

HouseKeeping Policy

Objective

The goal of this document is to list the required activities and tools to measure and monitor the effectiveness of the housekeeping process thereby contributing to the quality of the property environment for the benefit of our tenants, visitors & staff members.

The Housekeeping procedures is a performance-oriented standard that is focused on:

- The desired levels of cleanliness that can be reasonably achieved;
- Recommended monitoring and inspection procedures designed to measure the effectiveness of the housekeeping procedures using quantitative measures; and
- How to use the results of monitoring and inspection to evaluate and improve the cleaning processes and products that are critical to maintaining a safe and healthy environment.

Scope

The scope of the Housekeeping Process & Procedures are:

1. Cleaning : All cleaning activities such as removing dust, wiping floors, cleaning furniture & toilets,
2. Garbage Disposal : Waste management including solid waste, grease and hazardous materials,
3. Landscaping : Activities related to creating pleasant screening of our properties and maintaining the plants,
4. Green Wall : Developing a maintenance schedule for the vertical gardening system,
5. Façade : The process of making sure the exterior of a building is clear of any dirt, grime, stains, and pollutants,
6. Pest Control : Inspection and prevention process of pests & wild animals inside the property,
7. Marble Polishing : The process of **removing dirt, stains, scratches**, and preserving the marble's natural shine and luster,
8. Scent : Adding scent to the property closed areas and toilets.

1. Cleaning Standard

Cleaning is conducted to remove harmful bacteria present in the dust deposited on the property because of air pollution. This may cause unhealthy effects on the working staff as well as the guests. Cleanliness reduces the threat of any infections and offers a comfortable stay to the visitors & tenants of our properties.

Cleaning and Hygiene Principles

The worker must follow the given principles while cleaning:

- Carry out the cleaning procedures in sequence. Say, sweeping → Dusting → Mopping/Suction Cleaning → Disinfecting → Air Freshening.
- Must take care while cleaning and polishing; not to damage various surfaces and hamper their appearance.



- Should start cleaning from extreme inner end continuing towards exit.
- Should park the cleaning trolley such that it leaves space for corridor traffic.
- Must take proper precautions while handling cleaning equipment, detergents.
- Must remove hard water stains and spider webs as soon as they occur.
- Must never use guest toilets or elevators.

Safety and Security Principles

- Protect their body from harmful chemicals by wearing thick gloves.
- Protect their eyes by wearing masks or goggles if required.
- Must use caution sign to mark wet floors.
- Clean spilled liquids immediately to reduce chances of slipping.
- Handle cleaning chemicals carefully while transporting, disposing, or refilling the containers.
- Mix any chemicals required in the presence of proper ventilation.
- Use swivel head mops as much as they can to avoid inappropriate body posture while cleaning.
- Wear close toe-non slip footwear while working.
- Request for peer assistance while moving heavy loads such as furniture.
- Report to the supervisor in case of any accident due to mishandling of flammable liquids or otherwise.

Privacy Principles

- Always remember comfort and privacy of the guests always comes first.
- Clean the premises or offices in the least destructive and disturbing manner.

Rules for Housekeepers

The housekeepers represent the property management and create an image of the property by working towards keeping the place at high standards plus conducting themselves well while on the job. There are certain rules the housekeepers need to follow:

- Enter the floor/area with clean and tidy uniform, in a properly groomed manner.
- Only use the service lifts/elevators.
- Speak to the other working staff only when necessary.
- Avoid walking by stamping the feet, run, or jump in the premises.
- Never accept any gift from the guests and politely deny them. If the guest insists to take and feels offended on denial, then mention the gift to the floor supervisor.
- Avoid making personal phone calls while working.

1.1 Cleaning Schedule/Plan

The cleaning plan is a record of what needs to be cleaned, when and how often, there are general rules to be applied while creating this plan:

1. High Touch Surfaces : High touch surfaces are **those that people frequently touch with their hands**, like toilets, elevators & doors,
2. High Traffic Areas : Areas that have a lot of people movement and requires a lot of dusting and litter picking,
3. New Projects/Extensions : While creating the plan, new projects or extensions that were not covered in the cleaning plan must be included,
4. Surveys/Complaints : Tenants' & visitors' feedback must be studied and added to the plan. For example: if the survey has a lot of comments about the cleaning of the toilets, the new plan should include high



cleaning frequency and monitoring towards all the toilets.

- The **Housekeeping Manager** will create/update the plan once every quarter considering the above rules,
- The plan will be handed to the Housekeeping Supervisors & the Service Provider for execution.

1.2 Upkeep for Employees & Tenants

Employees & Tenants should be aware of their responsibility towards a clean work environment. The facility employees and tenants are required to follow the below steps:

- Always through garbage in the garbage bins;
- Don't through cigarettes in the plants pots,
- Use sealed mugs and eat in the break areas or the food hall.

