



Glen Group Cleaning Tasks and Methods



Chemical Competence

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Alan North	Kim Stevens	Ross Barnes	November 22
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Chemical Competence Page 3 of 3 (Trainers Notes)

BRIEF: By the end of the session the cleaner will be able to achieve the required standards for this task. The cleaner will be able to dilute chemicals for use as specified by the manufacturer in a safe environment with minimal risk.

- Ensure you have the correct PPE e.g., goggles, gloves, mask.
- Study the relevant COSHH and Risk Assessment.
- Place warning signs and ventilate areas.
- Calculate the dilution rate for the appropriate cleaning agent with guidance from the dilution chart.
- Fill the selected container with the correct amount of water, add the chemical to water and affix the appropriate label (if not screen-printed on the bottle).
- Never mix chemicals.
- Secure the tops of all containers after use; dispose of soiled and diluted cleaning agents correctly and safely.
- Return any unused chemicals and signs to the cleaning store and close the Ventilation.

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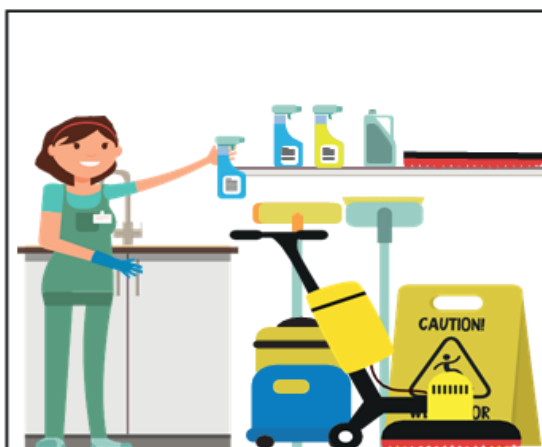
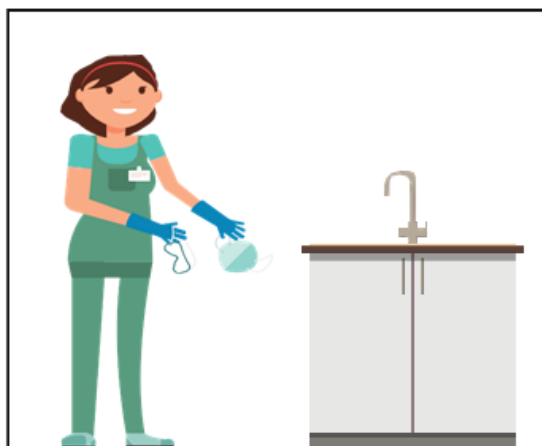


Equipment Storage

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Equipment Storage Page 3 of 4 (Trainers Note)

BRIEF: By the end of the session the cleaner will be able to achieve the required standards for this task.

- Ensure you have the correct PPE e.g., goggles, gloves, mask
- Study the relevant COSHH and Risk Assessment
- Equipment: warning signs, hooks or fixings for hoses and handles, sufficient floor space for storage and movement, sluice / sink, range of cleaning agents and appropriate containers, cleaning equipment and all accessories. Faulty equipment should be dealt with according to company procedure and quarantined
- Check that equipment and materials are labelled correctly and stored in accordance to type to avoid cross contamination
- Store heaviest equipment at the lowest levels, do not block entrances or exits. Store in consideration of all users in the storage area.

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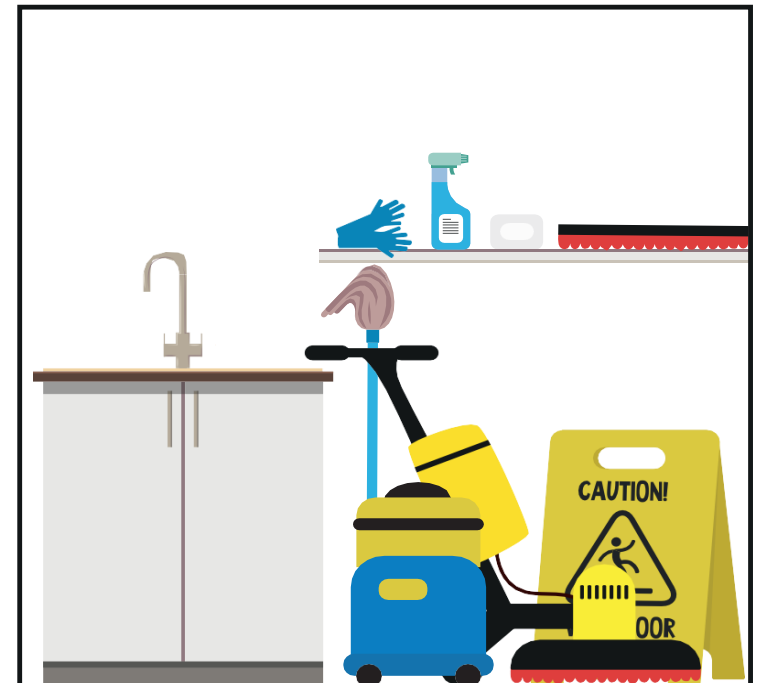
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- Storage areas must be kept locked
- Check that equipment and materials are labelled correctly and stored in accordance to type to avoid cross contamination
- Stock rotates cleaning products and always ensure older stock is used before newer stock and replenished as required
- Store equipment to allow ventilation and drying where necessary
- Check, clean and store all equipment, materials, and PPE



