

COMPANY STANDARD OPERATING PROCEDURES



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1. INTERNAL/EXTERNAL GLASS/WINDOW CLEANING

1.1 CLEANING GLASS SURFACES

PURPOSE:

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

GLASS SURFACES INCLUDE:

- 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 manufacturers 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.



STANDARD OPERATING PROCEDURES

1 GLASS

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 overbalancing 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 • Use a second person to hand items to the staff on the ladder. • 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. • 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. • Ensure correct manual handling techniques are used



RISKS

KEY SAFETY RULES:

- Operate equipment in accordance with the manufacturers 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 minutes per 1 square metres*

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

GLASS ABOVE 1.8 METERS

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

STANDARD OPERATING PROCEDURES

1 GLASS

STEP	PROCEDURE
11	Repeat the above action until the upper level of the windows is completed
12	Wipe the edges
13	Remove personal protective equipment and perform hand hygiene
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
15	Perform hand hygiene

GLASS BELOW 1.8 METERS

STEP	PROCEDURE
1	Take the cleaning equipment to the area to be cleaned
2	Wear personal protective equipment appropriate for the procedure
3	Add detergent solution to the bucket
4	Dip the cloth in solution and wring out excess
5	Wash the glass from side to side then up and down using enough solution to keep the glass wet
6	Squeegee off from side to side or top to bottom
7	Wipe the squeegee blade after each stroke
8	Wipe up spilled water from the sash, sills and floor
9	Inspect the window and remove any streaks from the glass that may have been overlooked
10	Move the equipment to the next window



STANDARD OPERATING PROCEDURES

1 GLASS

STEP	PROCEDURE
11	Remove personal protective equipment and perform hand hygiene
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
13	Perform hand hygiene



1. INTERNAL/EXTERNAL GLASS/WINDOW CLEANING

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
- Hallway, office, gym or other 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.

STANDARD OPERATING PROCEDURES

1 GLASS

RISKS

HAZARD(S)	CONTROL(S)
<ul style="list-style-type: none">Operational injuryBody stress injury	<ul style="list-style-type: none">Work at shoulder height and arms lengthRotate the work loadDo not use powder, paste or abrasive cleanersWipe spillages up immediatelyDo not put containers of solution on furnitureEnsure correct manual handling techniques are used
<p>KEY SAFETY RULES:</p> <ul style="list-style-type: none">Operate equipment in accordance with the manufacturers instructions and facility requirementsInstall appropriate signage and barriers to maximise public safety during the cleaning operationAlways adhere to Standard Precautions, and to Transmission-based Precautions if required/advised to do soWear 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 minutes per 1 square metres*

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



STANDARD OPERATING PROCEDURES

1 GLASS

PROCEDURE

STEP	PROCEDURE
1	Take the cleaning equipment to the area to be cleaned
2	Wear personal protective equipment appropriate for the procedure
3	Add detergent solution to the bucket
4	Dip the cloth in the solution and wring out excess
5	Wipe the damp cloth over the mirror from side to side then up and down using enough solution to keep the mirror wet
6	Using a dry cloth, buff the mirror to a clean dry finish
7	Inspect the mirror and remove any streaks from the mirror that may have been overlooked
8	Wipe up any spilled water
9	Remove personal protective equipment and perform hand hygiene
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
11	Perform hand hygiene



1. INTERNAL/EXTERNAL GLASS/WINDOW CLEANING

1.3 CLEANING BLINDS

PURPOSE:

To safely and effectively clean blinds and remove dust.

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
<p>KEY SAFETY RULES:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturers 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. 	

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.

STANDARD OPERATING PROCEDURES

1 GLASS

PROCEDURE

STEP	PROCEDURE
1	Collect the cleaning equipment required for the procedure
2	Wear personal protective equipment appropriate for the procedure
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
4	Proceed to the area to be cleaned
5	Place the cloth in the detergent solution and wring out
6	Starting at the highest point, wipe down to the bottom of the blinds
7	Rinse the cloth regularly as it becomes dry
8	Change the detergent solution as it becomes dirty
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
10	Remove personal protective equipment and perform hand hygiene
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
12	Perform hand hygiene



2. HARD FLOORS

1.1 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/procedures and guidelines are followed
<p>KEY SAFETY RULES:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturers 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. 	

