** Microwaves, Toasters, Coffee makers.
- **Water & Ice Equipment:** Water dispensers, Ice machines.
- **Cleaning Equipment:** Dishwashers.

Utility & Facility Equipment

Examples include, but are not limited to:

- **Cleaning Equipment:** Commercial vacuum **HEPA-filter**, Floor machines, cleaning equipment.
- **Facility Support Equipment:** Utility carts, Step ladders.
- **IT Infrastructure:** Accessible server cabinet exteriors, Accessible network cabinet exteriors.

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, and cleaning standards. UpClean Solutions assigns the appropriate number of trusted, carefully vetted, clear background checks, and professionally trained cleaning professionals based on the customized **Scope of Work (SOW)** to ensure services are performed safely, efficiently, and consistently.

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

- **Cleaning Professionals** assigned to perform scheduled cleaning tasks in accordance with the approved Scope of Work (SOW).
- **Day or Night Porters** (when requested) provide continuous cleaning, restocking, inspections, and operational support throughout the facility.
- **Team Leaders** responsible for coordinating daily operations, monitoring service quality, and ensuring all scheduled tasks are completed according to established cleaning standards.
- **Qualified Supervisors** responsible for conducting routine site inspections and Quality Assurance (QA) evaluations to:
 - Verify all scheduled cleaning tasks have been completed in accordance with the Scope of Work (SOW).
 - Confirm serviced areas are clean, sanitized, organized, safe, and ready for occupancy.
 - Verify maintenance observations, safety concerns, and facility deficiencies are properly documented and reported.
 - Confirm customer requests, inventory requirements, supply needs, and service documentation have been completed.

- Review communication logs and notify designated customer contacts of maintenance issues, supply shortages, security concerns, or other observations requiring attention.
- Perform a final Quality Assurance (QA) inspection before closing each service visit, as required by the Scope of Work (SOW).
- **Project Managers** responsible for overseeing service delivery, managing the Scope of Work (SOW), maintaining cleaning service level standards, coordinating communication, monitoring performance, and ensuring compliance with service agreements.

Our staffing approach is designed to deliver consistent, dependable service while maintaining the highest standards of quality, safety, professionalism, and customer care. We continuously invest in employee training, supervision, quality assurance, and ongoing professional development to ensure every member of our team meets UpClean Solutions' service standards and exceeds customer expectations.

Supplies, Materials, Inventory & Equipment

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 the contracted services.

Inventory Management & Restocking

UpClean Solutions maintains an organized inventory management program designed to ensure cleaning operations continue without interruption. Whenever practical and permitted by the customer, we maintain a minimum **two (2) weeks 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
- Equipment inspection and readiness
- Inventory documentation in accordance with the Scope of Work (SOW)

Cleaning Products & Materials

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

Cleaning products, chemicals, and materials are selected based on facility requirements, surface compatibility, safety, manufacturer recommendations, and applicable industry standards.

Restroom & Break Room Consumables

When included in the Scope of Work (SOW) or requested as a **Restocking Service**, UpClean Solutions can monitor 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
-

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, including:

- 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.

Personal Protective Equipment (PPE)

UpClean Solutions maintains a PPE inventory management program to ensure cleaning professionals have access to appropriate personal protective equipment based on the services being performed.

PPE management includes:

- Inventory monitoring

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

Professional Equipment

To improve cleaning performance, indoor air quality, and operational efficiency, UpClean Solutions utilizes commercial-grade equipment appropriate for the facility and services provided, including but not limited to:

- HEPA-filter vacuum systems
- Microfiber cloths and mops
- Commercial floor care equipment
- Battery-operated cleaning equipment utilizing environmentally preferable battery technologies, where practical
- Specialized 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, and the requirements outlined in the Scope of Work (SOW).

Deliverables, Work Product & Insurance Requirements

Any **Service Deliverables, Work Products, Reports, Records, or Documentation Requirements must be specifically identified and defined within the Scope of Work (SOW)** to establish the required deliverables, 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 services and demonstrate compliance with applicable service, safety, quality, and operational requirements. Additional documentation, reporting, or deliverables requested by the client must be reviewed, approved, and incorporated into the Scope of Work (SOW) or applicable service agreement.

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

- Cleaning Supplies, Materials, Equipment, and Consumables Inventory List, 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 applicable equipment information and maintenance requirements.
- Staffing Roster and Assigned Service Personnel Records.
- Employee Training, Safety, and Certification Records, when applicable.
- Quality Assurance (QA) Inspection Reports.
- Service Inspection Reports and Work Performance Documentation.
- Cleaning Checklists and Task Completion Records.
- Facility Condition Reports and Maintenance Observations.
- Workplace Incident and Accident Reports.
- Corrective Action Plans and Service Improvement Documentation.
- Quality Audits and Compliance Records.
- Customer Communication Records and Service Logs.
- Security and Access 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 services provided and in accordance with the Scope of Work (SOW), contractual requirements, and applicable laws and regulations.