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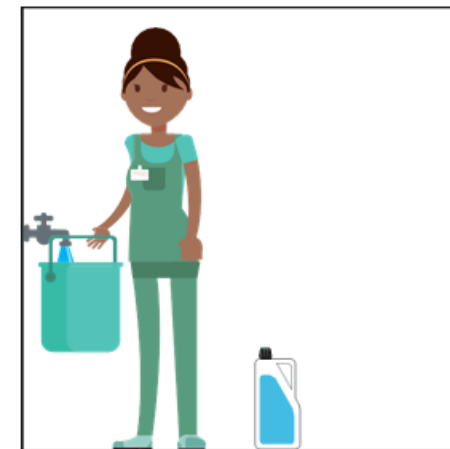
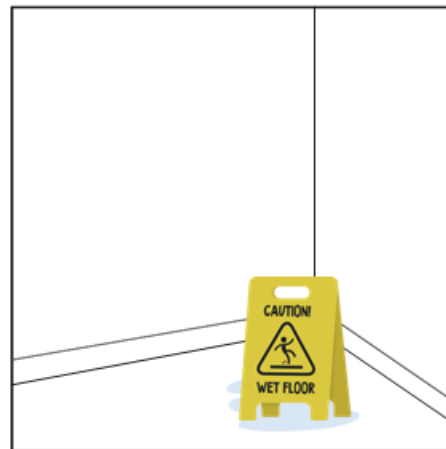
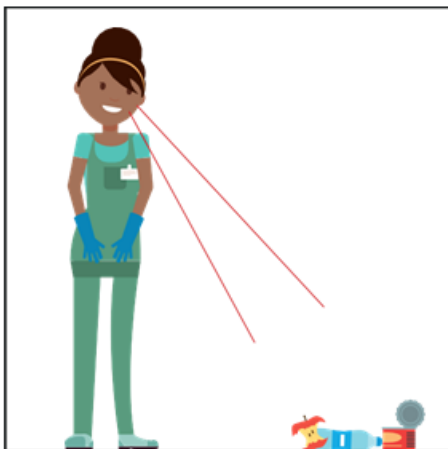
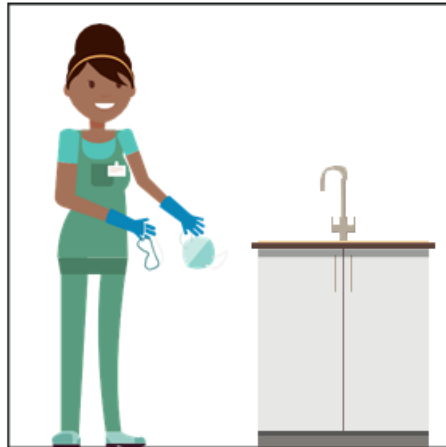
Spray Cleaning and Buffing

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Spray Cleaning / Buffing Page 3 of 5 (Trainers Note)

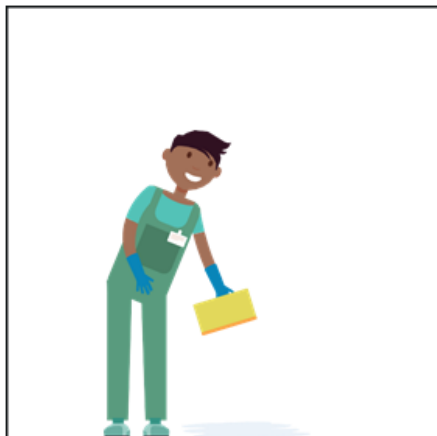
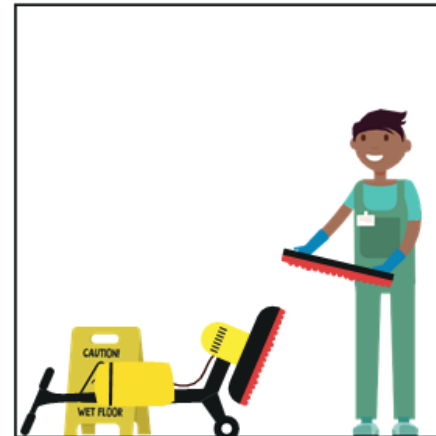
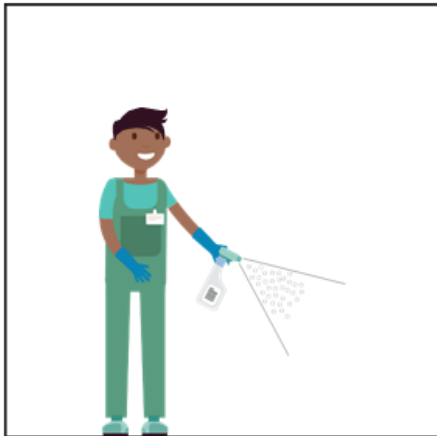
BRIEF: By the end of the session the cleaner will be able to achieve the required standards for this task

The removal of light stains and marks from a hard floor surface using floor machinery safely

- Ensure you have the correct PPE e.g., goggles, gloves, mask
- Check the COSHH and the manufacturers instructions for the product
- Select equipment, check for safety, and assemble correctly
- Equipment: warning signs, vacuum cleaner with attachments, appropriate rotary floor machine, drive disc, correct colour pad for floor surface, spray clean pad, circuit breaker, cleaning agents, colour coded cloths and buckets, trigger sprays ***Note: only a selection of equipment is shown**
- Ensure the floor to be cleaned is free from debris including chewing gum
- Site warning signs and ventilate the room/ area where possible.
- Prepare the cleaning solution according to manufacturers instructions.

