



C3 INSPECTION CHECKLIST

This document is for training purposes only for C3 Team Members. Do not distribute this document or be in VIOLATION of the "C3 Non-Disclosure and Non-Compete Agreement" signed during onboarding. Now use this document to boost your cleaning quality!

Inspection Areas & Points

There are 7 "Inspection Areas" and a total of 16 potential "Inspection Points" in any C3 location. This document reflects the current, actual inspection checklist that our Assistant Team Leaders (ATLs) use to inspect and assess Cleaning Excellence. Inspections are part of our C3 Quality Control System to ensure C3 keeps every C3 customer happy & smiling long-term! *This document will serve as a training guide to help increase your Excellence Scores and help C3 in our mission of 1,000 smiling faces every Monday morning in the professional, financial, and medical office spaces that we clean in the Indian Valley!*

The C3 Inspection Areas include "Trash", "Restrooms", "Break Areas", "Dusting & Glass Cleaning", "Rotating Deep Cleaning", "Floors", and "Finishing Strong". The 16 Inspection Points are distributed as follows: (2) in Trash, (3) in Restrooms, (3) in Break Areas, (3) in Dusting & Glass Cleaning, (1) in Rotating Deep Cleaning, (2) in Floors, and (2) in Finishing Strong. (9) out of (16) or 56% of inspection points are "Every Time" vs "Over Time". Based on these distributions, C3 Team Members can feel the value assigned to each Inspection Area.

Excellence Scoring

C3 Team Members are required to maintain an Excellence Score of 8.0 and above as described in the "C3 Employee Handbook". New C3 Team Members start off as trainees at \$15 per hour. Training ends when the TM scores above 8.0 for 2 consecutive cleans and completes the clean fast enough to earn over \$15 per hour based on the assigned location commission. C3 Team Members are continually inspected at a minimum of every 4 weeks at every location. Scores under 8.0 are noted as "Below Standards" in Swept. They are failed inspections and trigger a performance evaluation. Continual poor quality can result in removal from the schedule and/or termination. Scores between 8.0 and 9.0 are noted as "Meets Standards" in Swept. Team Members remain in good standing at this level of Excellence and are eligible for performance bonuses. Scores over 9.0 are noted as "Exceeds Standards" in Swept. This qualifies Team Members for larger bonuses. There are 16 inspection points, but not every location requires all 16. The scoring therefore calculates the percentage of "Meets" and "Exceeds" points to the total number of inspected points for that location. Examples are following later in this document.



C3 INSPECTION CHECKLIST

C3 Inspection Outline of Inspection Areas and Points

Trash

1. Empty trash (Every Time)
2. Dumpster & bag check (Every Time)

Restrooms

3. Main Restroom Areas Restocked, Cleaned, and Presented (Every Time)
4. High / Low Restroom Cleaning, Dusting (Over Time)
5. Perimeter of Restroom Cleaned & Presented (Over Time)

Break Areas

6. Main Break Areas Cleaned & Presented (Every Time)
7. High / Low Break Area Cleaning, Dusting (Over Time)
8. Perimeter of Break Area Cleaned & Presented (Over Time)

Dusting & Glass Cleaning

9. Presentation Dusting & Glass Cleaning (Every Time)
10. High/Low Dusting & Glass Cleaning (Over Time)
11. Perimeter Dusting & Glass Cleaning (Over Time)

Rotating Deep Cleaning

12. Overall quality (Rotating)

Floors

13. Vacuuming & Edges (Every Time)
14. Mopping Overall Quality (Every Time)

Finishing Strong

15. Organize C3 supply closet (Every Time)
16. Preferences, Security & Inspection Score! (Every Time)



C3 INSPECTION CHECKLIST

Inspection Point Details (Training Purposes ONLY)

1. Empty Trash (Every Time)

Is trash emptied, replaced with correct bag, tight knot (for exposed cans only), pushed-in, squared-off in the correct placement, and smell-free?

2. Dumpster & Bag Check (Every Time)

Trash in correct dumpster? Are the dumpsters locked, key put away, and unused bags put back in correct closet or shelf?