1.3 Measuring and Monitoring Cleaning Effectiveness

A building audit shall be conducted to establish baseline conditions and otherwise assess the level of cleanliness of the facility. The following steps should be followed:

- The **Housekeeping Supervisors** will be available on site with the cleaners and service providers to monitor and manage their work,
- During each shift the Housekeeping Supervisors will note any cleaning issues and log them in the audit record,
- By the end of each shift, the audit record will be discussed with the service provider representative and will be signed him,
- At the end of each calendar month, the Housekeeping Manager will discuss the cleaning performance with the Service Provider and take the proper action according to the contract SLA and agreement.

Housekeeping Audit Records

The Housekeeping audit reports and notes should be maintained for 3 years along with a summary of findings and suggested changes or action plan

2. Garbage Disposal

The garbage collection and disposal procedure covers solid waste (**Municipal Solid Waste**) & Construction Demolition Debris (**CDD**), which encompasses material typically disposed of in a landfill. Recyclable, recoverable, or reusable materials disposal should be handled according to the [Scrap Management Process & Procedures](#).

Grease disposal should be handled according to [Grease Trap & Hood Inspection Policy](#).

Noting that our team will the grease from stores twice a week.



Municipal Solid Waste

Municipal Solid Waste is not regulated for special disposal and can be placed into a general waste dumpster such as any general waste that is commonly disposed of in a general trash can for pick up by the Housekeeping Team.

- Employees & tenants are responsible for depositing their waste in the nearest appropriate trash can or general dumpster(garbage room), as appropriate,
- Frontload trash containers have tops that will remain closed when not in use,

Construction Demolition Debris (CDD)

The constructions demolition debris includes material generated during renovation, construction, or demolition of buildings, utilities, or other infrastructures. CDD waste often includes bulky materials such as glass, bricks & cement.

- During any renovation or construction project, the debris must be collected in a place accessible by the garbage collection service provider,
- Once there's a new to dispose of the debris, the Housekeeping will contact the garbage collection company to notify them about our request,
- The garbage collection company will collect the debris according to the contract agreement,

Hazardous Waste

The handling and disposal of Hazardous, Chemical, Radioactive, and Biological waste requires specialized service providers and is not handled by our Housekeeping Team.

Garbage Collection Report

The garbage collection service provider is responsible for issuing a certificate of safe garbage disposal.

- After every pickup for Municipal Solid Waste & Construction Demolition Debris (CDD),
- Once every month for Hazardous Waste.

3. Landscape Maintenance

The landscape maintenance procedures include the required steps to ensure the optimal health of the plants' collections and create a landscape of enduring beauty.

Maintenance Plan

The landscape maintenance owner (or Service Provider) should provide the property management with a maintenance plan every year, containing all the tasks that should be performed every season to keep the landscape in its optimal shape.



Mowing & Trimming Frequency

1. Lawn Areas Gardens : The lawn areas should be cut at least once every 3 working days. Exceptions may be made if turfgrass is under stress due to lack of soil moisture, conditions are too wet to cut, or turfgrass and soils have been treated with chemical control products and are not able to be cut for a certain amount of time.
2. Trees & Walls : Trees & plants walls should be trimmed at least once every month,

Fertility

All soil should be evaluated at least annually to establish a yearly fertility management prescription. Soil samples will be taken at this time and fertility will be adjusted accordingly and as needed.

A fertility report should be delivered to the property management by the service provider after the assessment and the actions taken.

Irrigation

Irrigation volume and frequency will be determined by rainfall, temperature, season length, demands of plant material, and event schedules. It can be managed according to the area & shape of the landscape:

1. Plant Pots : The pots shall be irrigated manually by the landscape service provider,
2. Trees & Walls : Should be connected to the dripping irrigation system,
3. Lawn Areas Gardens : To be irrigated using irrigation sprinklers

The maintenance of the irrigation system must be scheduled and stated in the landscape maintenance plan. Any sudden fault in the irrigation system should be reported to the property management with all the taken actions to fix it.

Irrigation System Maintenance

Irrigation system should be scouted on an ongoing basis, while active, for correct operation. Minor malfunctions should be fixed immediately upon discovery if possible, but within a maximum timeframe of one working week. If a major leak or issue is discovered, it should be stabilized / contained as soon as possible and reported to the property management.

Aeration

All turfgrass areas will be aerated at least 1 time per year. Some areas may require more frequent aeration to help minimize or reduce thatch, maintain and/or rebuild soil structure, and reduce compaction. All aeration should be done either in the late spring/early summer or late summer/early fall. These times may vary depending on factors such as the weather and Arboretum event schedule.



