

RGS

Cleaning Ltd

The Cleaning Company

96 Hangingwater Road,
Nether Green,
SHEFFIELD S11 7ER

Tel: 0114 263 0303

Fax: 0114 263 0099

E: info@rgscleaningltd.co.uk
www.rgscleaningltd.co.uk



CLEANER TRAINING MANUAL & METHOD STATEMENTS

***ALL CLEANING
SHOULD BE***

--

“TOP TO BOTTOM”

“DIRTY TO CLEAN”

&

If it's Dirty,

CLEAN IT!

Tel: 0114 263 0303

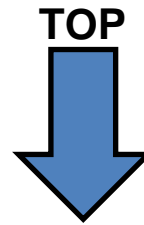
Fax: 0114 263 0099

Email: info@rgscleaningltd.co.uk

www.rgscleaningltd.co.uk

HOW TO CLEAN

Always work from **TOP** to **BOTTOM**



DIRTY to **CLEAN**.

Dirty

BOTTOM

Clean



TO



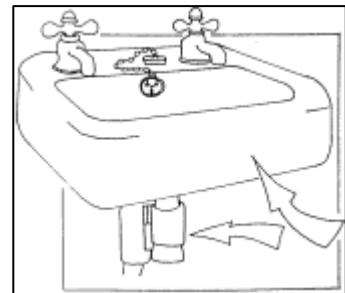
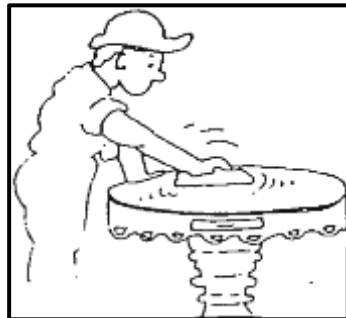
Start with High Level cleaning, and work down to the floor.



TOP



Wipe surfaces, sinks, desks, sides, window sills, toilets, dispensers, appliances, etc.



TO

Clean piping, skirting, furniture, etc.



Empty Bins – Try to empty bins into one bag and re-use liners as much as possible.



LAST JOB – Vacuum / Sweep and Mop the floor

BOTTOM



CHEMICALS – Continued....



RGS
Cleaning Ltd.
The Cleaning Company
5 LITRE

PEARL PINK SOAP

**Soft & Gentle On Hands
Shampoo & Body Wash**
Anti-Bacterial kills
99.9% of Germs

Removes general soil, light oils and greases whilst protecting skin. Also recommended as an all over body shampoo for showers and leisure centres.

Directions - Apply a small amount to the hands and rub well, taking particular care with nail beds. Rinse well with clean water. Always dry hands thoroughly.

96 Rangwater Road, Sheffield, S11 7ER
T: +44(0)114 2630303 E: info@rgscleaningltd.co.uk
www.rgscleaningltd.co.uk

←

SOAP – ONLY to be dispensed into dispensers. NEVER TO BE DILUTED. NEVER TO BE USED IN MOP BUCKETS OR FOR ANY OTHER PURPOSE



FOLLOW LABEL INSTRUCTIONS AT ALL TIMES.
DO NOT USE ANY CHEMICALS OR SUBSTANCES THAT HAVE NOT BEEN APPROVED BY RGS
ALWAYS FOLLOW INSTRUCTIONS OF YOUR CONTRACTS MANAGER AND WHEN IN DOUBT, CHECK!!!



←

Baby Oil
To polish stainless steel. Wipe on to surface then polish away to a shine. Use with paper rather than cloths (such as paper towels or blue roll), if you have to use a cloth, blue edge and only use for baby oil.



←

Brass Cleaner
Use as directed on tin. Wipe onto surface with a cloth, polish and wipe away.



←

Cream Cleanser
For stubborn marks and white walls. Scrub on with a clean cloth and wipe away.



←

Furniture Polish Use as directed on tin. Wipe onto surface with a cloth, polish and wipe away.

Control of Substances Hazardous to Health (COSHH)

Using chemicals or other hazardous substances at work can put yours and other peoples' health at risk. Exposure to hazardous substances can cause asthma, lung damage, cancer and skin diseases such as dermatitis.

Every year thousands of workers are made ill by hazardous substances and this doesn't just affect the person using or applying the substance, it can affect anyone in close proximity to the substance. Almost all organisations use substances that could cause harm to you or others.

TYPES OF HAZARDOUS SUBSTANCE

Substances which are hazardous to health can take many forms and include:

- Chemicals or products containing chemicals;
- Fumes;
- Dusts;
- Vapours;
- Mists;
- Gases and asphyxiating gases;
- and biological agents and germs that can cause diseases, conditions such as leptospirosis or legionnaires disease.



COMMON HAZARDOUS SUBSTANCES

Some examples of common hazardous substances found in many organisations:

- paints, sealants, varnishes and other decorative coatings;
- fuels and lubricants, including waste oil;
- fumes and gases from welding and cutting;
- fumes from vehicle exhausts;
- dusts from abrasive wheels and sanding;
- cleaning products, (including strong hand cleaners);
- adhesives and fillers;

SOURCES OF INFORMATION – THE PRODUCT LABEL AND SAFETY DATA SHEETS

Suppliers of substances and chemicals are required by law to label their products with hazard symbols, warnings and safety advice if it is deemed to be hazardous to health. This information can then be used by you and others to identify what hazards the particular substances pose and what precautions to take in order to use them safely.

Let's take a look at hazard symbols and their respective meanings.

HAZARD SYMBOLS AND THEIR MEANINGS



- **Toxic** - these substances are capable of causing severe injury or death, they may overload organs such as the liver or kidneys, for example some adhesives.



- **Gas Under Pressure** – these substances may explode when heated, examples are propane and acetylene cylinders.



- **Irritant or Harmful** – these substances can cause skin and eye irritation, examples include paints, oils, adhesives.



- **Flammable** – these substances catch fire easily, examples are fuel e.g. petrol, LPG etc and adhesives.



- **Explosive** – these substances are explosive by design, examples are fireworks.



- **Dangerous to the Environment** – these substances are toxic to aquatic life and can have long-lasting environmental effects, for example adhesives and paints.



- **Oxidising** – these substances provide oxygen to make other substances burn more fiercely and can intensify a fire, for example some cleaning products.



- **Health Hazard** – these substances can cause chronic diseases such as asthma or lung cancer, examples are some solvents, paints and engine exhaust fumes.



- **Corrosive** - these substances will chemically attack materials or living tissue such as the skin and eyes, for example sulphuric acid found in car batteries.
-

It is **important** to know that more than one hazard symbol may apply to a hazardous substance.

ALWAYS READ THE LABEL CAREFULLY.

SAFETY DATA SHEETS (also known as Material Safety data sheets)

In addition to hazard symbols displayed on products and your employer's COSHH risk assessments you should also have access to material safety data sheets for any substance used and stored in the workplace. The abbreviation (M)SDS stands for (Material) Safety Data Sheet.

A Safety Data Sheet is a document that contains lots of important information about a substance or chemical. Information includes potential health hazards, fire hazards, how the substance reacts and environmental impacts. It will also provide information on use, storage, handling and emergency procedures.

The safety data sheet contains much more information than the product label. SDSs are prepared by the supplier or manufacturer of the material and detail what the hazards are, how to use the product safely, what to expect if the recommendations are not followed, how to recognize symptoms of overexposure and what to do if such incidents occur.

REMEMBER before using a chemical or substance check the label on the container or consult the material safety data sheet.

HAZARDOUS SUBSTANCES AND HOW THEY ENTER THE BODY

If not used correctly these substances can potentially damage your health, either in the short term, (often referred to as an acute effect) such as coughing or sneezing, or in the long term (often referred to as chronic effects) such as asthma. Sufferers of chronic effects may never fully recover.

Depending on the type and form of the substance, hazardous substances can enter the body and cause harm in a number of ways. It is important that you know how hazardous substances can get into the body, the routes of entry are:

- **INHALATION** – breathing in the hazardous substance;
- **INGESTION** – eating or swallowing the hazardous substance;
- **SKIN CONTACT** - through direct contact with the hazardous substance;
- **SKIN ABSORPTION** – the hazardous substance is absorbed through the skin and into the bloodstream;
- **INJECTION** – the skin is punctured by a sharp object with a hazardous substance on it;
- and finally, **EYE CONTACT** – via vapours and mists entering the eye

PROTECTING YOURSELF AND OTHERS FROM ILL HEALTH AND INJURY

There are a number of steps you can take to protect yourself and others. Let's look at a few examples:

Refer to the Product Label and / or the Safety Data Sheet

As discussed previously **always** follow the instructions on product labels and in safety data sheets.

Plant and Equipment

Use any equipment provided correctly, for example:

- dust extraction equipment when sanding;
- weld fume extraction equipment when welding;

If equipment is not working, report it **IMMEDIATELY** to your supervisor or manager.

Personal Protective Equipment (PPE)

- Keep PPE clean and wear it properly.