3. Main Restroom Areas Restocked, Cleaned, and Presented (Every Time)

These main fixtures MUST be sparkling EVERY TIME! This sets C3 apart! Was any deep-cleaning missed on the main fixtures of the toilets, sinks, counters, vanity/mirrors, and showers (where applicable)? Was there any basic cleaning missed on these main fixtures? Are the toilets cleaned well including inside rims and flushed? Are the sinks smooth and properly cleaned? Is the drain plug opened? Are the shower(s) cleaned (if applicable)? Are the soaps straightened and placed to the LEFT side of the sink (next to the hot faucet)? Is everything put back the right way?! Very important!

Was there any restocking missed for the locations requiring restocking (C-folds, paper towels, toilet paper, or to refill the soap)?

Was there any presentation steps missed on the main fixtures? Does the inside of the sink sparkle, chrome faucets & toilet paper holders sparkle, stainless faucets & ADA rails stainless polished, mirrors streak-free, toilets sparkling including sides and backs?

4. High / Low Restroom Cleaning, Dusting (Over Time)

Restrooms are more than just main fixtures. C3 cleans the entire room OVER time. This sets us apart! This will not be missed if cleaner is following the C3 system of top to bottom, clockwise around the ENTIRE room every time and taking note of what needs cleaning that particular visit and doing it! Look up. Is the overhead vent dusted? Is the top of the vanity dusted off (and light fixtures clean)? Is the top of the door frame dirty? Are there any high-mounted cabinets? Check on top.



C3 INSPECTION CHECKLIST

Look down. Are the lower vents cleaned? Are the baseboards and heaters clean? Are the floors around and behind the toilets clean? Are the plungers and scrubber holders cleaned? Dirt accumulates here big time. Is it clean under the sink (includes piping or PVC). How do the floor edges & corners look (they accumulate over time)? How do the edges around the toilet base and sink base look (accumulates over time)? These can be cleaned with the handheld brush and yellow cleaner. Is there any office furniture in the restroom? Move it out. How does the lower wall and floors look under this furniture (accumulates dirt over time)?

5. Perimeter of Restroom Cleaned & Presented (Over Time)

Restrooms are more than just main fixtures. C3 cleans the entire room OVER time. This sets us apart! This will not be missed if cleaner is following the C3 system of top to bottom, clockwise around the ENTIRE room every time and taking note of what needs cleaning that particular visit and doing it!

Is the light switch clean? Is there grease accumulation where many hands touch next to the door handles and light switches (yellow cleans this right off)? Are the horizontal ledges of the fronts & backs of doors cleaned (dirt accumulates). Are window ledges and sills cleaned and glass spot-cleaned? Are stall doors spot cleaned (prints & drip marks)? Are picture frames/baseboards/sills dusty (tops, horizontal surfaces, glass sparkling)? Is there any office furniture in the restroom? Is that furniture cleaned? Examples are book shelves with nick-nacks, cabinets.

6. Main Break Areas Cleaned & Presented (Every Time)

These main areas MUST be sparkling EVERY TIME! This sets C3 apart! Was there any deep-cleaning missed on the main areas of the sinks, microwave, microwave dish, toaster oven door, refrigerator handles, coffee maker base? Are the soaps straightened and placed to the LEFT side of the sink (next to the hot faucet)? Is everything put back the right way?! Very important!

Was there any basic cleaning missed on these main areas? Are metal sinks sparkling & dry? Are the white ceramic sinks completely white? Is the drain plug cleaned & correctly placed? Is the microwave completely cleaned inside & out? Is the glass microwave plate cleaned and put back correctly? Is the toaster oven glass clean & sparkling on both sides? Is the oven top clean and sparkling (no



C3 INSPECTION CHECKLIST

prints) if applicable? Are there any spots on the main counters? Are the counters smooth and clean? Are there any drips or spots on the refrigerator?

