

Module 3

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1.1 Internal/external glass/window cleaning

1.1.1 Cleaning glass surfaces

Purpose:

To safely and effectively remove grime, dust and cobwebs from glass.

Glass includes:

- Windows
- Double-paned windows
- Doors
- Flyscreens
- Venetians
- Window ledges
- Mirrors.

Required standard

- External and internal surfaces of glass are clear of all streaks, spots and marks, including fingerprints and smudges
- Window frames, tracks and ledges are clear and free of dust, grit, marks and spots.

(Note: External windows may be covered by specified project cleaning arrangements. For example, they may be cleaned once per year. Any such arrangement should be taken into account when assessing external windows)

Equipment requirements:

- Hose
- Extension pole
- Squeegee
- Bucket (as per colour coding requirements)
- Cloth/disposable cloth/microfibre cloth (as per colour coding requirements)
- Neutral detergent (glass cleaner) (diluted to the manufacturer's specification)
- Step ladder/ladder (as per Australian Standards)
- Wet Floor Signs
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
<ul style="list-style-type: none"> • Operational injury • Body stress injury 	<ul style="list-style-type: none"> • When using a ladder for high cleaning, ensure two people are in attendance at all times • One person only is on the ladder at any one time • Do not lean or stretch when standing on a ladder • Work at shoulder height and arms length to minimise over-balancing and falling off • Step ladders are only to be used in a fully open position • Do not mount or dismount a ladder whilst carrying any equipment

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	<ul style="list-style-type: none"> • Use a second person to hand items to the staff on the ladder • Ladders are stored undercover with adequate support to prevent sagging • Ladders are checked for any loose / missing rungs, screws, rivets or bolts • The person holding the ladder is to ensure no-one passes too close or bumps into the ladder while in use • The ladder is not left unattended whilst in use for any reason • Rotate the work load • Do not climb onto window ledges • Do not use powder, paste or abrasive cleaners • Wipe spillages up immediately • Do not put containers of solution on furniture or window sills • Ladders should be safely positioned on a flat surface • Paint spots can be easily removed with a window scraper • Ensure extension poles are firmly clipped together before use • Ensure correct manual handling techniques are used
<p>Key Safety Rules:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturer's instructions and facility requirements • Install appropriate signage and barriers to maximise public safety during the cleaning operation • Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so • Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required • Always ensure hand hygiene is performed after each clean and after removing gloves • Use correct manual handling techniques for the task required 	

Time:

One person - 1 minute per 1 square metre partition*

**Timings are approximate and are to only be used as a guide.*

Procedure:

Glass above 1.8 m

Step 1	Take the cleaning equipment to the area to be cleaned
Step 2	Wear personal protective equipment appropriate for the procedure
Step 3	Ensure the windows are closed
Step 4	Put the ladder on hard surface
Step 5	One person goes up the ladder
Step 6	Second person to hand the bucket with detergent solution and cloth
Step 7	Attach the bucket to the ladder attachment (if available)
Step 8	Wash the upper windows with washer
Step 9	Place the squeegee in the left corner at the top and pull across
Step 10	Wipe the squeegee blade with the cloth and continue down overlapping where finished previously
Step 11	Repeat the above action until the upper level of the windows is completed
Step 12	Wipe the edges

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Step 13	Remove personal protective equipment and perform hand hygiene
Step 14	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 15	Perform hand hygiene

Glass below 1.8 m

Step 1	Take the cleaning equipment to the area to be cleaned
Step 2	Wear personal protective equipment appropriate for the procedure
Step 3	Add detergent solution to the bucket
Step 4	Dip the cloth in solution and wring out excess
Step 5	Wash the glass from side to side then up and down using enough solution to keep the glass wet
Step 6	Squeegee off from side to side or top to bottom
Step 7	Wipe the squeegee blade after each stroke
Step 8	Wipe up spilled water from the sash, sills and floor
Step 9	Inspect the window and remove any streaks from the glass that may have been overlooked
Step 10	Move the equipment to the next window
Step 11	Remove personal protective equipment and perform hand hygiene
Step 12	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 13	Perform hand hygiene

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1.1.2 Mirror cleaning

Purpose:

To safely and effectively remove grime, dust and other marks from internal and external mirrors.

Mirrors include:

- Bathroom mirrors
- Convex mirrors
- Patient bedside mirrors.

Required standard

- Surfaces of mirror are clear of all streaks, spots and marks, including fingerprints and smudges
- Mirror frames are clear and free of dust, grit, marks and spots.

Equipment requirements:

- Squeegee
- Bucket (as per colour coding requirements)
- Cloth/disposable cloth/microfibre cloth (as per colour coding requirements)
- Neutral detergent (glass cleaner) (diluted to the manufacturer's specification)
- Step ladder/ladder (as per Australian Standards)
- Wet Floor Signs
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
<ul style="list-style-type: none"> • Operational injury • Body stress injury 	<ul style="list-style-type: none"> • Work at shoulder height and arms length • Rotate the work load • Do not use powder, paste or abrasive cleaners • Wipe spillages up immediately • Do not put containers of solution on furniture • Ensure correct manual handling techniques are used

Key Safety Rules:

- Operate equipment in accordance with the manufacturer's instructions and facility requirements
- Install appropriate signage and barriers to maximise public safety during the cleaning operation
- Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so
- Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required
- Always ensure hand hygiene is performed after each clean and after removing gloves
- Use correct manual handling techniques for the task required

Time:

One person - 1 minute per 1 square metre partition*

*Timings are approximate and are to only be used as a guide.

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Procedure:

Step 1	Take the cleaning equipment to the area to be cleaned
Step 2	Wear personal protective equipment appropriate for the procedure
Step 3	Add detergent solution to the bucket
Step 4	Dip the cloth in the solution and wring out excess
Step 5	Wipe the damp cloth over the mirror from side to side then up and down using enough solution to keep the mirror wet
Step 6	Using a dry cloth, buff the mirror to a clean dry finish
Step 7	Inspect the mirror and remove any streaks from the mirror that may have been overlooked
Step 8	Wipe up any spilled water
Step 9	Remove personal protective equipment and perform hand hygiene
Step 10	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 11	Perform hand hygiene

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1.1.3 Cleaning blinds

Purpose:

To safely and effectively clean blinds.

Blinds include:

- Horizontal slats connected by strips of webbing or other flexible material
- Drapes
- Louvers
- Adjustable interior slatted shutters.

Required standard:

- Curtains, blinds and drapes are free from stains, dust, cobwebs, lint and no signs of use or non-use.

Equipment requirements:

- Trolley (optional)
- Bucket (as per colour coding requirements)
- Neutral detergent (diluted to the manufacturer's specification)
- Cloth/disposable cloth/microfibre cloth (as per colour coding requirements)
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
Body stress injury	Ensure correct manual handling techniques/procedures and guidelines are followed
Chemical exposure	Ensure personal protective equipment is worn
Key Safety Rules: <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturer's instructions and facility requirements • Install appropriate signage and barriers to maximise public safety during the cleaning operation • Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so • Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required • Use correct manual handling techniques for the task required • Always ensure hand hygiene is performed after each clean and after removing gloves 	

Time:

Dusting - One person - 1 minute per blind*

Damp Wiping - One person - 5 minutes per blind*

Removal and Washing - One person - 45 minute per blind*

**Timings are approximate and are to only be used as a guide.*

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Procedure:

Step 1	Collect the cleaning equipment required for the procedure
Step 2	Wear personal protective equipment as required for the procedure
Step 3	Approximately half fill a bucket with hot or cold water and add detergent at the recommended dilution rate - note: the chemical will be pre-diluted when using a dispenser
Step 4	Proceed to the area to be cleaned
Step 5	Place the cloth in the detergent solution and wring out
Step 6	Starting at the highest point, wipe down to the bottom of the blinds
Step 7	Rinse the cloth regularly as it becomes dry
Step 8	Change the detergent solution as it becomes dirty
Step 9	If the blinds are very soiled and need to be taken down to be washed, report to supervisor or person in charge for further action
Step 10	Remove personal protective equipment and perform hand hygiene
Step 11	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 12	Perform hand hygiene

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1.2 Hard Floors

1.2.1 Dust control mopping of hard floors

Purpose:

To safely and effectively remove soil and micro-organisms from floor surfaces.

Hard floors include:

- Vinyl
- Concrete
- Wood
- Lino
- Tarkett
- Altro and tiles.

Required standard:

- The floor is free of dust, grit, litter, marks and spots, water or other liquids
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots.

Equipment requirements:

- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required
- Electrostatic, fringe or flat microfibre / head mop (as per colour coding requirements)
- Dust pan
- Lobby pan and brush.

Risks:

Hazard(s):	Control(s):
Body stress injury	Ensure correct manual handling techniques and guidelines are followed
Key Safety Rules:	
<ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturer's instructions and facility requirements • Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so • Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required • Use correct manual handling techniques for task required • Always ensure hand hygiene is performed after each clean and after removing gloves 	

Time:

One person - 10 minutes per 100 square metres*

**Timings are approximate and are to only be used as a guide.*

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Procedure:

Step 1	Collect the cleaning equipment required for the procedure
Step 2	Install appropriate signage and barriers to maximise public safety during cleaning
Step 3	Wear personal protective equipment appropriate for the procedure
Step 4	Place the dust mop on the floor in front of you and select and mark a leading
Step 5	In narrow aisles and when moving around furniture, the most effective method is the horizontal figure 8 - when turning twist the handle, and swivel the mop head so that the leading edge always points away from oneself
Step 6	Avoid taking the mop off the floor and avoid shaking it in the area just cleaned
Step 7	Pick up the gathered waste using a dust pan and brush, and dispose into general waste
Step 8	Remove personal protective equipment and perform hand hygiene
Step 9	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 10	Perform hand hygiene

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1.2.2 Damp mopping of hard floors

Purpose:

To safely and effectively remove soil and micro-organisms from floor surfaces.