- Check any PPE before you put it on.
- Respiratory protective equipment (or RPE) may be needed for some tasks, for example air fed breathing apparatus when spraying certain paints. Ensure that you select the correct type of RPE and filter, know how to fit your RPE and that it is stored and maintained correctly. Seek advice from your Supervisor, Manager or RPE supplier if you are unsure.
- Use work clothing to protect the skin from contamination.
- Wear appropriate protective gloves, for example single use, powder free, nitrile gloves. Throw gloves away after use.
- and wear eye protection when using chemicals which are irritants or corrosive such as solvents.

Health Advice and Personal Hygiene

- Your employer may have an established health surveillance programme in place, for example skin checks, lung function tests or biological monitoring carried out by a third-party company. If they do you must cooperate when asked to undergo such health checks and also comply with any recommendations made.
- Check your skin regularly for dryness and soreness. Report any issues to your supervisor or manager and seek medical advice if you have concerns about the condition of your skin.
- Use skin creams for skin protection and to help in washing contamination from the skin. **Remember** these are not barrier creams.
- Never clean hands with concentrated cleaning products, solvents or fuel.
- Do not eat or smoke in areas where there is likely to be exposure to hazardous chemicals;
- Wash your hands and face before drinking, eating or leaving work;
- Avoid skin contact with chemicals.
- and avoid breathing in mist and vapour.

Storing and Use of Chemicals

- Store chemicals securely in a cool, dry, dark place. Ensure chemicals are segregated appropriately (for example make sure acids and alkalis are kept apart).
- Keep container lids closed.
- Never store more chemicals than you need.
- Store containers so that their product labels face outwards.
- Never store chemicals in open containers.
- Keep the storage area well ventilated.
- Store stocks of highly flammable substances in an appropriate store or cupboard and make sure adequate ventilation is in place.
- **NEVER** decant chemicals into unlabelled containers and do not reuse empty containers that contained a different chemical.
- Only use small quantities of chemicals at a time

Cleaning and Housekeeping

- Keep the work area clean.
- Clear up spills promptly.
- and dispose of hazardous waste, for example, waste paint, waste oils and other hazardous substances through a specialised contractor.

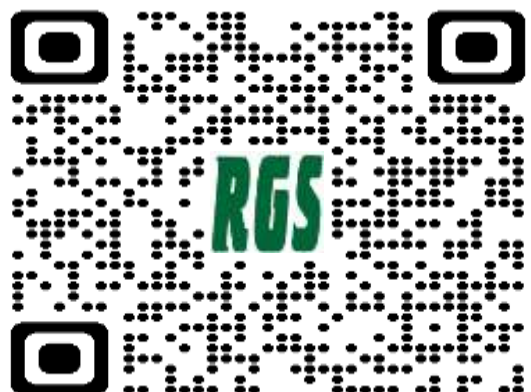
This safe system of work has shown you examples of some hazardous substances, how they can affect your health and simple precautions that will help protect you and others. Controlling substances that are hazardous to health is an important part of your everyday work.

REMEMBER the consequences of being exposed to hazardous substances and using them incorrectly can have life-changing effects.

Remember, you have a duty not only to protect your own health and safety but also to ensure that your actions do not put others around you at risk.

COSHH SHEETS CAN BE FOUND IN THE GREEN FOLDER IN THE CLEANERS CUPBOARD OR BY VISITING THIS LINK.

<https://office.rgscleaningltd.co.uk/downloads/> and going to COSHH or SCAN THE QR code below.



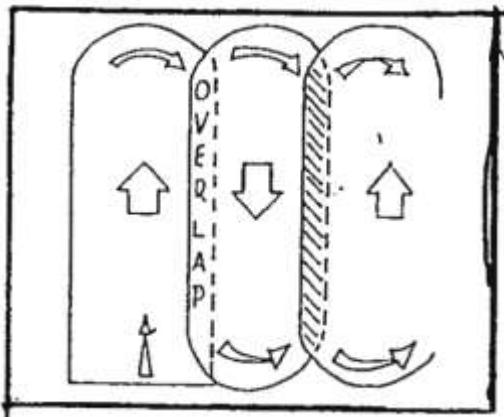
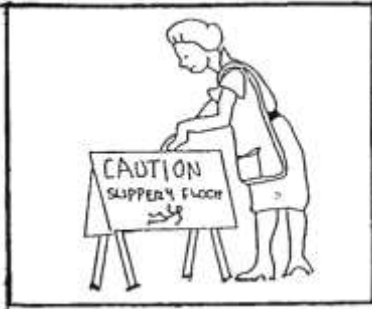
MOP SWEEPING – FOR DRY FLOORS ONLY

EQUIPMENT

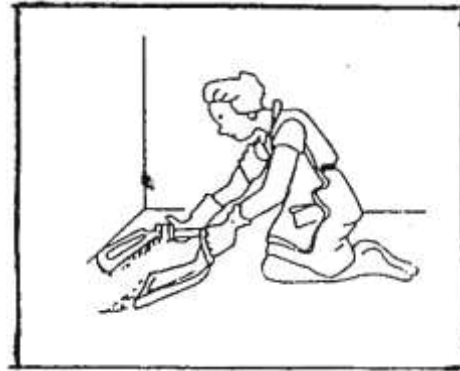
Mop Sweeper
Suction Cleaner and attachments
Dust pan and brush
Scraper
Warning Sign(s)

METHOD

1. See diagrams below.
2. Place warning signs.
3. Assemble equipment, check suction cleaner, bag present? Filter clear? Wire and plug undamaged and safe to use?
4. Ensure KEX or sweeping brush is clean and intact before commencing sweeping.
5. Remove any chewing gum with scraper.
6. Sweep using a continuous stroke (straight or figure of 8) overlapping passes. Ensure mop head is in contact with the floor at all times and a leading edge is maintained. Sweep under heavy furniture, move lighter furniture and replace.



7. Use dust pan and brush in corners.



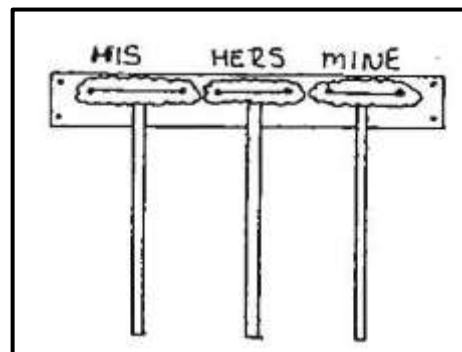
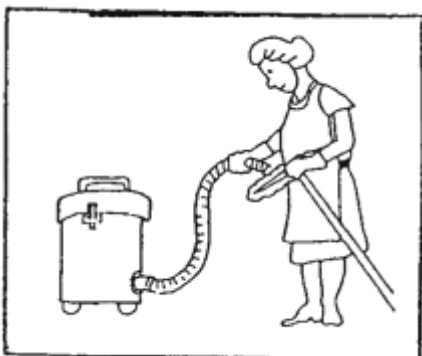
8. When sweeping large areas, collect dirt with pan several times.
9. If mop sweeper becomes full of dirt, clean it using the suction cleaner.
10. Cover all areas systematically.
11. When finished remove soilage from floor with dust pan and brush and clean mop sweeper with suction cleaner.

SAFETY

Always ensure to be conscious of others around you. Use caution signs to indicate working and that others may need to exercise caution.

CARE OF EQUIPMENT

1. Clean mop sweeper with suction cleaner.
2. Store mop-sweeper head up.

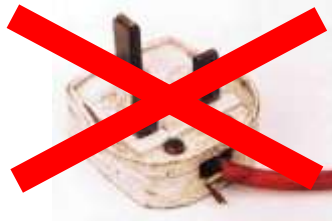


SUCTION CLEANING / VACUUMING

EQUIPMENT

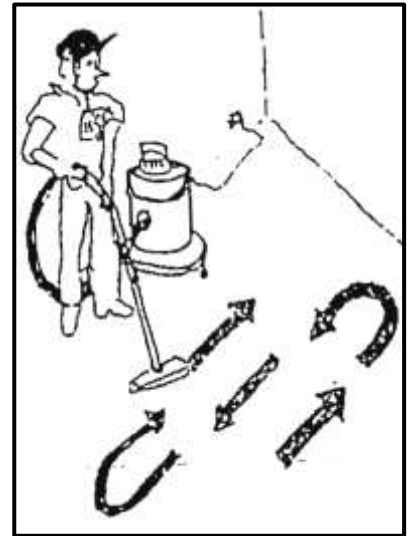
- 1 x Cylinder/Upright vac and attachments.
- 1 x Stiff hand brush.
- 1 x Scraper (if needed)
- 1 x Chewing gum remover (if needed)
- 1 x Extension lead (avoid using extensions wherever possible as it puts additional strain on the motor)

CHECK CABLE AND PLUG BEFORE USE



METHOD

1. Assemble equipment check cables and plugs and that there is room in the disposable bag.
2. FULLY un-coil and check wire. Never use unless all wires are FULLY un-coiled.
3. Remove chewing gum with scraper and remove with either freeze spray or chemical.
4. Pick up all litter, i.e. paper, plastic tags, etc. anything else that needs removing.
5. Suction clean the carpet methodically and cover all areas.
6. Remove the wand pole/head and use the pipe head or edging tool to clean skirting boards, sides, corners, etc.
7. When finished, clean machine and return to cleaners cupboard.