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Spray Cleaning / Buffing Page 5 of 5 (Trainers Note)

- Spray the floor with appropriate product covering a section at a time.
- Keep the spray near to the floor, ensuring that you start at the edge of the floor working towards the center.
- Use rotary floor machine to buff the floor area ensuring the cable is behind the line of work and the machine is always under control.
- Check pad, turn or change, as necessary.
- Wipe skirtings with a cloth to remove any splashes.
- Adjust ventilation and remove warning signs.
- Check, clean and store all equipment, materials, and PPE
- Ensure the removal of the drive disc after use and before storage



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Glen Group Cleaning Tasks and Methods



Single Solution/ Mopping

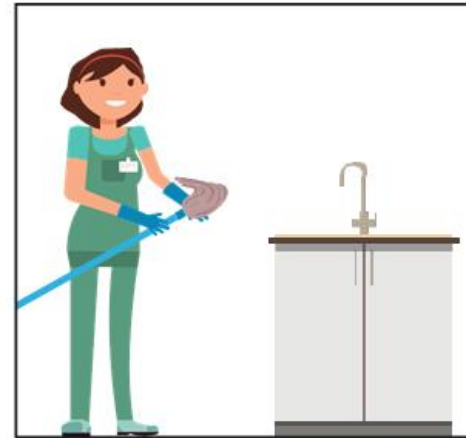
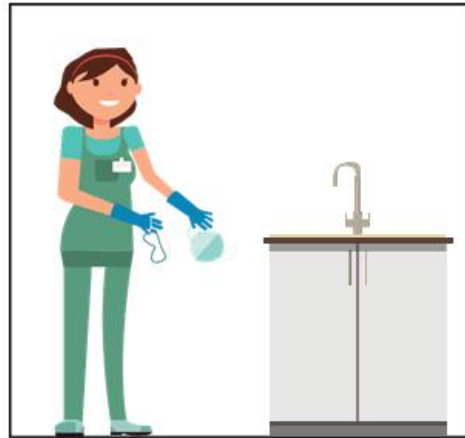
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Single Solution Mopping Page 3 of 5 (Trainers Note)

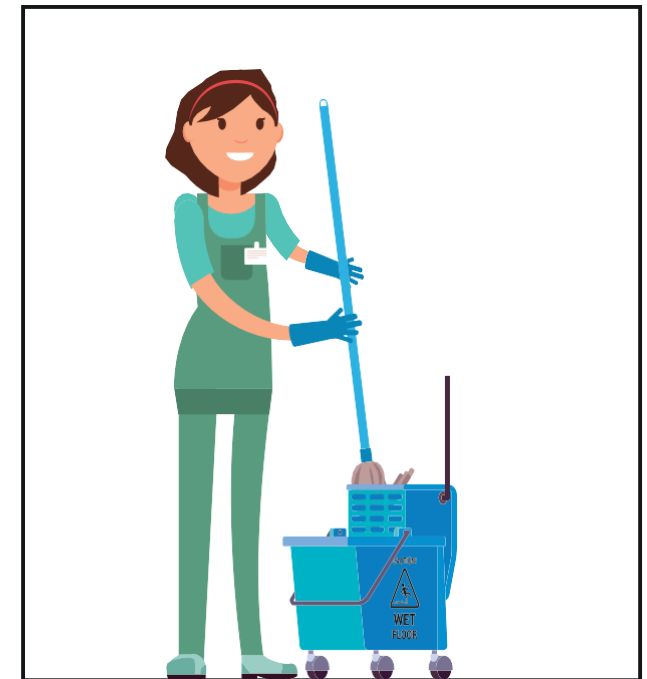
BRIEF: By the end of the session the cleaner will be able to achieve the required standards for this task

The cleaner will be able to remove light marks from hard floor surfaces using a wet mopping system

- Ensure you have the correct PPE e.g., goggles, gloves, mask
- Check the COSHH and the manufacturers instructions for the product
- Select equipment, check for safety, and assemble correctly
- Equipment: warning signs, mop and buckets, cleaning agents, abrasive pads, cloth, and scraper. Ensure use of the appropriate colour coded equipment for the task.