Hard floors include:

- Vinyl
- Concrete
- Wood
- Lino
- Tarkett
- Altro and tiles.

Required standard:

- The floor is free of dust, grit, litter, marks and spots, water or other liquids
- The floor is free of polish or other build-up at the edges and corners or in traffic lanes
- The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots.

Equipment requirements:

- Trolley (optional)
- Neutral detergent (diluted to the manufacturer's specification)
- Roller / wringer bucket (as per colour coding requirements)
- Detachable mop / head (as per colour coding requirements)
- Mop handle
- Hazard/warning signs
- Personal protective equipment (gloves, gowns / aprons, protective eyewear, mask and head cover) as required
- Detachable flat microfibre / head (as per colour coding requirements)

Risks:

Hazard(s):	Control(s):
Body stress injury	<ul style="list-style-type: none"> • Ensure correct manual handling techniques and guidelines are followed • Use the correct mop wringing technique
Slips, trips and falls	<ul style="list-style-type: none"> • Place safety signs on both sides of the area or any entry point that is to be cleaned
Key Safety Rules: <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturer's instructions and facility requirements • Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so • Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required • Use correct manual handling techniques for task required • Always ensure hand hygiene is performed after each clean and after removing gloves 	

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Time:

One person - 10 minutes per 100 square metres*

*Timings are approximate and are to only be used as a guide.

Procedure:

Step 1	Collect the equipment required for the procedure	
Step 2	Wear personal protective equipment appropriate for the procedure	
Step 3	Apply the dust mop to the floor surface to gather and remove waste as per procedure 1.4.1 - Dust control mopping of hard floors	
Step 4	Pick up the gathered waste using a dust pan and brush and dispose into general waste	
Step 5	Half fill mop the bucket with neutral detergent as per the manufacturer's dilution rate	
Step 6	Install appropriate signage and barriers to maximise public safety during cleaning	
Step 7	Place the mop head in the detergent, agitate and wring out	
Step 8	If using a roller bucket: <ul style="list-style-type: none"> Place the one foot on the bucket projection and the other foot on the pedal Depress the pedal, pull the mop up vertically through the rollers 	If using a wringer bucket: <ul style="list-style-type: none"> Place the mop in the drainer basket of the bucket Push down the lever handle and depress wringing out excess solution Return the lever handle to an upright position
Step 9	Apply the damp mop to the floor surface, work in an area approximately one square metre using overlapping strokes	
Step 10	Rinse the mop head regularly and replace when necessary to avoid build up and reapplication of soil to the floor surface	
Step 11	Change the cleaning solution when it becomes dirty (the floor condition will determine how often the cleaning solution needs to be changed)	
Step 12	On completion of mopping, thoroughly agitate and wring out the mop	
Step 13	Empty the mop bucket down the designated sluice or proper drain by:	
	If using a roller bucket, remove the mop and carefully tip the bucket to empty	If using a wringer bucket, remove the draining basket and carefully tip the bucket to empty
Step 14	Return to Step 2 if continuing to mop floors	
Step 15	Remove personal protective equipment and perform hand hygiene	
Step 16	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate	
Step 17	Perform hand hygiene	
Notes	<ul style="list-style-type: none"> An automatic dispensing unit will automatically decant at manufacturers recommended dilution rate. Where an automatic dispensing unit is not used, half fill a bucket with cold water and add neutral detergent at the recommended dilution rate. 	

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1.2.3 Flat damp mopping of hard floors

Purpose:

To safely and effectively remove soil and micro-organisms from floor surfaces.

Hard floors include:

- Vinyl
- Concrete
- Wood
- Lino
- Tarkett
- Altro and tiles.

Required standard:

- The floor is free of dust, grit, litter, marks and spots, water or other liquids
- The floor is free of polish or other build-up at the edges and corners or in traffic lanes
- The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots.

Equipment requirements:

- Trolley (optional)
- Neutral detergent (diluted to the manufacturer's specification)
- Roller / wringer bucket (as per colour coding requirements)
- Detachable mop / head (as per colour coding requirements)
- Mop handle
- Hazard/warning signs
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required
- Detachable flat microfibre / head (as per colour coding requirements)

Risks:

Hazard(s):	Control(s):
Slips, trips and falls	<ul style="list-style-type: none"> • Wet floor signs should be displayed in prominent positions
Body stress injury	<ul style="list-style-type: none"> • Use the correct mop wringing technique • Ensure correct manual handling techniques and guidelines are followed
Key Safety Rules: <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturer's instructions and facility requirements • Install appropriate signage and barriers to maximise public safety during the cleaning operation • Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so • Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required • Use correct manual handling techniques for task required • Always ensure hand hygiene is performed after each clean and after removing gloves 	

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Time:

One person - 5 minutes per 100 square metres*

**Timings are approximate and are to only be used as a guide.*

Procedure:

Pre-soaked method

Step 1	Collect the equipment required for the procedure
Step 2	Wear personal protective equipment appropriate for the procedure
Step 3	Proceed to the area to be cleaned
Step 4	Prepare the area for cleaning by clearing floor space as much as possible
Step 5	Sweep the floor to remove any dust and debris, pick up gathered waste using a dust and brush and discard into general waste
Step 6	Attach a microfibre flat mop head to the floor tool by: <ul style="list-style-type: none"> • If using a microfibre mop utilising the magnetic clip connector - place the detachable flat microfibre/mop head onto the floor - open the magnetic clip to prepare the floor tool to fit microfibre floor mop • If using a microfibre mop utilising the velcro fasteners - attach the flat mop head to the floor tool using the fasteners • Fit the floor tool into the holding pouches on the microfibre floor mop • Push the handle to the floor to fix the floor tool in place
Step 7	Moisten the mop head by applying cleaning solution from the squeeze bottle (approximately 160ml per mop head), and damp mop the floor edges and work into the centre using a figure 8 pattern (this procedure can also be adapted to damp mop ceiling and wall surfaces, but use a separate mop for each area)
Step 8	After cleaning the specific area remove the mop head and place the dirty mop head into a plastic bag for laundering and use a clean mop head for the next area
Step 9	Return to Step 2 if continuing to mop floors
Step 10	Remove personal protective equipment and perform hand hygiene
Step 11	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 12	Perform hand hygiene

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1.2.4 Bathroom scrubbing using a scrub machine

Purpose:

To safely and effectively remove fat and other dirt from bathroom/toilet floor area.

Hard floors include:

- Vinyl / Lino
- Concrete
- Wood
- Altro
- Tiles
- Terrazzo.

Required standard

- The floor is free of dust, grit, litter, marks and spots, water or other liquids
- The floor is free of polish or other build-up at the edges and corners or in traffic lanes
- The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots
- Polished or buffed floors are of a uniform lustre.

Equipment requirements:

- Safety signs
- Drive plate and polyester buffing pad (red or green) or scrubbing brush
- Floor scraper/scrub machine
- Abrasive scourer pad
- Bucket and mop (as per colour coding requirements) or water sucking machine
- Neutral detergent (diluted to the manufacturer's specification)
- Cloth/disposable cloth/microfibre cloth (as per colour coding requirements)
- Banister brush and dust pan
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
<ul style="list-style-type: none"> • Incorrect use of equipment • Operational injury 	<ul style="list-style-type: none"> • DO NOT use the machine unless trained • Check the machine for a current safety inspection tag - report to supervisor if damaged • Check the machine, cord and accessories for damage before using - if damaged DO NOT use machine, and report any faults to supervisor as soon as possible • The machine should be fitted with an Earth Leakage Circuit Breaker (ELB) • Keep the cord behind the machine at all times to prevent damage to the cord

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	<ul style="list-style-type: none"> • DO NOT put the cord over your shoulder • Ensure the Easi-lock on the drive plate/brush is in locked position before starting the machine • Ensure the machine is fully assembled with pads/ brushes before plugging into the power supply • If the machine has a vacuum attached, make sure that the vacuum is turned off • Change tasks between sweeping, vacuuming, picking up debris and polishing/scrubbing
<p>Key Safety Rules:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturer’s instructions and facility requirements • Install appropriate signage and barriers to maximise public safety during the cleaning operation • Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so • Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required • Use correct manual handling techniques for task required • Always ensure that electrical equipment is switched OFF whenever inserting or removing from a power point • Always ensure hand hygiene is performed after each clean and after removing gloves • Ensure hands are dry when connecting and disconnecting electrical equipment to a power point 	

Time:

One person - 30 minutes per 100 square metres*

**Timings are approximate and are to only be used as a guide.*

Procedure:

Step 1	Install appropriate signage and barriers to maximise public safety during cleaning
Step 2	Wear personal protective equipment appropriate for the procedure
Step 3	Select and prepare the equipment and detergent solution required for the procedure
Step 4	Dust mop the floor and remove any gum
Step 5	Apply solution to the floor using mop, no more than 3-4 square metres at a time, and leave for a few minutes before commencing to allow the detergent to work.
Step 6	Set up the machine by putting on and locking the drive plate and attaching the appropriate pad or scrubbing brush
Step 7	Plug in the machine
Step 8	Ensure the brush or pad is in contact with the floor before starting the machine
Step 9	Do not use the machine within 15 cm of walls, fixed equipment, plumbing pipes and hand basins
Step 10	Inspect the brush or pad frequently - replace when soiled
Step 11	Rinse the entire floor by mopping with water or use a wet vacuum machine
Step 12	Move to the next area to be cleaned; repeat the process until the entire area is completed
Step 13	Remove all splashes from walls / skirting boards and any fixed equipment using a disposable or red reusable cloth
Step 14	Rinse the floor twice using clean water and rinsed mop
Step 15	Mop until all excess water is removed from the floor
Step 16	Replace mobile equipment back in the room
Step 17	When the designated area is finished, unplug the machine from the power point

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Step 18	When the procedure is completed: <ul style="list-style-type: none"> • Wipe the power cord with a damp cloth • Clean the machine • Remove the brush or pad
Step 19	Wind the cord on the machine from the machine end of the cord
Step 20	Take the pads and brushes to the cleaner's room to clean or discard as required
Step 21	Wash the brush/pad in neutral detergent, rinse, shake off excess water and hang to dry
Step 22	Remove personal protective equipment and perform hand hygiene
Step 23	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage room, or discard as appropriate
Step 24	Perform hand hygiene

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1.2.5 Stripping and sealing of floors

Purpose:

To safely and effectively strip and reseal hard floor surfaces that require a protective sealer finish to be applied.

Hard floors include:

- Vinyl / Lino
- Concrete
- Wood
- Altro
- Tiles
- Terrazo.

Required standard

- The floor is free of dust, grit, litter, marks and spots, water or other liquids
- The floor is free of polish or other build-up at the edges and corners or in traffic lanes
- The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots
- Polished or buffed floors are of a uniform lustre.

Equipment requirements:

- Safety signs
- Drive plate and polyester buffing pad (red or green) or scrubbing brush
- Floor scraper
- Stripping chemical
- Abrasive scourer pad
- Bucket and mop (as per colour coding requirements) or water sucking machine
- Cloth/disposable cloth/microfibre cloth (as per colour coding requirements)
- Banister brush and dust pan
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
Operational Injury	<ul style="list-style-type: none"> • Only trained staff do this procedure • Do not mix chemicals • When adding chemicals as per the dilution rate, water should go into the bucket first before adding the chemical • Ensure safety signs are placed before commencing • Work from the furthest point toward a door where possible • Ensure the area is well ventilated • Ensure all electrical machinery is fitted with safety switches (earth leakage circuit breaker)

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	<ul style="list-style-type: none"> • Take care when walking on the wet floor, as it may be very slippery • Extra care is needed to ensure full control of the scrubbing machine on the wet floor • Apply the stripper to manageable areas only - about 10 square metres at a time • Check the machine for any damage
<p>Key Safety Rules:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturer's instructions and facility requirements • Install appropriate signage and barriers to maximise public safety during the cleaning operation • Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so • Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required • Use the correct manual handling techniques for the task required • Always ensure that electrical equipment is switched OFF whenever inserting or removing from a power point • Always ensure hand hygiene is performed after each clean and after removing gloves • Ensure hands are dry when connecting and disconnecting electrical equipment to a power point 	

Time:

One person - 3 hours per 100 square metres*

**Timings are approximate and are to only be used as a guide.*

Procedure:

Step 1	Prepare the equipment and chemicals
Step 2	Wear personal protective equipment as required for the procedure
Step 3	Dust mop the entire floor
Step 4	Erect hazard / warning signs
Step 5	Using the stripper mixture, place on first 10 square metre area
Step 6	Strip the floor using a slow speed machine, strip the edges using a doodle bug
Step 7	Pick up the slurry compound with second mop or wet and dry machine where available
Step 8	Rinse the floor using a neutraliser mixture when stripping is completed
Step 9	If no residue is evident, the floor is ready to reseal - if residue is obvious rinse or strip floor again
Step 10	When dry, burnish the floor and sweep with a dust mop
Step 11	Cut in the edges first
Step 12	Fill in the centre using a side to side overlapping motion
Step 13	Apply a minimum of 2 coats of the base coat sealer to the floor
Step 14	Wait for each coat to dry before applying additional coats
Step 15	When the base coat is dry apply sealer finish
Step 16	When the procedure is completed: <ul style="list-style-type: none"> • Wipe the power cord with a damp cloth • Clean the machine • Remove the brush or pad
Step 17	Wind the cord on the machine from the machine end of the cord
Step 18	Take the pads and brushes to the cleaner's room to clean
Step 19	Wash the brush/pad in neutral detergent, rinse, shake off excess water and hang to dry
Step 20	Remove personal protective equipment and perform hand hygiene

Environmental Cleaning Standard Operating Procedures

Module 3

Step 21	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 22	Perform hand hygiene

Environmental Cleaning Standard Operating Procedures

Module 3

1.2.6 Buffing a floor using a slow burnisher

Purpose:

To safely and effectively strip and reseal hard floor surfaces that require a protective sealer finish to be applied.

Hard floors include:

- Vinyl / Lino
- Concrete
- Wood
- Altro
- Tiles
- Terrazo.

Required standard

- The floor is free of dust, grit, litter, marks and spots, water or other liquids
- The floor is free of polish or other build-up at the edges and corners or in traffic lanes
- The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots
- Polished or buffed floors are of a uniform lustre.

Equipment requirements:

- Safety signs
- Drive plate and polyester buffing pad (red or green) or scrubbing brush
- Floor scraper
- Abrasive scourer pad
- Bucket and mop (as per colour coding requirements) or water sucking machine
- Cloth/disposable cloth/microfibre cloth (as per colour coding requirements)
- Banister brush and dust pan
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
Operational Injury	<ul style="list-style-type: none"> • Only trained staff do this procedure • Do not mix chemicals • Ensure safety signs are placed before commencing • Work from the furthest point toward a door where possible • Ensure the area is well ventilated • Ensure all electrical machinery is fitted with safety switches (earth leakage circuit breaker) • Take care when walking on the wet floor, as it may be very slippery • Extra care is needed to ensure full control of the scrubbing machine on the wet floor • Check the machine for any damage

Environmental Cleaning Standard Operating Procedures

Module 3

Key Safety Rules:

- The operator should be fully trained in the use of the machine
- The operator should be physically capable to manoeuvre, transport and operate the machine
- The operator should be able to recognise unusual operation of the machine and report any problems
- Operate equipment in accordance with the manufacturer's instructions and facility requirements
- Install appropriate signage and barriers to maximise public safety during the cleaning operation
- Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so
- Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required
- Use the correct manual handling techniques for the task required
- Always ensure that electrical equipment is switched OFF whenever inserting or removing from a power point
- Always ensure hand hygiene is performed after each clean and after removing gloves
- Ensure hands are dry when connecting and disconnecting electrical equipment to a power point

Time:

One person - 22 minutes per 100 square metres*

**Timings are approximate and are to only be used as a guide.*

Procedure:

Step 1	Select and prepare the equipment for the procedure
Step 2	Wear personal protective equipment as appropriate for the procedure
Step 3	Install appropriate signage and barriers to maximise public safety during cleaning
Step 4	Apply the dust mop to the floor surface to gather and remove waste as per Procedure 1.4.1 - Dust control mopping of hard floors
Step 5	Attach the correct floor pad to the machine
Step 6	Buff the floor area in an arc of 1 to 2 metres starting from the farthest point from the door and work towards the door
Step 7	For spray buffing, pour diluted solution into a trigger spray and spray 1 metre in front of machine, and buff immediately, until glossy, not tacky
Step 8	Keep repeating the spray operation until the entire floor has been done
Step 9	On completion: <ul style="list-style-type: none"> • Wipe the cord with a damp cloth • Wipe the machine with a damp cloth • Wind the cord on the machine from the machine end of the cord • Take the pads and brushes to the cleaner's room to clean • Wash the brush/pad in neutral detergent, rinse, shake off excess water and hang to dry • Store all cleaned equipment in the designated storage area
Step 10	Remove personal protective equipment, and perform hand hygiene

Environmental Cleaning Standard Operating Procedures

Module 3

1.2.7 Buffing a floor using a high speed burnisher

Purpose:

To safely and effectively strip and reseal hard floor surfaces that require a protective sealer finish to be applied.

Hard floors include:

- Vinyl / Lino
- Concrete
- Wood
- Altro
- Tiles
- Terrazo.

Required standard

- The floor is free of dust, grit, litter, marks and spots, water or other liquids
- The floor is free of polish or other build-up at the edges and corners or in traffic lanes
- The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots
- Polished or buffed floors are of a uniform lustre.