Fault Findings

1. The machine has stop working but is still running – Check to see if It is blocked up in the pipe, wand or has the filter become clogged? If so, remove obstruction and allow to cool.
2. The machine won't turn on - Check the plug and on switch are turned on and that there is power and neither are damaged as well as the cable.
3. Report machine malfunction to the site supervisor or contracts manager immediately.
4. Label to indicate a faulty and place back in the cleaners cupboard.

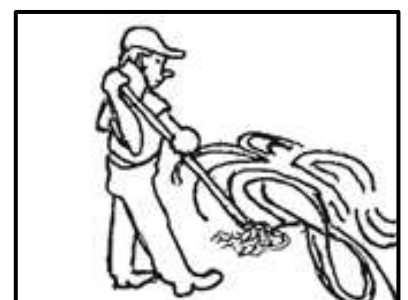
SINGLE SOLUTION MOPPING

EQUIPMENT

1. Single solution mopping system (i.e. bucket and wringer + mop).
2. Cleaning agent and dispenser (where available or other measuring apparatus – note most mop bucket have a measuring port on the side of the wringer).
3. Abrasive Pad
4. Protective Gloves (if required)
5. Scraper
6. Warning / Caution Signs.
7. Bucket and cloth (if appropriate).

METHOD

1. See Diagrams
2. Place warning signs.
3. Remove any chewing gum with scraper.
4. Prepare cleaning solution (see chemical chart) by adding detergent and water to bucket.
5. Apply solution to an area of floor using the mop.
6. Mop using the figure 8 diagram, with each pass overlapping.
7. Clean adjacent to skirting by cutting in parallel to skirting.
8. Use abrasive pad to remove stubborn marks.



METHOD CONT....

9. Ensure bucket is behind line of work.
10. When wringing out mop stand in front of wringer and press down firmly.
11. Change cleaning solution when dirty.
12. Leave to dry for as long as possible, and also leave as dry as possible.
13. Clean equipment and return to store.
14. In medical practices, this should be with the head up and the bucket upside down to allow to dry correctly.
15. Always ensure mops are stored separate from each other to prevent cross contamination.

SAFETY

1. Wear gloves if needed and appropriate.
2. When wringing out a mop, stand in front of wringer and press down firmly. Use as little water as necessary.
3. **DO NOT USE SOAP** – as this will make



the floor slippery.



CARE OF EQUIPMENT

1. If needs be, remove mop head from handle, wash and allow to dry.
2. If re-assembled store head up.
3. Wash abrasive pad and allow to dry.
4. Wash buckets, wipe and store upside down.
5. Change Mops weekly in daily cleaning medical settings. As needed in any other setting.

WASHROOMS

DUSTING, DAMP WIPING, GENERAL CLEANING

EQUIPMENT

- 1 x RED Microfibre Cloth (RED - correct colour for area)
- 1 x RED Spray Bottled (correct solution for area – Washroom cleaner)
- 1 x RED edged dish cloth
- 1 x Green Pad
- 1 x RED Mop & Bucket
- 1 x Toilet descaler
- 1 x Toilet Brush
- ? Warning Sign(s)

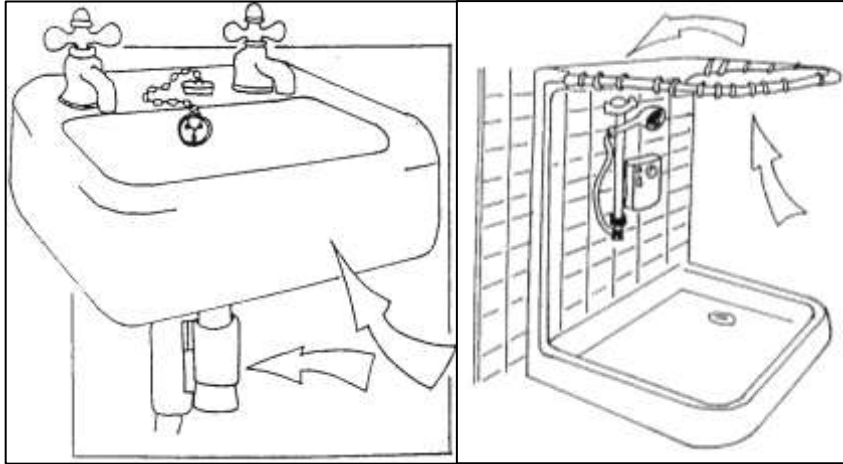
METHOD

1. Wipe over all surfaces to remove dust and debris from all flat surfaces using damp Microfibre cloth.
2. Spray IN A MIST, all surfaces including wipeable walls, basins, dispensers, toilets, doors, handles, etc. and leave to work (a few minutes).
3. Ensure toilet bowl is empty by flushing.
4. Ensuring the toilet bowl is empty, dispense descaler around half the rim of the toilet (go around the other side next time). In offices with less than 20 people, this should be done every other day.
5. Using toilet brush, dip into the water and scrub to spread descaler around the top and under the rim, bowl and U-bend.
6. Flush to clean away descaler. If still present, re-scrub and flush again.
7. Wipe around base and sides of toilet.
8. Use a green pad for stubborn dirt.



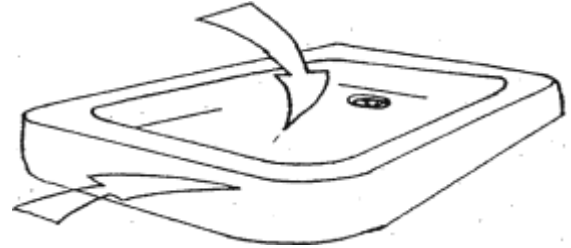
METHOD CONT....

9. When finished cleaning toilet, using dishcloth (NOT A MICROFIBRE CLOTH), wipe away sprayed cleaner from all surfaces to leave all surfaces clean. and clear from dirt and disinfected.
10. When all surfaces are clean and any bins empty, mop the floor as per single solution mopping instructions using general purpose cleaner.
11. Remember to wipe under basins, behind and around toilets, pull out bins and clean behind etc.



SHOWERS

1. Assemble equipment.
2. Place warning signs (if necessary)
3. Remove items of soap and such.
4. Ventilation is needed.
5. Mix cleaning solution in accordance to chemical chart – Only place Pine disinfectant needed or provided.
6. Clean curtain rail with cloth.
7. Wipe all fixtures and fittings from top to bottom of shower including doors and walls.
8. Remove all hair from drain holes.
9. If there is a shower tray, clean inside and out with cloth.



10. Rinse entire shower using shower head and warm water.
11. Replace items, soap etc.
12. Clean shower curtain if necessary.
13. Clean top to bottom, clean to dirty.
14. Clean equipment and return.

SAFETY

1. Use gloves if necessary.
2. DO NOT EVER USE BLEACH OR ANY OTHER CHEMICAL OTHER THAN THOSE GIVEN TO YOU BY RGS UNLESS INSTRUCTED.
3. DO NOT use incorrect chemical in incorrect spray bottle.
4. Dispense pine disinfectant into a bucket and mix with warm water before wiping around.
5. Don't scratch surfaces.
6. RUN ALL TAPS FOR 30 SECONDS FOR INFECTION CONTROL PURPOSES EVERY DAY.

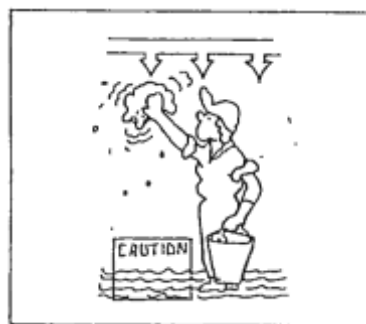


GENERAL AREA CLEANING

DUSTING, DAMP WIPING, WASHING

EQUIPMENT

- 1 x Microfibre Cloth (correct colour for area)
- 1 x Spray Bottled (correct solution for area – General Purpose Cleaner)
- 1 x Correctly colour edged dish cloth
- 1 x Green Pad
- 1 x Correctly Coloured Mop & Bucket
- ? Warning Sign(s)



METHOD

1. Assemble equipment.
2. Place warning signs.
3. Dust using microfibre cloth, wipe from the top to the bottom, use smooth strokes.
4. DON'T flick the cloth.
5. Mix cleaning solutions according to chemical chart.
6. Damp wipe, using a damp cloth wrung almost dry, use smooth strokes to remove dirt.

Washing and disinfecting

7. Apply cleaning solution by spraying into a correctly coloured cloth and wipe over surface fully.

METHOD CONT....

