



ALTRET Industries Private Limited

Cleaning Operations Manual



AN ISO 9001, 14001, 18001 CERTIFIED COMPANY

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Introduction

Key features of the TRENDS cleaning chemicals include **effective and economic cleaning** for all applications. All TRENDS product are non-toxic or less –toxic and biodegradable. ALTRET provides all concern certifications to ensure quality products, ALTRET team is always ready to train your staff ensuring right application and optimum usage.

ALTRET focusing areas of cleaning application considering environmental management and sustainability. ALTRET is following ISO 9001 certified quality management system and also certified 14001 and 18001 which ensure environment, health and safety standard.

The cleanliness of any property or facility is an important component in the provision of clean safe care.

ALTRET -TRENDS vision clearly states that employees, guest, visitors have a right to be treated in an organization that meets the required levels of safety and quality. ALTRET makes sure that services will be provided in a clean and safe environment that is fit for purpose and based on best practice.

In order to meet these requirements, facilities, working buildings and properties are expected to provide and maintain a clean and appropriate environment that facilitates the prevention and control of healthcare associated infection. This manual may be of assistance in providing assurance that a property meets these requirements.

This guidance should be used as a starting point from which each site can develop their environmental cleanliness standards. TRENDS cleaning chemicals are Safe for

The user & The workplace environment

- Obligation to employees, consumers, patrons and visitors
- Limiting liability
- Reduce absenteeism caused by illness related to work
- Reduce costs related to accidents, worker's safety and compensation

Products that are safer for the environment are safer for people.

Cleaning Frequency:

- **Demand-oriented cleaning: Cleaning should be carried out according to the principle “as little as possible, as much as necessary”.**
- **Psychologically we feel that something is not clean unless it shines and has a pleasant smell.**

- **Cleaning with micro fiber cloth**

Micro fiber mops and cloths are made of composite synthetic fibers which are extremely fine, and which are engineered to have a large surface area. This gives a much greater effective cleaning capacity, and enables the extremely efficient removal of microscopic particles. The small size of the micro fibers enables them to reach into microscopic crevices in surfaces. Additionally, the micro fibers are naturally statically charged. This combination of electrostatic attraction and capillary action allows the removal of a far greater number of contaminant particles than conventional mops and cloths.

Many Facilities using micro fiber cloths have reported that the time taken to perform cleaning tasks has reduced with improvements in measured cleaning scores.

There are limitations on the use of micro fiber cloths. They are designed to be used dampened only with water, and therefore should not be used in conjunction with chlorine-based disinfectant cleaners. A separate cloth should be used for each patient area to minimize cross contamination. Micro fiber cloths are less effective when used on old and damaged surfaces because of repeated snagging and perform best in the routine maintenance of surfaces which are not heavily soiled. Micro fiber cloths are designed to be used as part of a well coordinated controlled cleaning system. I

Role of Water Quality for Usage of Cleaning Chemicals

Variety of water being used by for facility cleaning. Effectiveness of cleaning depends on water quality. Bore well water or hard water may influence poor performance. Normal tap water/ Soft water (Like portable water) is best for cleaning. Hard wader may leave marks on surfaces. Same way acidic water (DM) may influences corrosion specifically on metal surface.

Present of Bactria or other microbiological growth may gives faulty smells on property and influences sickness in building.

Equipment and materials required:

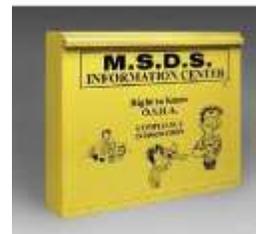
- a) Color-coded gloves;
- b) Cleaning trolley designed for use with micro fiber cleaning system;
- c) Dust-control mop and handle;
Damp-mopping mop and handle;
- d) Color-coded labelled container containing clean micro fiber flat mops;
- e) Color-coded labelled containers containing clean micro fiber cloths;
- f) High-dusting tool, with telescopic attachment if required;
Micro fiber sleeve for high-dusting tool;
- g) Color-coded dustpan and brush;
- h) Laundry bag for used micro fiber cloths;
- i) Laundry bag for used micro fiber flat mops;
- j) Labelled flip top bottles containing general purpose detergent or other cleaning product;
- k) Warning signs.

