**LEARNING OUTCOME #3.**

**MAINTAIN WORK AREA, TOOLS AND EQUIPMENT**

# ASSESSMENT CRITERIA:

1. Cleanliness and orderliness of work area is maintained in accordance with

company/office procedures

1. Tools and equipment are cleaned in accordance with manufacturer’s instructions/manual
2. ***Minor repairs*** are performed on tools and equipment in accordance with manufacturer’s instruction/manual
3. Defective tools and equipment are reported to immediate supervisor

**CONTENTS:**

* Principles of 5S
* Safety signs and symbols
* Environmental requirements relative to work safety
* Accident/Hazard reporting procedures

**CONDITION**:

The students/trainees must be provided with the following:

* Writing materials (pens & paper)
* References (books)
* Modules

**METHODOLOGIES**:

* Lecture
* Group discussion
* Role play
* Self-paced (modular) instruction

**ASSESSMENT METHODS:**

* Demonstration
* Observation
* Interviews/questioning

**LEARNING EXPERIENCES**

**LEARNING OUTCOMES NO. 3 MAINTAIN WORK AREA, TOOLS AND EQUIPMENT**

| **Learning Activities** | **Special Instructions** |
| --- | --- |
| Read Information Sheet 4.3-1 Principle of 5S | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-Check 4.3-1 Principle of 5S | Try to answer the Self-check without looking at the Answer Key  Compare your answer to Answer Key 4.3-1 |
| Read Information Sheet 4.3-2 Safety signs and symbols | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-Check 4.3-2 Safety signs and symbols | Try to answer the Self-check without looking at the Answer Key  Compare your answer to Answer Key 4.3-2 |
| Read Information Sheet 4.3-3 Environmental requirements relative to work safety | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-Check 4.3-3 Environmental requirements relative to work safety | Try to answer the Self-check without looking at the Answer Key  Compare your answer to Answer Key 4.3-3 |
| Read Information Sheet 4.3-4 Accident/Hazard reporting procedures | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-Check 4.3-4 Accident/Hazard reporting procedures | Try to answer the Self-check without looking at the Answer Key  Compare your answer to Answer Key 4.3-4 |

**INFORMATION SHEET 4.3-1**

**PRINCIPLE OF 5S**

**Learning Objectives:**

After reading this Information Sheet, you must be able to:

1. Identify work areas to be cleaned and maintained
2. Use appropriate cleaning tools, equipment, supplies and materials; and
3. Maintain cleaning equipment.
4. Assess area to be cleaned

**INTRODUCTION**



**SHINE-*SEISO***

Now that clutter has been eliminated with *Sort,* and the space has been organized with *Set in Order*, it’s time to sanitize with **SEISO**, or the *Shine phase*.

During this step, the entire workstation should be completely and meticulously cleaned. Shining the workspace is critical for sustaining the improvements made during the first two phases of 5S.

Every area in the workspace must be addressed when cleaning, this includes storage areas, machines, equipment, tools, and work surfaces. Once the area has been thoroughly cleaned, it must be maintained.

The Shine phase is not a one-time task, but rather a task that should be completed on a day-to-day basis. Although the janitorial staff usually completes all cleaning jobs, the detailed cleaning of this step should be done by employees. At the end of each day workers should return tools and materials to their homes and clean up their spaces before leaving.

**Why the Shine Step is Important**

Because workers are cleaning daily, it is an ideal time to complete inspections and regular maintenance on machines. When a piece of equipment or machinery is kept clean, employees can easily spot malfunctions that need to be fixed. When these issues are identified and addressed early on, a facility will most likely avoid equipment failure and loss of production.

Following the implementation of this phase, some noticeable changes may take place in the facility. First, employees are more likely to be invested in their work because this responsibility inspires ownership of their space. Second, because the equipment and surroundings are kept in great shape, fewer injuries will occur and equipment breakdowns will be infrequent; that means greater productivity and fewer costs!

Cleaning may seem like straightforward process but having a standardized cleaning program can make all the difference. Employees should be trained on how to properly Shine their workspaces. They know what they need to clean, how to clean it, where the cleaning materials are stored, and how to identify any malfunctions.

1. **IDENTIFY WORK AREAS TO BE CLEANED AND MAINTAINED**

**What Is Cleaning and Maintenance?**

* **Cleaning** is the removal of all visible soil in an approved way with the use of mechanical and chemical action or both, so that all areas are cleaned and sanitized to a high standard. Cleaning

is an investment in the assets of a building

* **Maintenance** is the upkeep of all furniture, fittings and equipment to an exacting standard within the property so that all areas look consistently new and pristine.

**Why Do We Clean?**

There are many reasons why we clean but the most important ones are -

* **Health Regulations**

If your local government authority has health regulations regarding cleaning and sanitizing, then you must know these and follow their recommendations at all times. Itis important when you are cleaning that you clean to a high standard that has been setfor you by your supervisor or manager.

* **Customer Experience and Expectations**

If a property is poorly cleaned and maintained, it will affect the number of guests who choose to return. Sometimes it is the simplest things that make the guests feel the hotel is dirty. If there is peeling paint, stains on chairs, torn curtains or dead plants, your guest may feel that the property is neglected and will feel insecure.

* **To Maintain a Safe and Clean Environment**

If the property is clean and well-maintained it is more likely to be safe. If spills are not cleaned promptly people can slip and be hurt. If carpets have holes or chairs are broken this can lead to injuries and possible financial compensation claims against the hotel.

* **To Improve Staff Morale**

All staff who serves the general public must feel positive about their work environment if they are to give good service. There should not be different cleaning and maintenance standards between front and back of house areas. All staff needs to feel they work in a safe and clean place. This will improve staff morale and lead to happy staffs who will care for the guests who will want to return so ensuring staff retain their employment.

**Where Do We Clean?**

The short answer to this question is EVERYWHERE. As a member of the cleaning team, you may be responsible for *front of house* areas or *back of house* areas or some of both.



