Transport for London

London Underground

Guidance Document

G0231 Manual of Good Practice Station Cleaning

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Contents

1 Purpose 3
2 Scope 3
3 Guidance 3
3.1 General 3
3.2 Standards of Cleanliness 3
3.3 Cleaning Operations 4
3.4 Cleaning Materials 5
3.5 Cleaning Methods 5
3.6 Special Cleaning Operations 5
4 Responsibilities 5
5 Supporting information 5
5.1 Background 5
5.2 Safety considerations 5
5.3 Environmental considerations 6
5.4 Customer considerations 6
5.5 Other information 6
6 References 6
6.1 Abbreviations 6
6.2 Definitions 6
6.3 Subject Matter Expert 6
6.4 Document history 7
6.5 Attachment 1 8
6.6 Attachment 2 25
6.7 Attachment 3 26
6.8 Attachment 4 27

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1 Purpose

1.1 The purpose of this Guidance is to set out the requirements for maintenance cleaning of station areas which are the responsibility of London Underground (LUL) and the standards of cleanliness to be achieved.

1.2 It is also to set in place a system of cleanliness measurement that can be used to assess the results of cleaning operations across all LU premises.

1.3 This Guidance supersedes E3834 A3 which is withdrawn.

2 Scope

2.1 This Guidance describes the methods by which the standard of cleanliness can be measured but does not specify the frequency of cleaning to achieve the desired results.

2.2 This document also applies to the public areas of lifts and escalators, but not to any rooms containing machinery for which special arrangements should be made

3 Guidance

3.1 General

3.1.1 A station with a clean, smart appearance provides reassurance, confidence and a sense of security to passengers. A dirty station leads to neglect, encourages vandalism and can be a real deterrent to travel. Station cleaning is recognised as an important activity and is a key performance indicator of the Company's success.

3.1.2 It should be noted that:

a) Cleaning operations throughout LUL impose a significant cost on the business;

b) The use of inappropriate cleaning practices and projects may do more harm than good and may lead to damage and hence a shorter life time of assets;

c) Slip resistance and the safety of flooring surfaces may be altered by the cleaning activity.

3.1.3 The object of cleaning is to:

a) remove all litter, graffiti, dirt, and contaminants to give a pleasing environment for public use;

b) provide a safe walking surface for public traffic;

c) ensure that safety related markings and signs such as white and yellow platform markings and 'MIND THE GAP' are clearly visible to passengers;

d) maintain materials such that they will have a long life and continue to be 'fit for purpose'.

3.1.4 It is recommended that cleaning schedules be written for individual stations or groups of stations with similar characteristics, depending upon specific site conditions and taking into account likely volumes and patterns of pedestrian traffic.

3.2 Standards of Cleanliness

3.2.1 Standards achieved are audited by trained independent customer auditors (Mystery Shoppers) inspecting and assessing the customer environment against quality criteria. Marks are awarded on a scale of 0 to 10 in respect of the perceived quality standard

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and levels of cleaning observed. Theses results are published in Company documentation on a three monthly basis.

3.2.2 The standard required for each station is a minimum of 68 on the Mystery Shopper's index for cleanliness and environment at any time. This is a minimal standard and Line business units are encouraged to set higher standards to meet their own business objectives and corporate targets of customer satisfaction.

3.2.3 The standard of cleanliness to be achieved should not be less than that described as acceptable in the schedules included in Attachment 1. The standard designated 'Acceptable' is that expected at station opening each morning. 'Acceptable' is the standard that can be tolerated at any time during traffic hours. Exceptions will be permitted at major stations during peak periods and events.

3.2.4 The quality of cleanliness achieved should be assessed on a regular basis by Inspectors or other competent persons.

3.2.5 LUL has a statutory duty to keep its land clear of litter and refuse as far as is practicable. The standard of cleanliness for open areas shall be that required by the Environmental Protection Act 1990 and subsequent amendments, Code of Practice on Litter and refuse category 2 zone, unless another category is authorised for specific areas.