Method

- 1 . Wash hands and put on gloves.
- 2 . Plan work route and temporarily remove potential obstacles/ furniture to a new, safe location. (The area to be cleaned at one time should be no larger than half of a six-bedded patient bay.)
- 3 . Display Wet Floor signs.
- 4 . Decant the cleaning solution in the container provided with Micro fiber mop, in strict accordance with the manufacturer's instructions. (Do not mix chemicals and only use a cleaning product provided by your employer.)
- 5 . Assemble items to be used on the cleaning trolley: place clean micro fiber cloths in the color coded container. Place clean micro fiber flat mops in the colored mop container. Place net bags over the laundry bags ready to receive used cloths and mops.
- 6 . Impregnate mops with the correct amount of chemical (Asset) detergent, following the Cleaning Chemical's instruction.
- 7 . Begin by high-dusting the area, using the high-duster with telescopic pole and micro fibre sleeve.
- 8 . On completion of high-dusting, remove micro fiber sleeve and place in cloths laundry bag. Damp-dust all surfaces. Decant a small amount of Cleaning Chemical onto the surface to be cleaned and wipe with a Blue Cloth micro fiber cloth. Turn and refold the cloth each time the surface of the cloth being used becomes full of dust. As a guide, a standard sized cloth can be turned and folded so as to give eight effective cleaning surfaces. One cloth should normally be sufficient to clean each area or each room.

9. Work systematically from higher areas to low, taking care to damp-dust the edges and undersides of all surfaces after the tops.
10. Manually pick up any larger rubbish items such as sweet wrappers and tissues by using broom and dust pan.
11. Starting at an edge, mop the area using an overlapping figure-of “S” pattern, taking care to go right up to every edge. The mop head should remain in contact with the floor at all times.
12. Greasy deposits may require use of the cleaning solution. Spray a small amount of solution onto the soiled area and leave in contact for a short time, then repeat damp-mopping as above.
13. Return any items moved, to the clean surface when it is dry.
14. Move onto the next work area and repeat points 1-14 above.
15. On completion, clean and dry all
16. equipment and store safely and tidily in a secure storage area, segregated according to color-coding where appropriate.
17. Remove gloves and wash hands.

PPE





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Guide Sheet For Cleaning Office Area

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Step-1
PPE

1. Put on Gloves and Safety Glasses
2. Use Supplies, Equipment and Chemicals (TRENDS)
3. Place Caution Sign Around the Area



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Step-2
Dust and Clean

1. Dust Horizontal Surfaces with a clean finer cloth as needed



2. Empty rubbish bin and replace bin liners. Spot clean rubbish bin



3. Clean Exterior and interior of microwave with damp micro fiber cloth. Clean exterior of other appliances with micro finer cloth



4. Restock hand towel dispenser and condiments.



Step-3

Wipe

1. Use Presoaked Blue Micro Fiber cloth with neutral detergent (TRENDS)
2. Damp wipe counter tops and table tops with the (TRENDS)
3. Work top to bottom
4. Wipe chairs and furniture as required



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Step -4

Clean
Window and
Carpet

1. Clean inside window
glass and partition
glass if present

2. Spot clean legs of
chairs and tables

3. Vacuum carpet

4. Use vacuum
attachment on
furniture fabrics



Step-5

See Spots

1. Spot Clean entrance doors and cabinets
- 2 Spot clean walls
3. Spot clean Lift and other picture from in corridor



Step-6

Sweep

1. Pick up large debris and trash with a dust pan
2. Sweep the floor or vacuum
3. Damp mop the floor
4. Use Auto Scrubber



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Step -7

Inspect

1. Inspect your work
2. Do not remove work zone sign until the work is completely dry
3. Clean your equipment and Supplies
4. Return Equipment and supplies to store rooms.



