



JANGRO

Guide to Cleaning



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Preface

As a JANGRO customer, we aim to offer you the highest level of customer support available. In order to support you in delivering high quality, value for money and efficient cleaning services we have produced the "Training for Results" video and the supporting documentation in this pack.



We believe that this unique approach to customer support will be the benchmark for future service delivery within the janitorial supplies industry. Unlike other companies, we at JANGRO have developed this approach with the needs of the customer at the forefront of our thinking and we are confident that we can make a significant contribution to the effectiveness of your operations.

As well as providing customers with a comprehensive modular resource pack that can be used by managers, supervisors and, most importantly, cleaning operatives, all of the documentation contained within it can be used to compliment your own individual training needs and initiatives.

Foreword

Central to the success of any business is the effectiveness of those employed within it. The Building Cleaning industry is no different.

Nationally, the value of Commercial Building Cleaning contracts total some £10 billion and employs somewhere in the region of 850,000 people, the majority of whom are cleaning operatives.

As a result, the single, most important resource of any organisation involved in the cleaning of buildings is the people who carry out the cleaning. Therefore, it would seem that the introduction of an effective training regime for cleaning operatives would be an investment well worth making in ensuring the success of your operation.

At JANGRO, we are currently providing cleaning and janitorial supplies to an ever-increasingly diverse range of customers within the industry from small independent companies through to large metropolitan local authorities. This wealth of experience has provided us with a unique insight into the problems encountered by our customers when attempting to provide good quality, value for money services in the face of increasing competition within the industry.

With this in mind, we have developed “Training for Results”. The pack is aimed at providing managers and supervisors with a comprehensive resource pack that can be used in conjunction with the video presentation as part of a training course and also doubles up as an employee handbook.

We have also produced a Safe Working Practice Manual that provides step-by-step instruction and guidance into the main duties that cleaning operatives would normally be expected to carry out.

In addition, the Health and Safety Best Practice Guidance Booklet provides straightforward, practical guidance on developing and improving safe working practices within your own organisation.

All in all, we believe that “Training for Results” will help you in providing your customers with the service they expect and deserve.

We hope you find it useful.

Introduction

When considering the introduction of staff training within your own organisation, it is important that you consider the job you are taking on. For instance, in order for cleaning operatives to properly identify the correct product to use on any given surface, they must have an understanding of why the product cleans, how the product can be applied, how the surface being cleaned can be affected and the standard that can be achieved.

To be able to do this, knowledge of all of the various components that make up an efficient cleaning regime is imperative.

In this section, we will deal with some of the fundamental aspects of cleaning in order to help you understand the importance of each in the overall delivery of an efficient cleaning service.

The Importance of Training

The common perception of the cleaning industry, from those who know no better, is that it is simple, menial work that can be done with little or no thought by anyone. Those of us who have had any kind of input into the delivery of efficient, cost-effective cleaning services know that this perception is totally unjustified.

In actual fact, the opposite is the case; your ability to provide high quality cleaning services at a competitive price will be greatly improved if there is appropriate investment in the most important resource at your disposal...cleaning operatives!

Making adequate provision for the development of a well trained workforce will have many added benefits. Examples of these would be:

1. Increased Morale

By investing in training and continuous development, cleaning operatives will inevitably feel more valued as a member of the workforce. This can lead to increases in staff morale, reductions in sickness levels and, perhaps most importantly, staff will become more productive.

2. Increased Cost-Effectiveness

In addition to the increases in efficiency and productivity, training will inevitably lead to cleaners being less wasteful when using cleaning chemicals.

Indeed, as well as poor use of chemical cleaning products, staff could also be using inappropriate products, which can be costly and ineffective. This can be eradicated almost immediately.

Another area where costs will be reduced is through training staff to care for their cleaning equipment. Proper routine cleaning and maintenance of machinery and equipment will increase their useful working life, thus significantly reducing costs.

Also, the avoidance of potentially expensive personal injury compensation claims from employees can only be achieved through the provision of effective training.

3. A Safer Working Environment

If the proper emphasis is placed on all Health and Safety issues within the overall cleaning regime, you can ensure that cleaning operatives make a valuable and measurable contribution in ensuring a safe working environment for all users of the building.

The main area of concern for cleaning operatives is to take steps to ensure that all staff are aware of the dangers associated with the use of potentially harmful cleaning chemicals and cleaning equipment, and it is essential they are properly trained in their safe use.

