MAID FOR EACH OTHER LTD.

Cleaning Procedures & Method Statements

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Article 1

Introduction

The cleaning staff procedures training manual was created for the benefit of the staff and for the workplace ensuring our standards of cleanliness maintain at a high level at all times whilst maintaining health & safety

Our policy is to do all that we can to prevent personal injury, damage to property and to protect everyone from foreseeable work hazards.

All cleaning staff of Lesley Anne Cleaning have a duty to fully co-operate in the operation of this policy following all guidelines and procedures.

Cleaning Management Responsibilities

a. Cleaning Chemicals
Only Authorised cleaning chemicals can be used for cleaning of the office premises. All chemicals must have a COSHH Material Safety Data Sheet which has been assessed by cleaning management prior to use as well as a documented risk assessment. It is the responsibility of the cleaning management to ensure that the cleaning staff use the cleaning chemicals according to the manufacturer’s instructions.

b. Risk Assessments
It is the responsibility of the cleaning management to ensure that risk assessments are undertaken for all cleaning tasks. The agreed safe method of working must be effectively communicated to cleaning staff. All risk assessments will be filed and located within the cleaning cupboard. They will be reviewed every 2 years.

c. Manual Handling
It is the cleaning management responsibility to ensure all staff are trained in manual handling techniques. The agreed safe method of working must also be effectively communicated to cleaning staff. The cleaning management is also responsible for ensuring that all equipment aids safe manual handling.

d. Portable Appliance Testing
It is the cleaning management responsibility to ensure that all electrical equipment is safety tested prior to use and checked on an annual basis to ensure its safe use.

e. Equipment Checking
Cleaning staff are trained during their local induction to check all equipment is safe to use before they use it. It is the responsibility of the cleaning management to complete a 6 monthly health and safety inspection; this will include checking all equipment is safe to use.

f. Personal Protective Equipment
It is the responsibility of the cleaning management to monitor the use of PPE by the cleaning staff whenever they visit. In addition, they are responsible for completing a 6 monthly health and safety inspection; this will include checking that suitable PPE is available.

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g. COSHH
It is the responsibility of the cleaning management to ensure that the COSHH handbook is updated on an annual basis ensuring that all cleaning chemical data sheets and risk assessments are up to date.

Cleaning Staff Responsibilities

a. Warning Signs
Cleaning activities can lead to an increased risk in slips, trips and falls. Therefor it is important for cleaning staff to utilize warning signs when wet mopping, suction cleaning and when cleaning with any electrical equipment with leads or using water on floor surfaces.

b. Cleaning Chemicals
Only authorised chemicals must be used, under no circumstances should any cleaning chemical be brought in from outside the workplace. Cleaning chemicals must be used as directed by cleaning management.

c. Manual Handling
It is the cleaning staffs' responsibility to ensure that they use safe methods of work with regard to manual handling. These should include the following:

Heavy items should be stored at waist height for easy access if possible, otherwise on lower levels but not on the floor.

Use correct lifting techniques, straight back, bend legs, avoid twisting, hold load close to the body

When carrying heavy loads from one level to another use lift (if applicable)

d. PAT Testing and Equipment Checking
It is the cleaning staffs' responsibility to ensure that cleaning equipment is in good condition and has a PAT sticker, which is in the correct timescale, in place prior to use.

e. Personal Protective Equipment
It is the cleaning staffs' responsibility to ensure that PPE is worn as directed by cleaning management. It must be stored correctly and any defects or damage must be reported to the cleaning management, also if PPE is running low of stock or missing.

Types of Cleaning

a. Damp/Dry dusting
Damp dusting is used on furniture and office desk equipment for light dusting. The duster can also prevent possible damage to fragile furniture and office equipment.

Assemble equipment: Disposable gloves, multi coloured flick duster, dusters and spray polish

• Put on disposable gloves
• If dusting desk equipment, spray a small amount of polish onto flick duster
• Gentle brush the flick duster across all surfaces of the desk furniture making sure no excess dust is left

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• If dusting desks or larger flat surfaces, spray a small amount of polish onto the flat surface
• Wipe in a circular motion, the polish using the dusting cloth, covering all areas making sure there is no excess polish or dust left on the surface
• Remove disposable gloves and wash your hands unless PPE is still required
• Return equipment to its appropriate place ensuring its clean and safely stored

b. Damp wiping
Damp wiping is used to remove marks from hard surfaces such as desks, walls and PVC. Damp wiping can be used when polishing is not available.