Note: Only a selection of the equipment is shown

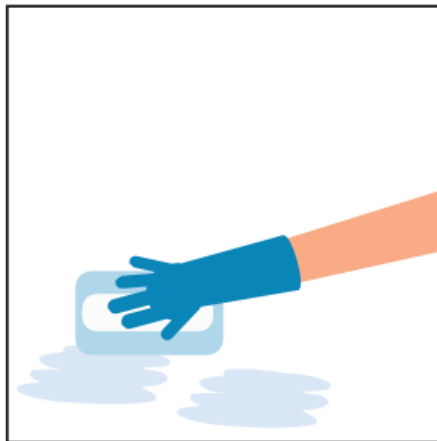
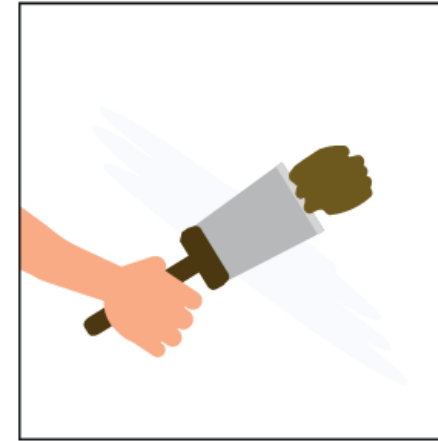
- Site warning signs and ventilate the room/area where possible



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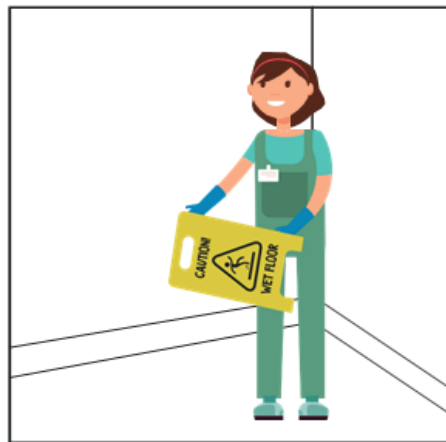
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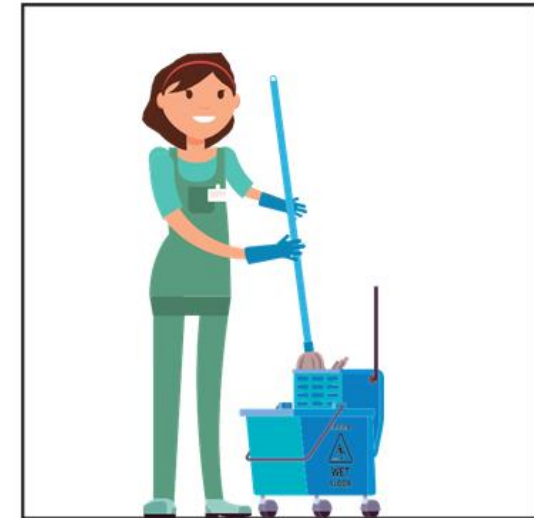


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Single Solution Mopping Page 5 of 5 (Trainers Note)

- Wring out the mop regularly and change the cleaning solution as required
- Leave the floor as dry as possible
- Leave warning signs out until the floor is dry BUT make sure they are collected
- Adjust the ventilation and remove warning signs
- Check, clean and store all equipment, materials, and PPE



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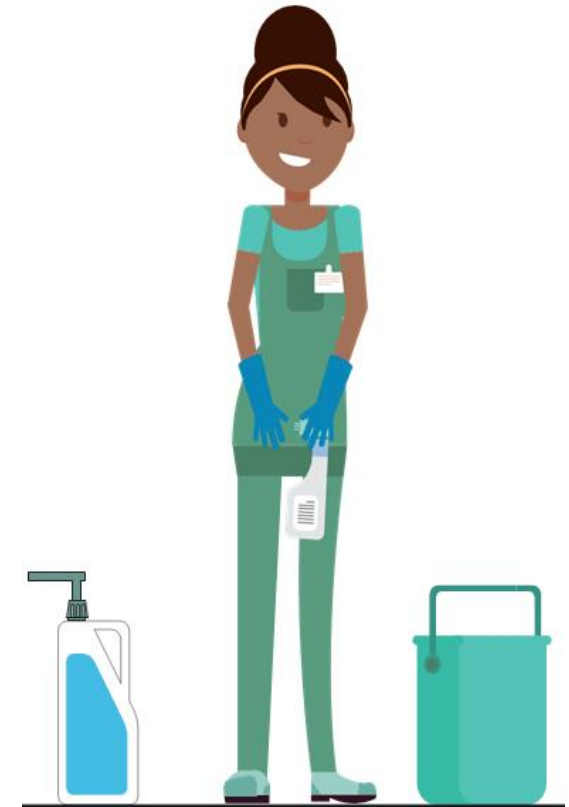


