

RE: MGLA120216-5002 FOI Request

Mayor of London (mayor@london.gov.uk)

To: [REDACTED]

Dear [REDACTED]

Thank you for your recent request for information; this has been dealt with under the Freedom of Information Act 2000.

Our response to your request is as follows:

1. How much your organisation did spends annually basis and over last five years on the cleaning services?

The contracts for cleaning also include portorage, some waste management and horticulture services. As these services are delivered as one contract we cannot say what the cost for the cleaning element only has been for the past five years.

2. Is Soft Facility Management (FM) service provided in-house or out sourced, if it out sourced who are the provider of this service, length of the contract and termination date?

Some soft services are provided in-house and some are outsourced. In relation to cleaning services, the Authority has a contract with ABM for City Hall and Veolia for Trafalgar and Parliament Squares. The ABM contract is for 4+1+1 years with an end date of April 2018, the Veolia contract is 7+7 years with a final end date of September 2024.

3. If the soft FM services are provided in-house please provide cost analysis of all chemical cleaning detergent used to clean the commercially and domestically properties and suppliers name.

The cleaning is not provided in-house.

4. Does your organisation use 100% environmentally friendly cleaning products, please state the products?

It is a contractual requirement that all cleaning products with surfactants are readily biodegradable, that added substances are not bio-accumulative and not classified as toxic, carcinogenic or mutagenic. No products are tested on animals and no products are classified as dangerous to the environment or sensitizing. A list of products used is as follows:

- Carefree Emulsion
- Suma Grill D9
- Prochem Citrus Gel
- Suma Bac D10
- Johnson's Baby Oil
- Zenith Low Foam Carpet Extraction Shampoo
- Zenith Toilet Cleaner
- Zenith Perfumed Hand Soap
- Zenith Neutral Daily Floor Cleaner Concentrate
- Zenith Bactericidal Hand Soap
- Zenith Carpet Spot and Stain Remover
- Zenith Kettle & Washroom Descaler
- Zenith Chewing Gum Remover
- Zenith Hard Surface Cleaner
- Zenith Machine Rinse Aid
- Zenith Granular Salt
- Zenith Alcohol Hand Sanitiser
- Zenith Premium Floor Polish
- Zenith Premium Floor Stripper
- Zenith Premium Floor Maintainer
- Zenith Air Freshener
- Zenith Bio Sanitiser
- Zenith Dishwasher Tablets
- Zenith Bio Freshener
- Zenith Limescale Remover
- Zenith Odour Eliminator
- Zenith Concentrated Bio Laundry Powder
- Zenith Washroom Renovator
- Zenith Universal Limescale Remover
- Zenith Glass & Stainless Steel Cleaner
- Zenith Hygienic Floor Cleaner Concentrate
- Zenith Bio Sinkwash
- Zenith Toilet Renovator

Tork Premium Liquid Soap Mild
Tork Premium Liquid Soap Hair & Body
Geneva Guild Liquid Hand Soap
Geneva Guild Moisturising Lotion
Suma D2 All Purpose Cleaner

5. Please state within your organisation person responsible for the procurement of the janitorial and cleaning products, please provide contact details.

Alexander Fleming is the contract manager for all cleaning contracts and can be contacted at alexander.fleming@london.gov.uk

If you have any further questions relating to this matter, please contact me, quoting the reference at the top of this email.

Yours sincerely

[REDACTED]
Amenities Manager

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at <https://www.london.gov.uk/about-us/greater-london-authority-gla/sharing-our-information/freedom-information>

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Greater London Authority

Dear Sir or Madam,

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

Please send me:

How much your organisation did spends annually basis and over last five years on the cleaning services?

Is Soft Facility Management (FM) service provided in-house or out sourced, if it out sourced who are the provider of this service, length of the contract and termination date?

If the soft FM services are provided in-house please provide cost analysis of all chemical cleaning detergent used to clean the commercially and domestically properties and suppliers name.

Does your organisation use 100% environmentally friendly cleaning products, please state the products?

Please state within your organisation person responsible for the procurement of the janitorial and cleaning products, please provide contact details.

I would like the above information to be provided to me as electronic copies.

If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters.

If any of this information is already in the public domain, please can you direct me to it, with page references and URLs if necessary.

If the release of any of this information is prohibited on the grounds of breach of confidence, I ask that you supply me with copies of the confidentiality agreement and remind you that information should not be treated as confidential if such an agreement has not been signed.

I understand that you are required to respond to my request within the 20 working days after you receive this letter.