Assemble equipment: Disposable gloves, small plastic bucket (if required) and a microfiber cloth

• Put on disposable gloves
• Fill small bucket with warm water
• Working from the furthest point or from the dirtiest to the cleanest point
• Place the cloth in the water and ring out till cloth is damp
• Placing the cloth flat on the surface wiping all areas
• Place cloth back into water removing dirt from the cloth
• Replace water when water shows high amounts of dirt
• Buff wet surface dry using another microfiber cloth
• Remove disposable gloves and wash your hands unless PPE is still required
• Return equipment to its appropriate storing place ensuring cloths are clean and safely stored

c. Suction Cleaning (power vacuum)
Suction cleaning is used on hard floor surfaces and carpeted areas to remove dust and dirt. This method can trap and remove more dirt/dust than brushing alone.

Assemble equipment: Power vacuum, extension cable (if required) hazard warning signs

• Display correct number of hazard warning signs, one for each entrance to the area
• Check electrical cable by running it through your hands (prior to plugging into electrical mains) to check for cuts, damage or knots. Also check the equipment PAT testing label
• Make sure equipment is dry before use
• Check bag is less then three quarters full, change if necessary
• Remove any light furniture from the area
• Ensure the cable is behind you and is not a trip hazard before you start to use the equipment
• Start suction cleaning from the furthest point working back to the exit door
• Return any light furniture that was moved
• Return equipment to its appropriate storing place and ensure the cable safely secure

d. Spray Cleaning
The spray cleaning method is a common method due to the style of container most cleaning chemicals are stored in. This method can be found in kitchen cleaning, bathroom and shower cleaning, glass cleaning and multi-purpose cleaning.

Assemble equipment: Disposable gloves, disposable face mask, spray cleaning chemical (required for specific area of cleaning) microfiber cloth (required for specific area of cleaning)

• Put on disposable gloves and disposable face mask
• Ensure the spray container bottle nozzle is turned to on

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• Working from the furthest point or from the dirtiest to the cleanest point
• Spray chemical onto working surface
• Placing the cloth flat on the surface wiping all areas
• Rinse the microfiber cloth when the cloth shows signs of dirt/dust
• Ensure the spray container bottle nozzle is turned off once finished
• Remove disposable gloves, mask and wash your hands unless PPE is still required
• Return equipment to its appropriate storing place ensuring its clean and safely stored

e. Wet Mopping
Wet mopping is used on hard floors where they need to be cleaned and decontaminated.

Assemble equipment: Disposable gloves, colour coded mop and bucket (required for specific area of cleaning) hard floor cleaning chemical, hazard warning signs

• Display correct number of hazard warning signs, one for each entrance to the area
• Fill mop bucket and add the correct amount of hard floor cleaning chemical
• Immerse mop head into water
• When removing the mop from the bucket, squeeze as much water out of the mop head as possible
• Remove any light furniture from the area
• Run the mop along the edges of the floor and then using side to side action ensuring all areas of the floor are covered
• If water becomes visibly dirty, dispose of water, rinse the bucket out, replace with fresh water and detergent
• If mop head requires changing, remove from mop handle and dispose of unless the mop head is washable where it is to be kept and stored for laundry by your manager
• When floor is dry remove hazard warning signs, if the floor is still wet upon leaving, leave the hazard warning signs on display
• Remove disposable gloves and wash your hands unless PPE is still required
• Return equipment to its appropriate storing place ensuring its clean and safely stored

f. Dry Sweeping
Dry sweeping is used on uneven surfaces, exterior surfaces and where the suction cleaning method cannot be used.

