

Index

Introduction	Page 2
Service provision	Page 2
Infrastructure	Page 2
Hours worked	Page 2
Goods In/Out	Page 2
Help desk	Page 3
Sales process	Page 3
QA process	
Colour coding of Cleaning Equipment	Page 3
General cleaning activities	Page 4
Caretaking	Page 4
Porter Duties/ Janitor/ Housekeeping	Page 4
Specialist cleaning	Page 4
Body Fluids	Page 5
Sales process	Page 7
QA process	Page 7
Window cleaning	Page 8
Task scheduling process	Page 8
QA process	Page 8
Useful Documentation	Page 9

Cleaning Methodology and Processes (MAP) Manual

Introduction

This Manual relates to our cleaning specific processes and is authorised by the appropriate Managing Director. The use of this manual and its related procedures is mandatory, and should be followed in conjunction with the IMS manual [MFM\(M\)001](#) and appropriate Group documentation. Any changes to this document can only be authorised as detailed in the procedure [MG\(P\)270](#) - Document Control and Retention Procedure.

Service provision

The following unique services are covered in this manual;

- General cleaning
- Caretaking
- Porter Duties
- Specialist cleaning of high risk areas
- Window cleaning.

Infrastructure

Personnel

Single-site personnel

Generally one employee permanently assigned to a specific site who will clean the client's premises during client dictated hours, predominately in the evenings. These personnel may be classed as 'Lone Workers' and as such the procedure [MC\(P\)092](#) – Lone Working may apply.

Mobile personnel

These employees are generally reactive and not tracked (excessive hours will be noted on the 'Top earners report') Mobile personnel within some parts of the business respond to priority P1 or P2 calls received from the dedicated help desk. Most will carry out ad hoc work such as carpet cleaning, body spillages, needle picking, deep cleans e.g. Retail teams clean bakery filters, etc. They also provide absence and holiday cover.

Training provided for these personnel will be more advanced than that provided for single-site employees and may consist of specialist equipment and body spillage training.

Vehicles are checked periodically by the relevant line manager or 'ad hoc' by regional health & safety personnel to ensure serviceability using [MG\(F\)741](#) – Vehicle Checklist. The contents of the vans are checked by the relevant line manager to ensure the equipment is secure and correct and where appropriate any required documentation is available and current.

Hours worked process

If required employees will sign into a customer's premises and record the hours worked on his/ her time-sheet. The time-sheets are sent to the local office where they are checked by the relevant Line manager for accuracy. Where the facility exists within businesses the time-sheets are checked against vehicle tracking systems.

For those sectors of the businesses that use the 'Ezi-tracker' electronic tracking system, the employee will book into the job by phoning in their unique pin number. Upon completion of the work the employee will book out by phoning the same number. The duration of the time on site will be logged on a central database. Failure to log in or out results in a report being sent to the relevant line manager who will investigate to establish if it was a missed clean or the employee failed to log in or out.

Goods in/ out process

Cleaning & National Accounts:

Cleaning Methodology and Processes (MAP) Manual

All cleaning materials required for use by the employee are ordered through the relevant line manager or local office. If the delivery is over a certain limit they are delivered direct to the site by their nominated approved supplier, where the delivery is checked against the delivery note for accuracy. If delivered to the local office, once checked, they will be distributed by a mobile cleaner or the relevant line manager.

Retail

Cleaning materials required for use in customer premises are dependant on the size of the client's store. These are categorised e.g. Tesco Extra Category 1, by the Operations team responsible for that client and a monthly standing order is generated to purchase the items required.

Window cleaning:

All requirements are ordered through the Leeds office against a core list, which includes materials, specialist equipment and PPE. These invoices are signed off by the Regional Account Manager.

Help desk process

A help desk based at Bristol, which is part of a National call centre for businesses within MCEs operates in accordance with [MC\(P\)095](#) Call Centre Process to provide a reactive call out and complaints service. This is supplemented by a Northern help desk based in Leeds, which mirrors the Bristol process and supports operations based out of Knowsley, Salford, Tamworth and Leeds.

Sales process

Sales teams use [MC\(M\)004](#) - Sales Administration Manual and will follow the procedure [MC\(P\)020](#) - Sales.

Quality Assurance process

Quality Assurance (QA) is mainly carried out by the Account Managers using the VisionIT system. However some businesses and regions will use a paper format such as client specific KPI's or the form [MC\(F\)019](#) - Cleaning Inspection. Feedback to cleaning teams will also be given following these inspections. Information from the report will be collated and reviewed at periodic operations meetings.