7. High / Low Break Area Cleaning, Dusting (Over Time)

Break Areas are more than just main fixtures. C3 cleans the entire room OVER time. This sets us apart! This will not be missed if cleaner is following the C3 system of top to bottom, clockwise around the ENTIRE room every time and taking note of what needs cleaning that particular visit and doing it! Look up. Are overhead vents cleaned? Check the tops of refrigerators, spots on high cabinets?

Look down. Are the lower vents cleaned? Are the baseboards and heaters clean? How do the floor edges & corners look (they accumulate over time)? These can be cleaned with the handheld brush and yellow cleaner. Is there any office furniture in the break room? Move it out. How does the lower wall and floors look under this furniture (accumulates over time)? How do the lower cabinets look (coffee & soap drip marks under sink, dirt build-up, spot-clean this).

8. Perimeter of Break Area Cleaned & Presented (Over Time)

Break Areas are more than just main fixtures. C3 cleans the entire room OVER time. This sets us apart! This will not be missed if cleaner is following the C3 system of top to bottom, clockwise around the ENTIRE room every time and taking note of what needs cleaning that particular visit and doing it!

Is the light switch clean? Is there grease accumulation where many hands touch next to the door handles and light switches (yellow cleans this right off)? Are the horizontal ledges of the fronts & backs of doors cleaned (dirt accumulates). Are window ledges and sills cleaned and glass spot-cleaned? Are picture frames/baseboards/sills dusty (tops, horizontal surfaces, glass sparkling)? Are the table tops cleaned and all chairs wiped? Are chairs put back nicely to "present"? Is the water cooler spot-cleaned and base clean (can use toilet bowl cleaner to dwell base using "C" of TACT)? Is there any office furniture in the break room? Is that furniture cleaned? Examples are book shelves with nick-nacks, cabinets.

9. Presentation Dusting & Glass Cleaning (Every Time) –

SPOT/FULL DUSTING – C3 uses the "lawyer rule". Are busy desks spot-cleaned? Are empty surfaces completely cleaned? Was correct cleaner used (blue or yellow)? Were furniture surfaces wet-wiped only, showing streaks from



C3 INSPECTION CHECKLIST

drying? Must be wet and dry cleaned to "buff out" streaks to shine! Are computer screens dust-free? **TIP:** Employees see their desk from the sitting position. View the desk from their angle to see dust/dirt otherwise missed.

QUARTERLY – Check backs of desks, sides of office furniture for heavy dust build-up. Vet hospitals: dust behind computers & desk equipment for animal hair & dust.

"SPARKLE" AREAS MUST SPARKLE / "PRESENTATION" AREAS MUST PRESENT – Check front entry glass spot cleaning, waiting room & reception, conference rooms, owners/managers office. Pay particular attention to plastic screens on printers, calculators, and phones. Make them sparkle! Picture frames dust-free & sparkling. Waiting room tables well organized and clean. Waiting room chairs lined up, throw rug/area rug clean & squared. For Vet hospitals: spot-cleaning and metal polishing on kicksplashes & doors (no streaking that is caused by not enough or too much stainless polish). ***Employees returning to work on Monday morning will notice their workstation. Is the chair pushed in, phone sparkling, BACKS OF CHAIRS CLEAN? This sets C3 apart and puts smiles on the faces of our customers!***

10. High/Low Dusting & Glass Cleaning (Over Time)

C3 cleans the entire office OVER time. This sets us apart! This will not be missed if cleaner is following the C3 system of top to bottom, clockwise around each room every time and taking note of what needs cleaning that particular visit and doing it! Look up. Are overhead vents cleaned? Are cobwebs forming in ceiling corners or inside windows? Check high wall dusting (tops of higher picture frames, tops of door frames).

Look down. Are the lower vents cleaned? Are the baseboards and heaters clean? Is office furniture low gathering dust/dirt?

11. Perimeter Dusting & Glass Cleaning (Over Time)

Check each office room around the perimeter for dusty picture frames and spot clean picture frame glass, doors and door frames, window sills and ledges, window glass spot cleaning, Shelving & furniture dusting around perimeter. Check this every time, but clean over time.