Assemble equipment: Disposable gloves, disposable face mask, large or small broom (depending on area size) dustpan and brush, black rubbish sack

• Put on disposable gloves and disposable face mask
• Working from the furthest point away
• Place broom flat on the surface and using both hands to sweep the dirt and debris into dustpan
• Working in sections ensuring all areas are covered
• Sweeping dirt and debris into a number of smaller sections (depending on area size)
• Ensure not to over fill the rubbish bag causing an injury

• Dispose of waste in the appropriate waste collection bin
• Remove disposable gloves, mask and wash your hands unless PPE is still required
• Return equipment to its appropriate storing place ensuring its clean and safely stored

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g. High Level Dusting
High level dusting is the same as damp dusting but using an extension pole to reach the areas required

Assemble equipment: Disposable gloves, extending pole with dusting attachment, hazard warning signs (if working near doors, stair ways etc)

• Display correct number of hazard warning signs, one for each entrance to the area
• Put on disposable gloves
• Apply a small amount of Mr Sheen to the dusting attachment
• Extend pole to the appropriate height
• Start cleaning from the highest point down
• Wiping away dust, cobwebs etc. without over stretching
• If dusting attachment becomes heavily soiled vacuum clean before use
• Remove hazard warning signs
• Remove disposable gloves, mask and wash your hands unless PPE is still required
• Return equipment to its appropriate storing place ensuring its clean and safely stored

h. Floor Polishing
Floor polishing is used in certain areas to enhance the shine of certain hard floor surfaces due to heavy traffic wear and tear (This task can only be completed by approved staff members)

Assemble equipment: Disposable gloves, floor polishing machine, appropriate floor pad, handheld floor pad, appropriate coloured mop and bucket, floor polishing chemical, hazard signs.

• Display correct number of hazard warning signs, one for each entrance to the area
• Check electrical cable by running it through your hands (prior to plugging into electrical mains) to check for cuts, damage or knots. Also check the equipment PAT testing label
• Make sure equipment is dry before use
• Put pad on machine base
• Plug machine in so the cable is behind you
• Apply polishing chemical via mop and bucket working from the furthest point working backwards
• Start polishing floor working from the furthest point working backwards
• After the main section has been completed, scrub the edges/ seals with the hand held floor pad
• Allow time for floor to dry

• Remove floor pad from the machine and leave for laundry collection by your manager
• When floor is dry remove hazard warning signs, if the floor is still wet upon leaving, leave the hazard warning signs on display
• Remove disposable gloves and wash your hands unless PPE is still required
• Return equipment to its appropriate storing place ensuring its clean and safely stored

Cleaning of Specific Areas

a. Cleaning of WC rooms

Assemble equipment: Disposable gloves, power vacuum, red mop bucket, red mop handle and head, red microfiber cloth, yellow microfiber cloth, blue glass cloth, Selden bathroom cleaner, Selden

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Article 6

• Wet mop all hard floors using red bucket and rep mop handle and head
• Remove disposable gloves and wash hands
• Return equipment to its appropriate storing place ensuring its clean and safely stored
• (Wet cloths to be left to dry in cleaner's cupboard)

c. Cleaning of Kitchen Areas

Assemble equipment: Disposable gloves, power vacuum, green mop and bucket, green microfibre cloth, blue microfiber cloth, blue glass cloth, Selden glaze, Selden kitchen cleaner, Act H05, black rubbish sacks, hazard warning signs (all chemicals and cloths should be carried in specific carrying case)

• Put on disposable gloves
• Put out hazard warning sign at entrance of the kitchen
• Replenish all consumables that are running low (hand towels, hand soaps, Fairy washing up liquid)
• Remove rubbish bag from waste bin and replace bin liner
• Power vacuum floors leading out to exit door
• Spray kitchen cleaner over sink, taps, drainer, kitchen work tops and leave for a few minutes to activate
• Spray kitchen cleaner into the internal of the microwave, removing glass tray (if applicable)
• Using kitchen cleaner and blue microfiber cloth, wipe down all tables, hard surfaced chairs, kitchen cupboard fronts, kitchen appliances and tiled splash walls
• Using green microfiber cloth to wipe over kitchen sink, taps, drainer and microwave ensuring all chemical has be rubbed in and staining removed (once weekly using HO5 to remove lime scale)
• Using bleach in sink and drainer for stubborn tea and coffee stains, leave for a few minutes to work then rinse with fresh water

• Using Glaze and blue glass cloth to spot clean glass and mirrors
• Using Selgiene, spray and wipe over all cupboard fronts, handles, fridge, doors and door handles
• Wet mop all hard floors using green bucket and green mop handle and head
• Remove disposable gloves and wash hands
• Return equipment to its appropriate storing place ensuring its clean and safely stored

d. Cleaning of Corridor/Communal Areas

Assemble equipment: Disposable gloves, power vacuum, mop and bucket, blue microfiber cloth, blue glass cloth, flick duster, cobweb brush, white magic sponge, small bucket, Selden glaze, Selden multi-purpose, hazard warning sign

