



एक कदम स्वच्छता की ओर

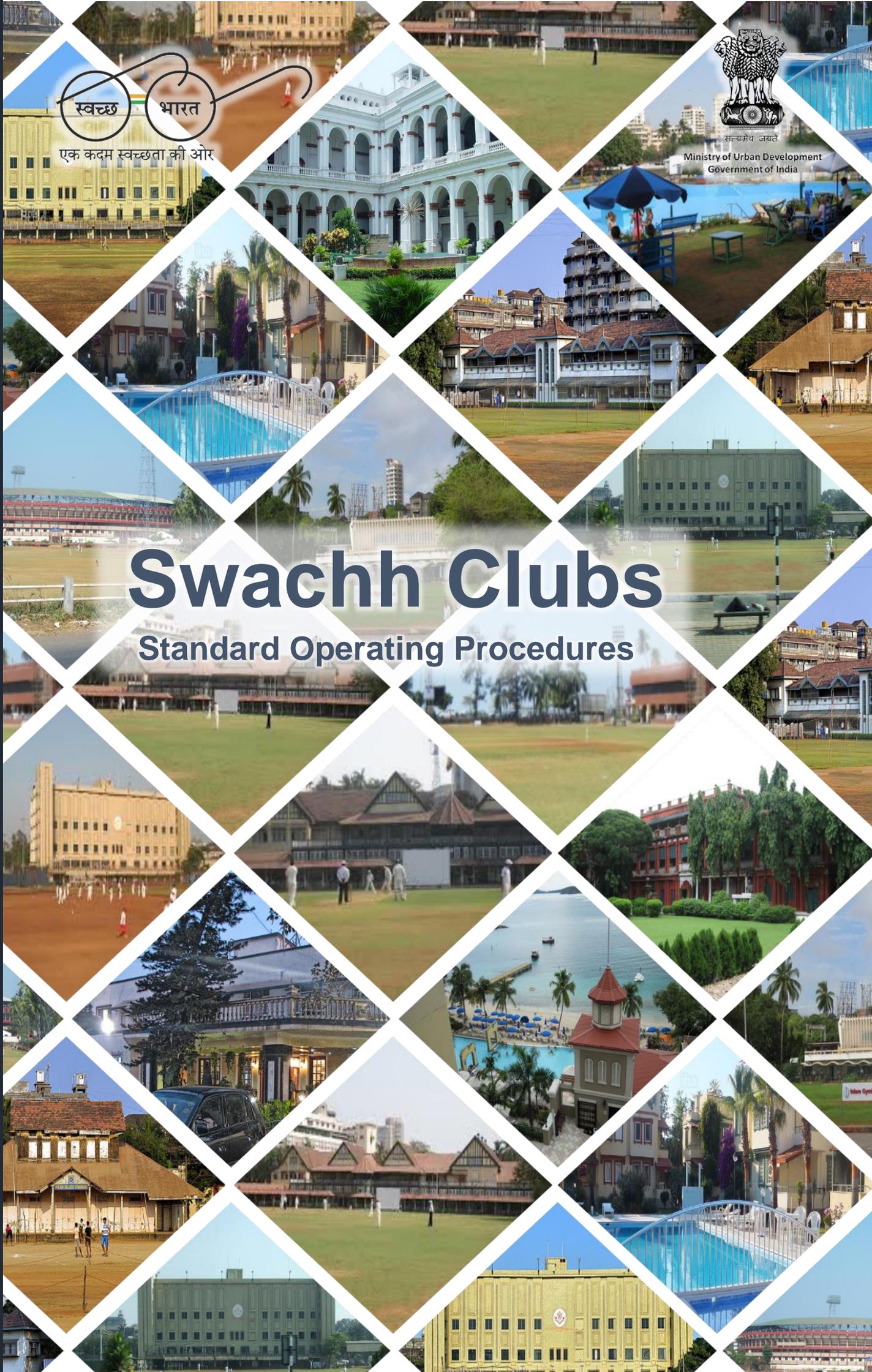


सत्यमेव जयते

Ministry of Urban Development  
Government of India

# Swachh Clubs

## Standard Operating Procedures





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FROM THE AMERICAN PEOPLE





## **M. Venkaiah Naidu**

Minister of Urban Development, Housing & Urban  
Poverty Alleviation  
Government of India

The Swachh Bharat Mission, which aims to make India a clean and open defecation free nation by October 2019, needs to become a 'jan andolan' with participation from every stakeholder.