TIME:

One person – 10 minutes per 100 square metres*

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

STANDARD OPERATING PROCEDURES

2 HARD FLOORS

PROCEDURE

STEP	PROCEDURE
1	Collect the cleaning equipment required for the procedure
2	Wear personal protective equipment appropriate for the procedure
3	Install appropriate signage and barriers to maximise public safety during cleaning
4	Place the dust mop on the floor in front of you and select and mark a leading
5	Avoid taking the mop off the floor and avoid shaking it in the area just cleaned
6	Pick up the gathered waste using a dust pan and brush, and dispose into general waste
7	Remove personal protective equipment and perform hand hygiene
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
9	Perform hand hygiene



2 HARD FLOORS

1.2 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 manufacturers 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)



RISK

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
<p>KEY SAFETY RULES:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturers 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. 	

2 HARD FLOORS

TIME:

One person – 10 minutes per 100 square metres*

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

PROCEDURE

STEP	PROCEDURE
1	Collect the equipment required for the procedure
2	Wear personal protective equipment appropriate for the procedure
3	Apply the dust mop to the floor surface to gather and remove waste as per procedure 1.4 - Dust control mopping of hard floors
4	Pick up the gathered waste using a dust pan and brush and dispose into general waste
5	Half fill mop the bucket with neutral detergent as per the manufacturers dilution rate
6	Install appropriate signage and barriers to maximise public safety during cleaning.
7	Place the mop head in the detergent, agitate and wring out
8	<p>If using a roller bucket:</p> <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 <p>If using a wringer bucket:</p> <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	PROCEDURE
9	Apply the damp mop to the floor surface, work in an area approximately one square metre using overlapping strokes
10	Rinse the mop head regularly and replace when necessary to avoid build up and reapplication of soil to the floor surface
11	Change the cleaning solution when it becomes dirty (the floor condition will determine how often the cleaning solution needs to be changed)
12	On completion of mopping, thoroughly agitate and wring out the mop
13	Empty the mop bucket down the designated sluice or proper drain by: <ul style="list-style-type: none"> • 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
14	Return to Step 2 if continuing to mop floors
15	Remove personal protective equipment and perform hand hygiene
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
17	Perform hand hygiene

2 HARD FLOORS

1.2 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 manufacturers 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)



RISK

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
<p>KEY SAFETY RULES:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturers 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. 	

2 HARD FLOORS

TIME:

One person – 10 minutes per 100 square metres*

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

STEP	PROCEDURE
1	Collect the equipment required for the procedure
2	Wear personal protective equipment appropriate for the procedure
3	Prepare the area for cleaning by clearing floor space as much as possible
4	Sweep the floor to remove any dust and debris, pick up gathered waste using a dust and brush and discard into general waste.
5	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
6	Install appropriate signage and barriers to maximise public safety during cleaning.
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)

STANDARD OPERATING PROCEDURES

2 HARD FLOORS

STEP	PROCEDURE
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
9	Return to Step 2 if continuing to mop floors
10	Perform a dry mop on the recently mopped floor, before removing the signage.
11	Remove personal protective equipment and perform hand hygiene
12	When the task is completed clean all cleaning equipment and return it to the cleaners room, storage area, or discard as appropriate
13	Perform hand hygiene



2 HARD FLOORS

2.4 BATHROOM SCRUBBING USING A SCRUB MACHINE

PURPOSE:

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

BATHROOM 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:

- 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.



STANDARD OPERATING PROCEDURES

2 HARD FLOORS

RISK

HAZARD(S)	CONTROL(S)
<p>Incorrect use of equipment Operational injury</p>	<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 • 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



KEY SAFETY RULES:

- Operate equipment in accordance with the manufacturers 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 – 30 minutes per 100 square metres*

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

STEP	PROCEDURE
1	Install appropriate signage and barriers to maximise public safety during cleaning
2	Wear personal protective equipment appropriate for the procedure
3	Select and prepare the equipment and detergent solution required for the procedure
4	Dust mop the floor
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
6	Set up the machine by putting on and locking the drive plate and attaching the appropriate pad or scrubbing brush
7	Plug in the machine

STANDARD OPERATING PROCEDURES

2 HARD FLOORS

STEP	PROCEDURE
8	Ensure the brush or pad is in contact with the floor before starting the machine
9	Do not use the machine within 15 cm of walls, fixed equipment, plumbing pipes and hand basins
10	Inspect the brush or pad frequently – replace when soiled
11	Rinse the entire floor by mopping with water or use a wet vacuum machine
12	Move to the next area to be cleaned; repeat the process until the entire area is completed
13	Remove all splashes from walls / skirting boards and any fixed equipment using a disposable or red reusable cloth
14	Rinse the floor twice using clean water and rinsed mop
15	Mop until all excess water is removed from the floor
16	When the designated area is finished, unplug the machine from the power point
17	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
18	Wind the cord on the machine from the machine end of the cord
19	Wash the brush/pad in neutral detergent, rinse, shake off excess water and hang to dry
20	Remove personal protective equipment and perform hand hygiene



2 HARD FLOORS

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
- 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.
- 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.