Equipment requirements:

- Safety signs
- Drive plate and polyester buffing pad (red or green) or scrubbing brush
- Floor scraper
- Abrasive scourer pad
- Bucket and mop (as per colour coding requirements) or water sucking machine
- Cloth/disposable cloth/microfibre cloth (as per colour coding requirements)
- Banister brush and dust pan
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
Operational Injury	<ul style="list-style-type: none"> • Only trained staff do this procedure • Do not mix chemicals • Ensure safety signs are placed before commencing • Work from the furthest point toward a door where possible • Ensure the area is well ventilated • Ensure all electrical machinery is fitted with safety switches (earth leakage circuit breaker) • Take care when walking on the wet floor, as it may be very slippery • Extra care is needed to ensure full control of the scrubbing machine on the wet floor • Check the machine for any damage

Environmental Cleaning Standard Operating Procedures

Module 3

Key Safety Rules:

- The operator should be fully trained in the use of the machine
- The operator should be physically capable to manoeuvre, transport and operate the machine
- The operator should be able to recognise unusual operation of the machine and report any problems
- Operate equipment in accordance with the manufacturer's instructions and facility requirements
- Install appropriate signage and barriers to maximise public safety during the cleaning operation
- Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so
- Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required
- Use the correct manual handling techniques for the task required
- Always ensure that electrical equipment is switched OFF whenever inserting or removing from a power point
- Always ensure hand hygiene is performed after each clean and after removing gloves
- Ensure hands are dry when connecting and disconnecting electrical equipment to a power point

Time:

One person - 10 minutes per 100 square metres*

**Timings are approximate and are to only be used as a guide.*

Procedure:

Step 1	Select and prepare the equipment for the procedure
Step 2	Install appropriate signage and barriers to maximise public safety during cleaning
Step 3	Wear personal protective equipment as appropriate for the procedure
Step 4	Apply the dust mop to the floor surface to gather and remove waste as per procedure 1.4.1 - Dust control mopping of hard floors
Step 5	Attach the correct floor pad to the machine
Step 6	Buff the floor at walking speed using overlapping runs
Step 7	Dust mop the floor when completed
Step 8	On completion: <ul style="list-style-type: none"> • Wipe the cord with a damp cloth • Wipe the machine with a damp cloth • Wind the cord on the machine from the machine end of the cord • Take the pads and brushes to the cleaner's room to clean • Wash the brush/pad in neutral detergent, rinse, shake off excess water and hang to dry • Store equipment safely in the designated area
Step 9	Remove personal protective equipment, and perform hand hygiene

Environmental Cleaning Standard Operating Procedures

Module 3

1.2.8 Scrubbing a floor using a slow speed polisher

Purpose:

To safely and effectively strip and reseal hard floor surfaces that require a protective sealer finish to be applied.

Hard floors include:

- Vinyl / Lino
- Concrete
- Wood
- Altro
- Tiles
- Terrazo.

Required standard

- The floor is free of dust, grit, litter, marks and spots, water or other liquids
- The floor is free of polish or other build-up at the edges and corners or in traffic lanes
- The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots
- Polished or buffed floors are of a uniform lustre.

Equipment requirements:

- Safety signs
- Drive plate and polyester buffing pad (red or green) or scrubbing brush
- Floor scraper
- Abrasive scourer pad
- Bucket and mop (as per colour coding requirements) or water sucking machine
- Neutral detergent (diluted to the manufacturer's specification)
- Cloth/disposable cloth/microfibre cloth (as per colour coding requirements)
- Banister brush and dust pan
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
Operational injury	<ul style="list-style-type: none"> • Only trained staff do this procedure • Do not mix chemicals • Ensure safety signs are placed before commencing • Work from the furthest point toward a door where possible • Ensure the area is well ventilated • Ensure all electrical machinery is fitted with safety switches (earth leakage circuit breaker) • Take care when walking on the wet floor, as it may be very slippery • Extra care is needed to ensure full control of the scrubbing machine on the wet floor

Environmental Cleaning Standard Operating Procedures

Module 3

	<ul style="list-style-type: none"> • Check machine for any damage
<p>Key Safety Rules:</p> <ul style="list-style-type: none"> • The operator should be fully trained in the use of the machine • The operator should be physically capable to manoeuvre, transport and operate the machine • The operator should be able to recognise unusual operation of the machine and report any problems • Operate equipment in accordance with the manufacturer's instructions and facility requirements • Install appropriate signage and barriers to maximise public safety during the cleaning operation • Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so • Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required • Use correct manual handling techniques for task required • Always ensure that electrical equipment is switched OFF whenever inserting or removing from a power point • Always ensure hand hygiene is performed after each clean and after removing gloves • Ensure hands are dry when connecting and disconnecting electrical equipment to a power point 	

Time:

One person- 30 minutes per 100 square metres*

**Timings are approximate and are to only be used as a guide.*

Procedure:

Step 1	Select and prepare the equipment for the procedure
Step 2	Install appropriate signage and barriers to maximise public safety during cleaning
Step 3	Wear personal protective equipment as appropriate for the procedure
Step 4	Apply the dust mop to the floor surface to gather and remove waste as per procedure 1.4.1 - Dust control mopping of hard floors
Step 5	Attach the correct floor pad to the machine
Step 6	Mop on detergent
Step 7	Scrub the floor using the slow machine with the selected colour pad, scrub the edges using a doodle bug with the correct colour pad attached
Step 8	Use a mop or wet and dry vacuum to pick up soiled detergent
Step 9	Rinse the floor by damp mopping with detergent
Step 10	<p>On completion:</p> <ul style="list-style-type: none"> • Wipe the cord with a damp cloth • Wipe the machine with a damp cloth • Wind the cord on the machine from the machine end of the cord • Take the pads and brushes to the cleaner's room to clean • Wash the brush/pad in neutral detergent, rinse, shake off excess water and hang to dry • Store equipment safely in the designated area
Step 11	Remove personal protective equipment, and perform hand hygiene

Environmental Cleaning Standard Operating Procedures

Module 3

1.2.9 Scrubbing a floor using an auto scrubber

Purpose:

To safely and effectively strip and reseal hard floor surfaces that require a protective sealer finish to be applied.

Hard floors include:

- Vinyl / Lino
- Concrete
- Wood
- Altro
- Tiles
- Terrazo.

Required standard

- The floor is free of dust, grit, litter, marks and spots, water or other liquids
- The floor is free of polish or other build-up at the edges and corners or in traffic lanes
- The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots
- Polished or buffed floors are of a uniform lustre.

Equipment requirements:

- Safety signs
- Drive plate and polyester buffing pad (red or green) or scrubbing brush
- Floor scraper
- Abrasive scourer pad
- Bucket and mop (as per colour coding requirements) or water sucking machine
- Cloth/disposable cloth/microfibre cloth (as per colour coding requirements)
- Banister brush and dust pan
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
Operational injury	<ul style="list-style-type: none"> • Do not do this procedure unless trained • Do not mix chemicals • Ensure safety signs are placed before commencing • Work from the furthest point toward a door where possible • Ensure the area is well ventilated • Ensure all electrical machinery is fitted with safety switches (earth leakage circuit breaker) • Take care when walking on the wet floor, as it may be very slippery • Extra care is needed to ensure full control of the scrubbing machine on the wet floor • Check machine for any damage

Environmental Cleaning Standard Operating Procedures

Module 3

Key Safety Rules:

- The operator should be fully trained in the use of the machine
- The operator should be physically capable to manoeuvre, transport and operate the machine
- The operator should be able to recognise unusual operation of the machine and report any problems
- Operate equipment in accordance with the manufacturer's instructions and facility requirements
- Install appropriate signage and barriers to maximise public safety during the cleaning operation
- Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so
- Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required
- Use the correct manual handling techniques for the task required
- Always ensure that electrical equipment is switched OFF whenever inserting or removing from a power point
- Always ensure hand hygiene is performed after each clean and after removing gloves
- Ensure hands are dry when connecting and disconnecting electrical equipment to a power point

Time:

One person - 5 minutes per 100 square metres*

**Timings are approximate and are to only be used as a guide.*

Procedure:

Step 1	Select and prepare the equipment for the procedure
Step 2	Install appropriate signage and barriers to maximise public safety during cleaning
Step 3	Wear personal protective equipment as appropriate for the procedure
Step 4	Apply the dust mop to the floor surface to gather and remove waste as per procedure 1.4.1 - Dust control mopping of hard floors
Step 5	Attach the correct floor pad to the machine
Step 6	Turn the solution lever on and lower the brush and squeegee
Step 7	Scrub the floor at walking speed using overlapping runs
Step 8	Mop up any leftover solution from turns and areas the machine did not pick up
Step 9	On completion: <ul style="list-style-type: none"> • Empty dirty water from the machine in the designated sluice or proper drain • Wipe the machine with a damp cloth • Take the pads and brushes to the cleaner's room to clean • Wash the brush/pad in neutral detergent, rinse, shake off excess water and hang to dry • Store equipment safely in the designated area
Step 10	Remove personal protective equipment, and perform hand hygiene

Environmental Cleaning Standard Operating Procedures

Module 3

1.3 Soft Floors

1.3.1 Use of a vacuum cleaner

Purpose:

To safely and effectively remove dust and loose dirt from floors and other surfaces.

Soft floors include:

- Carpet
- Carpet tiles.

Required standard:

- The floor is free of dust, grit, litter, marks and spots, water or other liquids
- The floor is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots
- Where carpets are vacuumed/cleaned, this is done in accordance with section 5 of AS/NZS 3733:1995 *Textile floor coverings - cleaning maintenance of residential and commercial carpets*.