We have taken up a multi-pronged strategy for making the Mission a people's movement. In its second year since launch, it is heartening to note that the Swachh Bharat Mission has caught the imagination of citizens.

The increased participation from citizens, be it as part of our thematic drives, or voluntary 'swachhata' activities from inspired individuals and organizations, is slowly but surely pushing the Mission towards becoming a 'people's movement'.

The "Thematic Drive" for the fortnight 1<sup>st</sup> – 31<sup>st</sup> August 2016 focuses on clubs – NSS, eco-clubs, sports clubs - in the country.

On the occasion of this thematic drive, I am pleased to see the Standard Operating Procedures for "Swachh Clubs" being released by my Ministry, which lays out the infrastructure norms, assessment & inspection procedures and checklists, and sanitation and waste management best practices to be followed by clubs. It is my firm belief that this will go a long way in making citizens active participants in our collective journey towards a "Swachh Bharat" by 2<sup>nd</sup> October 2019.







## **Rao Inderjit Singh**

Minister of State, Ministry of Urban Development,  
Housing and Urban Poverty Alleviation  
Government of India

On 2<sup>nd</sup> October 2014, the Hon'ble Prime Minister Shri Narendra Modi launched the Swachh Bharat Mission to clean India's cities and towns. He also called out to every citizen to voluntarily contribute 2 hours every week to the cause of the Mission.

It gives me immense pleasure to see people from different sections of society participating actively in cleanliness drives across the country. This vision of clean India can be achieved only through the efforts of each and every citizen, working hand-in-hand with the government towards the common vision of 'swachhata'.

The thematic drives in past have helped us increase participation from citizens in this mass movement by inspiring them to play a more active role in maintenance of hygiene and sanitation.

The "Thematic Drive" for the fortnight 1st – 31st August 2016 focuses on clubs – NSS, eco-clubs, sports clubs - in the country. On the occasion of this thematic drive, we present the Standard Operating Procedures for "Swachh Clubs". It enlists various infrastructure norms, assessment & inspection procedures and checklists, and sanitation and waste management best practices to be followed by clubs.

It is my firm belief that movements like these will enable our country to move towards a clean and a sanitized India.





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# Background, Objectives & Scope

## Background

With increased pace of urbanization and economic growth in recent years, there has been a proliferation in the number of clubs in urban areas, owing to their growing popularity and easy access amongst the urban population. However, clubs which serve as a place of leisure, if not well maintained and cleaned regularly, can also become breeding grounds for bacteria, microbes, which in turn can spread quickly among visitors & staff causing spread of illness and disease. In order to ensure that these clubs remain “hubs of activity and recreation” for people rather than distress, it is necessary that they maintain the cleanliness standards.

The Hon'ble Prime Minister launched the Swachh Bharat Mission on 2nd October, 2014 with a target to make the country clean and sanitized by 2nd October, 2019. As a part of the Swachh Bharat Mission mandate, it is imperative for all clubs, to be well-maintained and clean, to move towards the larger goal of a healthy, unpolluted environment.

## Objectives

For uniform cleanliness guidelines it is essential to have a standard operating procedure to ensure that all clubs maintain set standards of cleanliness in their respective premises.

The purpose of this SOP is to improve current cleanliness level in the clubs of India. The primary way to achieve the same is through inculcating good sanitation and hygiene practices amongst the staff and members. This SOP also targets to ensure proper waste management through recycling and processing of waste, and establish systems in clubs for cleanliness.

- ✓ All staff, members and visitors are responsible for the cleanliness of the club premises.
- ✓ The Standard Operating Procedures for Cleanliness in Clubs provides detailed best practice guidelines for all aspects of cleaning in clubs.
- ✓ All clubs should comply with the guidelines set out in the Standard Operating Procedures.

An assessment framework has also been defined in this document which can help the concerned club to improve its cleanliness maintenance processes and achieve a high level of cleanliness.