A principle aim of any organisation should be to adopt a positive attitude towards health and safety throughout the workforce.

4. Increased Business Development Opportunities

Training in specialist procedures will lead to greater business development opportunities. Any company that places a greater emphasis on staff training and development will be in a much better position to adapt to the changing demands of its customer base.

Soil

The term soil is used to describe any item that is in a place where it shouldn't be. For the purposes of cleaning, the term is generally applied to grease and dirt. All of these different types of dirt found on surfaces will fall into one of the two following categories:

Organic Soil

This is soil that has its origins in living matter and would include such things as fats, vegetable oils, blood, protein, sugars and starches.

Inorganic Soil

Conversely, inorganic soil is derived from non-living matter and includes grit, limescale, rust and salts.

What is Cleaning?

It may sound like a silly question, with a blindingly obvious answer...try and answer it!

The literal definition of cleaning is the removal of soil by applying energy. Let's look at the various types of energy and how they are applied:

Chemical Energy

Chemicals, when applied to soil will dislodge it, break it down into smaller particles and hold it in suspension, making it far easier to remove.

Physical Energy

Almost, if not all cleaning tasks will involve the use of physical energy. For instance, if you are doing the washing up, the detergent will break down the

grease on the plate following contact with it but in order to remove it completely, you will need to agitate the grease on the plate by using a cloth or pad. Physical energy required for particular cleaning tasks can be reduced when applied in conjunction with other forms of energy such as mechanical devices.

Heat Energy

Applying heat alone i.e. in the form of steam can be an effective way of removing soil, particularly grease. However, placing cleaning chemicals in hot water will greatly improve its effectiveness, the reason being that the action of the heat on the grease will soften it allowing the chemical to penetrate it and break it down quicker.

The Importance of Cleaning

It goes without saying that the need to maintain high levels of cleanliness in all areas of life is extremely important. Although all individuals have different perceptions of what cleanliness actually means it is fair to say that most people recognise the basic reasons why cleaning is important. These are (in no particular order of importance):

1. Presenting a Good Impression

The standard of cleaning of any building is usually a good pointer toward the overall efficiency of an organisation. For most companies, creating a good impression to customers and visitors is extremely important, as this will contribute greatly to how the business is perceived.

Also, if you are responsible for the cleaning of any building, you will be judged solely on the standards you achieve. Quite simply, if the building is not clean, it reflects badly on the organisation as a whole and the cleaning staff in particular.

2. Improving Safety

There are numerous hazards that can be avoided in any building through the provision of an efficient cleaning regime and general good housekeeping practices. The collection and disposal of litter and the maintenance of a clean and tidy workplace will go a long way toward reducing the risks of an accident occurring.

3. Controlling and Removing Dust

The creation of dust in any building is unavoidable; it can enter buildings through windows, ducts, on peoples' bodies, clothing and shoes. If dust is allowed to build up it can present a number of hazards such as:

- People who have allergies or intolerances to dust being adversely affected.
- Increases the likelihood of fires.
- Creates ideal conditions for the attraction of pests.
- Increases the likelihood of the spread of bacteria and infection.

Efficient cleaning procedures are essential in ensuring that dust levels in any building are kept to an absolute minimum, thus reducing the associated risks.

4. Preventing Diseases and Infections

Harmful bacteria, germs and viruses are present in all buildings. Dealing with them effectively will significantly reduce the risks of people becoming ill following contact with contaminated surfaces.

An effective cleaning regime should incorporate procedures that will ensure any harmful bacteria are completely removed or reduced to levels that render the bacteria harmless. Particularly rigorous regimes must be developed in areas where bacteria are prevalent i.e. kitchens, baby changing areas and sanitary areas.

5. Preserving Internal Furnishings and Fittings

Continual soiling of soft furnishings and carpets will lead to deterioration in their appearance. If this soiling is not removed regularly and effectively and is allowed to accumulate, it becomes increasingly difficult to remove. If dirt is allowed to accumulate to a level where drastic measures are required to clean them, it will inevitably lead to the use of harsher chemicals and techniques which could, in themselves, lead to damage to the particular surface.

An effective cleaning regime that deals with internal furnishings and fittings will ensure a longer useful life.

The Cleaning Regime

When formulating any cleaning regime, the main aim must always be to provide a high standard of cleanliness. Another main consideration is to ensure that all those involved in the delivery of the service are completely aware of their own particular responsibilities in achieving the standards required.

