

Updated 01/23/2026

PRO \$ RFP

Huntington Bank (Branch)

Janitorial Scope

This Scope of Work outlines the janitorial service expectations for Huntington National Bank – Branch Locations. This guide is designed specifically for janitorial teams servicing retail bank branch environments.

All tasks must be completed by area and assigned frequency, using the correct supplies, approved chemicals, and Huntington National Bank (HNB) operational procedures. The goal is to deliver consistent, visible cleanliness while maintaining strict security, safety, and professionalism standards.

Janitorial staff must follow all entry, exit, and alarm procedures, clean only after branches are closed to the public, and ensure the facility is fully secured before departure. Attention to visible cleanliness, customer experience, and property protection is required at all times.

Security, Entry & Operational Procedures (All Branch Locations)

Entry & Alarm Procedures

- Cleaning may **only begin after the branch is fully closed** and all employees and customers have exited
- Use the **assigned unique alarm code** to disarm the system upon entry
- Immediately report any alarm issues, unsecured doors, or irregular conditions to HNB Security
- Do not allow tailgating or access to unauthorized individuals

Conduct & Etiquette

- Maintain a professional appearance at all times; uniforms or company identification required
- Do not use Huntington telephones, computers, or office equipment
- Do not open drawers, files, safes, or restricted storage areas
- Avoid disrupting sensitive banking areas and equipment

Exit & Securing Procedures

- Verify all doors are locked and secured prior to departure
- Turn off non-essential lights as directed; emergency lighting must remain on
- Re-arm the alarm system using the assigned code before exiting
- Confirm the alarm is successfully armed before leaving the property

Safety & Compliance

- Post wet floor signage during all floor cleaning
 - Follow OSHA requirements and manufacturer care instructions
 - Use only HNB-approved chemicals and cleaning methods
 - Report any damage or maintenance concerns immediately
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Lobby, Entrance & Vestibule Areas

Daily Tasks

- Clean and disinfect entrance doors, frames, push plates, and handles
- Clean all interior door glass and adjacent sidelights; remove fingerprints and smudges
- Vacuum walk-off mats and carpeted lobby areas
- Dust mop and wet mop all hard surface flooring using approved cleaners
- Empty trash and recycling; replace liners and wipe exterior of receptacles
- Spot clean walls, baseboards, and high-touch surfaces

Weekly Tasks

- Detail clean lobby furniture, teller queue rails, and customer writing stations
- Spot clean visible floor stains and scuffs

Monthly Tasks

- High dust vents, ledges, light fixtures, and tops of entry frames

Equipment & Supplies Needed

- Glass cleaner and microfiber cloths
- HEPA-filtered vacuum
- Dust mop, wet mop, neutral floor cleaner
- Disinfectant and PPE

Post Cleaning Goals

- Entry areas are clean, streak-free, and welcoming
 - Floors are evenly mopped with no residue
 - Trash is controlled with no odors or overflow
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Teller Line & Customer Service Areas

Daily Tasks

- Dust and wipe teller counters, transaction ledges, and check-writing stands
- Clean and disinfect customer-facing surfaces and high-touch points
- Vacuum carpeted areas behind teller line and customer queue areas
- Clean interior partition glass and sneeze guards

Weekly Tasks

- Detail dust chair legs, furniture bases, file tops, and base moldings

Monthly Tasks

- High dust tops of teller millwork, partitions, and signage

Equipment & Supplies Needed

- Microfiber cloths and disinfectant
- HEPA-filtered vacuum
- Extension duster

Post Cleaning Goals

- Teller areas appear professional and dust-free
 - Glass is clear with no fingerprints
 - Floors are clean and free of debris
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Offices & Conference Rooms

Daily Tasks

- Empty trash and recycling; replace liners
- Dust desks, work surfaces, phones, and low furniture (do not disturb paperwork)
- Vacuum carpeted flooring or dust mop and wet mop hard surfaces
- Spot clean doors, light switches, and wall marks