The Standard Operating Procedures will be updated continually to incorporate new procedures and products. Therefore, printed copies of this document or part thereof should not be relied upon as a current reference document and clubs should always

refer to the electronic copy of the latest version uploaded on the [swachhbharaturban.gov.in](http://swachhbharaturban.gov.in) portal. Any addition to the procedures based upon requirement should be identified and incorporated where necessary. This document serves as the base document.

The actual allocation of resources and the actual frequency of cleaning may vary according to the locally determined need.

It is important that all aspects of cleaning and sanitation provision are aligned with the Swachh Bharat Mission Guidelines and other relevant environment-related guidelines issued by the Government of India.

The Standard Operating Procedures are set out in a detailed format to cover the issues required to implement proper cleaning of club complexes.

### **Scope**

This SOP for 'Swachh Clubs' is applicable to all clubs being maintained by government and private entities, in states and cities, across India.

## Responsibilities

### *Overall Responsibility*

The respective clubs, through their facility management service provider would be responsible for ensuring compliance to the SOP for the clubs under their management. In the case of shared premises, the responsibility lies with all the bodies, irrespective of the amount of space utilized by either.

Each club should have a committee overseeing sanitation and cleanliness in the club premises. This committee should ensure that the cleanliness standards specified in this SOP are followed. In addition, the committee should also ensure compliance to infrastructure requirements as laid out in this SOP. Further, in case of contracting an external agency to carry out the cleanliness works, Service Level Agreements should be drafted and signed by both parties.

### *Responsibilities of the Facility Management /Contracted Agency*

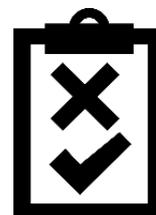
It is the responsibility of the Facility Management/ Contracted Agency to carry out the Housekeeping of the club premises on a regular basis, and complying with the following guidelines:

- Ensure a clean environment for visitors through proper selection of agencies required for the job.
- Regular surprise inspection of the premises to ensure compliance with the SOP.
- Attain and maintain high standards of cleanliness and general upkeep.
- Train, control and supervise staff under its establishment.
- Control and issue of cleaning materials and equipment.
- Maintain official records on staffing, cleaning materials and equipment.
- Cleaning standards, frequency and accountability for cleaning are clearly defined (i.e., who cleans, what and how do they clean and when do they clean it).
- Cleaning schedules ensure that no area is missed from routine cleaning.
- Statutory requirements are met in relation to Waste Management, Environment Protection Act, Food hygiene, and Pest control

## Assessments & Inspections

### Evaluation

Three broad parameters (totaling maximum 100 marks): infrastructure availability, maintenance of club premises and equipment, and feedback from members – are being proposed here for assessing / rating clubs on overall cleanliness. The parameters for these ratings may also be utilized for conducting self-evaluation by the concerned authority to identify areas of improvement and intervention. The proposed parameters and their scoring are given below:



INFRASTRUCTURE (MAX. SCORE- 50)						
1.	Boundary wall around the club	In good condition		In broken condition		No boundary wall
		4		2		0
2.	Entrance/exit gate	In good condition		In broken condition		No gate
		4		2		0
3.	Roads within the club	In good condition		In broken condition		No roads
		4		2		0
4.	Corridors in the clubs	In good condition		In broken condition		No pavements
		4		2		0
5.	Dustbins	Colour-segregated available within every 250 metres	Colour-segregated available within every 500 metres	No colour segregation available within every 250 metres	No colour segregation available within every 500 metres	No dustbins available
		4	3	2	1	0
6.	Sufficient dustbins available both for wet and dry garbage	Available			Not Available	
		2			0	
6.	Waste cartage equipment ( e.g. rickshaws/ tractors/trolley/hand cart)	Available			Not available	
		2			0	
7.	Composting equipment/compost pit	Available			Not available	
		2			0	
8.	Cleaning equipment/brooms	Available in good condition		Available in poor condition		Not available
		4		2		0