* **Front of House** is defined as the

areas where customers or guests

have access to



* **Back of House** is defined as areas

where the customer or guests do not

have access to. It is usually the places

where staff do their operational work.

1. **IDENTIFY WORK EQUIPMENT TO BE CLEANED AND MAINTAINED**

**Identify All Items That Will Need to be Cleaned**

In all areas of all properties there are many items and surfaces to be cleaned and maintained. It is important as a cleaner that you know exactly what items are to be cleaned and how.

Identify all items that will need to be cleaned Considering all front and back of house areas previously identified we need to identify all items and surfaces in those areas that will need to be cleaned.

| **Front of House** | | **Back of House** | |
| --- | --- | --- | --- |
| * Chairs | * Telephone table | * Chairs | * Refrigerator |
| * Walls | * Telephones | * Desk | * Coffee table |
| * Glass doors | * Lighting fixtures | * Filing cabinets | * Cupboards and shelves |
| * Wall mirror | * Window sill | * Telephone | * Ceiling |
| * Entry floors | * display cabinets | * Rubbish bin | * Air vents |
| * Air vents | * Ceilings | * Walls |  |
| * Ceiling fan | * Rugs |  |  |

**Types of Surfaces to be cleaned**

Surfaces can be defined as soft or hard. Soft surfaces include carpets and curtains and hard surfaces include materials such as slate, wood, and steel.

Now that you have identified all items to be cleaned, we also need to identify what product each item is made of. The choice of material used will affect the choice of cleaning equipment and chemicals selected for use.

| * Carpet | * Wood | * Marble | * Brass | * Plastic | * Stainless Steel |
| --- | --- | --- | --- | --- | --- |
| * Glass | * Granite | * Ceramic | * Terrazzo | * Paint | * Laminate |
| * Clay Tiles | * Leather | * Metal | * Concrete | * Vinyl | * Fabric |

**Frequency of Cleaning**

Once you have established which items and surfaces need to be cleaned, we then need to decide how often these areas will need to be cleaned.

The following terms must be understood when defining frequency:

* *Daily clean* - These are tasks that need to be done at least once daily. Some areas and items will need to be cleaned several times per day e.g. Public toilets
* *Task of the day* - The supervisor may instruct you on a specific task of the day that requires extra attention e.g. you may be instructed today to clean all door frames and their surrounds whilst tomorrow you may need to pay special attention to all chair legs. This ensures that all

miscellaneous tasks are attended to, as and when needed

* *Weekly clean* - These are areas or items that need to be cleaned weekly. This may be scheduled on certain days of the week e.g. Monday - Clean the West Wing windows internally, Tuesday - Clean the East Wing windows internally, Wednesday - Clean lift grills on floors 8-14 on lifts 9 and 10
* *Team Cleaning* - This means that there will be a team of people each with their own task working in the same area at once e.g. In a public toilet area one person would clean all the toilet cubicles whilst another will clean all the wash hand basins followed lastly by somebody to clean all the floors. Team cleaning is rare in hotels but in large entertainment venues or offices, this practice is common. This will save all cleaner shaving to carry all pieces of cleaning equipment, instead just carrying the equipment they will need for their specific tasks
* *Periodic Cleaning* - Tasks that are done on a regular periodic basis such as deep cleaning of carpets and upholstery, cleaning of chandeliers or windows. This cleaning will be planned and may involve at times using external contractors.

**IDENTIFY AND LOCATE INSTRUCTIONS IN RELATION TO CLEANING AND MAINTENANCE**



Auto mechanics work with heavy equipment and caustic chemicals;they face a number of safety hazards every time they go to work.Oil changes, transmission fluid changes, and other vehiclemaintenance procedures involve working with slippery fluids that can coat the garage floor and increase the risk of accidents. Leaving chemicals on the floor also increases the risk of chemical inhalation, which can cause respiratory irritation and other problems. Regular professional cleaning is very important formechanic shop. It is first line of defense in an on-going effort toimprove safety, maximize maintenance programs and present a professional appearance.

When working as a cleaner, you will need to have good knowledge of all the cleaning tasks assigned to you each day, where you will be working and how to operate the necessary equipment you will use. You will also need to know where you can access information about all aspects of your work if you are unsure.

**What Kind Of Information Will I Need Access To?**

In order for you to carry out your daily tasks, you may need information on:

* Where and what to clean 
* How to complete each task
* How to complete a maintenance or hazard request form
* How to operate each piece of cleaning equipment that you
* will use
* How each cleaning chemical should be used and the risks
* associated with their use
* Knowing all safety aspects of your job
* Cleaners' log book.

**How Will You Know Where And What To Clean?**

* When you start your shift, your supervisor will tell you where you will be working and what duties you will be expected to perform
* You may be given a written job schedule to remind and prompt you
* You may be asked to carry a pager or mobile phone so that your supervisor can contact you directly if there is an urgent need for cleaning in a particular area (e.g. an oil spill in the workshop)
* There may be a log book in the cleaners' store which you should read and sign. This is a communication tool between cleaners and also from the supervisor to advise of "special events", complaints and items needing attention (shortages of consumables, vacuum cleaner not working).

**What is a job schedule?**

A job schedule is a written plan of where you should be cleaning with approximate times. It will also have a space for you to sign when certain tasks have been completed and a space for you to write down any problems or maintenance issues that need attention.

You should carry this with you on a clipboard and use it as a guide. On completion of your shift you should hand in the completed job schedule to your supervisor.

**What is a task description?**

A task description is a written instruction of an individual task that will state all the steps and the procedures of each task and to what standard the task should be performed .It is used as a training tool so that all cleaners are trained in the same method for each task. This sample task description sheet is for the cleaning of a urinal.

**How Will You Know When To Use A Maintenance Request Form?**

As you go about your work cleaning, you will find items not working as they should or you may find items broken either accidentally or deliberately by guests.