Equipment requirements:

- Upright / back pack / large area vacuum cleaner
- Cleaning heads
- Wands
- Step ladder/ladder (as per Australian Standards) (if required)
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
Body stress injury	<ul style="list-style-type: none"> • Ensure correct manual handling techniques/procedures and guidelines are followed
Operational injury	<ul style="list-style-type: none"> • Check the machine for a current safety inspection tag, and report to the supervisor if it is missing • Always use on dry surfaces only • Always empty the machine in a well ventilated area or outdoors • Take care not to hit walls, furniture or equipment with the machine or cord • Change tasks to ensure that staff do not vacuum continuously for more than 30 minutes • Do not lift large mats without assistance
Electric shock	<ul style="list-style-type: none"> • Ensure the cord is not damaged
Key Safety Rules: <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturer's instructions and facility requirements • Install appropriate signage and barriers to maximise public safety during the cleaning operation 	

Environmental Cleaning Standard Operating Procedures

Module 3

- Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so
- Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required
- Use the correct manual handling techniques for the procedure required
- Always ensure that electrical equipment is switched OFF whenever inserting or removing from a power point
- Always ensure hand hygiene is performed after each clean and after removing gloves
- Ensure hands are dry when connecting and disconnecting the vacuum cleaner to a power point

Time:

- Using an upright vacuum cleaner - One person 10 minutes per 100 square metres*
- Using a back pack vacuum cleaner - One person 23 minutes per 100 square metres*
- Using a large area vacuum cleaner - One person 6.5 minutes per 100 square metres*
- Spot vacuuming - One person 2.5 minutes per 100 square metres*

*Timings are approximate and are to only be used as a guide.

Procedure:

Step 1	Collect and set up the equipment required for the procedure	
Step 2	Wear personal protective equipment appropriate for the procedure	
Step 3	Check the dust bag and filters, and replace or clean if required	
Step 4	Check that cord and plug are not damaged - if the cord or plug are damaged, remove from use, tag and notify the supervisor or person in charge	
Step 5	Proceed to the area to be vacuumed	
Step 6	Check that the machine switch is in the off position	
Step 7	If using a backpack machine: <ul style="list-style-type: none"> • Put the vacuum harness over the shoulder to fit the machine comfortably on the back • Clip the harness belt around the waist 	
Step 8	Plug in the electrical cord and switch on at the power point	
Step 9	Commence vacuuming the floor or surface / mats	
Step 10	Small mats are to be moved so the floor surface underneath can be vacuumed - afterwards replace the mat in the original position	
Step 11	Large mats are to be rolled over half way and vacuumed underneath	
Step 12	Repeat this for the other side	
Step 13	After the procedure is completed, switch the machine off and unplug	
Step 14	If continuing to clean another area, roll the cord by hand and move to the next area to be vacuumed	
Step 15	When the vacuuming procedure is completed:	
	If using a backpack machine: upright <ul style="list-style-type: none"> • Undo the waist clip • Remove the back pack • Roll the electrical cord up from the machine end • Carry the machine 	If using a barrel machine: <ul style="list-style-type: none"> • Roll the electrical cord up from the machine end • Wheel the machine
Step 16	Return to the designated machine storage area	
Step 17	Replace or clean the dust bag as required	
Step 18	Clean the vacuum cleaner with a damp cloth as required	
Step 19	Remove personal protective equipment and perform hand hygiene	

Environmental Cleaning Standard Operating Procedures

Module 3

Step 20	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 21	Perform hand hygiene

Environmental Cleaning Standard Operating Procedures

Module 3

1.3.2 Carpet shampooing

Purpose:

To safely and effectively shampoo carpets

Soft floors include:

- Carpet
- Carpet Tiles.

Required standard:

- The floor is free of dust, grit, litter, marks and spots, water or other liquids
- The floor is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots
- Carpets are vacuumed/cleaned in accordance with section 5 of AS/NZS 3733:1995 *Textile floor coverings - cleaning maintenance of residential and commercial carpets.*

Equipment requirements:

- Shampoo machine with the correct attachments
- Carpet detergent/shampoo
- Carpet spot cleaner
- Scraper (for removing chewing gum etc)
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
Machine use injury	<ul style="list-style-type: none"> • The machine is not to be used until the operator is properly trained • The manufacturer's instructions are followed • An Earth Leakage Circuit Breaker is attached to the lead before plugging in • Do not allow the machine to run over the cord • Do not allow the machine to run dry
Machine failure	<ul style="list-style-type: none"> • Do not use excessive water when shampooing carpet
Weight lifting injury	<ul style="list-style-type: none"> • Two persons are required for moving of furniture
Key Safety Rules: <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturer's instructions and facility requirements • Install appropriate signage and barriers to maximise public safety during the cleaning operation • Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so • Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required • Use the correct manual handling techniques for the task required • Always ensure that electrical equipment is switched OFF whenever inserting or removing from a power point • Always ensure hand hygiene is performed after each clean and after removing gloves 	

Environmental Cleaning Standard Operating Procedures

Module 3

- Ensure hands are dry when connecting and disconnecting electrical equipment to a power point

Time:

Hand help wand machine: one person - 30 minutes per 100 square metres*

Walk behind extraction machine: one person - 30 minutes per 100 square metre*s

**Timings are approximate and are to only be used as a guide.*

Procedure:

Step 1	Take the equipment to area to be cleaned
Step 2	Wear personal protective equipment as appropriate for the procedure
Step 3	Remove as much furniture as possible
Step 4	Spot clean as required
Step 5	Make the shampoo solution in the machine tank according to the manufacturer's instructions
Step 6	Plug in the machine
Step 7	Turn the machine on as per the manufacturer's instructions
Step 8	Start at the furthest point from the door and use long slow dragging movement of the shampoo wand to release solution
Step 9	Using the same movement, repeat Step 8 to extract solution from the carpet
Step 10	Repeat above 2 actions in sections of 10 square metres until the area is cleaned
Step 11	Empty the contents of the recovery tank when the distribution tank becomes empty
Step 12	Switch off the machine at the power point and unplug
Step 13	Let the wet area dry before replacing furniture
Step 14	Empty and rinse the machine unit and clean the wand and jets
Step 15	Remove personal protective equipment and perform hand hygiene
Step 16	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 17	Perform hand hygiene

Environmental Cleaning Standard Operating Procedures

Module 3

1.3.3 Carpet shampooing - hot water extraction

Purpose:

To safely and effectively remove dust and loose dirt from floors and other surfaces.

Soft floors include:

- Carpet
- Carpet tiles.

Required standard:

- The floor is free of dust, grit, litter, marks and spots, water or other liquids
- The floor is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots
- Where carpets are vacuumed/cleaned, this is done in accordance with section 5 of AS/NZS 3733:1995 *Textile floor coverings - cleaning maintenance of residential and commercial carpets*.

Equipment requirements:

- Upright / back pack / large area vacuum cleaner
- Cleaning heads
- Carpet detergent/shampoo
- Wands
- Step ladder/ladder (as per Australian Standards) (if required)
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
Body stress injury	<ul style="list-style-type: none"> • Ensure correct manual handling techniques/procedures and guidelines are followed
Operational injury	<ul style="list-style-type: none"> • Check the machine for current a safety inspection tag, and report to the supervisor if it is missing • Always use on dry surfaces only • Always empty the machine in a well ventilated area or outdoors • Take care not to hit walls, furniture or equipment with the machine or cord • Change your tasks to ensure that staff do not vacuum continuously for more than 30 minutes • Do not lift large mats without assistance
Electrical	<ul style="list-style-type: none"> • Ensure the cord is not damaged
Key Safety Rules: <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturer's instructions and facility requirements • Install appropriate signage and barriers to maximise public safety during the cleaning operation • Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so 	

Environmental Cleaning Standard Operating Procedures

Module 3

- Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required
- Use the correct manual handling techniques for the procedure required
- Ensure hands are dry when connecting and disconnecting electrical equipment to a power point
- Staff do not operate the machine unless they have been fully trained in safe operation of the machine
- Switch the battery charger off at the power point before connecting or disconnecting the lead to the machine
- Avoid contact with persons in close proximity when operating the machine
- Never leave the machine unattended without switching the machine off and removing the key

Time:

One person - 60 minutes per 100 square metres (without furniture removal)*

**Timings are approximate and are to only be used as a guide.*

Procedure:

Step 1	Vacuum the carpet to remove any visible debris
Step 2	Move furniture to an appropriate location
Step 3	Wear personal protective equipment appropriate for the procedure
Step 4	Check the carpet for spots that require spot cleaning
Step 5	Add the defoamer to the return tank
Step 6	Clean an area of approximately 3 square metres at a time
Step 7	Pre-spray the area to be cleaned with carpet shampoo - do not spray more than 20 square metres at a time as the solution may dry out before you have time to clean
Step 8	Start by placing the wand on the carpet flush with the edge and pulling backwards, engaging the steam release lever as you go - for badly soiled stains pull the extraction wand twice over the same area
Step 9	On completion: Return the extraction machine to the designated storage area
Step 10	Empty and rinse out the water tank
Step 11	Clean the extraction machine with a damp cloth as required
Step 12	Check the water jet and clean after each use
Step 13	Disconnect the battery connector and connect it to the external battery charger if using a battery operated machine
Step 14	Remove personal protective equipment and perform hand hygiene
Step 15	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 16	Perform hand hygiene

Module 3

1.4 Walls, skirting and ceilings, doors and surrounds, air vents and air conditioners

1.4.1 High dusting using a telescopic handled duster

Purpose:

To safely and effectively clean walls, skirting, ceilings, air vents and air conditioners.

Walls include:

- Interior partitions
- Skirting boards
- Registers (interior and exterior) light switches
- Escalators
- Ceiling support beams and trusses.

Doors include:

- Doorknobs, handles and door guides
- Relief grilles and door plates
- Escalator doors, door tracks and jambs.

Ducts include:

- Exterior surface of duct outlets
- Air vents
- Grills, registers, air conditioners
- Relief grilles, exhaust fans, extraction fans and other ventilation outlets.