C3 INSPECTION CHECKLIST

12. Overall Quality (Rotating)

Inspect the correct checklist to see which deep cleaning items were completed in the last cleaning! Was the deep cleaning area completed to satisfaction? Does it shine and/or sparkle if it needs to like stainless steel polish areas or glass?

13. Vacuumping & Edges (Every Time)

Vacuumping is completed for entire locations. Some buildings have alternating checklists. Inspect the correct checklist! Are throw rugs cleaned well? Are vacuum lines lined-up in carpeted areas? Was anything missed on open hard surface floors?

Check behind doors, under trash cans, under desks/couches/chairs, along edges of furniture or walls for dirt accumulation. Are there crumbs, paper clips or easy-to-remove staples left on the carpet or floor? For Vet Hospitals: Is there any missed hair on the floor or under equipment where it builds up? **DO UNDER THROW RUGS EVERY FEW VISITS.**

14. Mopping Overall Quality (Every Time)

Mopping is completed for restrooms, break areas, and all hard-surface floors in our locations. Some buildings have alternating checklists. Inspect the correct checklist! Was mopping done **WITH** grain of wood vs. **AGAINST** grain? Is it sticky (bad)? Is it smooth (good)? Are there dirt lines at each mop stroke (used dirty mop head... bad... should have used more pads)? How do the floors look especially in the entry areas for customer/employee first impressions? **DO UNDER THROW RUGS EVERY FEW VISITS.**

Finishing Strong

15. Organize C3 Supply Closet (Every Time)

Presentation is important inside our supply closet too! Are the towels folded nicely? Are the cleaning refill bottles organized? Are all dirty towels & pads inside the mesh laundry bag? Is the vacuum wire coiled nicely and parts put away? Is there a neutral to good smell? Provide feedback on the C3 Supply Closet with pictures (as needed).



C3 INSPECTION CHECKLIST

16. Preferences, Security & Inspection Score! (Every Time)

PREFERENCES: The C3 Supplies are checked! Now, let's do a final check on customer preferences and closing out the cleaning! Are ALL lights turned off? Are all internal office doors set to preferences (some should be closed, some fully open, some halfway shut... review location "*Cleaning Instructions*")?

*****SECURITY*** ANY SECURITY MISSES ARE AUTOMATIC INSPECTION FAILURES REGARDLESS OF CLEANING QUALITY! THIS IS VITAL! Was the office alarm "ARMED"? Were ALL entry doors LOCKED (front, rear, trash & dumpster entry/exit doors) when you began the inspection?**

INSPECTION FINAL SCORING: This inspection is over. Let's score it!

- (1) Add up # of "*Exceeds Standards*" or *EE*
 - (2) Add up # of "*Meets Standard*" or *MS*
 - (3) Add up # of "*Below Standard*" or *BS*
 - (4) Add up # of "*Not Inspected*" or *NI*
 - (5) Overall Score = $[(EE + MS) / (EE + MS + BS)] \times 10$
 - (6) Enter this Overall Score in the NOTES for this final inspection point. If the score is under 8.0, NOTE as "*Below Standards*" // Score of 8.0 - 9.0, NOTE as "*Meets Standards*" // Score is over 9.0, NOTE as "*Exceeds Standards*"
- *There are a total of 16 potential inspection points.*

Example 1:

EE Items = 1 // MS Items = 10 // BS Items = 4 // NS Items = 1
Score = $[(1 + 10) / (1 + 10 + 4)] \times 10 = (11 / 15) \times 10 = 7.3$ *Below Standards*

Example 2:

EE Items = 0 // MS Items = 8 // BS Items = 2 // NS Items = 6
Score = $[(0 + 8) / (0 + 8 + 2)] \times 10 = (8 / 10) \times 10 = 8.0$ *Meets Standards*

Example 3:

EE Items = 2 // MS Items = 13 // BS Items = 1 // NS Items = 0
Score = $[(2 + 13) / (2 + 13 + 1)] \times 10 = (15 / 16) \times 10 = 9.4$ *Exceeds Standards*

This document represents the current C3 Inspection Process (July 2023).