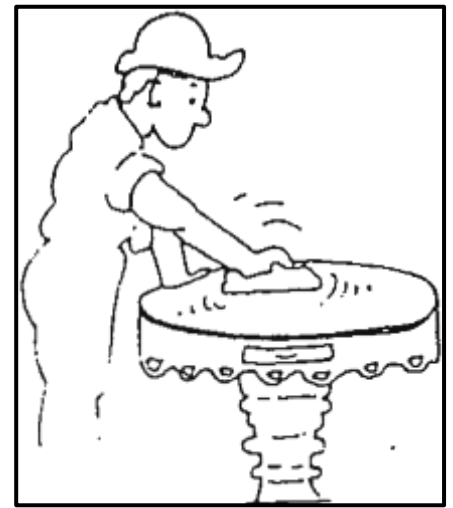
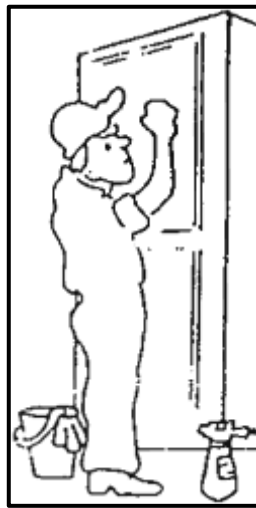
8. Polishing – ONLY WHERE FURNITURE POLISH HAS BEEN SUPPLIED FOR HIGH GLOSS WOODS - Apply polish sparingly to surface.
9. Wipe and allow to dry,
10. Buff to a high sheen.
11. For fixtures and fittings spray the polish on to the duster and then allow to dry, then buff to a high sheen.
12. Clean equipment and return.

SAFETY

1. Use gloves if needed and appropriate.
2. Use only lint free cloths and dusters.
3. DO NOT USE CHEMICALS WITH MICROFIBRE CLOTHS.
4. Don't spray directly onto surfaces except with aerosol furniture polish. Always spray into a cloth.
5. Wash DAMP microfibre cloths frequently to remove collected dirt.
6. DO NOT SPRAY POLISH OR OTHER SOLUTIONS SO AS THEY COULD END UP ON THE FLOOR AND CAUSE A HAZZARD.



7. Using polish and any other chemicals sparingly.



CARE OF EQUIPMENT

1. Wash microfibre cloths and allow to dry
2. Wash cloths and allow to dry
3. Wash any buckets and leave to dry
4. Refill spray bottles correctly
5. Apply any polish or other chemicals sparingly.
6. Leave equipment stored away correctly and clean.



HIGH LEVEL CLEANING – FROM THE FLOOR

EQUIPMENT

1. Dust covers
2. High level dusting tools.
3. Protective clothing and safety goggles.
4. Safety helmets and warning signs.
5. **New Clean Mop Head on a Mop Pole**
6. **LONG HANDLED DUSTER**

METHOD

1. UNLESS OTHERWISE INSTRUCTED, DO NOT ATTEMPT ANY HIGH LEVEL CLEANING OTHER THAN TO USE A NEW MOP ON A MOP POLE AS A LONG HANDLED DUSTER.
2. Using NEW MOP on a mop pole or long handled duster, go around high levels, corners, edged and walls, wiping with the appliance to remove dirt, dust and cobwebs.
3. Display warning signs if needed

SAFETY

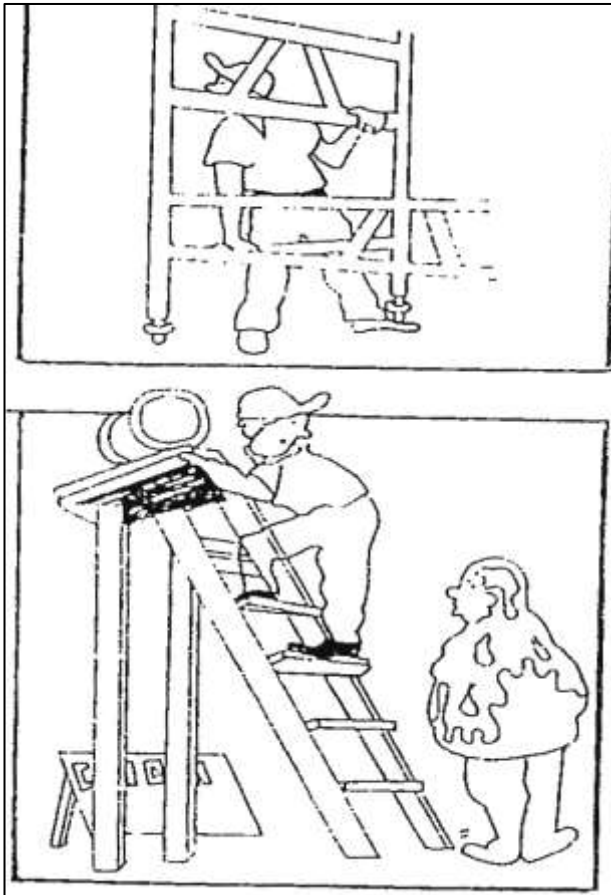
UNLESS OTHERWISE INSTRUCTED YOU SHOULD ALWAYS KEEP ONE FOOT ON THE FLOOR WHILE CLEANING, UNLESS USING SOMETHING LIKE A BED STEP, OR LOW LEVEL STEP UP NO HIGHER THAN 50cm – YOU MUST NEVER CLIMB ON FURNITURE.

YOU MAY NOT USE LADDERS UNLESS TRAINED, AUTHORIZED AND ON A LADDER ON THE "LADDER REGISTER". YOU SHOULD ALWAYS TRY TO WORK FROM THE FLOOR.

HIGH LEVEL CLEANING – WHERE TRAINED AND AUTHORISED

EQUIPMENT

1. Suction cleaner with high level accessories
2. Back vacuum
3. Safety harness with line.
4. Wire brush with handle loop. Access equipment
5. Buckets and clothes, wet and dry
6. Cleaning solution.
7. Dust covers
8. High level dusting tools.
9. Protective clothing and safety goggles.
10. Safety helmets and warning signs.
11. **New Clean Mop Head on a Mop Pole**
12. **LONG HANDLED DUSTER**



SAFETY

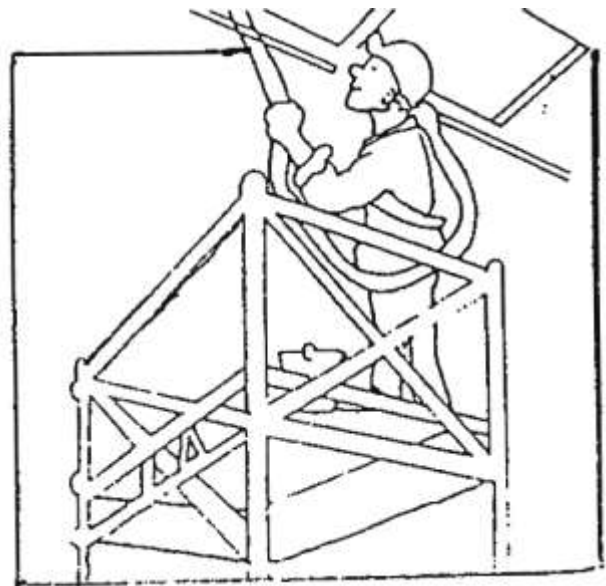
1. Wear Protective gloves and other equipment/clothing where necessary.
2. Check equipment before using to ensure safe and fit for purpose.
3. If using a back pack vacuum, ensure worn with both shoulder straps and waist strap.
4. Do not plug in equipment until all items assembled.
5. Do not allow cables to become taut.
6. **WORK FROM THE GROUND IF POSSIBLE AND USE LONG HANDLED EQUIPMENT INSTEAD OF CLIMBING LADDERS.**
7. **ONLY USE LADDERS ON THE LADDER REGISTER THAT HAVE BEEN ASSESSED AS USABLE.**

METHOD

1. Assemble equipment and check
2. Place warning signs.
3. Place dust covers to protect the surface.



4. Put up access equipment.
5. Mix cleaning solution using Chemical chart.
6. Clean high levels using the equipment required and following instructions.
7. Work slowly, side to side and top to bottom.
8. Avoid splashing the area below.
9. When finished dismantle all equipment.
10. Cleaning and return to store.



CARE OF EQUIPMENT

1. Empty Suction cleaner when done if necessary.
2. Dismantle all items correctly and store away correctly.
3. Clean any equipment as needed.



