



UNIVERSITY OF
South Carolina

**Facilities-Custodial Department
Cleaning Guidelines**

APPA Appearance Level Definitions

Association of Physical Plant Administrator's (APPA) Five Levels of Clean

The following is a summary of key indicators for each of APPA's five levels of cleanliness. The lower the score higher the level of cleanliness.

Level 1 – Orderly Spotlessness

Level 1 establishes cleaning at the highest level. This is show-quality cleaning for that prime facility

- Floors and base molding shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints.
- Lights all work and fixtures are clean.
- Washrooms and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste and are clean and odor free.

Level 2 – Ordinary Tidiness

Level 2 is the base upon which cleaning should be maintained. Lower levels for washrooms, changing/locker rooms, and similar type facilities are not acceptable.

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days' worth of dust, dirt, stains, or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation.
- Lights all work and fixtures are clean.
- Washrooms and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste and are clean and odor free.

Level 3 – Casual Inattention

Level 3 reflects the first budget cut or some other staffing-related problem. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.

- Floors are swept or vacuumed clean, but upon close observation dust, dirt, and stains, as well as a buildup of dirt, dust, and/or floor finish in corners and along walls, can be seen.
- There are dull spots and/or matted carpet in walking lanes. There are streaks and splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints.
- Lamps all work and fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste and are clean and odor free.

Level 4 – Moderate Dinginess

Level 4 reflects the second budget cut, or some other significant staffing-related problem. Areas are becoming unacceptable. People beginning to accept and environments lacking normal cleanliness. The facility begins to constantly look like it requires a good "spring cleaning".

- Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls.

- There is a dull path and/or obviously matted carpet in walking lanes. Base molding is dull and dingy with streaks and splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks that will be difficult to remove.
- Less than 5% of lamps are burned out and fixtures are dingy and dirty.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

Level 5 – Unkempt Neglect

This is the final and lowest level. The facility is always dirty, with cleaning accomplished at an unacceptable level.

- Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy, and there is a conspicuous buildup of dirt, dust, and/or floor finish in corners and along walls.
- Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.
- More than 5% of lamps are burned out and fixtures are dirty with dust balls and insects.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

Appendix B: Cleaning Frequencies

Note: Frequencies may need to be reduced for low traffic areas and increased for high traffic areas or for areas that are occupied/utilized on weekends. The following frequencies are minimal guidelines. You should reference the specific building cleaning schedules.

Entrances, Lobbies, Reception, Foyer - APPA Level 2	Frequency
Doors, Doorknobs, Push Doors, and ID card readers (High-touch areas) damp wiped clean.	4 times per day
Tiled and linoleum floors will be dust mopped and damp mopped/washed.	3 days per week
Doormats will be lifted and vacuumed both sides.	5 days per week
Carpeted areas will be vacuumed, and spot cleaned.	3 days per week
Trash receptacles will be emptied and cleaned.	5 days per week
Door glass and panel glass will be cleaned both sides. Only to the top of the door frame.	5 days per week
Door glass will be kept free (clean) of stains, marks, etc.	5 days per week
Entrance doorframes, side glass panels and top glass panels will be cleaned.	5 days per week
Drinking fountain faucets and buttons will be damp wiped clean.	4 times per day
Finger and other marks will be removed from wall up to 6 ft.	5 days per week
Horizontal surfaces and railings will be dusted, and damp wiped clean.	5 days per week
Stainless steel kick plates will be cleaned.	5 days per week
Exterior garbage containers (within 16ft.) will be emptied and damp wiped.	5 days per week
Computers, Keyboards, Mouse, Printer, Staplers, Tape Dispensers, and other high touch surfaces in offices (completed by occupant) will be damp wiped clean.	Between each occupant of reception area
Desktops, Tabletops, Light Switches, (completed by occupant) will be damp wiped clean.	2 times per day
Furniture (non-porous surfaces) damp wiped clean.	4 times per day

Stairs and Landings – APPA Level 2	Frequency
Stairs and landings will be swept, and damp mopped/washed.	3 days per week
Doors, Doorknobs, Push Doors damp wiped cleaned and will be kept free of finger marks.	4 times per day
Handrails will be dusted, and damp wiped.	2 times per day
Walls will be spot cleaned up to 6ft high.	5 days per week
Stainless steel kick plates will be cleaned.	5 days per week

Elevators – APPA Level 2	Frequency
Floors to be dust mopped and damp mopped/washed.	5 days per week
Doors and walls will be kept free of marks.	5 days per week
Buttons, panels, and other high-touch areas damp wiped clean.	4 times per day
Ceiling panels will be cleaned.	1 day per month
Stainless steel panels will be polished.	5 days per week
Elevator exterior Doors on each floor will be kept free of marks.	5 days per week