Weekly Tasks

- Dust file cabinets, window sills, baseboards, and furniture legs
- Clean interior glass walls and partitions within reach

Monthly Tasks

- High dust vents, door frames, and tops of furniture panels

Equipment & Supplies Needed

- HEPA-filtered vacuum
- Microfiber cloths and disinfectant
- Dust mop and wet mop

Post Cleaning Goals

- Offices are neat, dust-free, and business-ready
 - Floors show consistent vacuum lines or streak-free mopping
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Restrooms

Daily Tasks

- Clean and disinfect toilets, urinals, sinks, countertops, and fixtures
- Clean mirrors to a streak-free finish
- Wipe and disinfect partitions, dispensers, and grab bars
- Wet mop and disinfect restroom floors
- Empty trash and sanitary containers; replace liners
- Restock soap, paper towels, and toilet paper

Weekly Tasks

- Detail clean partitions, baseboards, and floor edges
- Dust vents and wall fixtures

Monthly Tasks

- Disinfect tile walls and grout below 5 feet

Equipment & Supplies Needed

- Germicidal disinfectant and bowl cleaner
- Mop, bucket, and PPE
- Restroom consumables

Post Cleaning Goals

- Restrooms are sanitized, odor-free, and fully stocked
 - Fixtures are clean with no buildup or water marks
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Break Room / Employee Areas

Daily Tasks

- Clean and disinfect sinks, countertops, tables, and chair backs
- Wipe exterior of appliances including refrigerators, microwaves, and vending machines
- Vacuum or wet mop floors
- Empty trash and replace liners

Weekly Tasks

- Clean interior of microwaves and wipe cabinet fronts

Monthly Tasks

- Clean interior of refrigerator (coordinate with branch staff)

Equipment & Supplies Needed

- Food-safe disinfectant and degreaser
- Microfiber cloths
- Mop, bucket, and vacuum

Post Cleaning Goals

- Break rooms are clean, sanitary, and free of food residue
 - Floors are clean and slip-free
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Hallways & Common Areas

Daily Tasks

- Vacuum carpeted corridors and dust mop/wet mop hard floors
- Spot clean walls and doors
- Empty common area trash

Weekly Tasks

- Detail clean baseboards, door frames, and wall corners

Monthly Tasks

- High dust vents, signage, and light fixtures

Equipment & Supplies Needed

- HEPA-filtered vacuum
- Dust mop, wet mop, neutral cleaner
- Microfiber cloths

Post Cleaning Goals

- Hallways are free of debris and visible dust
 - Surfaces appear clean and maintained
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ATM, Drive-Up & Banking Equipment (Exterior-Facing)

Daily Tasks

- Wipe ATM screens, surrounds, pedestals, and night depository exteriors using approved cleaners
- Clean drive-up window ledges and surrounds
- Remove fingerprints and residue (do not spray directly on ATM surfaces)

Weekly Tasks

- Detail clean metal finishes and surrounding surfaces

Monthly Tasks

- Inspect and detail clean ATM area per manufacturer guidelines

Equipment & Supplies Needed

- NCR-approved cleaners
- Microfiber cloths
- PPE

Post Cleaning Goals

- ATM and drive-up areas are clean, streak-free, and customer-ready
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General Equipment & Supplies Checklist

- HEPA-filtered vacuums
 - Dust mops and wet mops with buckets
 - Neutral floor cleaners and disinfectants
 - Glass cleaner and microfiber cloths
 - PPE including gloves and wet floor signage
 - Trash liners and restroom consumables
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Post Cleaning Goals Summary

- All areas are visibly clean with no dust, debris, streaks, or odors
- High-touch surfaces are disinfected consistently
- Floors are evenly vacuumed or mopped with no residue
- Trash is removed, liners replaced, and receptacles wiped
- Branch is left secure, professional, and customer-ready