Examples of these may be light globes blown, loose hinges on doors, broken toilet seats or taps dripping. All of these things should be reported immediately by either submitting a written report to the maintenance department or via your supervisor.

If the matter is urgent (a blocked toilet or a broken mirror) then it is important to contact the Duty Maintenance technician by telephone to advise the matter is **URGENT.** Anything that has the potential to cause harm to another person is a **HAZARD**. This requires immediate action.

If you find that a vacuum cleaner is faulty, then it is YOUR responsibility to remove the item away from the work area so that it cannot be used by another cleaner. It must be reported and preferably have a brightly colored tag placed on it to warn all staff that it is NOT to be used.

Find out from your supervisor how maintenance issues are reported in your workplace.

**How Do You Know How To Operate Each Piece Of Equipment?**

Each piece of electrical cleaning equipment will have either an instruction manual or a task description sheet. If you have not been trained to use a certain piece of equipment, then you should tell your supervisor. NEVER use a machine that you are not trained to use. You could harm yourself, the item you are cleaning and you could also damage the machine through incorrect handling.

If you have been trained to use the equipment, the instruction manual or task description will remind you how to use it. Always refer to it if you are unsure or have forgotten.

**How Can I Find Out About the Chemicals I Use?**

It is important when using chemicals that you know exactly what they were designed to do. Each manufactured chemical has a MSDS (Material Safety Data Sheet). This piece of paper will tell you

everything you need to know about all safety aspects of each chemical you are using.

Each chemical will also have a technical bulletin. This will tell you what purpose each chemical is for, e.g. cleaning windows, and at what dilution rate it is to be used.

Chemical companies also provide colored wall charts which can be hung on the wall in the cleaners' store room. This will have pictures and diagrams and each chemical noted on these charts should match the labels on the spray bottles.

Both sets of bulletins should be stored in a waterproof folder close to where the chemicals are stored so everybody can read them.

**Assess Area to Be Cleaned**



Before you attempt to clean an area, there are several considerations that

need to be made. You need to understand the scope of cleaning that is

required, at what time you will be able to clean an area and the equipment

and chemicals that you will need to complete the job

**The Scope of Cleaning**

The scope of cleaning refers to the amount of cleaning that will be required

to be done at each clean i.e., which surfaces and items and to what extent.

Example - In back of house office areas the daily clean may only include the emptying of rubbish bins and removal of waste but those desks are cleaned and the carpet is vacuumed only twice per week

**The Timing of the Cleaning**

The timing of the cleaning refers to the time when you can clean an area and also how long you have to clean it.

* It is important that cleaning staff be as inconspicuous as possible at all times while they go about their cleaning tasks. You should never clean within three meters of a guest.

**Factors That Can Affect Timing**

On occasions, there may be times when you go to clean an area as planned but it is not available for you to clean. The reasons may be:

* The maintenance department may be conducting emergency work due to a fault or complaint. If they are using ladders or heavy equipment and you cannot access the area for cleaning you should ask them to let you know when they have finished their work so you can return and clean later
* The area may have been damaged by guests deliberately or by accident. In this case you MUST notify your supervisor who will advise you what to do. If the damage is deliberate (graffiti on toilet walls or broken fittings), there may be a need for your supervisor to alert security staff or the police. Clean-up must only be done after a thorough investigation.

**ACCESSING AN AREA**

As a cleaner you have a clear responsibility for security in the areas that you clean.

* In a workplace many areas that you clean will be readily available to clean at most times. Should you work on the overnight shift or at weekends when some areas will be closed, you will need to have access to certain keys in order to unlock and lock up when you have completed your cleaning tasks
* It is important that you keep the keys with you at all times. Keys are often worn on a belt around the waist or attached to a large key tag so that they cannot be easily misplaced. ALWAYS keep the keys on your person and NEVER leave them lying on cleaning trolleys or hanging from door locks. To do so may compromise security within the property
* You may be asked to sign for keys when you collect them from the Housekeeping office, Reception or Security staff NEVER lend keys to other people and
* NEVER open areas for people you do not know
* In some properties you may be instructed to lock the doors when you are inside the area cleaning. This is for your own personal safety

**Alarms**

* Some areas of the property may have alarms set when closed at night. It is important, when accessing an area that is alarmed, that you know the correct procedure for disarming it or who to call to disarm it for you
* If you access an area and the alarm goes off in the middle of the night, it may disturb other guests.

**Lights**

* Many entertainment venues and hotel facilities may use "mood lighting" when they are open to create ambience and warmth. These are not usually bright enough to facilitate easy cleaning. Most venues are equipped with "Cleaners' lighting" which is much brighter and makes it easier to see what you are cleaning
* You should know the location of all light switches for when you are cleaning
* These must be switched off when you have finished and mood lighting reset if necessary.

**Lost Property**

* When cleaning in all areas, you may find items that have been left or dropped by guests and staff alike. If you find umbrellas, sunglasses, briefcases or items of clothing, it is important that you hand them in when found. Always follow the lost property procedure in your workplace
* Handing in lost items will help to maintain the reputation of the hotel when guests are reunited with their property
* When cleaning office areas, only remove rubbish that is in the rubbish bin. On occasions you may find documents on the floor which may have simply been dropped
* Never remove items from desks - simply lift and clean.

**Reporting Unusual Activities**

* It is not unusual in licensed venues to have incidents that can compromise both safety and security to other parties. You may encounter drunk or drugged guests during your work and it is VITAL that you report any suspicious activities or incidents immediately. You should never place yourself in danger - always walk away from a difficult situation or if you feel uncomfortable
* If you discover an area that has been vandalized or is in an unusually dirty state, then you MUST report these issues as soon as possible before attempting to clean.