Complaints received in the relevant offices are dealt with in accordance with [MFM\(P\)003](#) – Control of Non-conformities, Corrective and Preventive Action.

In addition informal or formal customer review meetings will be carried out periodically to discuss the KPI's and any other issues.

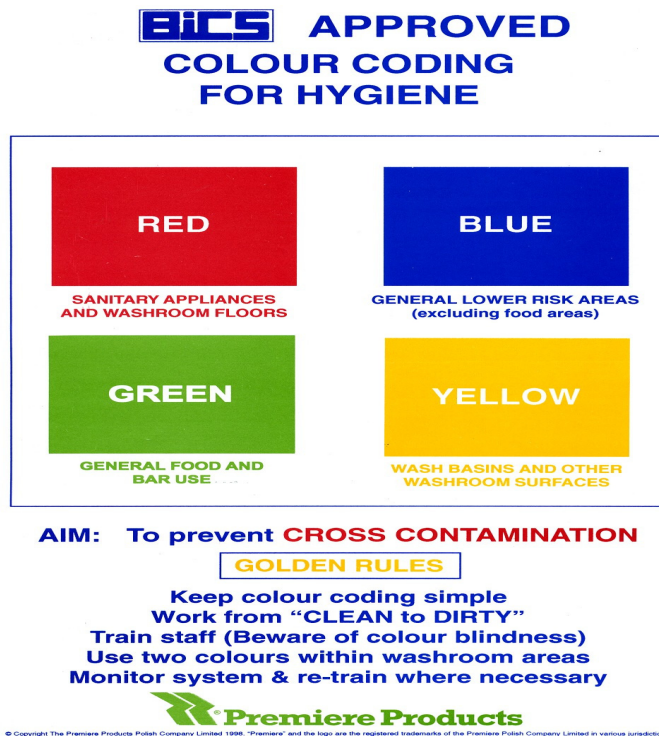
Colour Coding of cleaning equipment/ materials

The main principle behind the use of colour coding equipment and materials is to reduce the risk of cross contamination within the areas that are cleaned.

Cross-contamination

Cross-contamination is a significant issue for MITIE; thoroughly cleaning one area and then dragging dirt and germs into another area of the building defeats the purpose of cleaning.

One of the best ways to help reduce cross-contamination is to use colour code cleaning equipment so that certain tools and cloths etc are used only for certain tasks.



Training

It is essential that Client/Account managers and Facilities Managers ensure that personnel are trained in the correct use of the colour coded equipment and materials to try and reduce the risk of cross contamination.

General cleaning activities

These are carried out by either single-site or mobile personnel who will clean customer premises according to best practice as described by relevant trade associations such as; Cleaning Support Services Association (CSSA) and British Institute of Cleaning Science (BICS) with the use of generic or site specific method statements and/ or risk assessments.

Caretaking

Caretaking duties for commercial and local authority customers may require the employee to act as key holders on client's premises. In these situations they will be required to follow [MC\(Pol\)007](#) - Clients Key Holders Policy. Duties may include the following:

- Basic maintenance; Use of hand tools, painting, etc. All tasks must have a risk assessment and/ or method statement in place and be authorised by the Regional Healthy & Safety team.
- Pressure washing
- Cleaning tasks

Porter/ Janitor/ Housekeeping

These activities are provided for both commercial and local authorities and can be split into the following categories of tasks;

Porter Duties

Cleaning Methodology and Processes (MAP) Manual

- Moving furniture
- Setting up/ clearing meeting rooms
- General light tasks
- Service checks on toilets

Although these tasks are generally light duties some may require lifting and carrying large or heavy objects. Where this is the case, in addition to generic or site specific risk assessments, personnel will be required to follow [MG\(P\)215](#) – Manual Handling.

Specialist cleaning

These jobs are carried out according to site specific method statements and risk assessments. In addition to these the following process for Body Fluids cleaning should be followed;

Body Fluids process

Likelihood of infection

There is a possibility of contact with several infections including Hepatitis B and HIV however, following sensible precautions should be effective against infection.

Based upon existing research and knowledge of the virus there is very little, if any, risk of employees becoming infected with this virus through contact with an infected person? Everyday contact with someone who has HIV or AIDS is perfectly safe. Touching, shaking hands or hugging will not pass on the virus. Touch or sharing objects used by an infected person will not pass on infection, i.e. cups, cutlery, glasses, food, clothes, towels, toilet seats and door knobs. Sneezing or coughing will not pass on HIV. There is no indication that it will pass on through tears or sweat. Mosquitoes and other insects will not pass on infection.