WINDOW CLEANING

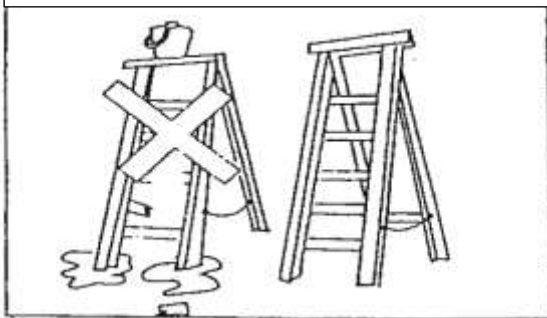
EQUIPMENT

- Water applicator
- Cleaning Solution
- Scrim
- Sponge
- Bucket
- Extension Poles
- Scraper
- Dust covers
- Clothes
- Warning Signs
- Leather
- Protective clothing

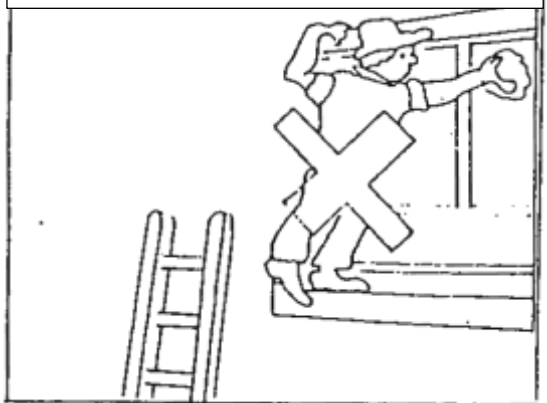
METHOD

1. Assemble equipment.
2. Place warning signs
3. Mix solution according to chemical chart
4. Remove furniture or cover with dust covers.
5. Clean large panes by applying solution with a sponge to sides and zig zag edges and then rest of pane. Remove water and dirt by either
 - a) using a well rung out leather or scrim, start at the side and top of frame and zig zag down the window.
 - b) Wipe the sides and top frame followed by a squeegee vertical strokes from top to bottom, at one side of the pane, then the other.
6. Use extension pole with the leather on to dry the edge
7. Clean small panes by applying solution and squeegee across the upper part of windows and work down.
8. Clean equipment and return to cleaners cupboard.

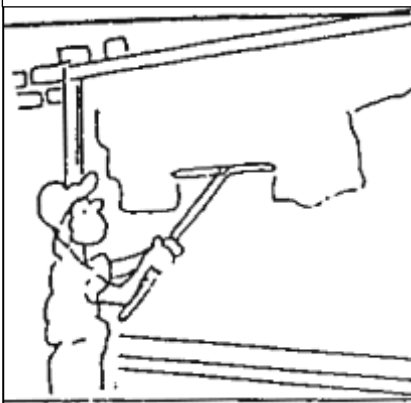
1. Make sure that access equipment is safe before starting work.



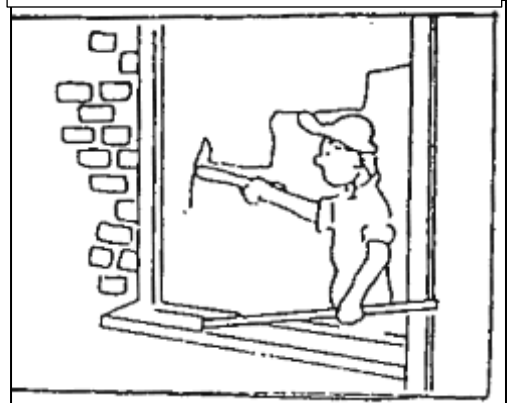
2. Don't climb onto window ledges without harness..



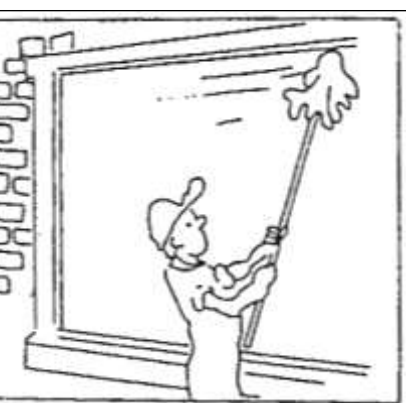
4. Use diagonal strokes and overlap.



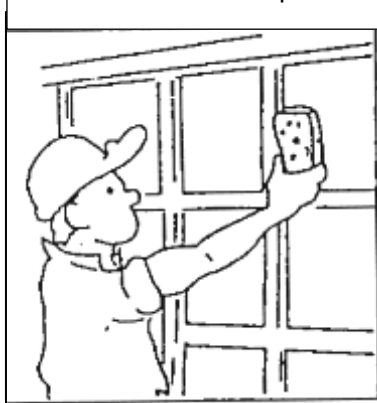
3. Move blade horizontally



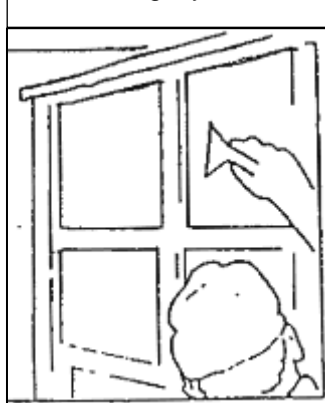
6. Use an extension pole with leather.



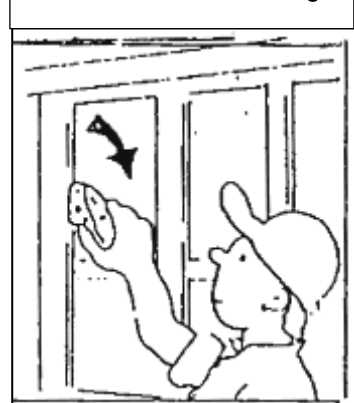
7. Sponge clean top row on small panes.



5. Tilt hand slightly.



8. With sponge, wipe the lower moulding



DO NOT ATTEMPT WINDOW CLEANING UNLESS YOU HAVE BEEN TRAINED CORRECTLY. DO NOT EVER CLIMB ON FURNITURE.

Internal spot cleaning of windows, glasses and other high polish surfaces, use one damp Microfibre cloth to wipe and one dry to polish to a shine.

BUFFING – FLOOR POLISHING WHERE TRAINED TO BUFF

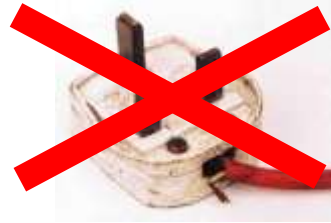
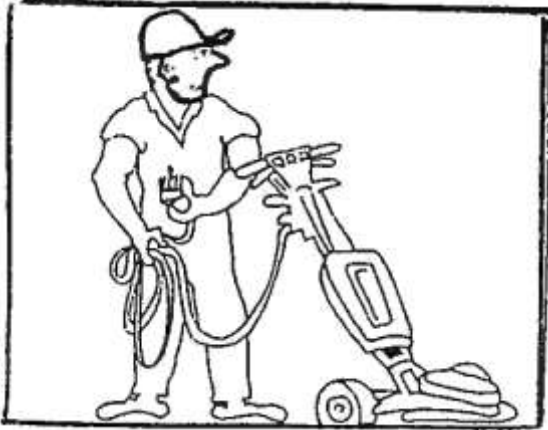
EQUIPMENT

Polishing machine (high speed)
Polishing brush or drive plate and buffing pad, or equivalent if multi-brush clean machine.
Mop sweeper and suction cleaner with attachments, of suction unit machine.
Warning Signs

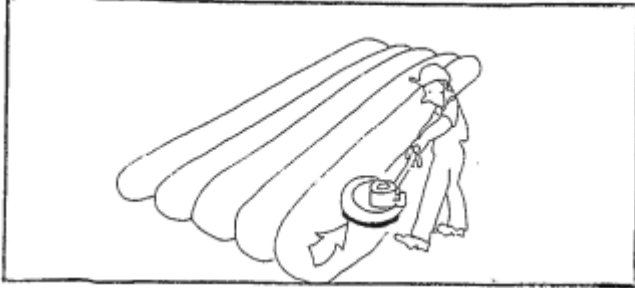
METHOD

1. See diagrams below.
2. Place warning signs.
3. Buff the floor using overlapping passes to ensure even appearance.
4. Buff adjacent to skirting, cut in parallel to skirting.
5. Cover the area systematically to ensure it is effectively buffed.
6. Position the cable behind the line of work so it is not tripped over.
7. If applicable, mop sweep the floor after buffing.
8. Clean equipment and return to cleaners cupboard.

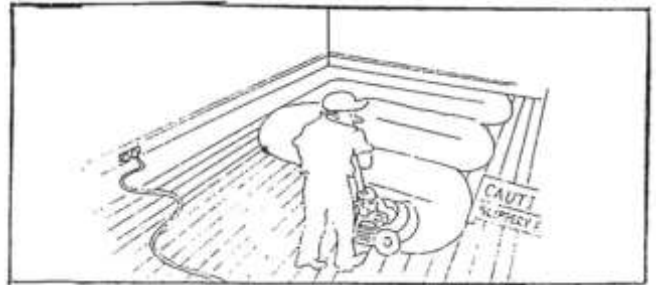
1. Assemble equipment, check electrical equipment, especially plugs and cables.