STANDARD OPERATING PROCEDURES

2 HARD FLOORS

RISK

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) • 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



KEY SAFETY RULES:

- Operate equipment in accordance with the manufacturers 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
- 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.*

STEP	PROCEDURE
1	Erect hazard / warning signs
2	Wear personal protective equipment appropriate for the procedure
3	Prepare the equipment and chemicals
4	Dust mop the floor
5	Using the stripper mixture, place on first 10 square metre area
6	Using the stripper mixture, place on first 10 square metre area
7	Pick up the slurry compound with second mop or wet and dry machine where available
8	Rinse the floor using a neutraliser mixture when stripping is completed

STEP	PROCEDURE
9	If no residue is evident, the floor is ready to reseal - if residue is obvious rinse or strip floor again
10	When dry, burnish the floor and sweep with a dust mop
11	Cut in the edges first
12	Fill in the centre using a side to side overlapping motion
13	Apply a minimum of 2 coats of the base coat sealer to the floor
14	Wait for each coat to dry before applying additional coats
15	When the base coat is dry apply sealer finish
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
17	Wind the cord on the machine from the machine end of the cord
18	Wash the brush/pad in neutral detergent, rinse, shake off excess water and hang to dry
19	Remove personal protective equipment and perform hand hygiene

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
- 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.
- 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.



STANDARD OPERATING PROCEDURES

2 HARD FLOORS

RISK

HAZARD(S)	CONTROL(S)
<p>Operational injury</p> 	<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) • 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



KEY SAFETY RULES:

- Operate equipment in accordance with the manufacturers 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
- 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.

STEP	PROCEDURE
1	Select and prepare the equipment for the procedure
2	Wear personal protective equipment appropriate for the procedure
3	Install appropriate signage and barriers to maximise public safety during cleaning
4	Apply the dust mop to the floor surface to gather and remove waste as per Procedure 1.4 - Dust control mopping of hard floors
5	Attach the correct floor pad to the machine
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
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
8	Keep repeating the spray operation until the entire floor has been done

STANDARD OPERATING PROCEDURES

2 HARD FLOORS

STEP	PROCEDURE
9	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
10	Wind the cord on the machine from the machine end of the cord
11	Wash the brush/pad in neutral detergent, rinse, shake off excess water and hang to dry
12	Remove personal protective equipment and perform hand hygiene



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
- 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.
- 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.



STANDARD OPERATING PROCEDURES

2 HARD FLOORS

RISK

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) • 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



KEY SAFETY RULES:

- Operate equipment in accordance with the manufacturers 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
- 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.

STEP	PROCEDURE
1	Select and prepare the equipment for the procedure
2	Wear personal protective equipment appropriate for the procedure
3	Install appropriate signage and barriers to maximise public safety during cleaning
4	Apply the dust mop to the floor surface to gather and remove waste as per Procedure 1.4 - Dust control mopping of hard floors
5	Attach the correct floor pad to the machine
6	Buff the floor at walking speed using overlapping runs
7	Dust mop the floor when completed

STANDARD OPERATING PROCEDURES

2 HARD FLOORS

STEP	PROCEDURE
9	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
10	Wind the cord on the machine from the machine end of the cord
11	Wash the brush/pad in neutral detergent, rinse, shake off excess water and hang to dry
12	Remove personal protective equipment and perform hand hygiene



3 SOFT FLOORS

3. SOFT FLOORS

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.

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
<p>KEY SAFETY RULES:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturers 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. 	