*Now that you understand the scope of cleaning, the timing of cleaning and how to access an area, it is important to now identify the types of soil you will be cleaning.*

For general cleaning purpose, the soil you will encounter will be:

* **Litter -** this is highly visible and consists mainly of paper items; newspapers, drink containers, food wrappings, tissues, cigarette butts
* **Dust** - this is a mixture of all things that are airborne and can include lint, sand, ash, and feathers. Dust is present on all surfaces both horizontal and vertical
* **Dirt** - this is primarily a grease base mixed with dust
* **Staining.** This is an unwanted product which changes the appearance of a surface either temporarily or permanently
* **Tarnishing.** This is a reaction of metal to the atmosphere - iron produces rust , brass goes very dull and copper produces a green residue called verdigris.

The type of soil that you are cleaning will affect the chemicals you choose for cleaning.

**Different Cleaning Methods**

Cleaning is usually done in several ways:

* Mechanical - by machine or human action or both
* Chemical
* Combination of both mechanical and chemical
* Heat and Steam (sterilization).

**Examples of cleaning methods:**

| Mechanical action (Machine ) | Mechanical action by (man) | Mechanical + Chemical | Notes |
| --- | --- | --- | --- |
| Vacuuming | Vacuuming | None |  |
| - Polishing | Hand Polishing | Polishing |  |
| Scrubbing | Hand Scrubbing | Scrubbing |  |
| Sweeping | Sweeping | Sweeping | May need sweeping compounds |
|  | Wet mopping | Wet mopping |  |
| Spot cleaning | Spot cleaning | Spot cleaning |  |
| Pressure washing | Pressure washing | Pressure washing | Does not always need  chemicals |

1. **SELECT APPROPRIATE CLEANING EQUIPMENT AND CHEMICALS**

**Selection of Cleaning Equipment**

Cleaning equipment covers a wide range of products and items. The following information is to help you decide which machine you may need to use.

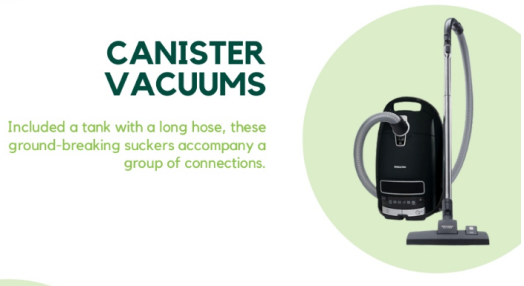
Electrical equipment may cover:

**Vacuum cleaners**

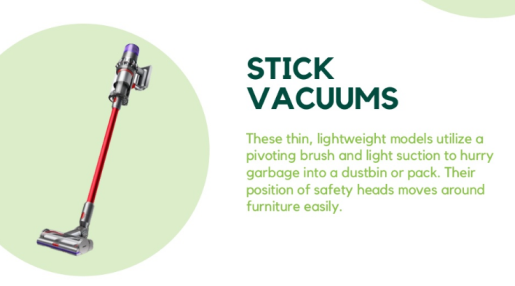
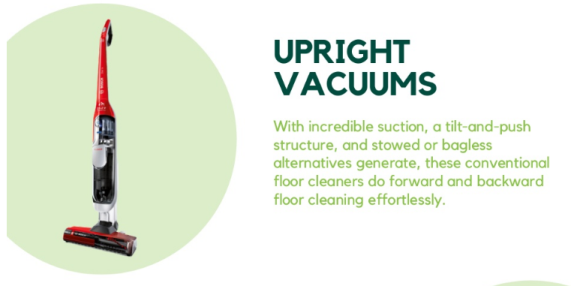
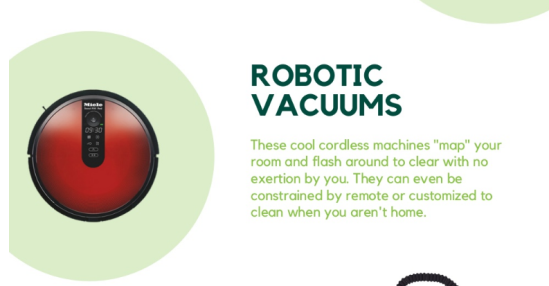
The vacuum cleaner is the most used piece of electrical cleaning equipment. If it is properly cared for it will become your best friend!

The purpose of a vacuum cleaner is to collect all small pieces of litter and dust which is embedded in the carpet. A vacuum cleaner is powered by a central motor which drives a fan creating suction. The strength of suction is dependent on the power of the motor. They have a combination of filters which collect the dust and prevent it from being recirculated into the atmosphere. The primary filter is the dust bag which can be either made of fabric or paper which is disposable.

**5 Different Types of Vacuum Cleaners**



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**Floor Scrubbing Machines**

A floor scrubbing machine is used for wet scrubbing on hard floors. They vary in sizes and the machine can be either manually operated or automatic.

* The **manual scrubbing machine** requires the floor to be mopped first with wet cleaning solution and then scrubbed with the machine using a bristle brush.

* The **automatic scrubbing machine** has simplified this method of cleaning as the machine wets, scrubs and suctions in one pass..

These machines can be propelled by pushing or they can be large enough to ride on. The larger ones are used in large shopping centers or car parks

**Floor Polishing Machines**

Polishing machines are used as the name implies for the polishing of hard floors such as vinyl, cork and marble. They are single disc machines used in conjunction with brushes, floor pads, floor strippers and polishes according to the task at hand. 

These machines can be used to strip, polish and buff floors. The speed at which they rotate creates heat which hardens the floor polish creating a high gloss shine sometimes described as a "wet look”. All machines are different but generally they rotate between 150 and 650 rpm (revolutions per minute) depending on what they are to be used for. These are classified as slow machines.



**High Pressure Washers**

Pressure washers are also known as jet blasters. They are connected to both

a water outlet and a power point. They have a long hose which may have

several attachments for different cleaning purposes. As water flows through

the machine it is pressurized through high pressure pumps and when the spray

trigger is squeezed the water is forced under great pressure on to the surface.

The water pressure will dislodge the dirt. They are very good for cleaning heavily

soiled pathways and walls. Detergent may be added to the water by way of a

detergent feed.

