

# ANNEX X

## Quality Control procedures

### 1. ORGANISATION

The control of the buildings will be carried out in two different forms:

- Continuous internal control by the company:  
Areas and day of control will be determined on an ad-hoc basis by the Contractor. The Agency reserves the right to witness these internal controls or to check the results obtained.
- Counter control:  
The Agency will be in charge of the planning of these controls.  
The Agency will determine the areas to be checked and will inform the representative of the company in charge of the work, of the day for this control.

### 2. FREQUENCY OF CONTROLS

- Internal control: Once daily
- Counter control: Once weekly

### 3. MODALITIES

- a) Walls: 4 m<sup>2</sup>
- b) Floors: 20 m<sup>2</sup>

All the criteria (see below) will be evaluated inside these surfaces.

- a) Counter samples
  - 2 offices
  - 1 toilet
  - 1 conference/meeting room
  - 2 other areas (corridors, computer room, technical room etc.)

- b) Time of controls

The control of the buildings will be carried out during hours of presence of the personnel (08:30h to 17:30h).

#### Control criteria:

- a) Dust: all particles that cannot be collected manually, but which are easily eliminable by sweeping, vacuum cleaning or wiping.
- b) Waste: all objects, solid or pasty, deformable or not, of any nature, likely to strewn the soils or equipment. The quantification of waste will be checked, whatever the nature of the soils or equipment on a defined reference surface. The following are regarded as waste: paper, material, metals, glasses, food waste, adhesives, stickers...
- c) Spots: adherent stains of any nature (thin or fatty) except for any irreversible deterioration (cigarette burns, stripes, punching, surface discolouration caused by various products other than those used for cleaning). In a more general way, the controller will make sure that the spots in involved are likely to disappear with the traditional products used for the cleaning operations. One also understands by spots: the adhesive traces, the spectra of chewing gum resulting from scraping.
- d) Dry run-outs: all liquid traces whatever the nature having dried while running or stagnant on a support.
- e) Finger marks: all fatty traces left by all or part of the hand.
- f) Residual cleaning traces: all traces resulting from a cleaning or wet wiping operation, observed after drying of surface.
- g) Scale traces: all traces or layer of calcareous origin left by the passage of water after evaporation.