9.	Toilets with washbasins available for maintenance staff	Available in good condition		Available in poor condition		No toilets available	
		4		2		0	
10.	Toilet facilities available for members and staff	Separate facilities available for men and women, with at least one disabled friendly facility	Separate facilities available for men and women, without any disabled friendly facility	Common toilet facilities available, with at least one disabled friendly facility	Common toilet facilities available, without any disabled friendly facility	No toilets available	
		4	3	2	1	0	
11.	Stair Case/ Lift as applicable	Available in good condition		Available in poor condition		Not available	
		4		2		0	
13.	Covered sources of drinking water	Available in good condition		Available in poor condition		Not Available	
		4		2		0	
14.	Garden/Park / Lawn Area	Maintained in good condition		Maintained in poor condition			
		4		0			
<b>SUB-TOTAL (INFRASTRUCTURE SCORE)-A</b>							

<b>SERVICE/MAINTENANCE (MAX. SCORE- 26)</b>							
1.	Club Premises	Swept daily		Swept periodically		Never swept	
		3		2		0	
2.	Toilet cleaning	Cleaned regularly		Cleaned sometimes		Never cleaned	
		4		3		0	
3.	Toilet water availability	Available			Not available		
		2			0		
4.	Cleaning of water tanks/ Pools/ Spa/ (wherever applicable)	Cleaned regularly		Cleaned sometimes		Never cleaned	
		4		2		0	
5.	Cleaning of drinking water coolers	Cleaned regularly		Cleaned Once in a week		Never cleaned	
		3		2		0	
6.	Maintenance of infrastructure like	Maintained regularly			No regular maintenance		

	Gym, Sauna room, clubhouse, locker rooms, changing rooms etc.	2	0
7.	Cleaning of Towels, swimming costumes or other such material used by the members while availing the services	Cleaned after one use	Used more than once without proper cleaning
		2	0
8.	Collecting waste from dustbins	Daily	Fortnightly
		3	1
9.	Bio-degradable waste processing	Processed at compost pit/ compost equipment inside the complex	Sent for composting outside park
		3	2
<b>SUB-TOTAL (MAINTENANCE SCORE)-B</b>			

<b>FEEDBACK FROM MEMBERS (MAX. SCORE- 24)</b>			
1.	Ground maintenance	Well maintained	Poorly maintained/no maintenance
		4	0
2.	Availability of toilet facilities for members and staff	Adequate number available for use	Inadequate number available for use
		4	0
3.	Availability of sufficient number of dustbins for disposing waste	Adequate number available	Inadequate number available for use
		4	0
4.	Waste collection done daily	Yes	No
		4	0
5.	Cleaning of drinking water coolers and surroundings	Sources of drinking water and surroundings are kept clean	Sources of drinking water and surroundings are not kept clean
		4	
6.	Club premises (Swimming pool, Gym, locker room, sauna, Changing room etc.) overall cleanliness and maintenance	Well-maintained	Poorly-maintained
		4	0
<b>SUB-TOTAL(FEEDBACK SCORE)-C</b>			
<b>TOTAL SCORE (A+B+C)</b>			

### Gap Assessment

Apart from self-assessment as described above, a periodic assessment of infrastructure gaps is also essential in order to maintain the standards of sanitation and cleanliness in premises. The format given below acts as a guide to the same.

S.No.	Parameter	Standard	Actual
1.	Gender-segregated toilets	As per need	
2.	Ablution taps	1 water tap with every toilet seat	
3.	Water taps	With adequate drainage arrangement	
4.	Light bulbs and switch	One for each toilet seat (fused bulbs to be changed immediately)	
5.	Doors and latches in toilets	One door with functional latch for every toilet seat	
6.	Wash basin with mirror	At least one in each toilet block	
7.	Dustbins	Ground- Every 250 metres Toilets-1 per toilet Canteen-As per need but should have colour segregation Main club complex-As per need Club rooms-As per need	
8.	Vacuum Cleaners	As per need	
9.	Storage Closet	As per need	
10.	Brooms, Mops, Duster and other equipment	1 set per cleaning staff + Backup sets	
11.	Specialized cleaning infrastructure for club equipment (like for swimming pools, gym equipment .etc.)	As per need	
12.	Parking spaces	As per need	

