



**ULTRA CLEAN**

Contract Cleaning  
Carpet & Upholstery Cleaning

# Ultraclean Training Programme

In Partnership With Hygenol

# Modules

1. Essential Product Knowledge
2. COSHH / Health and Safety
3. Safety Signs and 'Do Not Use'
4. Site Specifics
5. Manual Handling, Lifting And Working At Height
6. Machines / Equipment

# Essential Product Knowledge

## Module 1



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# Why do we clean?

To Improve the **Appearance of a Location**

To Improve upon **General Hygiene**

To Prolong the **Life of Furniture,  
Floors and other Surfaces**

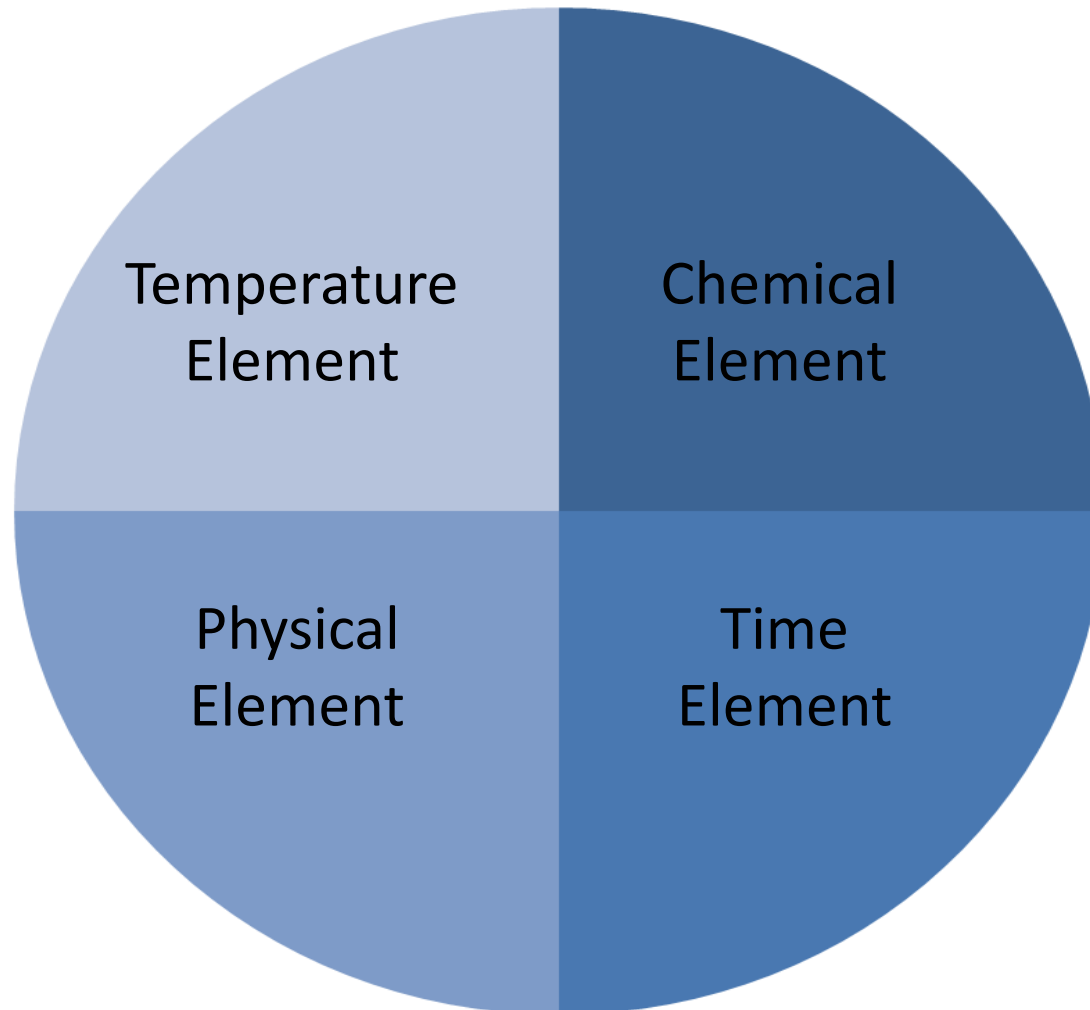


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# Four Elements of Cleaning

**There are Four Elements Critical to Cleaning:**





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# Chemical Labeling

**Always read and understand Product Labeling for better  
Efficiency and your own Health and Safety**

**Product labels contain:**

- Product Name
- Description of Usage
- Any Dilution Rates
- Health and Safety Information
- P.H Information
- Product Advisory Telephone Number