3.2.6 All areas should be kept clear and safe for the public and staff during periods of snow and inclement weather.

3.3 Cleaning Operations

3.3.1 Priority should be given to the removal of particular contaminants or spillages (e.g. vomit or other bodily fluids; oil or other noxious substances) and spillages which create particular hazards.

3.3.2 Litter picking, gum removal and any general sweeping should proceed before general wet floor cleaning.

3.3.3 When cleaning lifts and escalators, only the minimum amount of water should be used (damp cloth). On no account should liquids be allowed to pass through treads; between treads and balustrade or between lift car doors and landings to the machinery below.

3.3.4 Cleaning of suicide pits and tunnels should comply with the requirements of LU cat 1 Standard 1-666 Cleaning of the Track Environment .

3.3.5 Signs warning of wet floors and advising persons to take care should be erected around the floor area being cleaned.

3.3.6 The cleaning equipment to be used should itself be clean, free from contamination and in good working order.

3.3.7 Cleaning water should be changed regularly and defective equipment replaced quickly.

3.3.8 All solutions and washings should be contained as necessary and disposed off appropriately in compliance with the duty of care, Environmental Protection Act and appropriate LU waste management procedure.

3.3.9 The cleaning operatives should be trained and familiar with the use and operation of any equipment used.

3.3.10 Flooring should be essentially dry prior to allowing pedestrian access.

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3.4 Cleaning Materials

3.4.1 The chemicals used for cleaning should not damage surfaces being cleaned or adversely affect the environment. Solvents, strongly alkaline or acidic cleaners may only be used if warranted by specific cleaning requirements.
Cleaning and maintenance chemicals should be assessed by LU Materials Technologists so that appropriate products are chosen for particular cleaning operations.

3.5 Cleaning Methods

3.5.1 Machines should be operated in accordance with the manufacturer's instructions. They should be operated in such a way that their direction of travel is not subsequently evident on the cleaned floor surface.

3.6 Special Cleaning Operations

3.6.1 Guidance on special cleaning operations is given in Attachment 1 as listed below:

a) removal of body fluids - Attachment 2;

b) cleaning of platform markings - Attachment 3;

c) removal of chewing gum - Attachment 4

4 Responsibilities

4.1.1 Those involved in Cleaning of station premises – should note the contents of this guidance.

5 Supporting information

5.1 Background

5.1.1 Materials and products selected for use in below ground locations must comply with LU cat 1Standard 1-085 'Fire Safety Performance of Materials'. To aid material or product selection, guidance should be sought from the LU Products Register (www.lu-apr.co.uk).. This register lists those materials and products which have been assessed, particularly for fire performance but also in terms of 'fitness for purpose' and have met appropriate criteria to enable them to be authorised for use, either with or without restrictions on the amount that is acceptable for installation. The Products Register is continually being updated, covering either new items or old products that have previously been used. New products can be proposed in liaison with LU Materials Technologists.

5.1.2 This guidance document should also be read in conjunction with Cat 1 Standard 1-011 "Registration of Products".

5.2 Safety considerations

5.2.1 Reference shall be made to manufacturer's data sheets and safety precautions relating to specific products.
Health and safety data for all cleaning and maintenance chemicals shall be listed in the LU Products Register.

5.2.2 Documented assessments shall be made of the risks to health and safety of each cleaning operation and evidence shall be provided that the materials and methods shall satisfy the requirements of Health & Safety at Work etc Act 1974 (HASAWA); Management of Health and Safety Regulations (MOHAS) and Control of Substances Hazardous to Health Regulations (COSHH). The assessment should be undertaken

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in accordance with LU cat 1 Standard 1-526 The assessment and management of Health and Safety and Environmental Risk .

5.3 Environmental considerations

5.3.1 Refer to the Contract QUENSH Conditions for further environmental considerations.

5.4 Customer considerations

5.4.1 The methods used for the cleaning operations must not endanger the health or safety of the general public or customers in the areas being cleaned.