• Put on disposable gloves
• Display correct number of hazard warning signs, one for each entrance to the area
• Using the magic sponge attempt to remove any marks on the walls
• Flick dust all flat surfaces, wall mounted fixtures & fittings (polishing wooden fixtures and fittings)
• Spray multi-purpose on stair banisters, front entrance door/handle, cleaning cupboard door/handle and wipe using blue microfiber cloth
• Clean all glass and mirrors using glaze and blue glass cloth
• Power vacuum all carpeted, hard floors and stairs

Article 7

• Wet mop hard floor surfaces and stair noses
• When floor is dry remove hazard warning signs, if the floor is still wet upon leaving, leave the hazard warning signs on display
• Remove disposable gloves and wash your hands unless PPE is still required
• Return equipment to its appropriate storing place ensuring its clean and safely stored

e. Cleaning furniture and Equipment
Cleaning of furniture and equipment whilst preventing any damage to equipment or paperwork.
(Only clean clear desks, paper work should not be moved unless instructed)

Assemble equipment: disposable gloves, spray polish, flick duster, blue duster cloth, small bucket (if required), blue microfiber cloth, Selden multi-purpose

• Put on disposable gloves
• Fill small bucket with warm water
• Spray a small amount of polish onto the flick duster
• Flick dust over the furniture and equipment
• Dampen the blue microfiber cloth to remove any spills or marks on the furniture or

equipment
• Buff wet surface dry using another blue microfiber cloth
• Wooden desks and furniture to be polished using polish and blue cloth
• Replace water when water shows high amounts of dirt
• Remove disposable gloves and wash your hands unless PPE is still required
• Return equipment to its appropriate storing place ensuring cloths are clean and safely stored

f. Cleaning of General Space

Assemble equipment: Disposable gloves, power vacuum, flick duster, blue microfiber cloth, blue glass cloth, Selden glaze, Selden multi-purpose, black rubbish sacks, white/clear recyclable sacks, white magic sponge, crockery and cutlery collection tray

• Put on disposable gloves
• Display correct number of hazard warning signs, one for each entrance to the area

i. Waste collection and disposal
• Gently remove used waste bag from bin
• Replace bin bag with specific bag to that bin (general or recyclable)
• Brake down any cardboard boxes for recycling and put into clear bag if possible
• Tie the top of the waste bag to ensure no spillages occur
• Take all waste bags to central disposable point and place bag into specific bins provided

ii. Crockery, cutlery collection & cleaning
• Using the specific collection tray, collect all crockery and cutlery from meeting desks, boardrooms, window ledges
• Do not over fill collection tray
• Return all crockery and cutlery to kitchen leaving on [illegible in photo]

If there is a dishwasher available:
• Load the dishwasher ensuring you use all space available, plates, [illegible in photo] cutlery on the bottom shelf and cups, mugs etc. on the top shelf
• Insert dishwasher tablet and turn on to specific settings as requested
• Once dishwasher has finished, unload all crockery and cutlery and return to its designated place

If there is no dishwasher available:

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• Fill kitchen sink with hot water and fairy washing up liquid
• Half load the sink with crockery and cutlery
• Wash all thoroughly and rinse with fresh water ensuring all food and staining is removed
• Leave on draining board to dry naturally

• Removing any excess water with a tea towel whilst returning all crockery and cutlery and return to its designated place
• (Any damaged or broken items should be reported to your manager)

iii. Wall cleaning
• Dampen magic sponge in bucket of water ringing out excess water
• Gently scrub over the mark or scour until removed
• Remove excess water using blue microfiber cloth

iv. Glass cleaning
• Ensure the spray container bottle nozzle is turned to on
• Standing to the side of the glass, spray glaze onto the glass (do not over wet)
• Using the blue glass cloth, rub the chemical into the glass ensuring all corners and edges are cleaned as well as the centre
• Buff glass to a shine
• Ensure the spray container bottle nozzle is turned off once finished

v. Furniture cleaning
• Power vacuum sponge material seating
• Damp wipe leather seating
• Damp seats to be buffed dry
• Flick dust chair legs, feet, handles and arm rests