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# Chemical P.H Scale



**The P.H Scale shows us the Strength of Acid or Alkali in a Product. This is useful to see when choosing which product is suitable for a chosen surface**

Alkali Products when used correctly (check surface is compatible) can be used on floors.

Acid Products in general are harmful to floors and are mainly used for cleaning of toilet installations and to remove Lime Scale build-up (check compatibility).

Acids and Alkalis can be made neutral either by mixing one another e.g application of Vinegar (Acid) to a Alkali cleaned floor to bring to neutral. Otherwise neutral can be achieved by using water to clear the product away until a sufficient dilution is made.

P.H level may be measured on a surface using Litmus Paper, which where applied will turn Red if the surface is Acidic, stay the same if Neutral, or turn Blue with Alkali

# Colour Coding

## *What is Colour Coding?*

Colour coding is choosing colours for different areas which are then applied to cleaning materials such as Mops, Cloths etc.

## *Why use Colour Coding?*

Easiest way of keeping cleaning materials separate for different areas for both hygiene e.g stop use of a toilet cloth being used in a food environment and also for safety purposes e.g stop cross contamination on mop heads of different chemicals.

## *How to use Colour Coding:*

In the main Red is used only in Toilet & Washroom areas and Blue is used in other areas. However different companies may have their own schemes



**Saves Time!**

## Dilution Rates

Most chemical products are labeled with job specific dilution rates

Dilution rates are the recommended amount of product you should use compared to water e.g 1 to 300 would be 1 part chemical to 300 parts water

They are essential to understand as correct rates can: achieve the best results, less waste, make any monthly chemical ordering easier and will create a safer environment for you to work in

An Ounce-o-matic pump will dispense 30ml of Chemical so a 1to30 dilution could be approx. 1 Litre of Water (1000ml) to one 30ml pump. If a pump is not available a 5 Litre container top is roughly 10ml and could be used for mixing (always read Product Safety Datasheets regarding handling chemicals!)

# Example Chemical Product Application

PRODUCT	USE AREA	PACK SIZES AVAILABLE	MAIN USES	ADVANTAGES
Hygenol Green Daily Use Toilet Cleaner	Toilets and Washrooms	1L R.T.U (ready to use)	W.C's and Urinals	Directional Nozzle, Daily Use, Cleaner Deodorisor, Not Classified Hazardous
Hygenol Quick Clean	Toilets and Washrooms	750ml Trigger R.T.U & 5L Concentrate	W.C's, Urinals, Sinks, Taps, Tiles, Floor Coverings	Cleans, Disinfects and Deodorises, prevents limescale, not classified hazardous
Hygenol Ocean Blue All Purpose Cleaner	Toilets and Washrooms	750ml Trigger R.T.U & 5L Concentrate	All Hard Surfaces including washrooms	Neutral Bactericidal cleaner, for use on all hard surfaces, not classified hazardous
Hygenol Blue Acid Toilet Descaler	Toilets and Washrooms	1L R.T.U (ready to use)	W.C and Urinal limescale removal, stainless steel	Directional Nozzle, Prevents limescale, safe on stainless steel, good in shower areas
Hygenol Pink Floor Maintainer	Floor Care	5L Concentrate	Vinyl Floors, terrazo, marble, ceramics	Suitable for all hard surfaces, cleans and shines, not classified hazardous
Hygenol Lime Contract Hard Surface Cleaner	Floor Care	750ml Trigger R.T.U & 5L Concentrate	Vinyl, Sealed Wood, Tiles, Altro and Rubber	Extremely versatile, use on all hard surfaces, economical, not classified hazardous
Hygenol Aqua	Floor Care	5L Concentrate	Concrete, Quarry Tiles, Ceramics, Safety Floors	Powerful degreaser, industrial and catering useage, use on scrubber dryers
Hygenol Sky Blue Window & Glass Cleaner	General Housekeeping	750ml Trigger R.T.U & 5L Concentrate	Stainless Steel, Glass, Plastics, Tiles	Excellent Cleaner on Steel, Glass, Plastic, Tiles, Fast Drying, Not Classified Hazardous
Hygenol Furniture Polish (Lavender / Lemon)	General Housekeeping	400ml Aerosol R.T.U	Wood and most hard surfaces	High wax formulation, Produces brilliant shine, good fragrances
Hygenol Air Freshener Pot Pourri	General Housekeeping	400ml Aerosol R.T.U	Air Freshener	Highly effective application, deodorising action