5.5 Other information

5.5.1 Where machine cleaning is noted in manufacturers details as essential for the performance of a surface finish, access, adequate storage space / stabling, water, electricity and drainage should also be considered.

6 References

6.1 Abbreviations

The following abbreviations are created:

a) within London Underground's Glossary of Terms (1-622) (a Category 1 Standard);
b) from published sources that are clearly identified.

Abbreviation	Definition	Source
HASAWA	Health & Safety at Work etc Act 1974	a
MOHAS	Management of Health and Safety Regulations	a
COSHH	Control of substance hazardous to health	a

6.2 Definitions

The following topic specific definitions are created:

a) within London Underground's Glossary of Terms (1-622) (a Category 1 Standard);
b) from published sources that are clearly identified.

Term	Definition	Source
Bio-hazard bag	- yellow plastic bag carrying the recognised bio-warning symbol as defined in BS 5499-5:2002.	a
Mystery shopper	- trained independent customer service auditor who travels around the Company's transport system and inspects and assesses the services provided for the Customer	a

6.3 Subject Matter Expert

Subject Matter Expert
Principal Premises Engineer

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6.4 Document history

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A1	June 2011	As per DRACCT 00418, cat 2 standard E3834 A3 withdrawn and replaced with this Guidance Note, Clauses updated and new guidance added.	Hazel Jessett / John Caves

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6.5 Attachment 1

Standards of cleanliness

External areas (including station grounds, garden areas, forecourts, staff car parks and public footpaths and subways within the LUL boundary)

Elements	Standard of Cleanliness	
	Acceptable	**Unacceptable**
Summary indicator	Good clean acceptable standard	Poorly cleaned and in need of improvement
General cleanliness	Clean with only minor traces of dirt; dust; smears; runs; stains or haze	Covering of dirt or dust with obvious smears; runs; stains or haze. Ingrained dirt
Edges and ledges	Free of litter and heavy dirt build up	Not free of litter and heavy dirt build up
Risers and skirting	Spillage free	Not spillage free
Litter; rubbish; fallen leaves and bird droppings	A few small instances but no build up. No large items such as fast food wrappings; newspapers; bottles and cans	Beginning to build up or large items of litter
Chewing gum	Not more than 6 gum rings in a 20 m2 area	Gum or gum rings clearly evident
Broken glass, needles	None	Any
Removable graffiti and stickers	Not more than 3 minor instances in a 20 m2 area provided they are not offensive	More than 3 minor instances in a 20 m2 area or 1 instance that is offensive
Fly posting	None	Any
Poster paste	Minor amounts	Build up
Body fluids, spillages	None	Any
Notes	1. Allowance shall be made for surfaces in poor or damaged condition. 2. Special attention shall be paid to displays and signs etc.	

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Attachment 1 (continued)

Standards of cleanliness (continued)

Floors and stairs (including platforms)

Elements	Standard of Cleanliness	
	Acceptable	**Unacceptable**
Summary indicator	Good clean acceptable standard	Poorly cleaned and in need of improvement
General cleanliness	Not more than 2 light mop smears, very minor whirls or wheel marks.	Numerous mop smears; swirls or wheel marks.
Edges; corners; risers and skirting	Clean with not more than 3 minor faults	Not clean with more than 3 faults
Litter; rubbish; and bird droppings	A few small instances but no build up. No large items such as fast food wrappings; newspapers; bottles and cans	Beginning to build up or large items of litter
Chewing gum	Not more than 6 gum rings in a 20 m2 area	Gum or gum rings clearly evident
Broken glass, needles	None	Any
Poster paste	Minor amounts	Build up
Body fluids, spillages	None	Any
Slipperiness	Floor is essentially dry before pedestrian use	Floor is not essentially dry before pedestrian use
Entrance matting	No evidence of water or dirt	Evidence of water or dirt build up
Notes	1. Allowance shall be made for surfaces in poor or damaged condition. 2. Splashes on wall skirts shall be included under walls	

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