Pest and Disease Management

The application of insecticides, fungicides, and other control products may be pursued if a population of, or damage caused by, a pest or disease. If chemical control is indicated, care will be taken to select the shortest-residual product that best controls the target pest/disease without affecting other organisms. Finally, care will be taken to ensure that the application is completed at the optimal time to control the target pest/disease.

Dead Plants

All dead plants will be removed immediately and replaced as soon as possible within one working week.

Plants Pots Maintenance

The Housekeeping should maintain the pots clear for scratches. Pots plates should be always in a good condition.

4. Green Walls Maintenance (Vertical Gardening System)

The Green Wall maintenance activities includes:

- Plants pruning & grooming,
- Chemical & organic fertilization,
- Preventive and curative pesticide application,
- Replacement of damaged plants,
- Water chemical analysis and special treatment,
- Irrigation & filtration system checking and fine tuning,
- Technical area repairs (defects in gates, strainers, filters, nutrition injector),
- Checking & repairing any damages in the wall's fiber textile,

The green wall maintenance monitoring process will include the following steps:

- The maintenance works is done twice a week under the supervision of the Housekeeping Department,
- The maintenance contractor will deliver a report after every visit about the condition of the walls and the plants,
- The Housekeeping Department will audit the maintenance works and provide written feedback to the contractor in case any issues with the plants were noted.

5. Façade Cleaning

The Façade cleaning requires working at height activities, these activities must be planned, supervised, and carried out by competent people.



The Requirement

The Façade (glass & marble) of the property must be cleaned at least once every month, using proper cleaning tools & materials approved by the Housekeeping Department.

Access

1. Fixed Rooftop Cradle : To be used for the areas covered by the cradle,
2. Rope (Spider) : To be used for areas the cradle can't reach.

Safety Procurations

- The contractor who's responsible for cleaning the Façade must deliver safety checklist to the Housekeeping Department before attempting the cleaning process (Check the attached sample),
- The Housekeeping Department will review the checklist and make sure everything is fine then will let the contractor start his work,

6. Pest Control

The purpose of pest control procedures is to prevent and control the entrance of pests and predators and eradicate infestations in our properties.

Assessment

- The property must be inspected once every year for the purpose of identifying potential problem areas that may be contributing to pest infestation within the facility, making recommendations for corrective measures that should be implemented and developing a comprehensive integrated pest management (IPM) plan.
- The IPM plan will utilize all methods of pest control, which may include structural maintenance, sanitation, monitoring for pest populations, mechanical and biological control, and the judicious use of pesticides.
- Once these areas have been identified, the Pest Control Contractor will send a report to our Housekeeping department containing the pest control options and determine the speed of control necessary as well as threshold/action levels based on pest population and species.

Procedures

The pest control procedures will vary depending on the level of pests infestation, the below steps should be followed:

- The Pest Control Contractor will monitor the pest populations and activity to determine the required Pesticide Plan,
- Nontoxic substances and live traps can be utilized,
- Any traps should be humane (Glue traps are strongly discouraged),



- Live and lethal (e.g., snap) traps must be checked daily,
- Dead or euthanized trapped animals may be disposed of in the regular trash unless signs of disease are present. If signs of disease are present, the carcass should be disposed of in the biohazard waste,
- Proper protective equipment must be worn when handling wild rodents,
- Live trapped animals must be handled in a humane way, specially animals that people love like cats and dogs,
- Daily report to be delivered to the Housekeeping Department for the pest control activities.

7. Marble Polishing & Restoration

There are two main processes vital to keeping a marble's long-lasting shine. Without proper cleaning, polishing, and natural stone restoration processes, the marble tiles will fade and discolor.

Polishing & Cleaning

Marble cleaning involves the regular maintenance of marble by:

- Wiping
- Sweeping
- Mopping
- Polishing
- Sealing

Restoration

Restoration, however, is different from marble cleaning because it is the process of fixing damage to the marble and usually involves the following:

- Removing Scratches
- Removing etching
- Removing marble stains

The marble polishing and restoration works are defined in the below plan:

8. Scent

The scent has a great impact on the property's visitors and tenants, a well-scented place will bring more visitors and uplift the overall mood to make a meaningful experience.

- The scent machines must be well distributed across the property,
- The scent machines should always be filled and operative,
- The scent machines must be silent,
- The Housekeeping Department will check the scent machines regularly and in case any machine is not working, they will notify the service provider to do the needed maintenance.



Ahmed Ibrahim

X

Signed By Ahmed Ibrahim
Signed On: June 9, 2024

X

Donia

Signed By Donia Ahmed
Signed On: June 26, 2024

X

ISLAM

Signed By Islam Hussein
Signed On: June 9, 2024




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**Digital Fingerprint
Checksum** 7040af21bcff7b6b6e4506111baa3503




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