3 SOFT FLOORS

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	PROCEDURE
1	Collect the cleaning equipment required for the procedure
2	Wear personal protective equipment appropriate for the procedure
3	Install appropriate signage and barriers to maximise public safety during cleaning
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
5	Proceed to the area to be vacuumed
6	Check that the machine switch is in the off position
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
8	Plug in the electrical cord and switch on at the power point
9	Commence vacuuming the floor or surface / mats

STEP	PROCEDURE
10	Small mats are to be moved so the floor surface underneath can be vacuumed – afterwards replace the mat in the original position
11	Large mats are to be rolled over half way and vacuumed underneath
12	Repeat this for the other side
13	After the procedure is completed, switch the machine off and unplug
14	If continuing to clean another area, roll the cord by hand and move to the next area to be vacuumed
15	When the vacuuming procedure is completed: If using a backpack machine: <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
16	Replace or clean the dust bag as required
17	Clean the vacuum cleaner with a damp cloth as required
18	Remove personal protective equipment and perform hand hygiene

3 SOFT FLOORS

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

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 manufacturers 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
<p>KEY SAFETY RULES:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturers 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. • Ensure hands are dry when connecting and disconnecting electrical equipment to a power point 	

3 SOFT FLOORS

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	PROCEDURE
1	Collect the cleaning equipment required for the procedure
2	Wear personal protective equipment appropriate for the procedure
3	Remove as much furniture as possible
4	Spot clean as required
5	Make the shampoo solution in the machine tank according to the manufacturers instructions
6	Plug in the machine
7	Turn the machine on as per the manufacturers instructions
8	Start at the furthest point from the door and use long slow dragging movement of the shampoo wand to release solution
9	Using the same movement, repeat Step 8 to extract solution from the carpet

STANDARD OPERATING PROCEDURES

3 SOFT FLOORS

STEP	PROCEDURE
10	Repeat above 2 actions in sections of 10 square metres until the area is cleaned
11	Empty the contents of the recovery tank when the distribution tank becomes empty
12	Switch off the machine at the power point and unplug
13	Let the wet area dry before replacing furniture
14	Empty and rinse the machine unit and clean the wand and jets
15	Remove personal protective equipment and perform hand hygiene



3 SOFT FLOORS

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.
- Carpets are vacuumed/cleaned

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
<p>KEY SAFETY RULES:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturers 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. • Ensure hands are dry when connecting and disconnecting electrical equipment to a power point 	

3 SOFT FLOORS

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	PROCEDURE
1	Vacuum the carpet to remove any visible debris
2	Move furniture to an appropriate location
3	Wear personal protective equipment appropriate for the procedure
4	Check the carpet for spots that require spot cleaning
5	Add the defoamer to the return tank
6	Clean an area of approximately 3 square metres at a time
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
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
9	On completion: Empty and rinse out the water tank

STANDARD OPERATING PROCEDURES

3 SOFT FLOORS

STEP	PROCEDURE
10	Clean the extraction machine with a damp cloth as required
11	Check the water jet and clean after each use
12	Disconnect the battery connector and connect it to the external battery charger if using a battery operated machine
13	Remove personal protective equipment and perform hand hygiene



4 INTERNAL AREAS

4. WALLS, SKIRTING AND CEILINGS, DOORS AND SURROUNDS, AIR VENTS AND AIR CONDITIONERS

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:

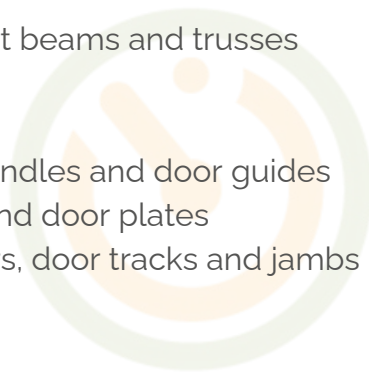
- Doorknobs, handles and door guides
- Relief grilles and door plates
- Escalator doors, door tracks and jambs

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.



4 INTERNAL AREAS

EQUIPMENT REQUIREMENTS:

- Neutral detergent (diluted to the manufacturers 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)

RISKS

HAZARD(S)	CONTROL(S)
Body stress 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
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

HAZARD(S)	CONTROL(S)
<p>Manual handling</p> <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
<p>KEY SAFETY RULES:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturers 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 	

4 INTERNAL AREAS

TIME:

One person – 10 minutes per 100 square metres*

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

PROCEDURE

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

4 INTERNAL AREAS

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.