2. Buff using Overlapping Passes.



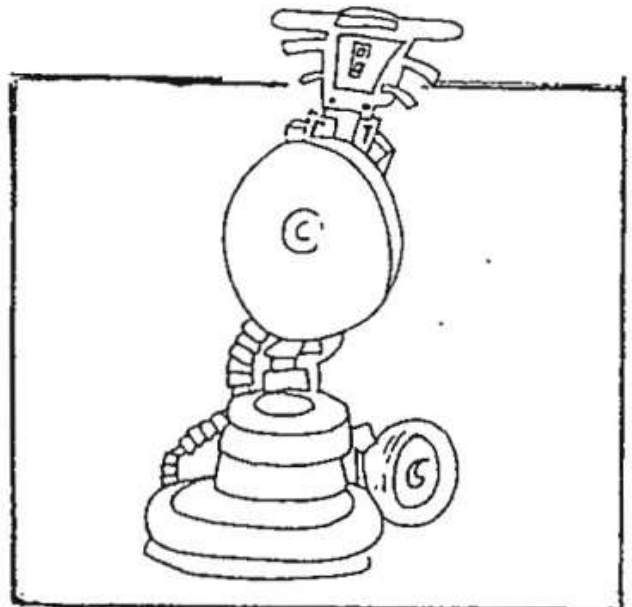
3. Near skirting, cut in parallel to them.



4. Keep cable behind line of work.



5. When not in use leave handle in upright position, remove drive plate when finished.



BUFFING – FLOOR POLISHING WHEN TRAINED TO BUFF

EQUIPMENT

All Equipment for BUFFING
Hand spray or spray fitted to machine
Cleaning agent and dispenser.
Mop sweeper and suction cleaner with attachments, or suction unit fitted to prepare polishing machine.
Warning signs
Cloths and a bucket.

SAFETY

Check electrical cables and plugs.
Do not plug machine in until it has been assembled and is ready for use.
Do not leave mop sweeper lying around.
Machine cable must be kept behind the machine.
Do not allow cable to become at ankle height.
When not in use leave the machine handle in an upright position with the drive board REMOVED.

CARE OF EQUIPMENT

If applicable clean mop sweeper using the suction cleaner. Store mop sweeper with head up. Wash pad/brush and allow to dry. Always remove plate and pad from under the machine otherwise they may become distorted. Clean spray bottle, wash and wipe bucket.

METHOD

1. Assemble equipment, check electrical equipment for safety, particularly plugs and cables.
2. Place warning signs.
3. If polishing machine is fitted with a tank, disconnect water prior to spray bottle, solution (see chemical chart).
4. Spray a fine mist over a surface of about 2 m² taking care not to overspray other surfaces.
5. Pass the machine over until dry and polished, using overlapping passes to ensure an even appearance.
6. Spray clean area adjacent to skirting by 'cutting in' parallel to skirting.
7. Wipe skirting with a cloth if necessary.
8. Position the cable behind the line of work to ensure it is not caught up by the pad/brush, or tripped over.
9. Check the pad/brush frequently and turn.
10. If applicable mop sweep the floor after buffing.
11. Clean equipment and return to cleaners cupboard.

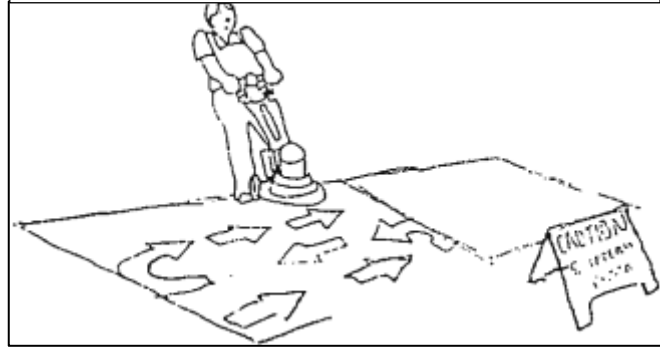
3. In spray bottle, prepare solution according to chemical chart.



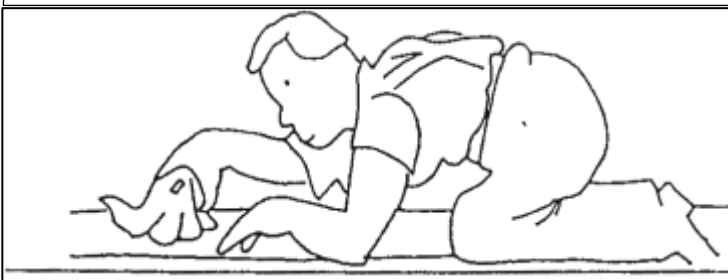
1. Spray a fine mist over an area of about 2 m²



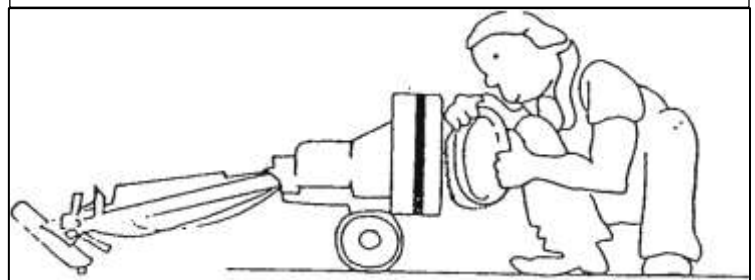
2. Pass the machine over the damp area and buff until dry and polished, using overlapping passes to ensure an even appearance.



4. Wipe skirting with a cloth if necessary



5. Turn the pad over, change it or clean with a cloth, as necessary



SAFETY

UNLESS YOU HAVE BEEN PHYSICALLY SHOWN AND TRAINED TO FLOOR BUFF, YOU SHOULD NOT ATTEMPT TO USE A BUFFER UNTIL YOU HAVE BEEN CORRECTLY TAUGHT.

MACHINE SCRUBBING AND DRYING

EQUIPMENT

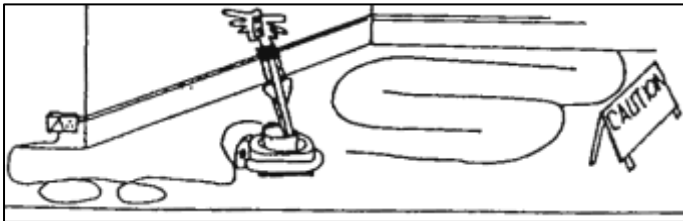
Standard speed scrubbing/polishing machine with tank
Drive plate and scrubbing grade **CORRECTLY COLOURED PAD** or scrubbing brush (or equivalent if multi-brush machine).
Wet suction machine
Buckets & Cloths if needed
Abrasive pad (pad holder/edging tool).
Measuring apparatus.
Cleaning agent and dispenser.
Warning signs
Protective gloves.
Plastic protective square.

SAFETY

Wear protective gloves if necessary.
Check plugs and cables.
Do not plug machines in until they have been assembled and are ready for use.
Ensure that hands are dry before plugging in machines.
Do not splash cleaning solution.
Do not allow cables to become taught at ankles.
When not in use leave scrubbing machine handle upright with drive board removed.

METHOD

1. Assemble equipment, check electrical equipment for safety, e.g. plugs, cables.
2. Place warning signs
3. Commence scrubbing the floor in an area furthest from the door, using the overlapping figure of 8 method. Scrub adjacent to skirtings by cutting in parallel to skirtings.



METHOD

1. In the machine tank, prepare cleaning solution (see chemical chart.)
2. Commence scrubbing the floor in an area furthest from the door, using the overlapping method, ensure to scrub adjacent to skirting's by cutting in parallel to skirtings'.
3. Position the cable behind the line of work so not to trip over.
4. Check the brush/pad frequently, turn pad over or clean as necessary.
5. Using edging tool and a abrasive pad clean alongside walls and comers.
6. Wipe splashes from skirting and other items as they occur with a cloth.
7. Pass wet suction machine over the area before floor has dried, move From dry area to wet area.
8. Ensure machines are placed on a plastic protective square.
9. Clean equipment and return to cleaner cupboard.

CARE OF EQUIPMENT

Wash pads/brush allow to dry. Clean wet suction machine inside and out.
Always remove brush or drive plate pad from under machine otherwise they will become distorted.
Wash buckets, dry and store upside down.

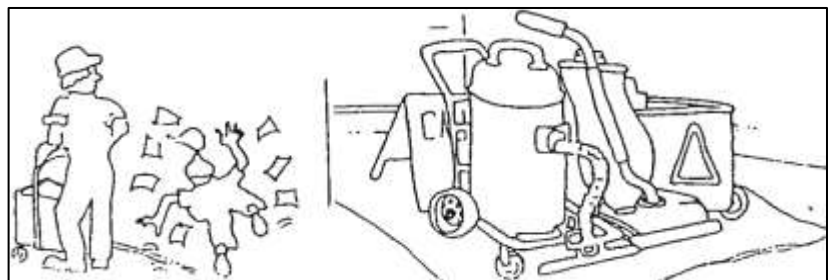
4. Use edging tool to clean alongside walls & corners.



4. Pass wet suction machine over area before the floor starts to dry.



Place machine on plastic protective squares. Don't Let Cables Become Taut



DO NOT USE SCRUBBER OR WET PICK UPS WITHOUT CORRECT TRAINING

Manual Handling

Manual handling is one of the most common causes of injury at work and leads to around a quarter of all workplace injuries, these include work related Musculoskeletal Disorders (or MSDs) such as upper and lower limb pain and complaints and various types of joint and repetitive strain injuries. Other types of injuries caused by manual handling can include fractures, trapped nerves, cuts and abrasions, hernias and damage to muscles, ligaments and tendons.