Glen Group Cleaning Tasks and Methods



Stain Removal

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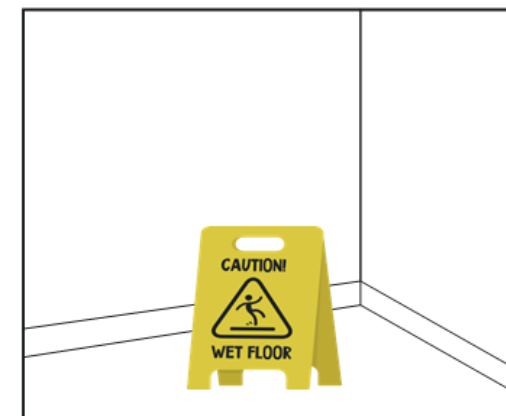
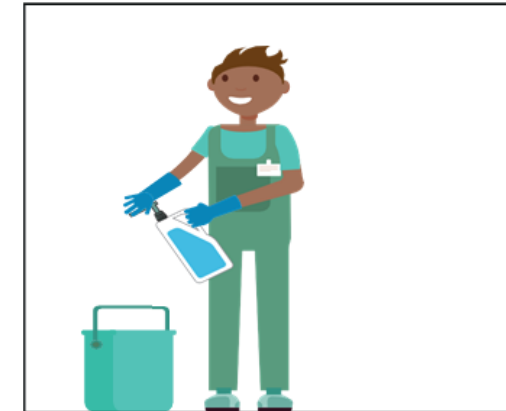
Stain Removal Page 2 of 5 (Trainers Notes)

BRIEF: By the end of the session the cleaner will be able to achieve the required standards for this task The cleaner will be able to remove a selection of stains from a variety of surfaces

- Ensure you have the correct PPE e.g., goggles, gloves, mask
- Check the COSHH and the manufacturers instructions for the product
- Select equipment, check for safety, and assemble correctly
- Equipment: warning signs, cleaning agent and appropriate removal chemical, abrasive pad, cloth and bucket, scraper, and soft scrubbing brush. Ensure use of the appropriate colour coded equipment for the task. **Note: Only a selection of the equipment is shown**



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Stain Removal Page 5 of 5 (Trainers Notes)

- Identify the stain and surface type.
- Use the mildest product first to remove the stain e.g., water and a micro-fibre cloth.
- Remove as much of the stain as possible by absorption, scraping or abrasion depending on the type of surface.
- Clean stain working from the outside edges towards the center then thoroughly rinse with clean water and dry.
- Adjust ventilation and remove warning signs.
- Check, clean and store all equipment, materials, and PPE.
- Remove gloves before switching off lights or electrical equipment.



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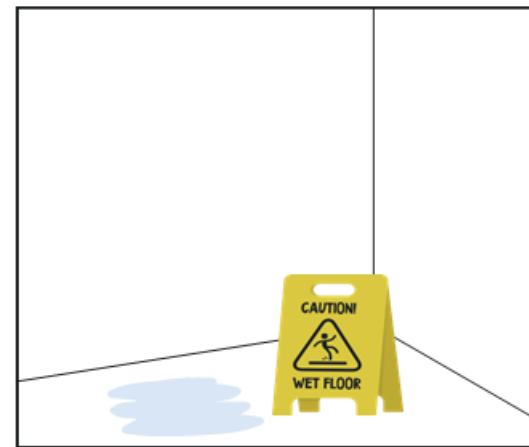
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BRIEF: By the end of the session the cleaner will be able to achieve the required standards for this task The removal of loose dust and debris from surfaces, particularly soft floors

- Ensure you have the correct PPE e.g., goggles, gloves, mask
- Check the COSHH and the manufacturers instructions for the product
- Select equipment, check for safety, and assemble correctly
- Equipment: warning signs, vacuum cleaner with attachments, circuit breaker, dustpan and brush, scraper and refuse sack. Note: Only a selection of the equipment is shown
- Place warning signs, ventilation is not required



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- Pick up bulky items of rubbish, as necessary.
- Select the correct cleaning head for the type of floor.
- Vacuums clean the edges and corners using the appropriate attachment.
- Vacuum clean the main area paying attention to any heavily used areas, ensuring you keep the machinery and the cable behind you.
- Remove warning signs.
- Check, clean and store all equipment, materials, and PPE.