## Periodic Inspection

### Daily inspection

To be conducted by: Direct supervisor	
Sr.No.	Area and Activity
1.	Check if the club premises have been swept/cleaned and waste removed appropriately.
2.	Check if all lawns of the club have been adequately swept and cleaned.
3.	Check if the roads inside the club premises have been regularly cleaned.
4.	Check if the canteen is maintaining adequate standards of cleanliness and hygiene.
5.	Check if all the dustbins have been emptied and cleaned.
6.	Check if pool, Sauna, Changing area, Locker room etc. are cleaned every day.
7.	Check if towels, swimming costumes etc. are being cleaned after one use.
6.	Check that the garbage is being collected and disposed regularly.
7.	Check that all stairs/ Lifts have been properly cleaned.
8.	Ensure that there are no open sewers, gutters, damaged drain pipes, sewage blockages; and if there are, address them immediately.
9.	Check if cleaning and scrubbing of toilets along with their wash basins, sanitary fittings, glasses and mirrors and toilet floors has been done.
10.	Check if toilets are clean and dry, and all fixtures (light bulbs, wash basin, exhaust fans) are functional.
11.	Check if cleaning and disinfecting of all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. has been done properly. Check below water level and under rims including areas at hinges and cistern handles. Check if restock of toiletries, including liquid hand soap, toilet paper, air freshener, and sanitary cubes and naphthalene balls in toilets has been done.
12.	Check if one maintenance staff is present in front of every common toilet.
13.	Check whether mowing, hedge clipping has been done and waste from the ground has been adequately removed.
14.	Check if construction, renovation waste has been adequately disposed.



## Weekly Inspection

<b>To be conducted by: Representative of Sanitary Committee (by turns)</b>	
<b>Sr.No.</b>	<b>Area and Activity</b>
1.	Check all daily reports since past week for compliance. Check all items as outlined in daily inspection report during weekly inspection as well.
2.	Check past 3 weekly reports for areas identified for improvement/corrections and check if the same have been addressed.
3.	Check for any damages in the premises and ensure that they are addressed.
4.	Check for cleaning of electrical fittings and ensure they are in good, working condition.
5.	Check if there are potholes or spaces where stagnant water is collecting and immediately address them.
6.	Inspect drinking water fountains/taps and ensure they have been cleaned.

## Monthly Inspection

<b>To be conducted by: Club governing body members</b>	
<b>Sr.No.</b>	<b>Area and Activity</b>
1.	Check all daily and weekly reports since last month for compliance. Check all items as outlined in daily and weekly inspection report during monthly inspection as well.
2.	Check past 3 monthly reports for areas identified for improvement/corrections and check if same have been addressed.
3.	Conduct self-evaluation as per parameters given in assessment tool above. Identify areas of improvement and delineate action items.
4.	Conduct infrastructure gap assessment (as outlined previously in this document) and identify action items (can be done quarterly as well, depending on need).
5.	Check all major infrastructural items and fittings to ensure they are in good condition.
6.	Check if all buildings, roads, boundary walls, entry-exit points; fittings, fixtures in toilets and grounds are in good condition.
7.	Check roster/daily register of housekeeping staff to see that the deployment is adequate and timely.

## Infrastructure Set-Up and Good Practices

### *Water and Drainage Infrastructure*

All premises shall be provided with supply of clean water (with adequate provision of potable water), and shall ensure it is not connected with unsafe water subject to the hazards of backflow or back siphonage. All structures for human occupancy or use on premises abutting on a sewer or with a private sewage disposal system shall have adequate sanitary facilities.



### **Water Features**

Water features, such as fountains, lakes, pools etc, if any, within the club premises should have adequate filtration and other required cleaning and water supply infrastructure.



### **Drainage:**

Adequate arrangements shall be made for satisfactory drainage of all sewage and waste water. Efforts should be made to install environment-friendly mechanisms like, rain-water harvesting, to prevent rain water from flowing off and being lost.

### *Sanitary Infrastructure*

All clubs must have adequate provision of toilets. The following standards shall apply:

- Every toilet block must have at least 1 sanitary water closet for male and 1 for female, along with wash basins, mirrors, ablution taps (1 in each water closet) and required consumables
- There should be adequate number of toilets.
- All toilets should have adequate water supply, should be well-lit, clean and regularly maintained (with adequately restocked consumables as well).
- There should be adequate number of disabled friendly toilets.
- There should also be adequate number of toilets having child friendly provisions.