4 INTERNAL AREAS

EQUIPMENT REQUIREMENTS:

- Neutral detergent (diluted to the manufacturers 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)

RISKS

HAZARD(S)	CONTROL(S)
Body stress 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
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

4 INTERNAL AREAS

HAZARD(S)	CONTROL(S)
<p>Manual handling</p> <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
<p>KEY SAFETY RULES:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturers 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 	

4 INTERNAL AREAS

TIME:

One person – 10 minutes per 100 square metres*

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

PROCEDURE

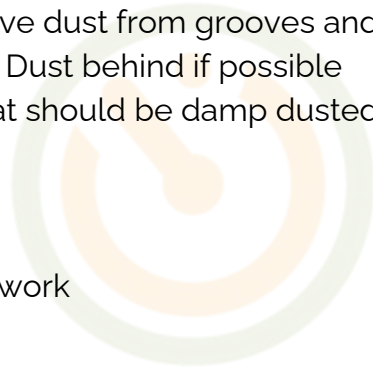
STEP	PROCEDURE
1	Collect and prepare equipment and chemicals appropriate for the procedure
2	Wear personal protective equipment appropriate for the procedure.
3	Add detergent to the bucket at the recommended dilution rate - do not fill the bucket more than half full
4	Install appropriate signage and barriers to maximise public safety during cleaning
5	Dust surface using a synthetic duster to remove dust
6	Place the damp dust cover onto the wand or use a mini mop
7	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
8	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
9	Rinse the cover as soon as it becomes soiled

STEP	PROCEDURE
10	Change the detergent solution when it becomes dirty
11	Remove personal protective equipment and perform hand hygiene
12	When the task is completed clean all cleaning equipment
13	Perform hand hygiene

Special Note

When damp dusting take note of these factors:

- 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:
 1. Fire hose reels
 2. Extinguishers
 3. Ledges
 4. Partition framework
 5. Counters
 6. Telephones
 7. Furnishings
 8. Chair
 9. Television



4 INTERNAL AREAS

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:

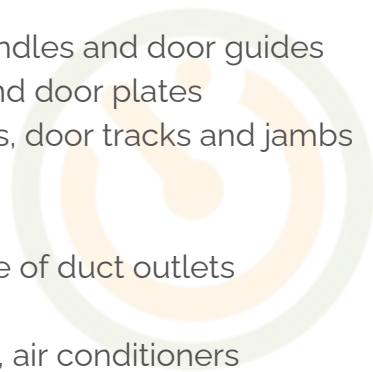
- Doorknobs, handles and door guides
- Relief grilles and door plates
- Escalator doors, door tracks and jambs

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.



4 INTERNAL AREAS

EQUIPMENT REQUIREMENTS:

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

RISKS

HAZARD(S)	CONTROL(S)
Body stress injury	<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

4 INTERNAL AREAS

HAZARD(S)	CONTROL(S)
<p>KEY SAFETY RULES:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturers 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	PROCEDURE
1	Collect and prepare equipment and chemicals appropriate for the procedure
2	Wear personal protective equipment appropriate for the procedure.

4 INTERNAL AREAS

WALLS

STEP	PROCEDURE
4	Cover the floor up to the wall with protective covers; remove or cover furniture; remove curtains where applicable
5	Display a wet floor sign
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
7	Walls should be washed as necessary, depending on area requirements - check with the person in charge
8	Rinse with a clean cloth and fresh water and carefully dry off section by section using disposable cloth/paper

DOORS AND SURROUNDS

STEP	PROCEDURE
4	Dust with a damp cloth before washing over fixtures, ledges, doors, surrounds and window sills using detergent solution and wiping cloth
5	Rinse with a clean cloth and fresh water and carefully dry off section by section using disposable cloth/paper
6	Allow sufficient time to finish a complete area or room
7	Check all equipment and report faults to the person in charge
8	Wipe with cloth
9	Remove personal protective equipment and perform hand hygiene

4 INTERNAL AREAS

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.



4 INTERNAL AREAS

EQUIPMENT REQUIREMENTS:

- Neutral detergent (diluted to the manufacturers 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)
- 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

4 INTERNAL AREAS

HAZARD(S)	CONTROL(S)
<p>KEY SAFETY RULES:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturers 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	PROCEDURE
1	Assess if the vent requires vacuuming or damp dusting
2	Ensure the fan is turned off where possible
3	Put on personal protective equipment and take the required equipment to the area
4	Install appropriate signage and barriers to maximise public safety during cleaning

4 INTERNAL AREAS

IF VACUUMING

STEP	PROCEDURE
4	Refer to Procedure 5.1 - Use of a vacuum cleaner

IF DAMP DUSTING

STEP	PROCEDURE
4	If required, half fill the bucket with cold water and add detergent at the recommended dilution rate
5	Vacuum the ceiling vents using the extendable cleaning tool
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
7	<ul style="list-style-type: none"> • Rinse the cloth regularly as it becomes dirty • Change the cleaning solution as it becomes dirty
8	Dust curtain rails using high dusting tools
9	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
10	Remove personal protective equipment and perform hand hygiene