Guide Sheet for Cleaning Bathrooms and Washrooms

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<p>Step-1 PPE</p>	<ol style="list-style-type: none"> 1. Put on Gloves and Safety Glasses 2. Use Supplies, Equipment and Chemicals (TRENDS) 3. Place Caution Sign Around the Area 	 
<p>Step-2 Dust and Clean</p>	<ol style="list-style-type: none"> 1. Dust Horizontal Surfaces with a clean finer cloth as needed 2. Empty rubbish bin and replace bin liners. Spot clean rubbish bin 	

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3. Clean Exterior of other equipment such as mirror, hand rails with micro finer cloth

4. Clean exterior of toilet, toilet seat and S band damp with damp micro fiber

5. Clean interior of toilet with brush and TCG

6. Restock hand and toilet dispensers and detergent



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**Step-3
Wipe**

1. Use pre-soaked micro fiber cloth
2. Damp Wipe toilet seat, mirror tops
3. Work top to bottom
4. Clean hand sink, interior of toilet bowl, shower tap and walls
5. Once cleaning cloth to be used in each room



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Step-4
Clean
Window

1. Clean inside
window glass and
partition if any



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<p>Step-5 See Spots</p>	<ol style="list-style-type: none"> 1. Spot clean entrance doors and cabinets 2. Spot clean walls 	
<p>Step-6 Sweep</p>	<ol style="list-style-type: none"> 1. Pick up large debris trash with a dust pan 2. Sweep the floor with Micro fiber 3. Damp mop the floor 	

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Step-7
Inspect

1. Inspect your work
2. Do not remove work zone signs until the floor is completely dry
3. Clean your equipment and supplies
4. Return equipment and supplies to the store rooms



Guide Sheet for Carpet Cleaning



Step-1

PPE

1. Put on gloves and safety glass
2. Use Supplies, Equipment and Chemicals (TRENDS)
3. Place Caution Sign Around the Area



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Step-2

Dust and Clean

1. Dust horizontal surfaces with a clean micro fiber cloth as needed
2. Vacuum carpet before cleaning
3. Rolls up mats
4. Place in a safe area so that no one will trip
5. Remove gum stuck to carpet with putty knife
6. Pick up loose trash and debris with dust pan
7. Move furniture around in necessary (GET HELP)



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Step-3

1. Make sure that extractor attachments are in working condition , cleaning brush is attached properly to carpet extractor
2. Fill the extractor with neutral detergent

Test if Extractor spray chemical through nozzles / jets



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Step-4

Spot Clean Carpet

1. If needed spot clean carpet first to remove marks or excessive build up
2. Spray neutral detergent on the surfaces and leave it to react
3. Scrubber with micro fiber blue cloth from outside to inside of the spot so that stain/ soil remains intact



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Step-5

Cleaning of carpet

1. With the drag wand, make a forward pass, lying down a stream of solution. Come back with the vacuum head on the drag wand and extract the solution you just put down.

Repeat this procedure on the next section of carpet. Be sure to overlap 2 or 3 inches on each pass.

2. Carpet Extractor works best in Backward movement

3. Spray chemical on the surface while walking forward and use vacuum dryer in backward movement

4. Do not walk on wet carpet

5. Let carpet to air dry

6. Leave Wet floor sign around carpet



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Step-7

1. Inspect your work
2. Do not remove work Zone sign until the floor is completely dry
3. Clean your equipment and supplies
4. Return equipment and supplies to the storeroom



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Work Health and Safety Task Sheets for Clean- ing Staff



SAFETY AT WORK

	<p>1. As you are on your feet most of the day, ensure that you wear comfortable non slip closed shoes.</p>	
	<p>2. When moving furniture or lifting heavy equipment, always bend with your knees, keeping your back as straight as possible.</p>	<p>Control Point - A Safe and comfortable working equipment for All staff</p>
	<p>3. If item is heavy to move alone , always ask for assistance or use trolley</p>	
	<p>4. Always wash your hand wear vinyl /rubber gloves and other protective equipment issued to you by your leading hand</p>	