- f) The toilets should be connected to the city sewerage system, or should have requisite fecal sludge management provisions (in case connected to septic tank/s).



## **Solid Waste Management Infrastructure and Practices**

### **Waste Identification**

Wet Waste	Cooked and uncooked food, plant leaves, compostable materials, coffee powder, tea powder, meat and poultry waste etc.
Sanitary Waste	Menstrual cloth (used), disposable diapers, sanitary napkins, bandages, etc.
Dry Waste (paper)	All types of paper, paper plates, tickets, telephone bills, wrappers, leaflets, flyers, etc.
Dry Waste (plastic/ glass)	All types of plastic, plastic bags, coke bottles, water bottles, garbage packs, milk packets, pouches, bangles, crockeries,
Dry Waste (hazardous)	Used syringes, insecticides and containers, discarded medicines, battery cells, household chemicals, etc.
E-Waste	Mobile, CDs, electronic equipment, CFL, Tube lights,
Dry Waste (others)	Metal items, tetra packs, aluminum foils, aluminum cans, thermocol, bottles, plates, utensils, packaging material etc.
Garden Waste	Plant leaves, dry and wet cut branches
Inert Waste	All types of construction materials, cement, mud, sweeping dust etc.

### **Waste containers**

These need to be planned according to its usages and can be in following categories:

- a) Community Waste Containers – size 1000-1500ltrs
- b) Kerb side recycling bins - size 30-50Ltrs

For easy identification colour coding is also must as indicated below. The local authority can choose the colour as per their choice of interest.



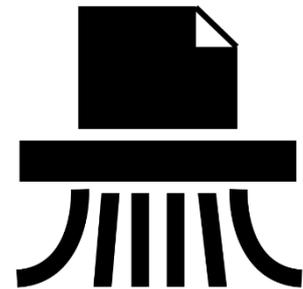
Colour segregated dustbins should be placed at a maximum distance of every 250 meters. These dustbins should be emptied every day (or more frequently in case of heavy use) and should be cleaned periodically.

## **Shredder**

Used for volume reduction of specific wastes that are capable of being slit by rotating knife blades. Typical wastes that can be shredded are cans, plastic bottles, steel barrels, tires, etc. In addition, confidential papers may also be shredded but not for the purpose of volume reduction.

Shredding of steel barrels, tires and other large objects is normally carried out at purpose-built facilities, which fall outside the scope of this code of practice.

A shredder requires an electrical power source and should be sited to provide convenient and safe feeding of the waste. The shredded waste will be collected in suitably sized containers situated under the shredder, which can be removed manually.



## **Food waste disposer (For clubs with restaurants, canteens)**

Food waste disposers are easily installed and eliminate the need to store biodegradable kitchen waste on the premises; they can deal with 15% to 20% (by weight) of the total average output of household waste. They are a complimentary tool to methods of waste storage and collection. The units are designed to grind biodegradable kitchen waste in a safe, clean and efficient manner to tiny particles by the food disposer's shredding blades. When a small amount of water is run into the disposer, the remaining particles of material are easily flushed down the drain into the sewerage system or septic tank.

Food waste disposers enable segregation of waste types at source, without which recycling of different types of waste is not possible. The potential for hygienic collection and recycling of various dry recyclables such as paper, glass and metals is increased with the reduction of contamination of food waste.

## **Segregation, Collection and Storage:**

There are three stages of segregation, collection and storage of waste to be done within the club premises.

- a) Primary Level i.e. at corridor level
- b) Secondary Level i.e. at building level
- c) Tertiary Level i.e. at club level

Waste should be segregated under the below categories:

- a) Wet Waste
- b) Dry Waste

- c) Hazardous/ Infectious Waste
- d) E-Waste
- e) Inert

Collection Receptacle should be used should be colour codified, covered and of different sizes as per the above indicated three levels as under:

Colour codification should be as under with

- |                                  |       |
|----------------------------------|-------|
| i. Wet Waste                     | Green |
| ii. Dry Waste                    | White |
| iii. Hazardous/ Infectious Waste | Red   |
| iv. E-Waste &                    | Black |
| v. Inert                         | Brown |

### **Processing & Disposal:**

Organic waste, which includes – food waste, meat waste, garden/ agriculture waste is considered as best raw material for rich organic compost. Compost can be rich in nutrients and can be used in gardens, landscaping, horticulture and agriculture. Compost is generally recommended as an additive to soil, or other matrices such as coir and peat, as a tilt improver, supplying humus and nutrients.