However, the company recognises that there is a residual risk from exposure to blood spillages arising from accidents or other body fluids or from exposure to contaminated syringes. It is the company's intention to ensure that such risks are kept to a minimum.

General recommendations

Whenever blood, semen or other body fluids are to be mopped up disposable plastic gloves and an apron must always be worn and paper towels or disposable cloths used. These items should then be placed in a plastic bag and safely disposed of, preferably by burning. Clothing may be cleaned in an ordinary washing machine using its hot cycle.

Use an approved disinfectant* to kill HIV. The area in which any spills have occurred should be disinfected using this diluted with water as directed. Exercise caution as some approved disinfectants are corrosive and can be harmful to the skin. If direct contact with another person's blood or other body fluids occurs, wash the area with ordinary soap and water as quickly as possible. If the contamination involves the lips, mouth, tongue, eyes or broken skin then rinse with clean cold water and seek medical advice.

Note * See details of approved disinfectants at end

First aid

Some employees are naturally concerned at the possibility of infection when giving first aid. Advice to first aiders jointly issued by the Department of Employment and the HSE in their booklet, 'AIDS and Employment', states: 'First aiders should always cover any exposed cuts or abrasions they may have with a waterproof dressing before treating a casualty whether or not any infection is suspected. They should also wash their hands both before and after applying dressings.'

No case of HIV infection has ever been reported from giving mouth to mouth resuscitation ('the kiss of life'). It should not be withheld in an emergency.

Cleaning Methodology and Processes (MAP) Manual

Dealing with 'sharps'

'Sharps' is a general term applied to hypodermic needles, razor blades or other similar items that could easily penetrate the skin.

Remember - dangerously discarded used needles and syringes may be hidden in crevices and on ledges. Never stick your hand into these types of places. Check with an tool for the presence of 'sharps'. Treat ALL discarded needles and similar items as potentially infected.

If you discover a used hypodermic needle, syringe, or other used medical utensil - **do not touch it**. Sweep it into a dustpan. If available empty the contents into a 'sharps' disposal box (a safe sealable container), otherwise into a box and label the box 'Hazardous Waste'. If the 'sharp' has to be picked up due to its location then it should only be picked up by those wearing rubber gloves and using large plastic tweezers. Needles should only be picked up by the barrel. **NEVER** pick up a needle by the point because it may penetrate both gloves and skin.

Always take the Sharps Box to the site of the discarded needle - NEVER attempt to carry the 'sharp' to the box. This will safely store the needle so it can be carried away without risk to staff or members of the public. Everyone must be kept away from the site of an identified 'sharp'. The 'sharp'/tweezers should be placed in a 'Sharps Box'. Wash the gloves in hot soapy water before reusing them. Never dispose of a 'sharp' in way that puts others at risk. If the site has a 'sharps' disposal box - do not under any circumstances attempt to empty it (boxes are dealt with on a use and exchange basis). **If you are in any doubt what to do with the boxes on your site do nothing and seek advice.**

'Sharps' may be carrying infectious diseases - if you pierce your skin with one obtain immediate medical advice; notify your Supervisor or Area Manager. You must record the incident in the site Accident Book.

Dealing with spillages of blood and other body fluids

Equipment Required

- Cardboard scoop
- Plastic bucket
- Pairs of goggles
- Pairs of gloves
- Disposable aprons
- Approved disinfectant
- Disposable cloths
- Yellow waste bags and tapes
- Warning signs

If yellow waste bags are not available - use black bags - clearly labelled - 'CLINICAL WASTE' - SPECIAL DISPOSAL REQUIRED'

Procedure

- Obtain a body spillage kit and warning signs - Secure the work area by placing warning signs / cones / safety barrier to the front and rear of the work area
- Re-familiarise yourself with the MITIE body fluids leaflet and the COSHH Sheet for body fluids.
- Use the correct 'colour coded' cleaning equipment.
- Put on PPE appropriate to the spillage - The minimum PPE that must be worn is impervious gloves and a plastic apron. If the spillage covers a large area this may warrant using a disposable overall and goggles.
- Gently shake the Bioman powder over the body spillage, covering it completely. Leave for 2-3 minutes to allow it to solidify.
- Using the disposable scoop if necessary, scoop up any debris; use disposable towels to mop up, and place all of the items in the bio-waste bag. Finish off by applying a suitable disinfectant to the area.
- When the spillage has been cleared, make sure that all of the materials that have been used are placed in the bio-waste bag.

Cleaning Methodology and Processes (MAP) Manual

- Wash the goggles and place all of the disposable PPE in the bio-waste bag. Put the gloves in last.
- Replace the signs / cones in the store.