5 EXTERNAL AREAS

5. EXTERNAL AREAS, APPROACH PATHS, ENTRANCES AND COURTYARDS

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 • Ventilation and emission - inhaling exhaust emissions from the sweeper can cause dizziness or nausea 	<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 • The operator should be trained in manual handling techniques

5 EXTERNAL AREAS

HAZARD(S)	CONTROL(S)
<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	PROCEDURE
1	Wear personal protective equipment appropriate for the procedure
2	Pick up large objects and place in a waste container
3	Operate the machine as per the manufacturers instructions
4	Open the suction turbine flap

STEP	PROCEDURE
4	Turn the sweeping brush and side brush ON
5	Release the parking brake
6	Slowly depress the accelerator pedal until reaching the travelling speed wanted
7	Return the accelerator pedal to neutral position
8	Slow down the machine with the service brake
9	Activate the parking brake
10	Turn the sweeping roller and side brush to OFF
11	Check the filter and clean as per the manufacturer"s instructions
12	Empty the dirt hopper on completion of sweeping or as necessary
13	Clean the machine
14	Remove personal protective equipment and perform hand hygiene

5 EXTERNAL AREAS

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.



5 EXTERNAL AREAS

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
<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 	

5 EXTERNAL AREAS

TIME:

One person – 5 minutes per 100 square metres*

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

PROCEDURE

STEP	PROCEDURE
1	Wear personal protective equipment appropriate for the procedure
2	Pick up large objects and place in a waste container
3	Clear the area as much as possible of objects and/or equipment for the procedure
4	Pick up all bulk debris
5	Sweep by following a straight line using overlapping long strokes – avoid short jerky movements that stir up dust
6	Sweep under furniture and move light furniture and replace, use a banister brush under low and heavy furniture
7	When sweeping large areas, sweep dirt into piles and collect dirt in a dust pan several times
8	When finished, sweep all dirt into a dust pan using a banister brush, dispose the collected rubbish into the general waste bin
9	Remove personal protective equipment and perform hand hygiene

53 CLEANING EXTERNAL AREAS USING AN AIR BLOWER

PURPOSE:

To safely and effectively clean approach paths, courtyards and entrances 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 Garden furniture is clean and operational

EQUIPMENT REQUIREMENTS:

- Blower
-
- 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 • 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
<p>KEY SAFETY RULES:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturers 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 	

5 EXTERNAL AREAS

TIME:

One person – 5 minutes per 100 square metres*

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

PROCEDURE

STEP	PROCEDURE
1	Wear personal protective equipment appropriate for the procedure
2	Clear the area as much as possible of objects and / or equipment for the procedure
3	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
4	Start the blower according to the operating instructions
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
6	Blow the leaves away from the area that is already cleaned, continue alternating sides until the area is clear
7	Remove personal protective equipment and perform hand hygiene

5 EXTERNAL AREAS

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, rubbish, cigarette butts and bird excreta
- 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.



5 EXTERNAL AREAS

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 manufacturers 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	PROCEDURE
1	Wear personal protective equipment appropriate for the procedure
2	Install appropriate signage and barriers to maximise public safety during the cleaning operation
3	Divide the area to be cleaned into small sections, e.g. 1 metre square, and dust surface from top to bottom
4	When removing cobwebs, frequently shake the cobweb brush to remove soil
5	When finished, sweep all dirt into a dust pan using a banister brush, and discard the collected rubbish into a general waste bin
6	Remove personal protective equipment and perform hand hygiene

5 EXTERNAL AREAS

5.5 CLEANING STAIRS – SWEEPING AND DAMP MOP

PURPOSE:

To safely and effectively clean stairs.

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 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
<p>KEY SAFETY RULES:</p> <ul style="list-style-type: none"> • Operate equipment in accordance with the manufacturers 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 leave any equipment unattended on the stairs 	

5 EXTERNAL AREAS

TIME:

One person – 5 minutes per 100 square metres*

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

PROCEDURE

STEP	PROCEDURE
1	Wear personal protective equipment appropriate for the procedure
2	Install appropriate signage and barriers to maximise public safety during the cleaning operation
3	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
4	Wipe the handrails and supports using a damp cloth
5	Damp mop the stairs (see Procedure 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
6	Remove personal protective equipment and perform hand hygiene
7	Remove the safety signs when the floor is completely dry

THANK YOU



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