The main composting methods that can be implemented in clubs are as below:

- a) Pit composting
- b) In vessel composting
- c) Organic Waste Composter

**Pit Composting:** Holes or trenches are dug to bury the waste. The organic materials gradually break down over a period of six months to a year. This method is effective for those who want their decomposing organic matter to be completely out of sight. The trench is also a good place to bury weeds and dead/semi dead plants. If buried deep enough, the weed seeds will not regeminate.

This method is zero cost but requires labor for digging.



**In Vessel Composting** has three stages before the compost is screened for use. The wet waste is delivered to an enclosed reception area. Any contamination such as plastic bags or metal cans are removed before it is shredded to a uniform size. The composting process is kick started by naturally occurring micro-organisms already in the waste. They break down the material, releasing the nutrients and in doing so they increase the temperature to 60-70<sup>0</sup> C, which is needed to kill the pathogens and weed seeds.



The second stage normally lasts 21 days. The material is transferred to second barrier, where the composting process continues. The O<sub>2</sub> level, moisture and temperature are carefully monitored and controlled during both composting stages, till the material is fully sanitized. Once the sanitization process is complete the compost is left to mature in an open wind-row or an enclosed area for approx.10-14 weeks to ensure stabilization. Screening usually takes place pre or post maturation, to produce a range of product grades suitable for various end uses such as soil conditioning. The capex ranges from Rs.4-5 Lacs for a capacity upto 2-3 tons with operational cost ranging between Rs.10,000-15,000/-per cycle.

**Organic Waste Converter (OWC)** unit in club can be installed in the basement or on



the ground floor. It needs a room of 10'-12' and some open space outside for the waste collection and segregation if required. The wet waste from the



black color bin and the garden waste collected by the housekeeping members of the communities should be fed into the Organic Waste Converter (OWC) unit.

Compost stock along with garden waste as well as kitchen waste are fed into the compost mixing machine. After the components are well mixed, the mixture is kept in crates for fermentation. A little water is added to the mixture after every 3 hours. The process of fermentation takes place naturally in about 15 days. After 15 days, the compost is ready to be used in gardens. The capital cost is approx.Rs.5-7 Lacs with processing capacity upto 300-1 ton. The operational cost is approx. Rs.10,000-12,000/-per month.

## Good Practices

Good practice systems include:

- Providing clear signs in the bin rooms and consistent wording, symbols and colours on all bins
- Providing clean bins and bin rooms that are free of dumped and undisposed waste
- Dirty and untidy waste facilities will demotivate visitors and staff to use the facilities
- Closed-circuit television (CCTV) monitoring of waste rooms and bin storage areas
- Educating the staff and visitors on importance of adequate waste management and sanitation facilities
- Repairing signs, labels, bins and equipment and promptly replacing damaged equipment using the same designs
- Drinking water coolers, filters should be periodically cleaned and the waste collected from them should be disposed off appropriately.
- There should be thorough cleaning of club premises after any event is organized. It should be ensured that adequate waste management infrastructure is employed during these special events to maintain cleanliness standards.
- Providing a collection service for waste and recycling



Then club management has full control over:

- what is being disposed of
- separation of waste and recyclables
- correct use of waste and recycling bins
- use of the waste storage facilities
- use of bins and other equipment.

## Manpower Requirement

An estimation of manpower requirement should be made on an annual basis by the relevant authority. This should take into account the following:

- Area of the entire complex
- Main Club Area
- Area of the open, common spaces (club grounds)
- Number of Toilets
- Canteen Area
- Club equipment, infrastructure needing special cleaning
- Garden Area



Number of cleaning staff for specific works (Illustrative) – to be determined as per need.