There are a number of ways of achieving this and all companies have their own ways of doing things. However, there are certain points that should be considered when compiling your own regime, adherence to which will ensure that all of the relevant aspects have been fully appreciated.

These are:

- What areas are to be cleaned?
- Which items within those areas are to be cleaned?
- Who will be cleaning them?
- When can it be cleaned most effectively?

- What cleaning procedures are to be used?
- How much time is required?
- What materials and equipment are to be used?
- What safety precautions are required?
- What Personal Protective Equipment is to be used?
- Are there any risks involved?
- How will the standard of work be checked?
- Who will monitor the standards achieved?

As you can imagine, this is not a simple process, but it can be made easier by taking into account all of the considerations required to ensure you have all the angles covered. It is worth the effort to go through this kind of process if only to ensure that the processes adopted are thorough and will achieve the objectives required; far better to do that than to suddenly realise that the regime is totally ineffective due to lack of planning!

Cleaning Standards

The standard of cleaning required within any establishment will depend primarily on the needs of the customer. As you can appreciate, the needs of different customers will differ from building to building. Indeed, the cleaning needs will normally change from area to area within the same building.

It is generally accepted throughout the industry that there are five standards used. The following table will give you a better understanding of the standards required and how each is applied, depending on the area cleaned:

Area	Cleaning Category	Cleaning Standard
Hospital operating theatres, isolation units, intensive care units.	Near sterile	Highest possible standards of cleanliness and infection control.
Kitchens, toilets, hospital wards, wet changing areas, washrooms.	Hygienically clean	Highest possible standards of cleaning and appearance.
Entrances, foyers, receptions, guest rooms, meeting rooms.	Prestige	High standard of cleanliness and appearance.
Offices, corridors, stairs, landings, mess rooms.	General	Good standard of appearance and absence of soil.
Basements, workshops, boiler rooms, sluice rooms.	Basic	Tidy and free of visible soil.

The standards outlined can be achieved if the following points are considered:

- Correct selection of the method of cleaning required.
- Correct selection of the equipment and materials required for cleaning individual surfaces.
- Ensure that the cleaning is undertaken at the correct time of the day i.e. when there are fewer or no people present.
- Ensure that the standards are routinely and rigorously checked.

By far the most important consideration, when considering the standards of cleaning required, is the use of the correct cleaning methods incorporating the appropriate items of equipment and machinery.

These will depend on the following:

Customer Requirements

Before any cleaning can be undertaken, customers should have a clear idea of the standards to be achieved in each of the areas cleaned. Armed with this information, cleaning providers can then set about formulating an effective cleaning regime as well as having a good idea of the standards to work to and monitor against.

Building Usage

As we have already touched on, different buildings are used for different activities. It is also true that within all buildings, different areas have different uses. The usage of these individual areas will determine the cleaning methods, frequencies and standards required.

Materials and Finishes Used

In all buildings, there are a variety of materials used to manufacture fixtures, furniture and fittings. Also, these surfaces, along with the walls and floors are finished using a wide variety of materials. All of these have different physical and chemical properties and, as such, require the use of a variety of cleaning methods, equipment and materials.

Level of Soiling

Soil enters buildings in a variety of ways. Depending on the building type and surrounding environment, the type and level of soiling will alter between buildings. Again, this will directly influence the nature of the cleaning regime and frequencies required.

Level of Traffic

The amount of people using the building will lead to more soil entering the building and increased wear on the floors in particular. Obviously, this will determine the cleaning agents required and the level and type of floor maintenance procedures required.

Furniture Density

This will directly influence the speed at which the cleaning can be effectively carried out as well as the size and type of machinery and equipment that can be used efficiently.

Building Layout

The design of buildings is a major factor when considering cleaning. For instance, if the entrances are not protected with entrance matting, the level of soil entering the building will increase. Also, if the building has no lifts and steep narrow staircases, it may require you to provide additional or specialist equipment on separate floors, increasing your costs as a service provider.

Cleaning Frequencies

Now that we have outlined the various points to consider in order for you to confidently decide on the methods, equipment and materials to be used through the building, you can now start to think about the frequency of the tasks required.

The principal fact that will dictate the cleaning frequencies is the level of soil present. Generally, the higher the standard of cleaning required and the greater the amount of soil present, the frequency of cleaning required will increase.