There are a number of factors can cause injury including, the weight of an item, the number of times you have to pick up or carry an item, the distance you are carrying it, the height you are picking it up from or putting it down at (for example picking it up from the floor, putting it on a shelf above shoulder level) and any twisting, bending stretching or other awkward posture whilst undertaking a task.

To help prevent injury, you should try to avoid manual handling tasks as far as practical. To do this your employer will have provided various handling aids for you to use depending on which part of the business you work in. Examples of some common handling aids include:

- ▶ Sack barrows and pallet trucks.
- ▶ Roll cages.
- ▶ Jacks.
- ▶ Trolleys

Remember to keep handling aids sensibly loaded so they work efficiently and safely and always carry out a pre-use check of any equipment and report any defects. One other thing to remember, only use the equipment if you have been trained to do so. If you need training on any handling equipment speak to your manager or supervisor.

However, where it is not possible to avoid manual handling tasks you should take sensible precautions to reduce the risks to yourself and others.



Prior to undertaking any manual handling activity consider the following:

T for Task - What does the activity involve:

- ▶ Body movements such as twisting, stooping or reaching upwards?
- ▶ Are you lifting, pushing or pulling?
- ▶ Are you travelling a long distance with the item you are travelling?

I for Individual – Are you capable of performing the task safely?

- ▶ Do you have any physical limitations that will affect the task?
- ▶ Are you suffering from a physical injury, a medical condition or are you pregnant?
- ▶ Are you wearing appropriate clothing and footwear?

L for Load – What object(s) is being moved?

- ▶ How heavy is the item?
- ▶ Is it large or bulky?
- ▶ Is it difficult to grasp?
- ▶ Is it too large for you to see over?
- ▶ Will its contents shift?

E for Environment – What are the working conditions like?

- ▶ Is the route clear of obstructions?
- ▶ Is the flooring level and in good condition?

Remember:

Only lift, carry, move, pull or push what you can easily manage. There is no minimum or maximum weight, there are guidelines, but it all depends on what you as the individual can personally manage.

Undertaking good handling and lifting techniques is important - They will help reduce the risk of injury. Here are some practical tips

Do think before lifting and handling.

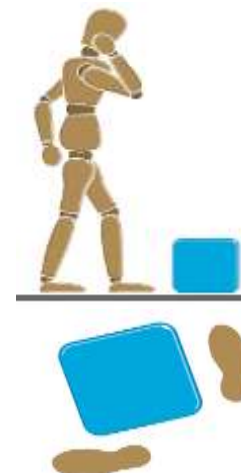
Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as tools, trailing hoses or cable. For a long lift, consider resting the load midway on a table or bench to change grip.

Do keep the load close to the waist.

Keep the load close to your body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide the load towards the body before attempting to lift it.

Do adopt a stable position.

The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). You should be prepared to move your feet during the lift to maintain your stability. Avoid tight clothing or unsuitable footwear, which may make this



difficult.

Do get a good hold.

Where possible, the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only. Keep a firm grip on any handles provided.

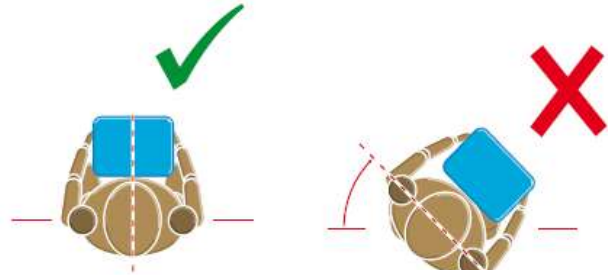
Do start in a good posture.

At the start of the lift, a slight bending of the back, hips and knees is preferable as opposed to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

Do avoid twisting the back or leaning sideways

especially while the back is bent.

Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.



Do keep the head up when handling.

Look ahead, not down at the load, once it has been held securely.

Do move smoothly.

The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

Do ask for help with awkward or heavy loads.

Do put the load down, then adjust.

If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

Don't flex the back any further while lifting.

This can happen if the legs begin to straighten before starting to raise the load.

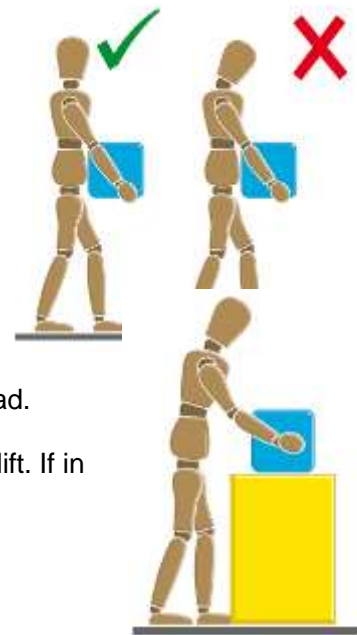
Don't lift or handle more than can be easily managed.

There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.

Don't stoop.

This puts an unnecessary strain on your back, legs and arms.

Good handling technique for pushing and pulling



Handling devices.

Handling aids such as sack barrows, trolleys, pallet trucks etc should have handle heights that are between the shoulder and the waist. You should carry out a pre-use check of any equipment and report any defects.



Force.

As a rough guide the amount of force that needs to be applied to move a load over a flat, level surface using a well-maintained handling aid is at least 2% of the load weight. For example, if the load weight is 400 kg, then the force needed to move the load is 8 kg. The force needed will be larger, perhaps a lot larger, if conditions are not perfect (for example wheels not in the right position or a device that is poorly maintained). You should try to push rather than pull when moving a load, provided you can see over it and control steering and stopping.

Slopes.

You should get help from another worker whenever necessary, if you have to negotiate a slope or ramp, as pushing and pulling forces can be very high.

Uneven surfaces.

Moving an object over soft or uneven surfaces requires higher forces. On an uneven surface, the force needed to start the load moving could increase to 10% of the load weight. Soft ground may be even worse.

Stance and pace.

To make it easier to push or pull, you should keep your feet well away from the load and go no faster than walking speed. This will stop you becoming too tired too quickly.

Team handling.

Handling by two or more people may make possible an operation that is beyond the capability of one person or reduce the injury to a single handler.

When carrying out team handling ensure that:

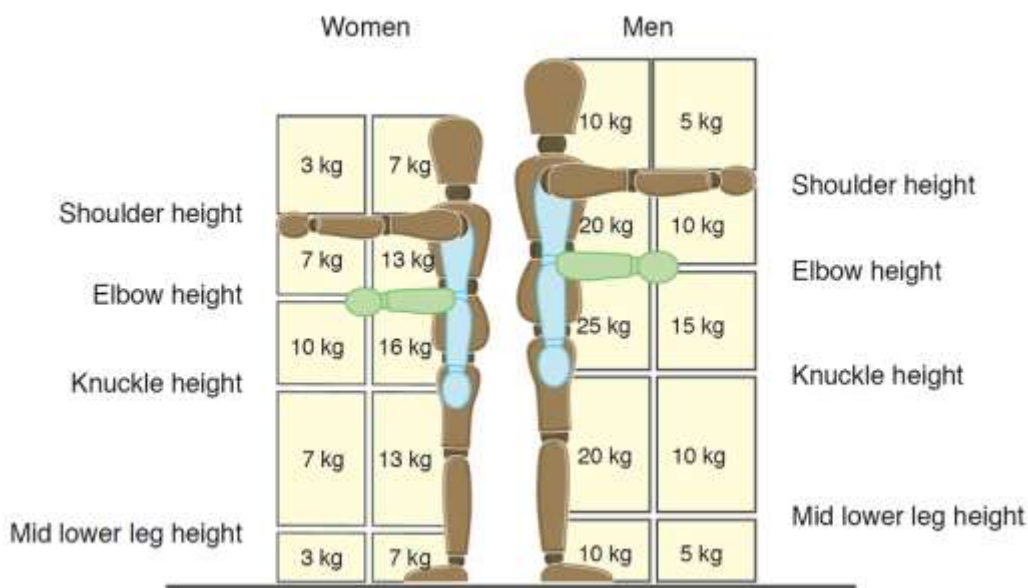


- ▶ All team members are a good match in height and strength.
- ▶ One person is in charge of the operation, ensuring movements are co-ordinated.
- ▶ Everyone understands their role.
- ▶ There is good communication between the team members.
- ▶ Everyone has a good grip.
- ▶ There is sufficient space.

Guidelines

There is no such thing as a completely 'safe' manual handling operation. But working within the following guidelines (see the guidance diagram) will reduce the risk. Remember, these are just guidelines.

- ▶ Each box contains a guideline weight for lifting and lowering in that zone. (As you can see, the guideline weights are reduced if handling is done with arms extended, or at high or low levels, as that is where injuries are most likely to happen.)
- ▶ The guideline weights assume that the load is readily grasped with both hands and that the operation takes place in reasonable working conditions, with the lifter in a stable body position.



**REMEMBER – IF YOU HAVE QUERIES PLEASE RAISE THESE WITH YOUR MANAGER OR SUPERVISOR
– DO NOT PUT YOURSELF AT RISK OF AN INJURY**

Remember, you have a duty not only to protect your own health and safety but also to ensure that your actions do not put others around you at risk.