Area	No. of cleaning staff to be deployed
Entrance Area	Appropriate number as may be needed.
Reception Area	
Lounge Area	
Main club complex	
Club grounds	
Club garden/park area	
Parking area	
Swimming pool area	
Club Rooms	
Gym equipment and rooms	
Shower rooms, locker rooms	
Canteen Area	
Toilets	Typically 1 staff per toilet block

Adequate number of supervisors should be employed. Supervisors responsible for Monitoring and Supervision of Standardised and Timely Cleaning as per SOP should be identified and names displayed prominently. Adequate number of backup staff may also be provisioned for.

## Cleaning Practices

All roads, pavements, parks, other common spaces of the club premises (both external and internal) should be cleaned at any given time. The following cleaning routine should be adhered to:

### Garbage Bins

- a) Remove garbage from dustbins and clean them if required.
- b) Provide separate dustbins for biodegradable and non-biodegradable materials.
- c) Replace cleared dustbins to original spot.
- d) If any trash is found anywhere in the complex, pick up immediately.

### Toilets:

- a) Fixtures including toilets and sinks should be free of streaks, soil, stains and soap scum.
- b) Mirrors and windows should be free of dust and streaks.
- c) Dispensers should be free of dust, soiling and residue and replaced/replenished when empty.
- d) Waste should be disposed of appropriately on a daily basis.
- e) Provisioning of soap, toilet paper, hand towel/dryer, sanitary pads dispenser, dustbins, and other necessary items.
- f) Toilet bowls, urinals and adjoining areas should be cleaned with disinfectant on a daily basis, and the use of acid-based disinfectants should be avoided.
- g) Toilet floors should be kept dry to the extent possible/feasible.

### Common spaces:

- a) Sweeping of roads, pavements, other external areas at least twice a day.
- b) Cleaning internal common spaces like lift, stairs area, indoor parking area .etc. regularly.
- c) Composting leaves, biodegradable waste (if feasible)

### Park/Garden Area (if present):

- a) Sweeping of park/garden area regularly.
- b) Removing grass and hedge trimmings same day.
- c) Cleaning park benches and other outdoor equipment every day.

### Club Equipment

- a) Club equipment should be regularly cleaned and well maintained.



- b) Club equipment should be checked at regular intervals to see if there is need of repair or replacement with new equipment.
- c) Existing club equipment should be updated at feasible intervals.
- d) Club infrastructure like swimming pools requiring specialized cleaning services should be catered to adequately.

### **Club Restaurants**

- a) Club restaurants should be regularly cleaned.
- b) Dustbins should be placed at easily accessible spots to prevent littering.
- c) There should be attached toilets with Washbasin in the restaurant.

## Do's and Don'ts

DO	DON'T
Collect waste, rubbish and debris within the club and dispose as per set frequency.	<b>DO NOT</b> let waste and trash accumulate within the premises.
Dispose all waste as per guidelines.	<b>DO NOT</b> dispose waste outside or near parking lots, gardens, lawns, storm drains, drainage, pools, ditches or any other location where they can damage the environment.
Keep all equipment clean; do not allow a build-up of wastes.	<b>DO NOT</b> let equipment get damaged or rusted; replace if unsuitable for further use.
Oversee contractors to ensure that correct procedures are followed and SOP guidelines are complied with.	<b>DO NOT</b> let contractors conduct maintenance in conflict with proper procedures and guidelines; monitor closely.
Impose Penalty on defaulters for littering/spitting/open urinating within the club premises.	<b>DO NOT</b> allow littering, spitting, open defecation or any other practices that affect the cleanliness and aesthetics of the premises.
Conduct surprise inspections of the club to ensure a clean, hygienic and healthy environment for members and staff.	<b>DO NOT</b> allow accumulation of unnecessary wastes anywhere.

## Cleaning Equipment

The Club's Administration/ Contracting Agency is required to procure appropriate and necessary cleaning and processing equipment as per norms laid down below:

### Dustbins

Area	No. of dustbins required
External Area/Open spaces/Garden	1 set of colour-segregated bins every 150 metres
Common toilets	1 per toilet
Parking spaces	As per need

### Brooms, Dusters, Staff Uniforms

No. of cleaning staff	No. of sets required
As per need	1 per cleaning staff personnel

### Cartage Equipment

Equipment	No. of units required
Baskets/collection equipment for gathering garbage	1 per worker
Hand carts/rickshaws	As per need
Tractors, Trucks/Mini-trucks	As per need







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