Catagories of Frequency

The following frequencies can be incorporated within the overall cleaning regime to provide a consistent standard of cleaning and allow for periodic maintenance of floor coverings:

Routine

This describes any task that is carried out on at least a daily basis. These are usually carried out in areas where hygiene is important, such as toilets and washrooms. In certain, more critical circumstances, these can be cleaned on numerous occasions per day in order to maintain an acceptable standard of cleanliness and hygiene.

Check Clean

This could also be termed “clean as and when necessary” and allows operatives to make a considered judgement on whether a task needs to be carried out. For instance, if a room has not been used since it was last cleaned, it will obviously not require a full clean. In these circumstances, the operative should use the time saved elsewhere in the building. On the other hand, if an area is used

extensively, even during cleaning hours, it may be necessary to clean the same area on several occasions over a short period of time.

Weekly

These are tasks that need to be carried out at least once a week. It can also be used to describe tasks that are carried out two or three times a week i.e. scrubbing of floors.

Ad Hoc

These are tasks that are carried out as the need arises that may or may not form part of the routine cleaning regime i.e. cleaning of spillages, cleaning after floods and fires etc.

Periodic

These are tasks that are required on a less than weekly basis and include such tasks as stripping and redressing of floors, resealing of floors and deep-cleaning of carpets. This is usually used to describe tasks that are required to maintain the floor and wall coverings throughout the building.

Monitoring Standards

When the cleaning regime is in place and all operatives are fully aware of their individual and collective responsibilities, it is important that the standards achieved are monitored against the prescribed standards.

There are numerous ways that this can be done, from straightforward and simple paper tick sheets to complex computer systems that can be used to provide detailed statistical analysis on the performance of cleaners. The important thing to remember is that whatever system is used, any problems highlighted must be acted upon promptly and a record of defects and actions taken be maintained.

General Systematic Cleaning Tips

The order in which the cleaning is carried out in each area depends to great extent on the particular work situation. However, the following tips will help staff to ensure that cleaning is tackled systematically and the best use possible is made of their time:

1. Cleaner areas should be cleaned before dirtier areas in order to ensure that soil is not transferred around the building.
2. Cleaning should be carried out from top to bottom in order to avoid lower areas being splashed with dirty cleaning solutions. The notable exception to this is when walls are washed.
3. Cleaners should avoid walking on newly cleaned areas when carrying out cleaning. A working position that allows the cleaner to work backwards from the leading edge should be adopted wherever possible.
4. All work should be carefully planned before being undertaken in order to make best use of the operative's time.

The following basic workflow should also be followed:



NOTE: This basis of information is expanded upon further in the manual with information on equipment and materials and step-by-step guidance on the methods used for all cleaning tasks used

Common Terms

Before we get too involved with the individual sections, we will cover some of the common terms that are used or referred to throughout the manuals. This is to give you a better understanding of the processes involved, what each can achieve and what each cannot! This will also help you make better sense of the individual sections particularly those dealing with cleaning agents and infection control.

Let us look at the properties of the main chemicals used.

Detergents

Detergents are used to remove soil from the surface being cleaned and hold it in suspension within the cleaning solution in such a way that it prevents it from being re-deposited onto the surface. Detergents, by removing the soil on which bacteria lives, will go some way to disinfecting surfaces. However, detergents, in general, have no germ-killing properties.

Disinfection

Disinfection is the destruction of potentially harmful micro-organisms. It does not destroy all of the micro-organisms, but an effective disinfectant solution can remove just over 99% of the harmful bacteria present on a surface. Products that contain disinfectants include:

- Bactericidal Cleaners
- Sanitisers
- Acid Disinfectants
- Hypochlorites
- Active Chlorine

Sterilisation

Sterilisation is the process by which the all micro-organisms present on a surface are completely destroyed. Sterilisation can be achieved with the use of a chemical steriliser and heat, usually in the form of steam. More complex systems of sterilisation can also incorporate the use of radiation.

Sterilisation is only necessary in a critical medical environment, where the risk of infection is extremely high. For this reason, the use of sterilising techniques and procedures are not normally required and disinfection will suffice. Also, it is important to note that sterilisation must always be preceded by effective cleaning.

Pasteurisation

This process sterilises surfaces or equipment by subjecting them to very hot water or steam. The longer the time spent treating the surface, the more effective the process is. Again, prior to pasteurisation, all surfaces or items should be cleaned.