Required standard

- Internal and external walls, doors and ceilings are free of dust, grit, lint, soil, fingerprints, film and cobwebs
- Walls and ceilings are free of marks caused by furniture, equipment or staff
- Light switches are free of fingerprints, scuffs and any other marks
- Light covers and diffusers are free of dust, grit, lint and cobwebs
- Polished surfaces are of a uniform lustre
- Doors and doorframes are free of marks caused by furniture, equipment or staff
- Door tracks and door jambs are free of grit and other debris
- Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks.

Equipment requirements:

- Trolley (optional)
- Neutral detergent (diluted to the manufacturer's specification)
- Bucket (as per colour coding requirements)
- Cloth/disposable cloth/microfibre cloth (as per colour coding requirements)
- Reusable general purpose or disposable gloves
- Step ladder/ladder (as per Australian Standards)

Environmental Cleaning Standard Operating Procedures

Module 3

- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required
- Doodle bug
- Squeegee mop (if required)
- High dust wand and cover / mini mop (as required).

Risks:

Hazard(s):	Control(s):
Operational injury	<ul style="list-style-type: none"> • Do not stand on chairs - use a ladder • Always wear appropriate personal protective equipment • Beware of chemical splashes on eyes, hands etc
Manual handling <ul style="list-style-type: none"> • Work posture and position • Reaching overhead for prolonged periods 	<ul style="list-style-type: none"> • Ensure correct manual handling techniques and guidelines are followed • Use appropriate body posture e.g. avoid bending and twisting • Rotate tasks • Use trolleys to transport equipment and do not overload • Obtain assistance where required • Only half fill buckets
Slips, trips and falls	<ul style="list-style-type: none"> • Always place wet floor signs in a prominent position - avoid causing a trip hazard • Wear appropriate footwear e.g. gumboots if required • Mop-up excess water
Key Safety Rules: <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturer's instructions and facility requirements • Install appropriate signage and barriers to maximise public safety during the cleaning operation • Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so • Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required • Always ensure hand hygiene is performed after each clean and after removing gloves • Use correct manual handling techniques for the task required 	

Time:

One person - 10 minutes per 100 square metres*

*Timings are approximate and are to only be used as a guide.

Procedure:

Step 1	Collect and prepare equipment and chemicals appropriate for the procedure
Step 2	Wear personal protective equipment appropriate for the procedure.
Step 3	Add detergent to the bucket at the recommended dilution rate - do not fill the bucket more than half full
Step 4	Install appropriate signage and barriers to maximise public safety during cleaning
Step 5	Dust surface using a synthetic duster to remove dust
Step 6	Wipe with damp cloth if required
Step 7	Remove personal protective equipment and perform hand hygiene
Step 8	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 9	Perform hand hygiene

Environmental Cleaning Standard Operating Procedures

Module 3

1.4.2 Wall washing using a telescopic handled mop

Purpose:

To safely and effectively clean walls, skirting, ceilings, air vents and air conditioners.

Walls include:

- Interior partitions
- Skirting boards
- Registers (interior and exterior) light switches
- Escalators
- Ceiling support beams and trusses.

Doors include:

- Doorknobs, handles and door guides
- Relief grilles and door plates
- Escalator doors, door tracks and jambs.

Ducts include:

- Exterior surface of duct outlets
- Air vents
- Grills, registers, air conditioners
- Relief grilles, exhaust fans, extraction fans and other ventilation outlets.

Required standard

- Internal and external walls, doors and ceilings are free of dust, grit, lint, soil, fingerprints, film and cobwebs
- Walls and ceilings are free of marks caused by furniture, equipment or staff
- Light switches are free of fingerprints, scuffs and any other marks
- Light covers and diffusers are free of dust, grit, lint and cobwebs
- Polished surfaces are of a uniform lustre
- Doors and doorframes are free of marks caused by furniture, equipment or staff
- Door tracks and door jambs are free of grit and other debris
- Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks.

Equipment requirements:

- Trolley (optional)
- Neutral detergent (diluted to the manufacturer's specification)
- Bucket (as per colour coding requirements)
- Cloth/disposable cloth/microfibre cloth (as per colour coding requirements)
- Reusable general purpose or disposable gloves
- Step ladder/ladder (as per Australian Standards)
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required
- Doodle bug
- Squeegee mop (if required)
- High dust wand and cover / mini mop (as required).

Environmental Cleaning Standard Operating Procedures

Module 3

Risks:

Hazard(s):	Control(s):
Operational injury	<ul style="list-style-type: none"> Do not stand on chairs - use a ladder Always wear appropriate personal protective equipment Beware of chemical splashes on eyes, hands etc
Manual handling <ul style="list-style-type: none"> Work posture and position Reaching overhead for prolonged periods 	<ul style="list-style-type: none"> Ensure correct manual handling techniques and guidelines are followed Use appropriate body posture e.g. avoid bending and twisting Rotate tasks Use trolleys to transport equipment and do not overload Obtain assistance where required Only half fill buckets
Slips, trips and falls	<ul style="list-style-type: none"> Always place wet floor signs in a prominent position - avoid causing a trip hazard Wear appropriate footwear e.g. gumboots if required Mop-up excess water
Key Safety Rules: <ul style="list-style-type: none"> Operate equipment in accordance with the manufacturer's instructions and facility requirements. Install appropriate signage and barriers to maximise public safety during the cleaning operation Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required Always ensure hand hygiene is performed after each clean and after removing gloves Use correct manual handling techniques for the task required 	

Time:

One person - 10minutes per 100 square metres*

*Timings are approximate and are to only be used as a guide.

Procedure:

Step 1	Collect and prepare equipment and chemicals appropriate for the procedure
Step 2	Wear protective equipment appropriate for the procedure
Step 3	Add detergent to the bucket at the recommended dilution rate - do not fill the bucket more than half full
Step 4	Proceed to the area to be damp dusted
Step 5	Install appropriate signage and barriers to maximise public safety during cleaning
Step 6	Dust the surface using a synthetic duster to remove dust
Step 7	Place the damp dust cover onto the wand or use a mini mop
Step 8	Wherever possible start at the highest point of the area being cleaned and work downwards - wipe excess moisture or cleaning solution immediately to ensure the surface is streak and stain free
Step 9	Place the wand or mini mop head gently over all high fixtures and fittings to remove dust - fixtures include high ledges, shelving, wall hanging, door frames, bed screen rails, wall lights, etc
Step 10	Rinse the cover as soon as it becomes soiled
Step 11	Change the detergent solution when it becomes dirty

Environmental Cleaning Standard Operating Procedures

Module 3

Step 12	Remove personal protective equipment and perform hand hygiene
Step 13	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 14	Perform hand hygiene
Special Note	<p>When damp dusting take note of these factors:</p> <ul style="list-style-type: none"> • Ledges and Shelving: Take care to remove dust from corners and edges • Fixtures: Remove dust from grooves and seams • Wall hangings: Dust behind if possible • Other areas that should be damp dusted: <ul style="list-style-type: none"> ○ Fire hose reels ○ Extinguishers ○ Ledges ○ Partition framework ○ Counters ○ Telephones ○ Furnishings ○ Chair ○ Television

Environmental Cleaning Standard Operating Procedures

Module 3

1.4.3 Wall and door washing by hand

Purpose:

To safely and effectively clean walls, skirting, ceilings, air vents and air conditioners.

Walls include:

- Interior partitions
- Skirting boards
- Registers (interior and exterior) light switches
- Escalators
- Ceiling support beams and trusses.

Doors include:

- Doorknobs, handles and door guides
- Relief grilles and door plates
- Escalator doors, door tracks and jambs.

Ducts include:

- Exterior surface of duct outlets
- Air vents
- Grills, registers, air conditioners
- Relief grilles, exhaust fans, extraction fans and other ventilation outlets.

Required standard

- Internal and external walls, doors and ceilings are free of dust, grit, lint, soil, fingerprints, film and cobwebs
- Walls and ceilings are free of marks caused by furniture, equipment or staff
- Light switches are free of fingerprints, scuffs and any other marks
- Light covers and diffusers are free of dust, grit, lint and cobwebs
- Polished surfaces are of a uniform lustre
- Doors and doorframes are free of marks caused by furniture, equipment or staff
- Door tracks and door jambs are free of grit and other debris
- Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks.

Equipment required:

- Trolley (optional)
- 2 plastic buckets (as per colour coding requirements)
- Cloth/disposable cloth/microfibre cloth (as per colour coding requirements)
- Telescopic handle (if required)
- Neutral detergent (diluted to the manufacturer's specification)
- Scrubbing brush
- Step ladder/ladder (as per Australian Standards) (optional)
- Protective covers (optional)
- Reusable general purpose or disposable gloves
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required

Environmental Cleaning Standard Operating Procedures

Module 3

- Doodle bug
- Squeegee mop (if required)
- High dust wand and cover / mini mop (as required)
- Wet floor signs.

Risks:

Hazard(s):	Control(s):
Use of ladder	<ul style="list-style-type: none"> • Check the ladder is safe before using • Do not leave the ladder where it can obstruct traffic
Electric shock	<ul style="list-style-type: none"> • Do not wet electrical fixtures
Chemical use injury	<ul style="list-style-type: none"> • Use only approved detergent - do not experiment as you might ruin the wall surface
Key Safety Rules: <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturer's instructions and facility requirements • Install appropriate signage and barriers to maximise public safety during the cleaning operation • Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so • Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required • Use correct manual handling techniques for the task required • Always ensure hand hygiene is performed after each clean and after removing gloves 	

Time required:

One person - 30 minutes per 100 square metres*

*Timings are approximate and are to only be used as a guide.