Disposal of 'sharps' and contaminated equipment

Regulations strictly control the disposal of waste. In particular, contaminated clinical waste is separated for treatment. It cannot be disposed of as general waste. The contaminated materials used to clean-up body fluids are classed as 'clinical' waste. Clinical waste must be placed in yellow plastic bags and may only be disposed of through authorised centres. To arrange the collection of waste or 'sharps' boxes - contact your Area Manager or Supervisor.

Recommended/ approved disinfectants

Do not mix these disinfectants with any other cleaning chemical and refer to the appropriate COSHH Sheet for additional precautions and requirements.

Screen

- Premiere Products
- Classification – Disinfectant/ Virucidal
- Dilution 1 part Screen to 25 parts of water

Bio-man 999

- Kinder Marketing
- Classification - Absorbent

COSHH Assessment for Body Fluids

Refer to relevant cleaning activities COSHH Assessment

Sales process

Any sales enquiries are passed directly to the General Manager who delegates a Surveyor to visit the site and carry out a survey. A risk assessment of the task will be carried out at the same time. The surveyor is then reviewed with the General Manager and a quote submitted, together with the task specification (Service Level Agreement) and any limitations.

If the quote is accepted it is posted against a 'One off job number' and the Operations department notified. They will arrange a time and date to carry out the work and confirm in writing with the client. A task pack is issued to the team delegated to carry out the job. This will consist of the following:

- Job Card
- Risk Assessment
- Method Statement
- COSHH Assessment
- Satisfaction Note

Quality Assurance process

In addition to the Control of Non-conformities procedure performance monitoring is carried out in the following manner:

Satisfaction Note

If the Satisfaction Note is not signed off the Supervisor will investigate. This will be logged as a non-conformance and escalated to the General Manager who will review to see if it is an isolated incident or a repeat issue.

Spot Checks

Cleaning Methodology and Processes (MAP) Manual

Supervisors carry out spot checks to ensure work is carried out to the customer's specification if applicable or the HVCA TR19 specification for ventilation ducting cleaning if appropriate.

Window cleaning

This is carried out by either single-site or mobile personnel who will clean customer windows in accordance with site specific method statements when cleaning windows at height or the below process when using telescopic poles. In addition Operators are to comply with the Group Policy [MG\(P\)206](#) - Management of Work at Height and the Group Instruction [MG\(P\)224](#) - Safe Use of Lifting Equipment.

Telescopic pole

- Check that the work area is free from obstructions and additional hazards.
- Inform the client representative that you are on site - obtain permission to proceed from the client representative.
- Make sure that all members of the team are familiar with the buildings and the work to be done and have read any site specific risk assessments and any applicable method statements.
- Put out warning signs to cordon off the work area.
- Obtain water and fairy liquid and place the bucket adjacent to work area where it will not cause anyone to trip.
- Work with both feet firmly on the floor and do not over reach
- Lather the window; blade dry, then wipe off excess soapsuds with a cloth (do not attempt to clean broken and/or cracked glazing).
- Check that the window is properly cleaned and free from runs and smears.
- Repeat these processes until all the windows have been cleaned.
- Dispose of dirty water down foul sewer drains - do not use a surface water drain. Wipe down all of the cleaning equipment and return to store.

Window cleaning teams will be issued with van packs, which will contain the following

- Satisfaction note
- Risk Assessment
- Method Statement
- COSHH Assessment
- Van asset register
- Driver check forms

Task scheduling process

Upon receipt of a contract from the Cleaning Sales Team the client's details are sent to Accounts to set-up the customer for invoicing purposes. The electronic scheduling system VisionIT is used and following manual input of the customer and visit details the system will automatically schedule the task. A Satisfaction note is produced that contains the following details:

- Client's name, address and postcode
- Description and frequency of task
- Date first visit due
- Name of 'Gang' to carry out job

The job must be carried out within 5 days either side of the scheduled visit or a breach of SLA is flagged to the relevant manager, who will investigate and action accordingly.

At the completion of any task the Satisfaction note is signed off by the customer and returned to the main office where its details are manually input into VisionIT, which then produces a new Satisfaction Note for the next scheduled visit.

Quality Assurance process

Cleaning Methodology and Processes (MAP) Manual

In addition to the Control of Non-conformities procedure performance monitoring is carried out in the following manner:

Satisfaction Note

If the Satisfaction Note is not signed off the Supervisor will investigate and action at the time ensuring the issue is closed off before leaving site. Should the Satisfaction Note not be signed by the client for any reason this will be escalated to the relevant manager to action.

Spot Checks

Managers carry out spot checks to ensure work is carried out to the customer's specification weekly or as required by the Service Level Agreement (SLA).