**General Cleaning Equipment may include**

**Trolleys**

Cleaning trolleys come in all different styles and sizes. If the cleaning that you undertake is far from the cleaners' store or involves many different tasks, then a well-organized trolley will make your job easier and you more efficient. Trolleys should be as inconspicuous as possible when cleaning and because they are seen by the guest should always be neat and tidy.

They should be stocked with:

| * Cleaning chemicals | * Cleaning cloths | * Garbage bags Bin liners |
| --- | --- | --- |
| * Toilet rolls | * Wet floor signs | * Scourers Tongs |
| * Paper towels | * Soap refills |  |
| * + All necessary cleaning equipment for the tasks being undertaken (mops and buckets) | | |

If the trolley is correctly stacked and maintained, then you will save time and energy as you will be more efficient because everything is close at hand.

* **Buckets**

You will need a variety of buckets to complete different tasks. Buckets can be made of plastics and metals. There are single buckets and double bucket systems. You may have a bucket purely to hold all your cleaning chemical bottles in or a special long low bucket for window cleaning.

* **Mops**

Always choose the right type of mop for the task you will be doing. There are cotton mops, cotton/polyester blends, sponge mops, dust mops and microfiber mops. Cotton and cotton polyester blends come in different weights. Female staff may use a lighter one than a male. Cotton mops are used for mopping as they are more absorbent and cotton/polyester ones are used for applying polishes to hard floor because they are lint free and so do not leave particles. Microfiber mops do not require the use of any chemicals. Sponge mops are not recommended for commercial heavy cleaning as they disintegrate quickly.

* **Rakes**

Rakes can be used for collecting leaves in outdoor areas but they are often used on carpet to collect large amounts of litter (after parties when there may be streamers and balloons) or after wet cleaning of long pile carpet to lift the pile. Specially designed carpet rakes also exist.

* **Brooms and Brushes**

Brooms are available in different widths and with different bristle types. Soft bristle brooms are usually better on indoor hard floors and hard bristles better on outdoor areas. The wider the broom, the larger the area that can be swept in one pass.

Brushes and brooms are used for:

* General sweeping
* Toilet cleaning
* Cobweb removal
* Dishwashing
* Hard floor scrubbing
* Shoe cleaning
* Painting Bottle washing
* Upholstery brush (called a whisk broom).
* **Toilet Brushes**

Toilet brushes are made in different sizes and styles. Choose one that has a strong handle and can reach all areas. You MUST always keep the toilet brush separate from other cleaning tools and cloths and you should replace it regularly for hygiene reasons.

* **Feather Dusters**

Feather dusters can be made of pure ostrich feathers which are very expensive or synthetic feathers. Other long handled dusters can be made of lamb’s wool. These are used for dusting high areas and can be bought with an extending handle to reach those areas.

* **Squeegees**

Squeegees are a rubber blade on the end of a handle and are used for pushing water towards a floor drain or for cleaning windows.

* **Floor Pads**

Floor pads are used on floor machines. The standard size is 40 cm diameter. The darker the color, the coarser and more abrasive they are.

* **Scourers**

Scourers are nylon or polyester pads similar in texture to floor pads but are thinner and are used by hand to clean stubborn marks. Green and white are the most common ones used in general cleaning. They should not be used on plastics or flat paint as they will scratch (these are abrasive). They can be attached to a plastic hand held holder and used for scrubbing or to a long handled one for floor or high cleaning.

* **Spray bottles**

Spray bottles are used to hold cleaning chemicals. They should be correctly labelled with a waterproof label and the spray nozzle should always be in good working order. They should be made of a translucent material for visibility.

**Window Cleaning Equipment**

Window cleaning equipment may include

| * Lamb's wool cover | * Scaffolding | * Applicator |
| --- | --- | --- |
| * Bosons chair | * Squeegee | * Telescopic handles and poles |
| * Ladders | * Cloths | * Long low bucket. |

**Cleaning Accessories** may include:

| * Ladders | * Garbage bags | * Soap refills |
| --- | --- | --- |
| * Bin liners | * Scouring pads | * Extension leads |
| * Roller towels | * Sanitary bags. | * Rags and cleaning cloths |
| * Paper products-toilet rolls and paper towels | |  |

**Selection of Cleaning Chemicals**

When selecting cleaning chemicals, ALWAYS try to restrict the number to a minimum. Cleaning chemicals, if used properly, make your job easier but, if not, can be both hazardous to your health and damage surfaces that you clean. It is important that you understand all aspects of each one including what they should be used for, and the safety precautions to take

Firstly, determine:

* The cleaning tasks to be done
* The types of surfaces to be cleaned
* Consider the safety of using every chemical
* The ability of the chemicals to do the job required
* The smell of the chemical should be pleasant and fresh
* Labelling of containers.
* The quality of the label is important so that the instructions do not wash off and are clearly visible at all times
* Consider how the chemicals are dispensed and stored. If large drums have to be decanted, this may be dangerous. Most chemicals now can be purchased in concentrated form and used in conjunction with an automatic dispenser attached to a cold water supply. This is calibrated to the correct dilution rates.

**Cleaning chemicals are classified in the following categories**

1. **Acids**

An acid is a substance that is soluble in water with a pH level of less than 7. All acids should be handled with extreme care as they are corrosive to surfaces if used incorrectly and may damage your health. They should never be used where there is a marble floor as they may leave permanent stains or even dissolve the marble. Acids can BURN and cause disfigurement if used incorrectly.

Toilet bowl cleaners are available in liquid, powder, and crystal form and are designed to remove lime scale and urine stains and to kill bacteria that cause smells. They have a thickener added which helps the chemical „cling‟ to the bowl.