Corridors, Hallways - APPA Level 2	Frequency
Tiled, terrazzo, linoleum, and marmoleum sheet floors will be dust mopped and damp mopped.	3 days per week
Carpeted floors to be vacuumed and spot cleaned.	3 days per week
Horizontal surfaces and railings will be dusted, and damp wiped clean.	5 days per week
Trash receptacles will be emptied and cleaned.	5 days per week
Drinking fountains faucets and buttons damp wiped clean.	4 times per day
Walls will be spot cleaned up to 6ft high.	5 days per week
Vending machine buttons/panels dusted, and damp wiped clean	4 times per day
Door glass and partition glass will be completely cleaned both sides.	5 days per week

Office Areas -APPA Level 2	Frequency
Doors, Doorknobs, and Push Doors (High-touch areas)	4 times per day
Carpets will be vacuumed, and spot cleaned	3 days per week
Tiled, terrazzo, linoleum, and marmoleum sheet floors will be dust mopped and damp mopped.	3 days per week
Horizontal ledges will be dusted.	5 days per week
Trash receptacles and recycling bins will be emptied and cleaned.	5 days per week
Finger marks will be removed from walls and partitions will be spot cleaned up to 6ft high.	3 days per week
Horizontal and vertical blinds spray cleaned in Summer and Winter	2 times per year
Horizontal and vertical blinds dusted	4 times per year
Computers, Keyboards, Mouse, Printer, telephones, and other high touch surfaces in offices (completed by occupant)	2 times per day
Desktops, Tabletops, Arm Rests, Light Switches, Staplers, Tape Dispensers, and other desk supplies (completed by occupant)	2 times per day

Meeting Rooms, Conference Rooms, Multi-Purpose Rooms - APPA Level 2	Frequency
Trash receptacles will be emptied and cleaned.	5 days per week
Carpet will be vacuumed, and spot cleaned.	5 days per week
Tiled, terrazzo, linoleum, and marmoleum sheet floors will be dust mopped and damp mopped.	3 days per week
Furniture (non-porous surfaces) damp wiped clean.	5 days per week
Tables will be damp wiped (completed by occupant)	After each use of room
Upholstery cleaning	1 day per month
Horizontal ledges will be dusted, and damp wiped clean.	5 days per week
Walls spot cleaned up to 6ft high.	1 day per week
Phones, projectors, computers, mouse, table-top speakers damp wiped clean (completed by occupant)	After each use of room
Light switches, doors, doorknobs, and push doors damp wiped clean.	4 times per day
Whiteboards, Chalkboards, Dry-erase makers, and erasers damp wiped clean (completed by occupant)	After each use of room

Community Kitchens, Breakrooms, Lounges, Staff Room – APPA Level 2	Frequency
Tiled, terrazzo, linoleum, and marmoleum sheet floors will be dust mopped and damp mopped.	3 days per week
Supplies will be replenished.	5 days per week
Furniture (non-porous surfaces) damp wiped clean.	5 days per week
Sink surfaces, soap dispensers, light switches, hot air blowers, paper towel dispensers, appliance handles, and other high-touch surfaces will be damp wiped clean.	4 times per day
Tables will be damp wiped.	4 times per day
Trash receptacles will be emptied and cleaned.	5 days per week
Walls will be spot cleaned up to 6ft high.	5 days per week
Upholstery cleaning	1 day per month
Carpet will be vacuumed, and spot cleaned.	5 days per week
Entrance / Exit doorknobs damp wiped clean.	4 times per day
Salt/Pepper Shakers and condiment dispensers damp wiped clean	2 times per day
Stainless steel sinks and counters will be cleaned.	5 days per week
Vending machine buttons/panels dusted, and damp wiped clean.	4 times per day
Remove gum from all surfaces.	5 days per month

Restrooms, Showers, Change/Locker Rooms – APPA Level 2	Frequency
All fixtures to be cleaned, (i.e. bowls, urinals, sinks, basins, mirrors, chrome surfaces and interface.)	5 days per week
Sink surfaces, stall doors, soap dispensers, light switches, hot air blowers, paper towel dispensers, and other high-touch surfaces will be damp wiped clean.	4 times per day
Entrance / Exit doorknobs damp wiped clean.	4 times per day
Trash receptacles will be emptied and cleaned.	5 days per week
All supplies will be replenished.	5 days per week
Walls will be spot cleaned up to 6ft high.	5 days per week
Walls will be washed floor to ceiling.	2 days per month
Toilet partitions will be damp wiped.	5 days per week
Floors will be swept and washed.	5 days per week
Walls and toilet partitions will be kept free of graffiti.	5 days per week
Floor drains will be primed.	5 days per month
Floor drains will be cleaned, and floor drain lids lifted and cleaned.	5 days per month
Shower stalls, fixtures, and floors will be cleaned	5 days per week