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	<p>1. Make up your bottles of cleaning solution at the dosing station before starting work</p>	<p>Product- HSC / ECO SMART BCS / GC / TC /TCG CS/ CSP / SLR FRC/</p>
	<p>2. Do not attempt to force the wrong bottle in to the neck of the wrong dispensing unit at it will not connect. All the refill bottle in this system will only attach to the correct dispenser. Check that all the color coded bottles match the colors on the dispensers.</p>	
	<p>3. Discard or transfer any remaining chemical to another bottle. Fill empty bottles with water and then product.</p>	
	<p>4. Check the drip tray occasionally and empty when necessary.</p>	

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MAKING A CLEANING SOLUTION

SPRAY BOTTLES

	<p>1. Make up your bottles of cleaning solution at the dosing station before starting work</p>	
	<p>2. Do not attempt to force the wrong bottle in to the neck of the wrong dispensing unit as it will not connect. All the refill bottle in this system will only attach to the correct dispenser. Check that all the color coded bottles match the colors on the dispensers.</p>	

Multipurpose cleaner

<p>Bucket</p>		<p>TRENDS HSC</p>
---------------	--	-------------------

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	<p>1.Fill Bucket with hot water</p>	
	<p>2. Place the ladle beneath the diver mite dispenser, Press twice</p>	
	<p>Empty ladle contents in to bucket of water. Rinse ladle with water & drain contents in to bucket. Replace ladle on dispenser.</p>	<p>SAFETY</p> <p>Rinse & dry hands after use. For prolonged contact, protection of the skin may be necessary.</p>

USING CLEANING CHEMICALS SAFETY



1. All bottles of cleaning chemicals should be clearly labeled with the correct clout coded label. Always read the label for instructions how to use the product



2. Never mix cleaning chemicals together in one dispensing bottle

All Room care chemicals



3. Do not store cleaning chemicals above eye leveler at the level you must stretch as the chemical might fall down causing injury to you or another person.

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4. When Using cleaning chemicals always apply the chemical to cleaning cloth where appropriate. You should only apply the chemical directly onto surfaces when instructed to do so by your supervisor

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General cleaning Task Sheets for staff



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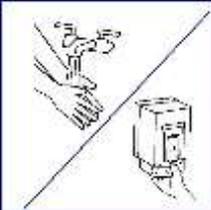


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Hand wash (How to clean)

	<p>1. Wet hands. Apply soap (1 push of depender)</p>	
	<p>2. Wash past wrists using brisk scrubbing motion for atlas 20second. Note focus on areas around, under nails, between fingers.</p>	
	<p>3. Rinse thoroughly with warm water</p>	<p>Trends Hand Wash</p> <ul style="list-style-type: none"> > Green Apple Gel > HG Cream > LEVO > Gel Fresh
	<p>4. Dry hands with a paper towel. Turn water off using paper towel.</p>	<p>If irritate occurs, cease use. Refer MSDS for further information</p>

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Cleaning Procedure

General Cleaning- Asset E1

	<p>1. MIRROR Apply Asset to a dry cloth and polish all mirror in the bathroom. Leave them free from smears and water marks.</p>	
	<p>2. CURTAINS Removes stains and mark with a cloth and asset. Wipe the curtain rail to remove marks. Arrange curtain when completed</p>	<p>Control Point</p> <ul style="list-style-type: none"> • Never Apply a chemical directly on wooden surface
	<p>3. Hand Basin Rinse the hand basin and spray Asset. Scrub basin with cleaning cloth. Rinse with clean water and dry.</p>	<ul style="list-style-type: none"> • Always spray the chemical on to your cloth
	<p>4. BATHROOM FLOOR Clean the bathroom floor using Asset solution. Work back towards the door</p>	<ul style="list-style-type: none"> • Rub the polish on to the grain of the wood until sheen develops

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Cleaning Procedure (DAMP CLEANING)