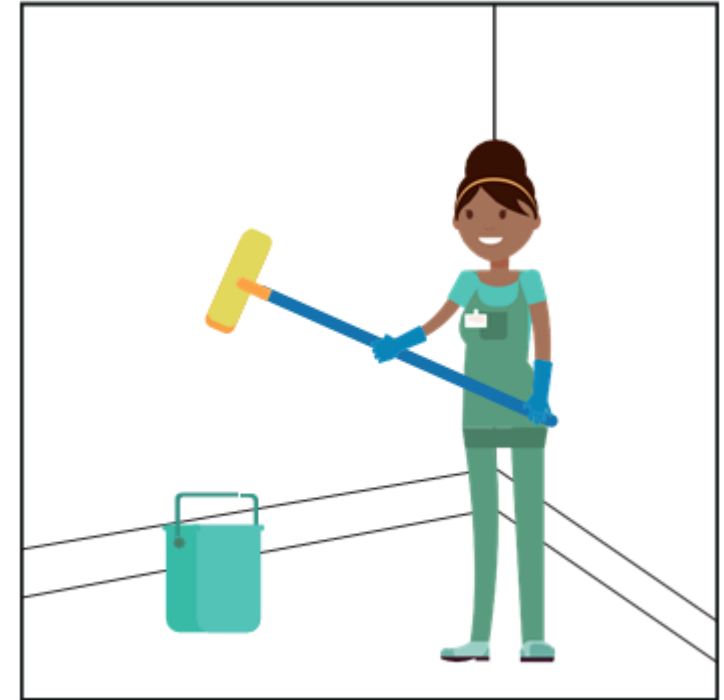
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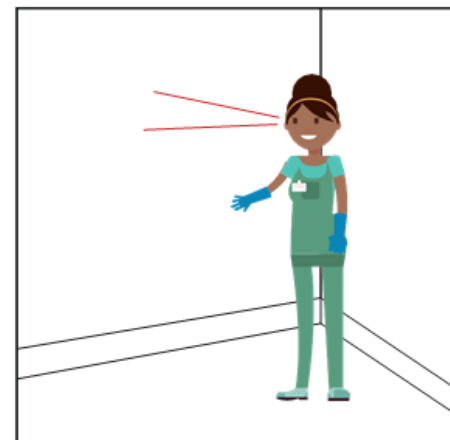
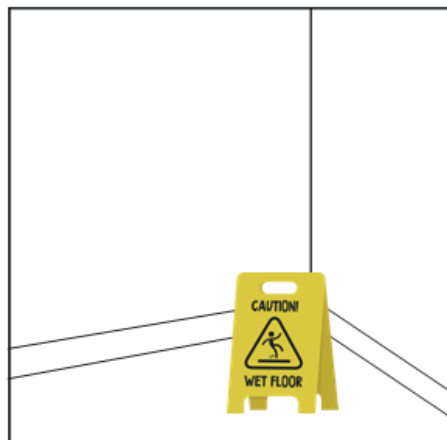
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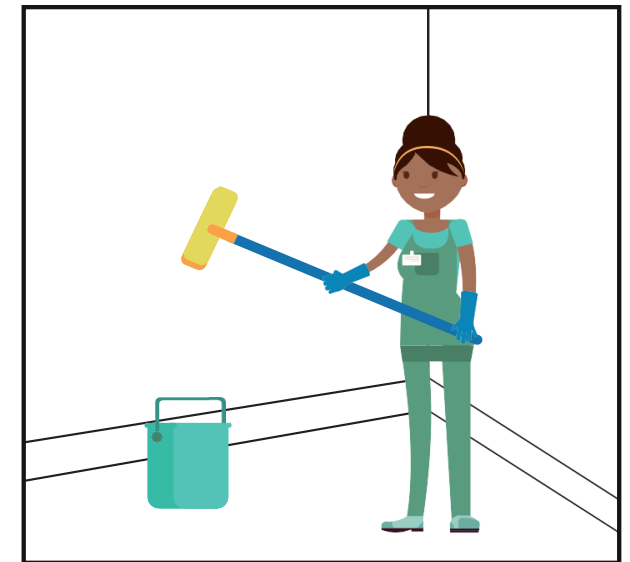
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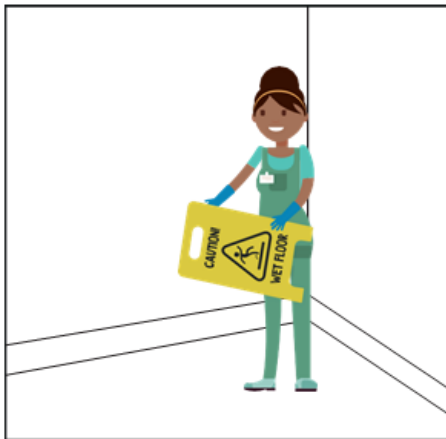
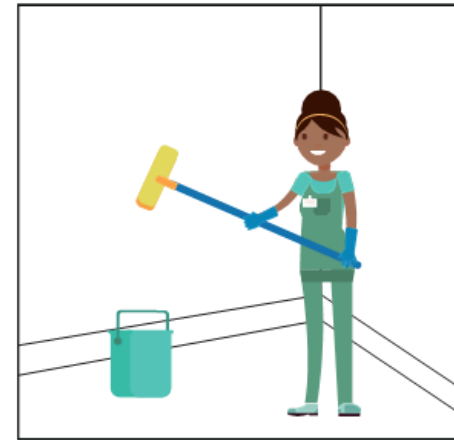
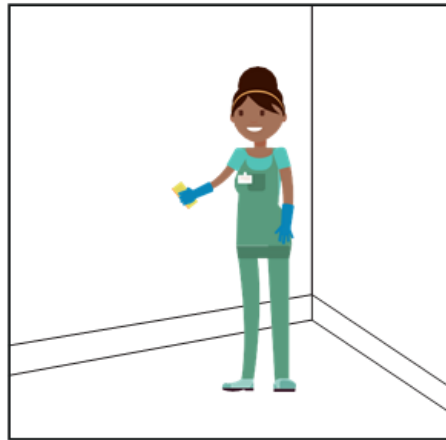
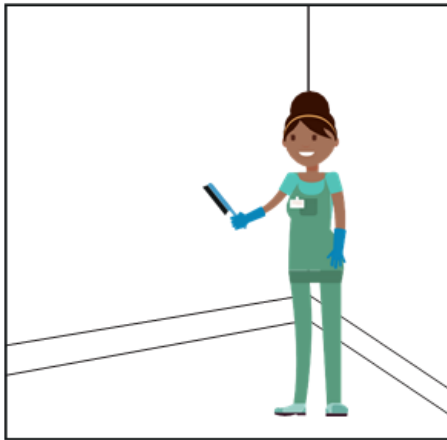
Wall Washing Page 3 of 5 (Trainers Notes)

BRIEF: By the end of the session the cleaner will be able to achieve the required standards for this task. No amounts of dust, debris, stains, smears, and accumulated deposits on the vertical surface

- Ensure you have the correct PPE e.g., goggles, gloves, mask.
- Check the COSHH and the manufacturers instructions for the product
- Select equipment, check for safety, and assemble correctly.
- Equipment: warning signs, cleaning agents, colour coded cloths and buckets, trigger sprays, abrasive pads and dusting tools. Note: **Only a selection of the equipment is shown.**
- Place warning signs and ventilate the room / area where possible, cover electrical sockets if applicable.