Public/Common Areas -APPA Level 2	Frequency
Carpets will be vacuumed, and spot cleaned	3 days per week
Tiled, terrazzo, linoleum, and marmoleum sheet floors will be dust mopped and damp mopped.	3 days per week
Trash receptacles and recycling bins will be emptied and cleaned.	5 days per week
Walls will be spot cleaned up to 6ft high.	5 days per week
Door glass and panel glass will be cleaned both sides. Only to the top of the door frame.	5 days per week
Door glass will be kept free (clean) of stains, marks, etc.	5 days per week
Entrance / Exit doorknobs damp wiped clean.	4 times per day
Horizontal ledges will be dusted, and damp wiped clean.	5 days per week
Chairs, tables and table legs will be damp wiped	5 days per week
Doormats will be lifted and vacuumed both sides.	5 days per week
Vending machine buttons/panels dusted, and damp wiped clean	4 times per day
Remove gum from all surfaces.	5 days per month
Drinking fountain faucets and buttons will be damp wiped clean.	4 times per day

Science Building Laboratories – APPA Level 2	Frequency
Carpets will be vacuumed, and spot cleaned (completed by occupant)	5 days per week
Tiled and linoleum floors will be dust mopped and damp mopped/washed.	5 days per week
Trash receptacles will be emptied and cleaned.	5 days per week
Sinks and counters will be cleaned (completed by occupant)	5 days per week
Eyewash stations will be cleaned (completed by occupant)	5 days per week
Door glass and partition glass will be cleaned both sides.	5 days per week
Entrance / Exit doorknobs damp wiped clean.	4 times per day
Horizontal ledges will be dusted, and damp wiped clean (completed by occupant).	5 days per week
Computers, Keyboards, Mouse, Printer, telephones, and other high touch surfaces in offices (completed by occupant)	2 times per day
Desktops, Tabletops, Arm Rests, Light Switches, Staplers, Tape Dispensers, and other desk supplies (completed by occupant)	2 times per day

Student Health Laboratories – APPA Level 2	Frequency
Carpets will be vacuumed, and spot cleaned.	5 days per week
Tiled and linoleum floors will be dust mopped and damp mopped/washed.	5 days per week
Trash receptacles will be emptied and cleaned.	5 days per week
Stainless steel sinks and counters will be cleaned	5 days per week
Eyewash stations will be cleaned	5 days per week
Entrance / Exit doorknobs damp wiped clean.	2 times per day
Door glass and partition glass will be cleaned both sides.	5 days per week
Computers, Keyboards, Mouse, Printer, telephones, and other high touch surfaces in offices (completed by occupant)	2 times per day
Desktops, Tabletops, Arm Rests, Light Switches, Staplers, Tape Dispensers, and other desk supplies (completed by occupant)	2 times per day

Student Health Patient Care Areas – APPA Level 2	Frequency
All fixtures will be completely cleaned, i.e. bowls, basins, mirrors and chrome surfaces.	5 days per week
Waste receptacles will be emptied and cleaned as per medical waste disposal regulations.	5 days per week
All supplies will be replenished.	5 days per week
Walls will be spot cleaned to a height of 6 FT. anything over 6FT will require extension poles.	5 days per week
Floors will be swept, and damp mopped/washed with germicide.	5 days per week
Floor drains will be primed.	1 day per week
Floor drains will be cleaned.	1 day per month
Sinks will be cleaned.	5 days per week

Classrooms, Lecture Halls/Theatres - APPA Level 2	Frequency
Trash receptacles will be emptied and cleaned.	5 days per week
Carpet will be vacuumed, and spot cleaned.	5 days per week
Tiled, terrazzo, linoleum, and marmoleum sheet floors will be dust mopped and damp mopped.	3 days per week
Furniture (non-porous surfaces) damp wiped clean.	5 days per week
Podium/Instruction area will be damp wiped (completed by occupant)	After each use of room
Upholstery cleaning	1 day per month
Walls spot cleaned up to 6ft high.	1 day per week
Phones, projectors, computers, mouse, table-top speakers damp wiped clean (completed by occupant)	After each use of room
Light switches, doors, doorknobs, and push doors damp wiped clean.	4 times per day

Whiteboards, Chalkboards, Dry-erase makers, and erasers damp wiped clean (completed by occupant)	After each use of room
Horizontal ledges will be dusted, and damp wiped clean.	5 days per week