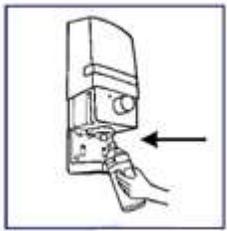
	<p>1. Fold the cleaning cloth in half and then half again. Spray Asset to the cloth.</p>	<p>Product - BCS/TC/TCG</p>
	<p>2. Wipe clean all hard surfaces e.g. picture frame, TV casing, window sills and the waste bin and skirting boards.</p>	<p>Supply -Soft cloth</p>
	<p>3. Do not spray the chemical directly on to the surfaces. Refold the cloth regularly to expose a clean surface.</p>	<p>Control point- Always spray the chemical on the cloth 2. Rub the polish on to the grain of the wood until sheen develops</p>

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DAMP Cleaning

Glass Cleaner

	<p>1. Remove spray trigger. Fill bottle with water up to collar.</p>	
	<p>2. Place bottle in dispenser</p>	

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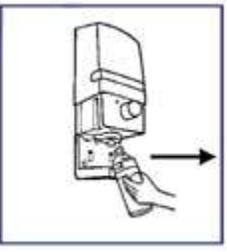
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	<p>3. Push button once</p>	
	<p>4. Remove bottle from dispenser, replace trigger and shake</p>	

SAFETY- Rinse & dry hands after use. For prolong contact, protection of the skin may be necessary.

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Glass & Telephone Cleaning

	<p>1. Fold the cleaning cloth in half and then half again. Asset on to the soft dry cloth</p>	<p>Product- GC/GC Plus /</p>
	<p>2. Clean all telephone paying attention to the mouth piece.</p>	<p>Supplies - Soft Cloth</p>
	<p>3. Clean all glass surface with a cloth and Asset such as mirror, glass topped tables and picture.</p>	<p>Control Point - 1. Never Apply chemical directly on the surface</p>

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4. Don not spray the chemical directly on to a glass surface.

2. Rub the polish on to the grain of the wood until sheen develops

PUBLIC AREA - Lobby Area & Entrance

	<p>1. Always wear personal protective equipment and have a correct product to clean area.</p>	<p>Product- GC/GC Plus</p>
	<p>2. Clean all glass entrance with Asset to remove any finger prints. Check this area regularly during the day.</p>	<p>Supplies/ Tools Cloth</p>
	<p>3. Spot clean the lobby areas, paying attention to glass surfaces, brass fittings, public telephones and guest lift.</p>	<p>Control point- All surface should be sparkling clean and free from rubbish.</p>

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	<p>4. Check that all standing bins/ ash trays are clean and remove litter on regular bases. Dispose rubbish in appropriate color coded bins.</p>	<p>Public are should be spot check regularly during the day to maintain high standard.</p>
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CLEANING PROCEDURE

PUBLIC AREA- lift and stairs

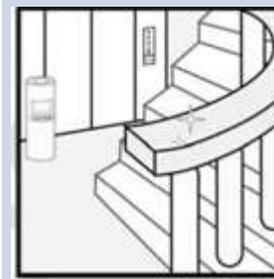
	<p>1. Spot clean door of the lift, removing finger prints and marks on doors with Asset regularly</p>	<p>Product- FM/GC/ SS Polish</p>
	<p>2. Polish mirror and glass surfaces regularly in the lift with a clean cloth and Asset. Leaving them streak free.</p>	<p>Supplies / Tools Cloth / Duster</p>

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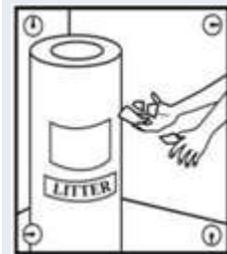
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3. Check the stairs and damp dust hard surface to remove the marks, paying attention to the banisters.

Control point-

Area should give a clean and pristine impression at all time to visitors.



4. Remove any litter which may have been dropped in the lift or the stairs. Remember to check all the public areas frequently as these areas give the guest the first impression of your Property.