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# COSHH / Health and Safety

## Module 2

# What is COSHH?

*Control  
Of  
Substances  
Hazardous  
(to)  
Health*

**COSHH is required by legislation and is  
controlled by the Health and Safety  
Executive**

## What is the difference between a Hazard and a Risk?

### What is a Hazardous Substance?













All substances have a RISK if misused or abused e.g  
Water = Drowning.

However some substances have specific HAZARDS  
which require precautions at all times








A Hazardous substance can be a Solid e.g Lead, a  
Liquid e.g Bleach, a Gas e.g Chlorine, a Dust e.g  
Asbestos, Electricity or a Microorganism e.g Bacteria. It  
is a substance which can harm our health

In terms of COSHH employers have duties to assess  
potential hazards from exposure due to handling of  
chemicals and products, to set up controls to ensure  
employees are protected as much as possible from  
hazardous materials, to review these controls and also  
to keep records of changes

# Haz-chem Symbols

	GHS-01	Explosives Self-reactive substances and mixtures, types A, B Organic peroxides, types A,B	 Explosive
	GHS-02	Flammable gases, aerosols, liquids or solids, Self reactive substances and mixtures, Pyrophoric liquids and solids, Self-heating substances and mixtures Substances and mixtures, which in contact with water emit flammable gases Organic peroxides	 Highly/ Extremely Flammable
	GHS-03	Oxidising gases, liquids and solids	 Oxidising
	GHS-04 NEW	Compressed gases, liquids and solids, Liquefied gases, Refrigerated liquefied gases, Dissolved gases	No Current Symbol
	GHS-05	Corrosive to metals, Skin corrosion, severe eye damage	 Corrosive
	GHS-06	Acute toxicity (Cat 1 - 3)	  Toxic/Very Toxic Harmful

**Haz-chem Symbols used on Labels to provide an indication that a product is Hazardous. Always read labels, datasheets and Observe Health and Safety Guidelines!**

	GHS-07 NEW	Acute toxicity (Cat 4), Skin and eye irritation, Skin sensitisation, specific target organ toxicity, Respiratory tract irritation, Narcotic effects	 Harmful/Irritant
	GHS-08 NEW	Respiratory sensitisation Germ cell mutagenicity Carcinogenicity Reproductive toxicity specific target organ toxicity Aspiration hazard	  No Current specific symbol Use either
	GHS-09	Hazardous to the aquatic environment	 Dangerous for the environment

From 1<sup>st</sup> June 2015, the Dangerous Preparation Directive (DPD) will be replaced by the new **European Classifying, Labelling and Packaging** regulations, also known as **CLP**. Under the European implementation of the United Nations Globally Harmonized System (UN-GHS), these regulations will change the way that all chemical products are classified and labelled, so it's important for us in the cleaning industry to know what these changes are and their impact before the new regulations come into force.

To help understand the new CLP regulations and what we need to do to comply, we have detailed below the most important aspects of the regulations.

### **The Objective and Impact of CLP**

In brief, consistent criteria for the classification and labelling of chemicals are being implicated as this provides better protection for both human health and the wider environment. Which is of benefit to us all. With this objective in mind, CLP introduces new and stringent hazard calculation rules and labelling requirements including:

- **Pictograms**

- **Signal Words** –

- Warning (indicating a less severe hazard)
- Danger (indicating a more severe hazard)

- **Hazard (H) and Precautionary (P) statements** – which will replace the Risk & Safety (R&S) phrases currently used

- **CLP outer labels** – which will be required for any product not classified for transport.