Computer Laboratories - APPA Level 2	Frequency
Trash receptacles will be emptied and cleaned.	5 days per week
Carpet will be vacuumed, and spot cleaned.	5 days per week
Tiled, terrazzo, linoleum, and marmoleum sheet floors will be dust mopped and damp mopped.	3 days per week
Furniture (non-porous surfaces) damp wiped clean.	5 days per week
Podium/Instruction Area/Tables will be damp wiped (completed by occupant)	After each use of room
Upholstery cleaning	1 day per month
Walls spot cleaned up to 6ft high.	1 day per week
Phones, projectors, computers, mouse, table-top speakers damp wiped clean (completed by occupant)	After each use of room
Light switches, doors, doorknobs, and push doors damp wiped clean.	4 times per day
Whiteboards, Chalkboards, Dry-erase makers, and erasers damp wiped clean (completed by occupant)	After each use of room
Horizontal ledges will be dusted, and damp wiped clean.	5 days per week

Project Areas – APPA Level 2	Frequency
Wash all walls in entrances, hallways and public areas.	2 times per year
Hard surfaces scrubbed and recoated (two coats)	2 times per year
Hard surfaces burnished	2 times per year
Hard surfaces stripped and refinished	2 times per year
Hard surfaces spray buffed	2 times per month
Wash walls in offices	1 time per year
Extraction clean all carpets	2 times per year
Vacuum and clean all fabric furniture, wash all vinyl/plastic furniture	1 day per month
Wash all building outside perimeter windows	2 times per year
All interior glass unless otherwise specified	2 times per year
All supply, return and exhaust air diffuser grills will be vacuumed and washed	2 times per year / as needed
Clean and sanitize tables and chairs including tops and underneath surfaces, legs and arms including removing gum, etc.	2 times per year
Service rooms: Boiler, Electrical, Mechanical, communications rooms to be dusted, swept, and/or vacuumed.	2 times per year

Other Areas, General Cleaning Services, Areas Not Specified – APPA Level 2	Frequency
Sanitize all handrails and touched surface area	2 times per day
Furniture to be spot cleaned	1 day per week
Mops to be cleaned/laundered to avoid odor	After each use (If using in contaminated room must change out between each contaminated area)
Dust exterior doors and frames of lockers, partitions, and ledges	3 days per week
Thoroughly clean all floor drains – flush with water and an enzyme product	1 day per week
All marmoleum sheet floors, ceramic stone tile floors, VCT tile, and terrazzo flooring to be swept with a dust mop; spillage will be removed immediately	5 days per week
All carpets will be vacuumed, and all stains removed	3 days per week
Finger marks will be removed from glass desks, tabletops, door glass, and display cases	5 days per week
Finger marks and smudges will be removed from walls and other surfaces, where accessible	3 days per week
All graffiti shall be removed as it appears	5 days per week
Clean and sanitize all waste receptacles, sinks, tables and countertops	5 days per week
Window ledges and tracks will be dusted and wiped	1 day per month
All metal surfaces, including push plates and kick plates will be cleaned and polished	1 day per month
Spot cleaning of ceramic tile grout	1 day per month
Refrigerator clean out (completed by occupant)	1 day per month
Appliances clean out (i.e. demo kitchen range, hood range, oven microwaves, dish washers etc.)	1 day per month

Appendix D: OSHA's Examples of Environmental Services Tasks Associated with Exposure Risk Levels

Lower (caution)	Medium	High	Very High
<ul style="list-style-type: none"> ▪ Routine cleaning and housekeeping in low-volume offices, manufacturing or industrial facilities, and other spaces not occupied by members of the general public. <p>Note: For activities in the lower (caution) risk category, OSHA's <i>Interim Guidance for Workers and Employers of Workers at Lower Risk of Exposure</i> may be most appropriate.</p>	<ul style="list-style-type: none"> ▪ Routine cleaning and housekeeping in spaces frequented by staff and/or members of the general public. 	<ul style="list-style-type: none"> ▪ Cleaning visible blood, body fluids (including respiratory sections, mucous, etc.), or other potentially infectious materials from people suspected of having or known to have COVID-19. <p>Note: Exposure risk associated with such work tasks may be lower if proper engineering and administrative controls, safe work practices, and PPE are used, as described in this section.</p>	<ul style="list-style-type: none"> ▪ Category not applicable for most anticipated work tasks. <p>Note: Most environmental services work tasks are associated with no more than medium exposure risk; see the other columns of this chart. Avoid tasks that would place workers in this risk category, including those that could re-aerosolize potentially infectious SARS-CoV-2 from environmental surfaces.</p>