Bathroom Cleaning Task sheet for staff

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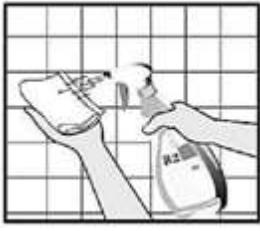
How to Clean

	<p>1. Wet hands. Apply soap (1 push of depender)</p>	
	<p>2. Wash past wrists using brisk scrubbing motion for atlas 20second. Note focus on areas around, under nails, between fingers.</p>	
	<p>3. Rinse thoroughly with warm water</p>	
	<p>4. Dry hands with a paper towel. Turn water off using paper towel.</p>	

SAFETY- If irritation occurs cease use. Refer to MSDS for further information.

CLEANING PROCEDURE

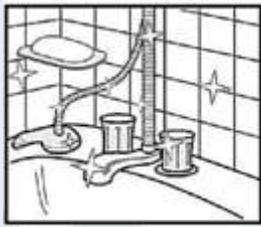
BATROOM CLEANING- TRENDS BCS

	<p>1. Spray BCS onto your cloth sponge</p>	<p>Product- TRENDS BCS</p> 
	<p>2. Thoroughly wash the bath and wall tiles with BCS to removes stains, marks and fallen hair. Pay special attention to traps, soap holders and plug holes and all other metal surfaces.</p>	<p>Supplies and Tools- Cloth, Sponge cloth Paper towels</p>
	<p>3. Clean the wash basin and vanity shelves with BCS, removing any marks. Check the plug and clean and free from dirt and hair.</p>	<p>Control point- Use different gloves and gloves for toilet cleaning</p>

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4. Polish all metal surfaces with dry cloth, leaving them clean and free from smears. Replenish all amenities.

Toilet & urinal should be free from soil.

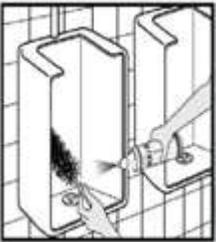
CLEANING PROCEDURE

PUBLIC AREA- Wash Rooms

	<p>1. Check all guest /public amenities such as hand towels, soap and paper are topped up regularly after use by visitor.</p>	<p>Product- TC/BCS</p> 
	<p>2. Clean the hand basin and vanity shelves with Vanish and damp red cloth. Pay special attention to taps, plugs and all metal surfaces. Checking they are free from hair and drips of water after use by visitor.</p>	<p>Supplies & Tools - Cloth Paper towels</p>
	<p>3. Always spot clean and tidy the rest rooms after use by visitor. Check that all fittings work properly and if not report to your supervisor.</p>	<p>Control point- Use different gloves for toilet cleaning Toilet & Urinal are free from soil.</p>

CLEANING PROCEDURES

PUBLIC AREAS- Restrooms, Toilet & Urinal Cleaning

	<p>1. TOILET CLEANING Flush toilet and apply TC/ TCG under the rim. Allow to activate for 2-5 minute. Scrub with the toilet brush and flush again to remove all traces of toilet cleaner.</p>	<p>Product- TCG/ BCS</p> 
	<p>2 Spray the product on to the RED cloth used only for toilet cleaning. Clean the seat, rim and outside of the toilet bowl removing all traces of soils.</p>	<p>Supplies & Tools</p> <p>Cloth for toilet cleaning Paper towels</p>
	<p>URINAL CLEANING Remove the urinal screen/ strainer. Clean and rinse with BCS in cold water. Squirt BCS in to the urinal and allow to activate for 2-5 minutes.</p>	<p>Control Point- Use different gloves and cloths for toilet cleaning</p>
	<p>4. Clean the inner and outer areas of urinal with BCS and a RED Cloth or sponge. Check the partition and walls around the urinal and removes all marks and stains. Rinse and wipe dry. Replace the screen/ strainers.</p>	<p>Toilet and urinals should be free from soil.</p>

Material Safety Data Sheets (MSDS) are one of the most important tools available to employers for providing information, and protection to workers from hazardous chemicals which are used in the workplace.

Material Safety Data Sheets (MSDS)



Classification of dangerous substances



N
Dangerous for the environment



O
Oxidising



C
Corrosive



E
Explosive



F+
Extremely flammable
F
Highly flammable



Xn
Harmful
Xi
Irritant



T+
Very Toxic
T
Toxic

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