GENERAL ELECTRICAL SAFETY

Electrical equipment and installations are a familiar part of everyday life and can normally be used safely, however it is important not to be complacent as electricity can cause severe injuries or even death. Even at relatively low voltages an electric current passing through the body can disrupt the bodies normal electrical signals and cause muscle spasms strong enough to break bones as well as causing burns, both internal and external, as the current heats the tissue it passes through.

Electric shock can prevent you from breathing or stop your heart beating properly. Electricity can cause harm in other ways e.g. damaged or faulty batteries can leak harmful substances or overheat and catch fire, sparks, including sparks from static electricity, can trigger fires or explosions, electric shock can cause other injuries e.g. falling and accidentally swallowed button cell batteries can cause severe internal injuries.

Examples of dangers that can arise include parts that should not be live becoming live e.g. through damage to the equipment or cables, equipment being used incorrectly, equipment being used in unsuitable environments, equipment and cables coming into contact with water, overloaded circuits etc.

Taking simple precautions will help protect you and others from injury:

Do:



- ✓ Carry out a visual check of electrical equipment before you use it (this should be carried out before the equipment is switched on and, for portable equipment, before it is connected to the power supply).

Check:

- That no bare wires (or internal coloured insulation) are visible.
- The cable covering is not damaged, e.g. cut, frayed etc.
- The cable is firmly gripped where it enters the plug and the equipment.
- The plug and socket is in good condition.
- The equipment casing is not damaged.
- For burn marks or staining that may suggest the equipment is overheating.
- There are no taped or other non-standard joints in the cables.



Do:

- ✓ Report any defects to your Manager or Supervisor and remove faulty equipment and cables from service.
- ✓ Make sure equipment is switched off before connecting it to the power supply.
- ✓ Make sure equipment is suitable for the job, so that mechanical and electrical stresses do not cause it to become unsafe while in use.
- ✓ Make sure equipment is suitable for the environment it will be used in e.g. if the environment is damp or there may be an explosive atmosphere.
- ✓ Make sure equipment is suitable for the power supply e.g. the voltage is correct and the supply can deliver the correct current.
- ✓ For fixed electrical equipment make sure you know where the isolation switch is before using it.
- ✓ Use residual current devices (RCDs) where appropriate and check they are working.
- ✓ If used fully extend reeled extension leads.
- ✓ Avoid trailing electrical cables where they could be damaged or cause a hazard.
- ✓ Unplug portable electrical equipment from the power supply before any repair work, servicing or maintenance work is undertaken.
- ✓ Isolate fixed electrical equipment from the power supply before any repair work, servicing or maintenance work is undertaken.



Do Not:

- ✗ Operate defective electrical equipment.
- ✗ Overload electric sockets and circuits.
- ✗ Interfere with any safety device.
- ✗ Replace a blown fuse with anything other than a fuse of the correct rating. NEVER bypass a fuse or replace it with a length of wire or any other object.
- ✗ Leave an extension cable fully wound in its drum or on a roll while in use as this may cause overheating.
- ✗ Use excessive lengths of extension cable.
- ✗ Allow an electrical cable to lie where it is wet, where it could cause a hazard e.g. across a walkway or where it could be damaged e.g. by crushing.
- ✗ Use electrical equipment in a damp or flammable atmosphere unless it has been specifically designed for use in those conditions.
- ✗ Carry a tool by its cable.
- ✗ Tug on a cable to remove a plug from a socket.
- ✗ Carry out repairs, replace bulbs, or adjust electrical equipment while it is connected to the power supply.
- ✗ Spray water, or other liquids, at electrical equipment, sockets or cables.



Remember, you have a duty not only to protect your own health and safety but also to ensure that your actions do not put others around you at risk.

Extension Lead Safety in the Workplace

Extension leads are a space saving device used to increase the number of electrical devices that can be powered from a single wall socket. They are used regularly in most workplaces but if managed incorrectly can greatly increase the risk of trip injury, electrocution or fire. Did you know that a coiled extension lead can handle only a quarter of the power load the same lead can if fully unwound? Even though there may be more than one socket provided it does not mean it safe to use all the sockets available. By following the simple guide below we can help to minimise the level of potential risk presented.

Do:

- ✓ Only use an extension lead if you have to.
- ✓ Check the current rating of the extension lead before plugging appliances into it.
- ✓ All extensions leads supplied by the company are to be no less that 13amp rating.
- ✓ Always carry out pre-use checks on the lead before using it. Ensure;
 - The lead is suitably rated and suitable for the location it is to be used.
 - The cable is securely attached to the socket box and plug
 - The cable is not cut, nicked or damaged in any way
 - There are no joints or repairs with insulating tape.
 - There is no damage or cracks to the plug or socket
 - There are no damaged or frayed leads
 - The coloured internal wire in the cable is not showing at the plug or anywhere else
 - There are no melted plastic casings or burnt insulation on the lead
 - There is no blackness or scorch marks around a socket or plug.
- ✓ Check for the following danger signs during use:
 - A smell of hot plastic or burning near an appliance or socket
 - Sparks or smoke coming from a plug or appliance
 - Fuses that blow or circuit-breakers that operate for no obvious reason
- ✓ Report all electrical hazards to your supervisor, immediately;
- ✓ Prevent others from using suspect or faulty leads;
- ✓ Ensure the lead is routed away from traffic routes and walkways (if routes are crossed ensure adequate protection from damage and tripping is provided).



Do Not:

- ✗ Use an extension lead unless you need to use it.
- ✗ Use a coiled extension lead at its full rating.
- ✗ Use an extension lead unless the current rating is known (13amp min).
- ✗ Exceed 2990w load to a single standard UK mains socket.
- ✗ Use more than one extension lead per socket
- ✗ Link extension leads together (daisy chain)
- ✗ Use wall mounted block adaptors
- ✗ Overload an extension lead by plugging in appliances that will exceed the maximum current rating for the lead (overheating and fire potential).
- ✗ Use or allow an extension lead to be used in wet environments or come into contact water unless specifically designed to be used in such environments;
- ✗ Plug electric heaters into extension leads as this can easily cause overheating of the / socket



Typical power ratings for workplace appliances (only to be used as a guide):

- Corded drills: 600 to 850w
- Heat gun used in glass room: 2000w
- Analogue gaming machines approx.: 240w
- Digital gaming machines start up peak approx.: 450w
- Tool battery charger: 70 to 150w
- Pedestal fan: 50 to 60w
- Kettle: 1200 to 2400w
- IT monitor: 25 to 30w
- Desktop computer: 100 to 450w
- Inkjet printer: 20 to 30w
- Projector 220: to 300w



REMEMBER – IF YOU HAVE ANY QUESTIONS PLEASE ASK YOUR MANAGER OR SUPERVISOR
Remember, you have a duty not only to protect your own health and safety but also to ensure that your actions do not put others around you at risk.

TRAINING RECORD

The training tasks set out below form part of your basic training needs. It is important that you sign and date each part when instructed.

TRAINING TASKS	DATE INSTRUCTED	DATE TASK COMPLETED	SIGNATURE
MOP SWEEPING			
SINGLE SOLUTION MOPPING			
MACHINE BUFFING			
SPRAY CLEANING			
MACHINE SCRUBBING & DRYING			
VACCUUM CLEANING			
HIGH LEVEL CLEANING			
WINDOW CLEANING			
DUSTING DAMP WIPING WASHING POLISHING			
SANITARY APPLICANCE CLEANING			
C.O.S.H.H. TRAINING IN THE USE OF CHEMICALS.			
MANUAL HANDLING			

BASIC TRAINING HAS BEEN COMPLETED AND ASSESSED

PRINTED _____ (operative) DATE _____

SIGNED _____ (operative) DATE _____

PLACE OF WORK _____ (operative)

SIGNED _____ DATE _____ (Trainer).



Please go to <https://office.rgscleaningltd.co.uk/training-video/> OR SCAN THIS QR CODE TO COMPLETE YOUR FULL TRAINING.

You must have watched the full video and confirm below with the passwords stated in the video.

I _____ Confirm that I have received a full RGS Cleaning Ltd Training manual and watched the training video as per the above link.

I further confirm this by providing the following passwords:-

Password 1 _____ Password 2 _____

Password 3 _____ Password 4 _____

By signing I confirm that I will work in line with RGS training policies and practices as stated in the training manual, videos and handbook. I will at all times following safe working practices in line with the Health and Safety Executives working guidance and practices.

Sign _____ Date ____ / ____ / ____

ONLY FOR STAFF WORKING IN MEDICAL ENVIRONMENTS



Those working in medical practices will also have infection control training to undertake. You can do this in your own time by going to this link <https://office.rgscleaningltd.co.uk/infection-control/> or by scanning this QR code.

If you do not do this in your own time, you must watch this video before beginning working on day two or three of your employment. Please complete the infection control workbook if you do watch the video in your own time, or bring back with you on day two along with the rest of your contract of employment.