Procedure:

Step 1	Collect and prepare the equipment and chemicals required for the procedure.
Step 2	Take to the area to be cleaned.
Step 3	Wear personal protective equipment appropriate for the procedure

Walls:

Step 4	Cover the floor up to the wall with protective covers; remove or cover furniture; remove curtains where applicable
Step 5	Display a wet floor sign
Step 6	Using detergent solution and cloth, work on one section of the wall at a time - start from the bottom and work upwards overlapping slightly
Step 7	Walls should be washed as necessary, depending on area requirements - check with the person in charge
Step 8	Rinse with a clean cloth and fresh water and carefully dry off section by section using disposable cloth/paper

Doors and surrounds:

Step 9	Dust with a damp cloth before washing over fixtures, ledges, doors, surrounds and window sills using detergent solution and wiping cloth
Step 10	Rinse with a clean cloth and fresh water and carefully dry off section by section using disposable cloth/paper

Environmental Cleaning Standard Operating Procedures

Module 3

Walls, doors and surrounds:

Step 11	Allow sufficient time to finish a complete area or room
Step 12	Check all equipment and report faults to the person in charge
Step 13	Wipe with cloth
Step 14	Remove personal protective equipment and perform hand hygiene
Step 15	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 16	Perform hand hygiene

Environmental Cleaning Standard Operating Procedures

Module 3

1.4.4 Cleaning air conditioner ducts and air vents using a telescopic handled duster

Purpose:

To safely and effectively clean walls, skirting, ceilings, air vents and air conditioners.

Walls include:

- Interior partitions
- Skirting boards
- Registers (interior and exterior) light switches
- Escalators
- Ceiling support beams and trusses.

Doors include:

- Doorknobs, handles and door guides
- Relief grilles and door plates
- Escalator doors, door tracks and jambs.

Ducts include:

- Exterior surface of duct outlets
- Air vents
- Grills, registers, air conditioners
- Relief grilles, exhaust fans, extraction fans and other ventilation outlets.

Required standard

- Internal and external walls, doors and ceilings are free of dust, grit, lint, soil, fingerprints, film and cobwebs
- Walls and ceilings are free of marks caused by furniture, equipment or staff
- Light switches are free of fingerprints, scuffs and any other marks
- Light covers and diffusers are free of dust, grit, lint and cobwebs
- Polished surfaces are of a uniform lustre
- Doors and doorframes are free of marks caused by furniture, equipment or staff
- Door tracks and door jambs are free of grit and other debris
- Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks.

Equipment requirements:

- Trolley (optional)
- Neutral detergent (diluted to the manufacturer's specification)
- Bucket (as per colour coding requirements)
- Cloth/disposable cloth/microfibre cloth (as per colour coding requirements)
- Reusable general purpose or disposable gloves
- Step ladder/ladder (as per Australian Standards)
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required
- Doodle bug
- Squeegee mop (if required)

Environmental Cleaning Standard Operating Procedures

Module 3

- High dust wand and cover / mini mop (as required)
- Vacuum cleaner (if required).

Risks:

Hazard(s):	Control(s):
Body stress injury	<ul style="list-style-type: none"> • Ensure correct manual handling techniques/ procedures and guidelines are followed
Operational injury	<ul style="list-style-type: none"> • Where possible turn power off
Height hazard	<ul style="list-style-type: none"> • Only use a ladder / step ladder when damp dusting vents • Do not remove vent covers • Ensure the vent cover is secure before cleaning to avoid that the vent dislodges and falls down • Use an Australian Standards authorised ladder
Key Safety Rules: <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturer's instructions and facility requirements • Install appropriate signage and barriers to maximise public safety during the cleaning operation • Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so • Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required • Use correct manual handling techniques for the task required • Always ensure that electrical equipment is switched OFF whenever inserting or removing from a power point • Always ensure hand hygiene is performed after each clean and after removing gloves • Ensure hands are dry when connecting and disconnecting a vacuum cleaner to a power point 	

Time required:

One person - 10 minutes per 100 square metres*

*Timings are approximate and are to only be used as a guide.

Procedure:

Step 1	Assess if the vent requires vacuuming or damp dusting
Step 2	Ensure the fan is turned off where possible
Step 3	Put on personal protective equipment and take the required equipment to the area
Step 4	Install appropriate signage and barriers to maximise public safety during cleaning
Step 5	If required, position the ladder/step ladder in a way that allows to safely reach the vent when damp dusting

If vacuuming:

Step 1	Refer to Procedure 1.5.1 - Use of a vacuum cleaner
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If damp dusting:

Step 1	Collect the cleaning equipment required for the procedure
Step 2	Proceed to the area to be cleaned
Step 3	If required, half fill the bucket with cold water and add detergent at the recommended dilution rate

Environmental Cleaning Standard Operating Procedures

Module 3

Step 4	Put on personal protective equipment as required
Step 5	Vacuum the ceiling vents using the extendable cleaning tool
Step 6	Wipe the vents, fans, high light covers, picture frames, noticeboard frames, door hinges and other high fixtures and fittings with a cloth dampened in cleaning solution and the high dusting tools or extendable cleaning tool
Step 7	Rinse the cloth regularly as it becomes dirty
Step 8	Change the cleaning solution as it becomes dirty
Step 9	Dust curtain rails using high dusting tools
Step 10	Place the cloth in the cleaning solution, wring out and, starting from top to bottom, wipe paper dispensers, taps, pipes, signs, fire extinguishers and other low fixtures and fittings
Step 11	If using reusable general purpose gloves, wash the gloves; if using disposable gloves, discard; perform hand hygiene
Step 12	Remove personal protective equipment and perform hand hygiene
Step 13	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 14	Perform hand hygiene

Environmental Cleaning Standard Operating Procedures

Module 3

1.5 External areas, approach paths, entrances and courtyards

1.5.1 Cleaning external areas using an outdoor sweeper

Purpose:

To safely and effectively clean approach paths, courtyards and entrances using an outdoor sweeper.

External areas include:

- Approach and exit paths
- Entrances
- Courtyards
- Landings, porches, patios and balconies
- Stairwells and fire exits
- Garden furniture
- Car parks.

Required standard

- Landings, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, eaves, external light fittings are free of dust, grit, dirt, leaves, cobwebs, rubbish, cigarette butts and bird excreta
- Handrails are clean and free of stains
- Garden furniture is clean and operational.

Equipment requirements:

- Ride on outdoor sweeper
- Waste container
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
<ul style="list-style-type: none"> • Body stress injury • Collision and impact • Slips, trips and falls • Rotating may deflect debris into air that may cause eye injury • Hydraulic propulsion may become hot during operation - touching these may result in burns to the skin • Hearing impairment of operator due to excessive machine noise • Vibration • Respiratory • Ultra violet light 	<ul style="list-style-type: none"> • Ensure that the instruction manual supplied with each machine has been read and understood by the operator • The sweeper should be operated only by trained personnel • Ensure that adequate supervision is provided • Ensure the operator is familiar with all accessories and controls as well as their functions before commencing work • Do not transport passengers on sweeper • Do not raise the dust hopper with the centre broom rotating • Ear plugs or muffs should be worn during operation • Ensure correct manual handling techniques/procedures and guidelines are followed • Avoid repetitive bending and twisting

Environmental Cleaning Standard Operating Procedures

Module 3

<ul style="list-style-type: none"> Ventilation and emission - inhaling exhaust emissions from the sweeper can cause dizziness or nausea 	<ul style="list-style-type: none"> The operator should be trained in manual handling techniques
<p>Key Safety Rules:</p> <ul style="list-style-type: none"> Do not smoke or have an open flame near the sweeper Do not touch a motor that is running or hot Operate equipment in accordance with the manufacturer's instructions and facility requirements Install appropriate signage and barriers to maximise public safety during the cleaning operation Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required Always ensure hand hygiene is performed after each clean and after removing gloves Use correct manual handling techniques for the task required Never leave a machine unattended with the engine running 	

Time:

One person - 5 minutes per 100 square metres*

**Timings are approximate and are to only be used as a guide.*

Procedure:

Step 1	Wear personal protective equipment appropriate for the procedure
Step 2	Pick up large objects and place in a waste container
Step 3	Operate the machine as per the manufacturer's instructions
Step 4	Open the suction turbine flap
Step 5	Turn the sweeping brush and side brush ON
Step 6	Release the parking brake
Step 7	Slowly depress the accelerator pedal until reaching the travelling speed wanted
Step 8	Return the accelerator pedal to neutral position
Step 9	Slow down the machine with the service brake
Step 10	Activate the parking brake
Step 11	Turn the sweeping roller and side brush to OFF
Step 12	Check the filter and clean as per the manufacturer's instructions
Step 13	Empty the dirt hopper on completion of sweeping or as necessary
Step 14	Clean the machine and return to the designated storage area
Step 15	Remove personal protective equipment and perform hand hygiene

Environmental Cleaning Standard Operating Procedures

Module 3

1.5.2 Cleaning external areas using a broom

Purpose:

To safely and effectively clean approach paths, courtyards and entrances using a broom.

External areas include:

- Approach and exit paths
- Entrances
- Courtyards
- Landings, porches, patios and balconies
- Stairwells and fire exits
- Garden furniture
- Car parks.

Required standard

- Landings, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, eaves, external light fittings are free of dust, grit, dirt, leaves, cobwebs, rubbish, cigarette butts and bird excreta
- Handrails are clean and free of stains
- Garden furniture is clean and operational.