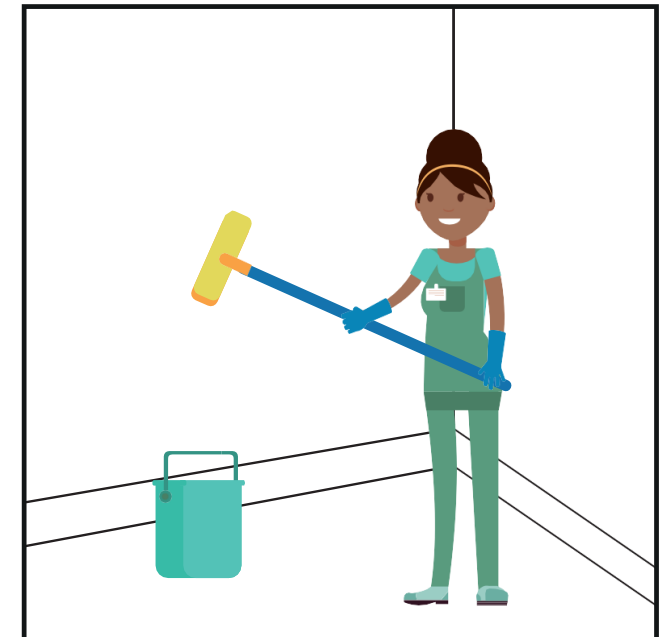


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- Check wall surface for damage.
- Dry dust the walls.
- Prepare the cleaning solution according to manufacturers instructions, apply the chemical and allow contact time.
- Conduct the cleaning working bottom upwards, wipe any drips and runs immediately.
- Rinse wall with clean water from the top downwards.
- Remove warning signs and adjust the ventilation.
- Check, clean and store all equipment, materials, and PPE.



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Glen Group Cleaning Tasks and Methods



Carpet Cleaning

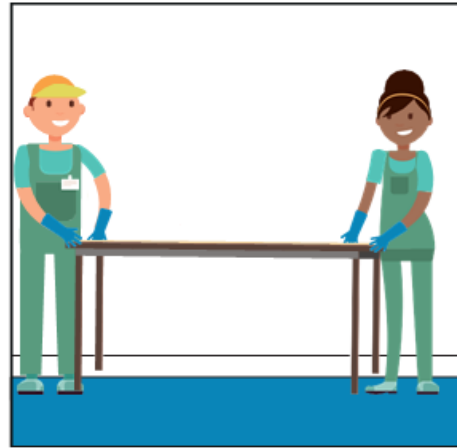
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Carpet Cleaning Page 3 of 4 (Trainers Notes)

BRIEF: By the end of the session the cleaner will be able to achieve the required standards for this task

To safely use extraction equipment to clean carpets, removing light marks and stains

- Ensure you have the correct PPE e.g., goggles, gloves, mask.
- Check the COSHH and the manufacturers instructions for the product.
- Select equipment, check for safety, and assemble correctly.
- Equipment: warning signs, vacuum cleaner with attachments, spray extraction machine with attachments, circuit breaker, cleaning agents, color coded cloths and buckets, trigger sprays ***Note: only a selection of equipment is shown.**
- Site warning signs and ventilate the room/area where possible.
- Move furniture safely, complying with manual handling techniques.
- Vacuum area thoroughly.

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- Prepare cleaning solution according to the manufacturers instructions and carry out a patch test in an isolated area.
- Pre-spray heavily stained areas.
- Clean carpet using a spray extraction machine in a safe manner.
- Pay particular attention to heavily soiled areas taking care not to over wet the carpet and extracting as much water as possible
- When dry, vacuum clean the area to restore pile.
- Return the furniture.
- Adjust the ventilation and remove the warning signs.
- Check, clean and store all equipment, materials, and PPE.