vi. Cleaning doors
• Ensure the spray container bottle nozzle is turned to on
• Spray the chemical onto the area for cleaning
• Using the blue microfiber cloth to rub in the chemical till all areas are covered including finger plates and handles
• Replace cloth when heavily soiled leaving soiled cloth stored for laundry
• Using the glass cloth to buff up any metal finger plates and handles
• Ensure the spray container bottle nozzle is turned off once finished

vii. Carpeted floors and hard floors
• Check electrical cable by running it through your hands (prior to plugging into electrical mains) to check for cuts, damage or knots. Also check the equipment PAT testing label
• Make sure equipment is dry before use
• Check bag is less than three quarters full, change if necessary
• Remove any light furniture from the area
• Ensure the cable is behind you and is not a trip hazard before you start to use the equipment
• Start suction cleaning from the furthest point working back to the exit door
• Return any light furniture that was moved

viii. Wet mopping hard floors
• Display correct number of hazard warning signs, one for each entrance to the area
• Fill mop bucket and add the correct amount of cleaning chemical
• Immerse mop head into water
• When removing the mop from the bucket, squeeze as much water out of the mop head as possible
• Remove any light furniture from the area

• Run the mop along the edges of the floor and then using side to side action ensuring all areas of the floor are covered

glaze, floor cleaner, bleach, Act HO5, black rubbish sacks, hazard signs (all chemicals and cloths should be carried in specific carrying case)

• Put on disposable gloves
• Put out hazard warning sign at entrance of the toilet
• Replenish all consumables that are running low (toilet rolls, hand towels, hand soaps)
• Remove rubbish bag from waste bin and replace bin liner
• Power vacuum floors leading out to exit door
• Pull flush of the toilet to ensure clean water is in the base
• Using toilet cleaner, spray the complete toilet system including base lids and leave for a few minutes to activate
• Apply bleach to the bowl and leave and leave for a few minutes to activate (on a weekly basis using Act HO5 to remove lime scale)
• Spray sinks and taps and leave for a few minutes to activate (On a weekly basis using HO5 to remove lime scale)
• Spray external areas of men's urinals (not internally) splash walls and leave for a few minutes to activate
• Spray and wipe with red microfiber cloth all flat surfaces, window ledges, bins, wall mounted fixtures and fittings
• Using red microfiber cloth, wipe down toilet system ensuring all areas have been covered
• Using the toilet brush, brush the bowl, rim and flush
• Using yellow microfiber cloth, wipe down sinks and taps ensuring all areas have been covered
• Using red microfiber cloth, wipe down urinals and splash walls
• Using yellow microfiber cloth and bathroom spray, spray and wipe all cubical doors and entrance door (both sides)
• Using Glaze and green glass cloth spray and wipe all mirrors and door partitioning glass
• Wet mop all hard floors using red bucket and rep mop handle and head
• Remove disposable gloves and wash hands
• Return equipment to its appropriate storing place ensuring its clean and safely stored

b. Cleaning of Shower Room

Assemble equipment: Disposable gloves, power vacuum, red mop bucket, red mop handle and head, red micro fibre cloth, green glass cloth, Selden bathroom cleaner, Selden glaze, floor cleaner, Act HO5, black rubbish sacks, hazard signs (all chemicals and cloths should be carried in specific carrying case)

• Put on disposable gloves
• Put out hazard warning sign at entrance of the shower room
• Remove rubbish bag from waste bin and replace bin liner
• Power vacuum floors leading out to exit door
• Using Act HO5 and red microfiber cloth on the internal shower cubicle including, shower head, glass, taps and basin

• Rinse all using shower
• Using bathroom cleaner and red microfiber cloth to spray and clean internal shower cubicle glass, tiled walls and wall mounted fixtures and fittings.
• Using bathroom spray to clean shower room entrance door (both sides)
• Using Glaze and green glass cloth to clean all mirrors
• Using green glass cloth to dry glassed shower cubicle leaving minimal smears

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Article 9

• If water becomes visibly dirty, dispose of water, rinse the bucket out, replace with fresh water and detergent
• Remove disposable gloves and wash your hands
• Return equipment to its appropriate storing place ensuring its clean and safely stored

ix. Horizontal surfaces (window ledges, skirting board, pipe work)
• Flick dust surfaces to remove excess dust and debris
• Using a damp blue microfiber cloth, wipe over the surface removing dust and marks
• Any damp surfaces to be buffed dry using another blue microfiber cloth
• With stubborn stains, use a damp magic sponge