

Oklahoma State University Policy and Procedures

CUSTODIAL SERVICES	3-0814 Administration & Finance May 2025
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INTRODUCTION AND GENERAL STATEMENT

1.01 The custodial services for all university academic, general administrative, and maintenance facilities are provided by contracted service provider(s) and managed by Oklahoma State University's (OSU) Facilities Management (FM) organization.

PURPOSE AND SCOPE

2.01 As in other major universities, governmental agencies, and industries, FM custodial standards have been developed at OSU to define elements and frequencies of work and to assign a measure of time allowed for the accomplishment of each step in the assigned task.

2.02 Although custodial standards from various sources may be in close agreement, they cannot be arbitrarily assigned. Therefore, OSU employs the service of consultants to establish the on-site evaluation of each facility to be served. The consultant's study developed the standards and levels with respect to the Association of Physical Plant Administrators (APPA). In consideration of financial feasibility and comparison of services being provided at the time the study was made the management selected APPA level 2.0 to 2.5 as the average range campus cleaning level.

PROCEDURES

3.01 The cleaning standards for each building are recorded, amended, and managed by FM.

3.02 It is acknowledged variations from the established standards will be desired occasionally. When variations are needed which require additional services, the requesting department will pay the cost for the extra custodial services from its departmental budget or other funds under its control.

3.03 Conditions required for services to specific items or facilities are as follows:

- A. The major portion of custodial service will be done on a night shift – 6:00 p.m. through 5:00 a.m.
- B. Emergency custodial services required during the day should be referred to FM's Work Control at 405-744-7154.
- C. Facilities management and/or the contracted service provider(s) will not be responsible for the protection of valuables or money left in unlocked desks, files or other security facilities.

- D. Used soft drink containers, especially those partially filled, should be emptied and placed in waste baskets or returned to the vending area by the consumer for disposal.
- E. Spills on upholstered furniture or carpets should be blotted up as soon as possible and reported to the FM's Work Control at 405-744-7154. When reporting, it will be important for the caller to give the exact location of the spill, and the substance spilled.
- F. Cleaning of desks, tabletops, personal items, and electronics is the responsibility of the user.
- G. The tile floors of all serviced areas will be scheduled once annually for stripping, sealing, and waxing. Areas of heavy traffic will be spray buffed to maintain acceptable appearance.
- H. FM desires to serve the university with the best service possible within its resources available. Complaints and/or suggestions should be directed to the Custodial Services Contract Manager or the designated director either at the appropriate extension or by written memo.
- I. Each building is required to have space available for custodians to use at break time and mealtime. Assignment of this space should be coordinated with appropriate building representatives.

3.04 Space Categories - OSU presently classifies all spaces in accordance with standards set by the Department of Health, Education, and Welfare. Custodial services are not actually performed in all categories. However, unused categories are set up so the total area in each building will correspond to the total space in each building.

3.05 Categories and amplifying remarks are as follows:

- A. Classroom – self-explanatory
- B. Laboratories – self-explanatory
- C. Executive Office –offices occupied by deans, directors, department heads, and other high-level personnel. These spaces include those assigned to administrative assistants and other immediate staff of the official involved, and generally differ from general offices as they typically have carpeting, upholstered furniture, drapes, etc.
- D. General Office – offices other than executive offices.
- E. Conference Room – self-explanatory
- F. Library – predominantly in the Library, although small areas are also included in such buildings as Physical Science, Life Science West, Legacy Hall, etc.
- G. Armory – these spaces are very limited, and Facilities Management custodial services perform no custodial work therein.

- H. Physical Education – spaces are limited to the Colvin Recreation Center and Athletic venues. (Athletic venues are not subject to routine services and are not serviced by Facilities Management or managed service providers and contractors.)
- I. Spectator Seating – various Athletics venues, cleaning is managed by Athletics.
- J. Assembly – areas such as the Seretean Center Auditorium and Theater and the large assembly rooms in such buildings as Engineering North, Legacy Hall, General Academic Building, etc.
- K. Exhibition – restricted to such areas as those within Life Science West.
- L. Student Health – restricted to the University Health Services.
- M. Lounge – self-explanatory.
- N. Data Processing – limited primarily to the Data Center in the Math Science Building. There are small areas in other buildings.
- O. Academic Shops – includes space in such buildings as the BAEL and CEAT Engineering Laboratories.
- P. Storage – self-explanatory. Custodial Services not provided.
- Q. Halls – self-explanatory. First floor halls require more intensive care than upper-level halls.
- R. Restrooms – self-explanatory.
- S. Unassigned – self-explanatory. No custodial services required.
- T. Entrances – space identified as an area from the entry door outwards a distance of 25 feet or to the intersecting sidewalk, whichever is the lesser. For any given building, this space will be measured by the number of running feet times the width of the entryway.

3.06 Cleaning Elements and Frequency. FM maintains the various cleaning elements and frequency of cleaning assigned to the various categories which require custodial service. Anyone with questions concerning the work elements and frequency should communicate with the FM Contracts Manager or their delegate.

Revised:
November 1983
Facilities Management, May 2025