Useful Documentation

Group documents:

[MG\(Pol\)012](#) - Management and Control of Work-related Stress

[MG\(Pol\)015](#) - Drug & Alcohol Policy

[MG\(Pol\)020](#) - Corporate Responsibility Policy

[MG\(Pol\)502](#) - Induction & Probation Policy

[MG\(Pol\)504](#) - Performance Management Policy

[MG\(P\)206](#) - Management of WAH Procedure

[MG\(P\)209](#) - Risk Assessment

[MG\(P\)213](#) - Management of hazardous substances procedure

[MG\(P\)214](#) - Management of Noise at Work

[MG\(P\)215](#) - Manual Handling procedure

[MG\(P\)217](#) - Premises risk management procedure

[MG\(P\)223](#) - Plant and Work Equipment Safety

[MG\(P\)224](#) - Safe Use of Lifting Equipment

[MG\(P\)234](#) - Maintenance & Inspection of MITIE Work Equipment

[MG\(P\)238](#) - Sub-contractor Management

[MG\(P\)240](#) - Accident and Incident Reporting and Recording

[MG\(P\)241](#) - Accident and incident Investigation procedure

[MG\(P\)275](#) - Internal Auditing

[MG\(P\)264](#) - Site Waste Management Plan procedure

[MG\(P\)270](#) - Document Control and Retention Procedure

[MG\(P\)500](#) - Recruitment

[MG\(P\)501](#) - New employee screening procedure

[MG\(P\)502](#) - Induction and probation programme

[MG\(P\)503](#) - New starter procedure

[MG\(P\)504](#) - Performance Management

[MG\(P\)512](#) - Proof of Right to Work in the UK

[MG\(P\)520](#) - Learning and Development

[MG\(P\)740](#) - Fleet Management Procedure

[MG\(F\)213](#) - COSHH Assessment Form

[MG\(F\)217](#) - Workplace Checklist

[MG\(F\)218](#) - DSE Checklist

[MG\(F\)219](#) - DSE Workstation Register

[MG\(F\)220](#) - Fire Risk Assessment

[MG\(F\)234](#) - Equipment Record Card

[MG\(F\)240](#) - Accident and Incident Report Form

Cleaning Methodology and Processes (MAP) Manual

[MG\(F\)247](#) - Accident and incident investigation form
[MG\(F\)262](#) - Waste Transfer Note
[MG\(F\)501](#) - Employee Appointment Form
[MG\(F\)502](#) - New Starter Form – Salaried Staff
[MG\(F\)509](#) - Leaver Notification Form
[MG\(F\)521](#) - Learning & Development Record
[MG\(F\)524](#) - On Site Learning & Development Record
[MG\(F\)541](#) - Appraisal – Objective Based
[MG\(F\)542](#) - Personal Development Plan
[MG\(F\)543](#) - Personal Improvement Plan
[MG\(F\)544](#) - Appraisal – Work Based
[MG\(F\)545](#) - Post Offer Health Questionnaire
[MG\(F\)600](#) - New Vendor Request

[MG\(G\)001](#) - List of Group Documentation
[MG\(G\)215](#) - Manual Handling – a guide
[MG\(G\)231](#) – Vibration
[MG\(G\)900](#) - Incident Management Plan

MFM Documents:

[MFM\(Pol\)001](#) - QHSE Policy
[MFM\(Pol\)002](#) - QHSE General Policy Statement
[MFM\(Pol\)005](#) - Expenses Policy

[MFM\(P\)001](#) - Management Review
[MFM\(P\)002](#) - Integrated Communications
[MFM\(P\)003](#) - Control of Non-conformities, Corrective and Preventive Actions.

[MFM\(G\)001](#) - Review Meeting Agenda Guidelines
[MFM\(G\)002](#) - BMS Document List
[MFM\(G\)003](#) - Aspects and Impacts Register
[MFM\(G\)004](#) - H&S Law What You Need to Know
[MFM\(G\)005](#) - BMS Matrix of Procedures relating to Standards

MCES Documents:

[MC\(P\)020](#) - Sales
[MC\(P\)030](#) - Mobilisation and Contract Management
[MC\(P\)040](#) - Client Support Services
[MC\(P\)090](#) – Family Members
[MC\(P\)092](#) – Lone Working
[MC\(P\)094](#) – Vehicle Documentation Checks
[MC\(P\)095](#) – Call Centre Process
[MC\(P\)600](#) – Setting-up Employees Expense Account

N.B. For additional forms and method statements refer to [MFM\(G\)002](#) – BMS Document List