**N.B** - Never mix acids with chlorine bleaches as this reaction will create chlorine gas which, if inhaled, can be fatal

1. **Abrasives**

* An abrasive detergent cleans by scratching. Abrasives are available in paste, powder and liquid form. The abrasive that is used will affect the color of the product. The abrasives used may be sand, pumice or marble. Salt is also an effective abrasive if mixed to a paste with lemon juice
* Abrasives are used on heavily soiled surfaces in bathrooms, kitchens and tarnished metals
* Abrasives should be used sparingly as continual use will degrade a surface over time making it harder to clean
* Abrasives may also contain solvents to help remove grease, chlorine to whiten and silicone to form a protective coating after cleaning
* Abrasives should not be used on certain surfaces like flat paint, plastics, glass and wood as they will surely damage the appearance of the surface. They are used mainly on ceramic surfaces in bathrooms or on stainless steel
* If they are used in toilets to remove stubborn stains, then always make sure that they are soluble in COLD water
* Abrasives may leave a white film on surfaces which need to be well rinsed away
* Abrasives will over time remove the metal from plate metals.

1. **Solvents**

Solvents are contained within many detergents in small quantities for general cleaning. Used individually, solvents are one of the most dangerous categories of chemicals that may be used forspecific cleaning purposes.

**General Precautions When Handling Chemicals**

* Always read all instructions in relation to the safety features of each chemical and their usage
* Always read the instructions for each chemical so you know what first aid is required in the case of accidents
* Wear the correct protective clothing necessary for the tasks you are performing
* NEVER mix any chemicals Use correct handling procedures
* Store correctly as recommended in a secure area
* Report any chemical accidents or spillages. If there is a spill kit provided, know how to use it
* Know what to do should there be an emergency situation with chemicals
* Clean up minor spillages immediately and know the procedure should there be a very large spill
* Always have the correct chemical in the correct labelled bottle. NEVER use drink containers
* Toilet bowl cleaners should NEVER be used in a spray bottle as accidental spraying may occur. Use the special flip top cap on these bottles
* Always make sure that spray attachments are working correctly
* Always add chemicals to water, not water to chemicals as this is safer should there be any splash back
* Know where the nearest fire extinguisher is located in case there is a fire
* It is wise to have an eye bath near the chemical store in case of accidents
* NEVER smoke when handling or near to chemicals
* NEVER use chemical drums as seats or instead of ladders!

1. **MAINTENANCE OF CLEANING EQUIPMENT**

**Correct Maintenance of Tools and Equipment**

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A further part of a health and safety strategy is to maintain tools and equipment regularly. This helps

to identify safety problems before they become a serious hazard. Only qualified people should carry

out the maintenance. They should also keep records of their inspections.

**Management**

There is one important way to follow the rules and to manage the safe use and maintenance of tools

and equipment. This is to assess and control the risks.

Employers should conduct Risk Assessments that cover the setting up, use and maintenance of tools

and equipment at work. The risk assessment process must identify the environments in which

workers will use the tools and equipment; any local conditions that may affect safety; and how the

workers will actually use each item in practice.

​Risk assessments such as these let employers know what orientation and training, they need to

run. The assessments also show what information employers must make available in the form of

posters, user guides and Safety Signs.

By limiting risks in this way, employers have some control over potential hazards. **Specifically,**

**employers should:**

* Place guards on machinery to protect fingers and limbs.
* Ensure that system controls have appropriate warning devices.
* Insist staff wear personal protective clothing as necessary.
* Arrange for maintenance when equipment is safely shut down and not in use.

**General Rules in the Use of Cleaning Equipment**

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1. Check electrical appliances and equipment before use. Check if there are frayed wires, loose plugs ad connections. Never use any appliance that is defective.
2. Handle equipment with care and make sure it does not bump on hard surfaces.
3. Clean and store equipment in their custodial room immediately after use.
4. Empty dust bags of dry vacuum cleaners before they overload and after each use.
5. Follow manufacturer’s operating instruction.
6. Schedule a regular check-up of equipment to prevent serious breakdown.
7. To avoid electric shock or short circuit, do not expose equipment to rain or water. Store them indoors to protect them from getting wet. Electrical equipment should never be used in wet surfaces.

**INFORMATION SHEET 4.3-2**

**SAFETY SIGNS AND SYMBOLS**

**Learning Objectives**:

After reading this Information Sheet, you must be able to:

1. Understand the importance of safety symbols in workplace

**Importance of Safety Symbols in the Workplace**

When it comes to one’s medical well-being, prevention is better than a cure. That does not only apply to our health rather, it also remains true in regards to how we work. While there are cures for minor cuts and injuries, preventing them all together is the true goal.

Now how do we prevent injuries and illnesses from occurring? There are many steps and strategies that, when combined, can and do prevent injuries. One of the most simple and effective first steps is creating an impactful symbol system.

**Why Use Safety Symbols at Work?**

One of the main advantages of using an organized safety symbol system is that it’s universal and recognized across languages and levels of experience. Using images and symbols warns people of dangers faster and easier than words.

The basic use of safety symbols is to prevent people from getting into accidents.

For instance, before moving forward, a **“Falling Debris” sign** would steer anyone

away from the pathway where there is a risk of falling debris.

Inside a workplace, signs are also placed as reminders to workers of the hazards surrounding them. Despite the training that workers have, there may be times when they forget the immediate risks around their work. Using safety symbols and signs, they can be consistently reminded to take more precaution. Safety symbols can also be utilized in the workplace to inform people of certain dangers and how to avoid them.

**Meaning of Safety Signs in the Workplace**

1. **RED** – Means Danger Alarm/Prohibited. A red symbol indicates the need to avoid or otherwise evacuate a premise or any dangerous behavior within an area.

Examples: ***Do Not Enter***, ***Do Not Touch***



1. **YELLOW/AMBER** – Means Warning. Anyone encountering a yellow symbol must take more precaution and be cautious as well as aware of the area or situation. 

Examples: **General Warning**, **Magnetic Field**, **Electric Shock**





1. **BLUE –** Means Mandatory.