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, and related insurance documentation are available upon request or as required by the service agreement.

Subcontractor Requirements

When subcontractors are authorized to perform services on behalf of UpClean Solutions, they are required to meet the applicable insurance, licensing, safety, training, and contractual requirements established by UpClean Solutions before performing any work. Subcontractors must maintain insurance coverage and documentation consistent with the requirements of the applicable Scope of Work (SOW) and service agreement.

Quality Control, Assurance & Inspection Services

At UpClean Solutions, quality assurance is an essential part of every cleaning 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, and customer expectations while supporting continuous improvement, accountability, and transparent communication.

To help maintain consistent quality of service, UpClean Solutions offers an **optional Quality Assurance & Digital Reporting System**, available upon customer approval, that may include:

- **QR Code Inspection System** for documenting completed cleaning tasks and inspection results.
- **Quality Assurance Reporting** to verify service quality and compliance with the approved Scope of Work (SOW).
- **Compliance Documentation & Inspection Records** for quality control and service verification.
- **Scheduled Supervisory Site Visits** to evaluate service performance, verify cleaning standards, and identify opportunities for continuous improvement.
- **Workforce Timekeeping** with employee check-in/check-out verification, when requested.
- **Customer Portal** provides convenient access to service communication, work orders, inspection reports, and service documentation.
- **Digital Reporting & Service Documentation**, including quality inspections, maintenance observations, customer requests, corrective actions, and completed service records.
- **Site Safety & Quality Reporting** to document maintenance observations, safety concerns, facility deficiencies, and recommendations requiring customer attention.
- **Continuous Quality Improvement** through routine inspections, performance evaluations, customer feedback, and ongoing service enhancements.

Our quality assurance process is designed to promote consistent service delivery, improve communication, strengthen accountability, and provide customers with greater visibility into the services performed at their facility. Every inspection, observation, and recommendation 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, and complying with applicable federal, state, and local laws, regulations, and recognized industry standards.

Health & Safety

UpClean Solutions performs services in accordance with applicable Occupational Safety and Health Administration (OSHA) requirements and other applicable federal, state, and local workplace safety regulations. Our safety program is designed to promote employee wellbeing, reduce workplace hazards, protect building occupants, and provide a safe working environment for everyone involved.

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

- Personal Protective Equipment (PPE) management, inspection, and employee training
- Slips, trips, and falls prevention
- 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
- Hazard identification, incident reporting, and corrective action procedures
- Ongoing employee safety training and continuous improvement.

Sustainable Cleaning Practices

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

Our sustainable cleaning program includes, but is not limited to:

- EPA Safer Choice® products, when available and appropriate
- Environmentally preferable cleaning products
- Proper chemical labeling and storage
- Manufacturer-recommended chemical dilution systems
- Safe disposal of cleaning chemicals and related materials
- 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 every customer's security requirement and follows approved facility access procedures established within the written Service Agreement and approved Scope of Work (SOW).

When applicable, the Service Agreement or Scope of Work should clearly 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 authorized access methods
- Visitor registration procedures
- Restricted or 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 solely for performing authorized services.

Privacy

UpClean Solutions respects the privacy of our customers, employees, patients, visitors, and facility occupants. While performing services, our personnel are expected to conduct themselves professionally, avoid unnecessary access to private or sensitive information, and protect personal information encountered during the normal course of work. Privacy practices are implemented in accordance with the

approved Scope of Work (SOW), applicable customer policies, and all applicable federal, state, and local privacy requirements.

Confidentiality

UpClean Solutions recognizes that our employees and authorized subcontractors may have access to sensitive business information 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 and assets
- Restricting access to authorized personnel only
- Following confidentiality requirements established in the Service Agreement and Scope of Work (SOW)
- Reporting security concerns or suspicious activity to the designated customer representative
- Requiring employees and authorized subcontractors to comply with company confidentiality, ethics, and professional conduct policies.

Regulatory Compliance

UpClean Solutions conducts its operations in accordance with applicable federal, state, and local laws, regulations, and recognized industry standards. Compliance requirements vary depending on the customer's industry, facility type, 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 regulations
- Workplace health and safety requirements
- 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, and open communication. Through proactive reporting, continuous training, quality assurance, and regulatory compliance, we strive to provide consistent, dependable services while protecting the health, safety, security, privacy, confidentiality, and operational integrity of every facility we serve. **Building Value. Creating Healthier Spaces.**

Service Disclaimer

Cleaning services are customized for each facility and may vary based on building size, occupancy levels, layout, accessibility, security requirements, operational schedules, environmental conditions, and the selected service frequency. The services described in this guide are provided as a general overview of UpClean Solutions' 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, or optional add-on services, depending on the facility's needs and the agreed service plan.

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



Building Value. Creating Healthier Spaces.

Professional Residential & Commercial Cleaning You Can Trust.