Equipment requirements:

- Broom
- Banister brush
- Dust pan
- Waste container
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
<ul style="list-style-type: none"> • Body stress injury • Slips, trips and falls • Operational injury 	<ul style="list-style-type: none"> • Ensure correct manual handling techniques and guidelines are followed • Avoid repetitive bending and twisting • Check equipment before use to ensure it is in safe working order • Isolate any faulty equipment from use and report the fault immediately to the team leader • Always sweep away from oneself • DO NOT leave the broom laying around • Check that broom handles are smooth

Environmental Cleaning Standard Operating Procedures

Module 3

Key Safety Rules:

- Operate equipment in accordance with the manufacturer's instructions and facility requirements
- Install appropriate signage and barriers to maximise public safety during the cleaning operation
- Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so
- Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required
- Always ensure hand hygiene is performed after each clean and after removing gloves
- Use correct manual handling techniques for the task required

Time:

One person - 10 minutes per 100 square metres*

**Timings are approximate and are to only be used as a guide.*

Procedure:

Step 1	Select cleaning the equipment most suitable for the procedure requirements
Step 2	Wear personal protective equipment appropriate for the procedure
Step 3	Clear the area as much as possible of objects and/or equipment for the procedure
Step 4	Pick up all bulk debris
Step 5	Sweep by following a straight line using overlapping long strokes - avoid short jerky movements that stir up dust
Step 6	Sweep under furniture and move light furniture and replace, use a banister brush under low and heavy furniture
Step 7	When sweeping large areas, sweep dirt into piles and collect dirt in a dust pan several times
Step 8	When finished, sweep all dirt into a dust pan using a banister brush, dispose the collected rubbish into the general waste bin
Step 9	FREQUENCY OF PROCEDURE: Daily or as per the facility's work schedule for sweeping
Step 10	Remove personal protective equipment and perform hand hygiene
Step 11	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 12	Perform hand hygiene

Environmental Cleaning Standard Operating Procedures

Module 3

1.5.3 Cleaning external areas using an air blower

Purpose:

To safely and effectively clean approach paths, courtyards and entrances from external areas using an air blower.

External areas include:

- Approach and exit paths
- Entrances
- Courtyards
- Landings, porches, patios and balconies
- Stairwells and fire exits
- Garden furniture
- Car parks.

Required standard

- Landings, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, eaves, external light fittings are free of dust, grit, dirt, leaves, cobwebs, rubbish, cigarette butts and bird excreta
- Handrails are clean and free of stains.

Equipment requirements:

- Blower
- Dust pan
- Waste container
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
<ul style="list-style-type: none"> • Body stress injury • Collision and impact • Slips, trips and falls • Rotating may deflect debris into air that may cause eye injury • Hearing impairment of operator due to excessive machine noise • Vibration • Respiratory • Ultra violet light • Ventilation and emission - inhaling exhaust emissions from the sweeper can cause dizziness or nausea 	<ul style="list-style-type: none"> • Ensure that adequate supervision is provided, relevant to employees' competence levels, with particular attention given to new workers and those inexperienced in high risk tasks • Ensure that the instruction manual supplied with each machine has been read and understood by the operator • Ear plugs or muffs should be worn during operation • Ensure correct manual handling techniques/ procedures and guidelines are followed • Avoid repetitive bending and twisting • The operator should be trained in manual handling techniques

Environmental Cleaning Standard Operating Procedures

Module 3

Key Safety Rules:

- Operate equipment in accordance with the manufacturer's instructions and facility requirements
- Install appropriate signage and barriers to maximise public safety during cleaning operation
- Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so
- Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required
- Always ensure hand hygiene is performed after each clean and after removing gloves
- Use correct manual handling techniques for the task required
- Never smoke while operating a blower

Time:

One person - 5 minutes per 100 square metres*

**Timings are approximate and are to only be used as a guide.*

Procedure:

Step 1	Clear the area as much as possible of objects and / or equipment for the procedure
Step 2	Take the blower to the area that requires cleaning; survey the area then adjust the chute so that it will blow the leaves / rubbish in the direction that you want
Step 3	Wear personal protective equipment appropriate for the procedure
Step 4	Start the blower according to the operating instructions
Step 5	Begin by clearing a path through the middle of the area to be cleaned, from one end to the other. Always use both hands when operating the blower
Step 6	Blow the leaves away from the area that is already cleaned, continue alternating sides until the area is clear
Step 7	When finished, sweep all dirt into a dust pan using a banister brush, dispose the collected rubbish into the general waste bin
Step 8	FREQUENCY OF PROCEDURE: Daily or as per work schedule for sweeping
Step 9	Remove personal protective equipment and perform hand hygiene
Step 10	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 11	Perform hand hygiene

Environmental Cleaning Standard Operating Procedures

Module 3

1.5.4 Removing cobwebs using a telescopic handled cobweb remover

Purpose:

To safely and effectively clean cobwebs using a telescopic handled cobweb remover from external areas.

External areas include:

- Approach and exit paths
- Entrances
- Courtyards
- Landings, porches, patios and balconies
- Stairwells and fire exits
- Garden furniture
- Car parks.

Required standard

- Landings, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, eaves, external light fittings are free of dust, grit, dirt, leaves, cobwebs
- Handrails are clean and free of stains
- Garden furniture is clean and operational.

Equipment requirements:

- Telescopic handled cobweb remover
- Dust pan
- Waste container
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
<ul style="list-style-type: none"> • Body stress injury • Collision and impact • Slips, trips and falls • Airborne debris into air that may cause eye injury 	<ul style="list-style-type: none"> • Ensure correct manual handling techniques/ procedures and guidelines are followed • Avoid repetitive bending and twisting • The operator should be trained in manual handling techniques
<p>Key Safety Rules:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturer's instructions and facility requirements • Install appropriate signage and barriers to maximise public safety during cleaning operation • Always adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do so • Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required • Always ensure hand hygiene is performed after each clean and after removing gloves • Use the correct manual handling techniques for the task required 	

Environmental Cleaning Standard Operating Procedures

Module 3

Time:

One person - 5 minutes per 100 square metres for a 1 story building*

**Timings are approximate and are to only be used as a guide.*

Procedure:

Step 1	Install appropriate signage and barriers to maximise public safety during the cleaning operation
Step 2	Wear personal protective equipment appropriate for the procedure
Step 3	Divide the area to be cleaned into small sections, e.g. 1 metre square, and dust surface from top to bottom
Step 4	When removing cobwebs, frequently shake the cobweb brush to remove soil
Step 5	When finished, sweep all dirt into a dust pan using a banister brush, and discard the collected rubbish into a general waste bin
Step 6	FREQUENCY OF PROCEDURE: as per the work schedule for removing cobwebs
Step 7	Remove personal protective equipment and perform hand hygiene
Step 8	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 9	Perform hand hygiene

Environmental Cleaning Standard Operating Procedures

Module 3

1.5.5 Cleaning stairs - sweeping and damp mop

Purpose:

To safely and effectively clean stairs.

External stair areas include:

- Approach and exit paths
- Entrances
- Courtyards
- Landings, porches, patios and balconies
- Stairwells and fire exits
- Car parks.

Required standard

- Landings, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, eaves, external light fittings are free of dust, grit, dirt, leaves, cobwebs, rubbish, cigarette butts and bird excreta.

Equipment requirements:

- Broom
- Banister brush
- Dust pan
- Mop
- Waste container
- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required.

Risks:

Hazard(s):	Control(s):
<ul style="list-style-type: none"> • Body stress injury • Collision and impact • Slips, trips and falls • Action and movements • Manual handling techniques • Duration of repetitive action • Work environment 	<ul style="list-style-type: none"> • Ensure correct manual handling techniques/ procedures and guidelines are followed • Avoid repetitive bending and twisting • The operator should be trained in manual handling techniques
Key Safety Rules: <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturer's instructions and facility requirements • Install appropriate signage and barriers to maximise public safety during cleaning operation • Always adhere to Standard Precautions, and to Transmission-based Precautions if required/ advised to do so • Wear personal protective equipment (PPE) that is correct for the cleaning task, and discard or clean and store PPE afterwards as required • Always ensure hand hygiene is performed after each clean and after removing gloves • Use the correct manual handling techniques for the task required • Never leave any equipment unattended on the stairs 	

Environmental Cleaning Standard Operating Procedures

Module 3

Time:

One person - 30 minutes per 4 stories*

**Timings are approximate and are to only be used as a guide.*

Procedure:

Step 1	Select the cleaning equipment most suitable for the procedure
Step 2	Remove all bulk debris
Step 3	Install appropriate signage and barriers to maximise public safety during cleaning
Step 4	Wear personal protective equipment appropriate for the procedure
Step 5	Sweep the stairs using the brush and dust pan; start at the top of the stairwell and work from outside or open edges towards the wall to finish at the bottom of the stairs; and try to raise as little dust as possible during the sweeping action
Step 6	Wipe the handrails and supports using a damp cloth
Step 7	Damp mop the stairs (see Procedure 1.4.2 - Damp mopping of hard floors) working from the open edges towards the wall. Use as little cleaning solution as possible. Do not spill cleaning solution over the open edges
Step 8	Remove the safety signs when the floor is completely dry
Step 9	FREQUENCY OF PROCEDURE: as per the facility's work schedule for cleaning stairs
Step 10	Remove personal protective equipment and perform hand hygiene
Step 11	When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
Step 12	Perform hand hygiene