Any sign with Blue symbols dictates a specific

safety behavior such as wearing the proper

personal protective equipment (PPE).

Examples: Wash Hands, Safety Glasses Required

1. **GREEN** – Means Emergency Escape. It also indicates no danger and first aid. Green signs can be placed on exit doors and escape routes. Examples: First Aid Kit, Eyewash Station, Emergency Exit



**Tips on How to Make Your Safety Signage More Effective**

In order for a safety sign to be effective, it needs to be in the right place and for the right reasons. Make sure that it is clear to all your employees what exactly is meant by the sign.

* Make the language simple, clear and standard. It must be understandable by the general public
* Make the signs stand out for easy recognition even from a good distance.
* Make the signs and their purpose known to your workers. Remind your workforce of the dangers associated with their work and make them aware of your safety symbols for warnings.
* Modify your signs to fit the needs of your workplace. It is important that your signs perfectly fit what you are trying to impart to the public. Some signs are made for general purpose. You can modify it based on the current situation of your workplace.
* Make sure your workers know how to react to safety signs. Unfortunately, accidents can still happen despite the available signs when workers are not aware of the steps they need to take.
* Implement a process to evaluate the effectiveness of your signs on a regular basis. Such reviews will help you assess if the signs are helpful or not and if they need to be changed.

**INFORMATION SHEET 4.3-3**

**ENVIRONMENTAL REQUIREMENTS RELATIVE TO WORK SAFETY**

**Learning Objectives:**

After reading this Information Sheet, you must be able to:

1. Learn the environmental health and safety requirements

**INTRODUCTION**

**How To Create a Safe Working Environment**

Workplace safety should never be taken lightly with any

business. Doesn’t matter if you’re 1,000 employees strong

or 10. Any businesses, regardless of size, must account for

safety regulations, steps, and more detailed options for their

staff from the get-go. Preventative measures against accidents

and/or workplace-related deaths are key for fostering a

healthy, safe work environment.

There are some companies out there who may not be fully versed in workplace safety regulations or might not be equipped in every area of the office to handle any unforeseen circumstances.

For instance, let’s say you’re a towing and shipping company and most of your workforce is tied up in manual labor sectors where lifting, packing and stacking heavy shipments will occur more frequently. Or, on the opposite end of the spectrum, you’re an accounting firm where there’s hardly any lifting or physically demanding labor going on.

Both examples still must heed similar safety rules, have a system in place to readily inform each and every employee on preventative tips and regulations, and strive to accomplish what your business wants most: everyday safety. From OSHA compliance to inspections, there’s a whole laundry list of tips on workplace safety that businesses can take with them. Some are simple, while others are a bit more complex in nature, but at the end of the day, they all can contribute to a safer haven for your staff.

1. **Proper Uniforms**

This is a critical base for businesses such as construction, home improvement, the aforementioned packing and shipping corporations on down to firefighters and other areas that require overly-protective headgear and uniforms. Construction workers must be wearing hard hats at all times in specified zones of the job site. Firefighters must have the latest fire-retardant outfits to go along with sturdy helmets. Chemists must wear safety goggles while they are inside a laboratory.

Putting up signs to reinforce the matter and educating the supervisors to stay on top of uniform regulations should be active from the moment the first employee clocks in to the last.

1. **Designate Proper Emergency Exits**

There’s a reason we did three or four fire drill exercises as a kid

each year in school. As annoying and (forgive the pun) alarming as they could be, it helped everyone in the building familiarize themselves with the exits. This same exercise should apply for every business. Not that every employee go in a single-file order and move at the sound of an alarm, just that they are aware and have some document that outlines emergency procedures.

This document should map out every exit doorway, ensure you have emergency exit signs posted in their assigned posts, detail up-to-date smoke detectors, signify water spouts to quench possible fires and assure you and your staff that each building code is covered front-to-back.



1. **Open Discussions**

Setting aside time at the end of the day once a month to discuss

safety rules and general working environment is a great way for

managers and supervisors to assess the overall quality of current

measures taken. Getting feedback from employees is helpful

because it opens the manager’s eyes to potential hazards that

went unnoticed, how well certain areas are doing and little

touch-ups here and there that go a long way towards keeping

employees safe and happy in the office.

While this may not be a safety regulation, per say, it’s an outside factor that many businesses would do well to follow.

1. **Promote Health Codes**

You know those signs you see when entering a restaurant bathroom next to the sink that inform you that all employees must wash their hands before exiting? Having little indicators like those in the wash room, in the kitchen and general areas of heavy foot traffic is important on many fronts. The most important being health code standards, educating cleanliness, and encouraging employees to take every step necessary to make the room healthy for the next individual.

1. **Proofing The Building**

This falls in the category of getting the building inspected from

time to time on down to subtle improvements around the building,

stairways and exterior pathways. Little safety measures like

adding ribbed, rubber padding along the ends of stairway steps,

de-icing the walkways leading up to the office, mats to stamp out

slippery footing and other helpful precautions can give your

employees as much peace of mind to know their well-being is

being accounted for as much as possible.

In summary, here's how you can create a safe working environment in 5 steps:

1. Ensure that you are dressed appropriately for your working conditions and that all safety equipment is up to date.
2. Communicate the emergency plan and make sure exits routes are properly designated.
3. Discuss safety rules and general working practices. Getting regular feedback will ensure a safe and healthy work environment.
4. Promote health codes and standards by educating your employees on the importance of health safety and cleanliness.
5. Inspect your working area and building. Ensure that walking paths are clear, stairs, and railing are secure and slip-proof.

These tips can help businesses from all over achieve a healthy balance between workplace security and overall productivity

**INFORMATION SHEET 4.3-4**

**ACCIDENT/HAZARD REPORTING PROCEDURES**

**Learning Objectives:**

After reading this Information Sheet, you must be able to:

1. Learn the steps in accident/hazards reporting procedures

**AN INTRODUCTION TO REPORTING HAZARDS**

The workplace can be dangerous and all employers are responsible for carrying out risk assessments to identify the measures that need to be taken to protect staff and visitors from hazards. The assessment should be recorded where there are more than five people in the organization.