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MOP

Sweeping

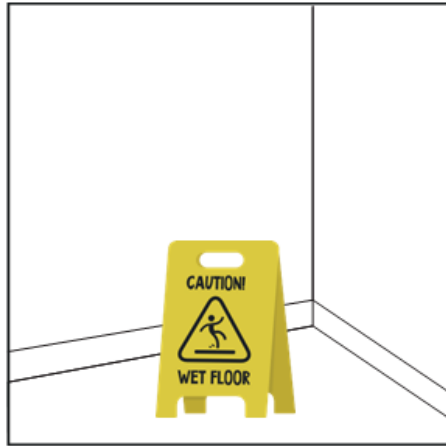
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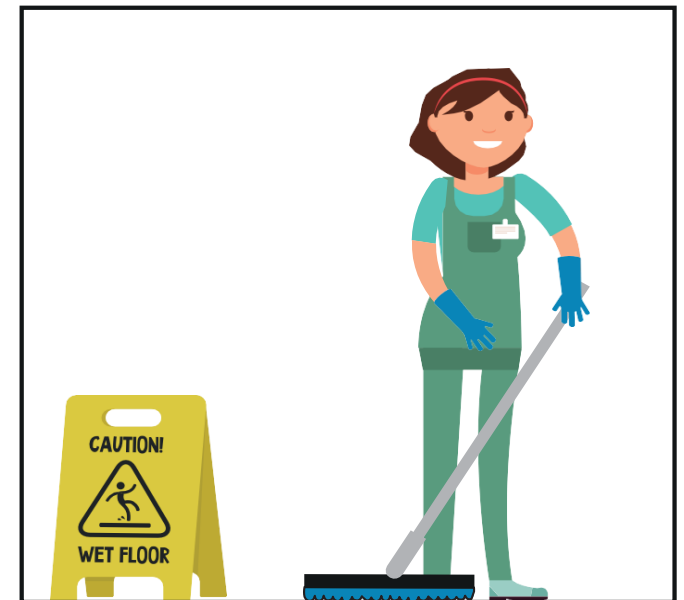
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Mop Sweeping Page 3 of 5 (Trainers Notes)

BRIEF: By the end of the session the cleaner will be able to achieve the required standards for this task. The cleaner will be able to demonstrate dust control and the safe use of equipment

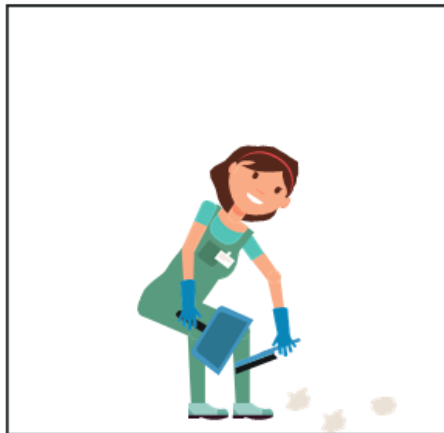
- Ensure you have the correct PPE e.g. goggles, gloves, mask
- Check the COSHH and the manufacturers instructions for the product
- Select equipment, check for safety and assemble correctly
- Equipment: warning signs, vacuum cleaner with attachments, mop sweeper, circuit breaker, dustpan and brush, scraper and refuse sack. Note: Only a selection of the equipment is shown
- Place warning signs and ventilate the room / area where possible
- Pick up large items of rubbish where necessary
- Remove chewing gum



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- Sweep area starting at the edge and working towards the center.
- Ensure the mop sweeper is in contact with the floor at all times.
- Ensure mop head is vacuumed after every shift / use.
- On completion, ensure floor is free from any loose rubbish and collect with a dustpan and brush.
- Remove warning signs and adjust the ventilation.
- Check, clean and store all equipment, materials and PPE.



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Glen Group Cleaning Tasks and Methods



Washroom Cleaning

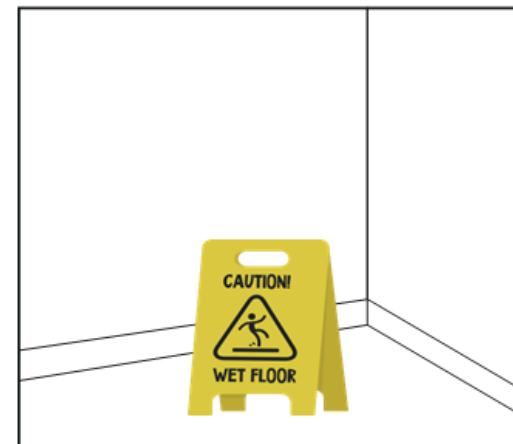
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Washroom Cleaning Page 3 of 5 (Trainers Notes)

BRIEF: By the end of the session the cleaner will be able to achieve the required standards for this task. To safely clean washroom areas leaving them clean and sanitized

- Ensure you have the correct PPE e.g. goggles, gloves, mask.
- Check the COSHH, manufacturers instructions and the product label.
- Select equipment, check for safety and assemble correctly.
- Equipment: warning signs, toilet brush, cleaning agents, colour coded cloths, buckets, trigger sprays and re- placement waste bags.
- Check hands for cuts and abrasions and cover with waterproof plasters if required.
- Always wear gloves.
- Site warning signs and ventilate the room/ area where possible.

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-  **Chemical store**
-  **Keep door locked shut**
-  **No smoking or naked lights**
-  **No entry to unauthorised persons**

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- Flush WC, expose the water line.
- Prepare cleaning solution according to the manufacturers instructions, apply the chemical and allow contact time. Carry out the cleaning starting in the cleanest areas and working towards the dirtiest.
- Pay attention to pipework, handles, toilet seats, lid and top.
- Replace consumables as necessary
- Adjust the ventilation and remove the warning signs.
- Check, clean and store all equipment, materials and PPE.



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