However, it’s not just your employer’s responsibility to find hazards in the workplace. Everyone has a part to play in reducing risks and it’s important to know what to do if you spot a hazard.

**Steps to Properly Reporting and Investigating Safety Hazards**

Hazards can creep into even the safest workplaces.

Part of having a superb safety program is to have a thorough process for addressing the hazards.

Employees should be encouraged to look out for and report hazards, and you as a business leader should have an organized team trained to investigate and analyze incidents. Investigations allow you to take corrective actions that prevent repeat incidents.

It’s a good idea to make an announcement when a corrective action has been implemented. Knowing the safety program makes a difference gives everyone another reason to take pride in their workplace.

You can’t count on equipment, processes, supplies, surroundings, and people to stay the same. Even a subtle change can introduce new hazards.

Too often, hazards result in injury, illness, or property damage. The natural response is to ask why an incident occurred. Take time to encourage employees to report hazards and to explain how incidents and hazard reports are investigated.

1. **Define incident and near-miss**

An incident is an event that adversely affects the completion of a task. Incidents include events that result in injury or property damage. An out-of-the-ordinary occurrence that could easily have resulted in injury or damage can be considered to be a near-miss incident. Investigating near-miss incidents can prevent future injuries and damage.

Incidents can be generally classified as serious or minor, depending on the actual or potential outcomes. Even a near-miss incident can be serious.

1. **Introduce the importance of reporting hazards**

During your workday, you are in the best position to discover hazards on the job. Often a change in

the work environment can introduce a hazard. Hazards can also be created by such things as:

* Malfunctioning, poorly designed, or missing equipment.
* Faulty work procedure
* Lack of instruction
* Distraction or inattentiveness
* Always follow the facility’s procedures for reporting hazards so that the appropriate people can take action to correct them.

1. **Review the reasons to investigate hazards and incidents**

Prevention, not blame, is the motive behind investigating hazard and incident reports. By using the information gained through an investigation, a similar or perhaps more disastrous incident may be prevented. All incidents, regardless of the extent of injury or damage, need to be investigated.

A hazard or incident can impact many departments in an organization, so the reporting system should include a way to inform the managers of various operations, including safety, environment, human resources, production, scheduling, maintenance, purchasing, quality assurance, etc. A good place to start is to report hazards and incidents to the immediate supervisor. At this point, preliminary fact-gathering can start.

1. **Introduce the investigation team**

The members of the investigation team should be selected for their skills and knowledge. A variety of expertise is needed. One member may be an excellent interviewer; another can have an engineering background. Depending on the circumstances, non-team specialists may need to be included to make sure the investigation is effective.

Serious incidents can involve investigations conducted by outside agencies (OSHA, fire and police departments, insurance companies, etc.). The internal investigation team should cooperate with, and learn from, other investigators.

1. **Emphasize the need to start investigations promptly**

A reported hazard that puts employees in imminent danger must be investigated immediately. Less serious hazards still need attention, but a full investigation may be scheduled for a later time.

An area may still be hazardous right after an incident. It is important for everyone, including the incident inspection team, to follow the facility’s emergency action plan for rescues, evacuations, and other response activities until the area is safe.

An investigation should start as soon as possible when conditions are safe. Even before the incident site is accessible, the team can still start the investigation by identifying and interviewing witnesses.

1. **Explain the investigation process**

One person should be in charge of the investigation. The leader should define the scope of the investigation and assign tasks to team members. The team should start by compiling information on:

* + A description of the hazard or incident
  + Its location
  + Maps, diagrams, or blueprints
  + Damage estimates
  + Normal operating procedures
  + Events that preceded the incident
  + A list of identified witnesses

Next, the team needs to assemble necessary equipment and information sources to continue the investigation.

1. **Describe the references used during an investigation**

Written information to review can include procedures, instruction manuals, medical reports, inspection and maintenance records, training records, job safety analyses, exposure monitoring results, etc. Don’t forget the people who can provide valuable information. The team will want to interview the person who reported the hazard or incident, injured persons, witnesses, and supervisors.

1. **Explain the hands-on investigation process**

The team secures the location of the hazard or incident so that people are not endangered. The team restricts entry to the area so evidence is not disturbed. They take photos, mark locations on maps, measure distances, record time sequences, and collect samples for analysis. The team determines anything that was not normal before the incident, where and how the abnormality occurred, when it was first noted, and whether the situation was influenced by something from outside of the immediate area.

1. **Discuss how the causes of the hazard or incident are determined**

The team uses the information they have gathered to determine the direct and indirect causes of a hazard or incident. Typically, unsafe conditions and/or unsafe acts are involved, and several conditions contribute to the hazard or incident.

1. **Outline how the team makes recommendations and reports its findings**

Investigations determine not only what happened, but also how and why. Investigators want to recommend actions that will eliminate or control the hazards and prevent a recurrence of an incident. The team makes its final recommendations based on an analysis of all the evidence.

The team’s findings and recommendations are detailed in a written report. The report on a serious incident can be extensive. A report on a minor hazard should still be complete. A report should include:

* Background information on where and when the hazard was reported or the incident occurred, who and what was involved, etc.
* An account of the potential effects of a hazard, the type of incident, sequence of events, extent of damage, etc.
* An analysis of the hazards or incident’s causes
* Recommendations for immediate and long-term actions to remedy the hazard or prevent the recurrence of an incident.

1. **Explain how completed reports are used**

Management uses the report to decide on corrective action recommendations. It takes time to implement a corrective action, so it’s helpful to set up a timetable and assign someone to be responsible for keeping track of the progress.

A good way to identify areas that need more attention to safety is to periodically analyze the incident reports. And, in the case of an injury or illness, the reports can be used to help with OSHA’s record-keeping requirements.