These changes will necessitate the re-design of all relevant labels for chemical products, and the update of existing Safety Data Sheets (SDS). The chemical formulations of products won't be changed as a result of CLP so the products remain the same. You should expect to see different or higher classification of chemicals as CLP regulations are stricter than those that are currently in place.

## CLP Hazard Pictograms

The new CLP hazard pictograms that you will see on chemical labels from June 1<sup>st</sup> are below. We strongly advise that you and your staff familiarise yourselves with these.

### Physical Hazards



Corrosive to metals



Flammable



Oxidising



Gas under pressure



Explosive

### Health Hazards



Health hazard



Corrosive



Serious health hazard



Acute toxicity

### Environmental Hazards



Hazardous to the environment

## What Will Happen on 1<sup>st</sup> June 2015

From the day that the CLP regulations are implicated 1<sup>st</sup> June 2015, all chemical products produced must be classified and labelled accordingly. However, chemical products labelled according to the old DPD regulations can still be traded and shipped until 1<sup>st</sup> June 2017. For end-users of products with DPD labels there are no deadlines on their storage or use. So you will be able to use up products that bear the old DPD labels and classification you must look out for the arrival of products with the new CLP labels and be prepared to use them.

### F.A.Q'S

To help you make sense of the new CLP regulations we have answered below some of the questions about the changes and how they may impact you.

#### **Will new PPE be required as a result of CLP**

As chemical products may be subject to re-classification under new CLP regulations it could be that a different type of PPE may be required to handle these chemicals as well as a different ways of working with them. It is essential to read and comply to all information regarding the new CLP regulations to ensure you use these products safely and as recommended.

#### **Will we have to change how we handle, Transport and Store Chemical Products**

Should the classification of a chemical product change under the new CLP regulations, there may be new requirements for its handling, transport and storage. To find out if this is the case you should consult the Safety Data Sheet and also consider any relevant local legislation.

#### **Do I need to change my workplace safety program**

It is the responsibility of employers to train their employees on CLP and ensure that all workplace hazard communication programs and training materials are brought up to date. Under the control of substances hazardous to health (COSHH) all persons at work need to know the safety precautions to take so as not endanger themselves or others through exposure to substances hazardous to health. When carrying out risk assessments ensure operatives are familiar with CLP regulations as they ensure that the hazards presented by chemicals are clearly communicated through classification and labelling of chemicals.

#### **Should I discard the chemical products I have that carry the DPD regulations on 1<sup>st</sup> June 2015**

This is not necessary as end users are still able to use chemical products that bear DPD regulations indefinitely. You should however be aware that from 1<sup>st</sup> June 2015 all new chemical products produced will be subject to CLP regulations, so gradually you should expect the labels and/or classification to be different where applicable on the chemical products that you currently purchase.

All the revised safety data sheets will be available on the Hygenol website prior to the 1<sup>st</sup> June 2015 [Hygenol website](#) and will be fully compliant with CLP, both the old and new sheets where applicable are illustrated side by side. Please remember the top 10 safety tips in relation to health and safety.





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## Top 10 safety tips in relation to health and safety

1	Always read the product label and follow the instructions for use. Always add the product to water.
2	Always use the appropriate personal protective equipment (PPE).
3	Never mix products as this can cause a chemical reaction.
4	Never put products into an unmarked container. Ready to use labels are available.
5	Never put products into bottles or containers with other uses, i.e. water or drink bottles.
6	Know where to find your Safety Data Sheet. Know who your first aider is and how to contact them.
7	Ensure all products are stored correctly. Keep chemicals away from children.
8	Always report any faulty equipment, spills or damaged containers to your supervisor.
9	Know and follow your company's standard operating procedures and follow safe working practices.
10	If you notice anything in your workplace that you think is unusual or dangerous report it to your supervisor.



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# Exposure to Chemicals

# Preventing Exposure and Protective Clothing

**If exposure to Hazardous material cannot be enclosed either fully or partially and ventilation is not applicable to the material, then personal protective equipment and clothing must be in place**

*Exposure can come from:*

*And can be prevented by:*

**SKIN CONTACT**

→ Keep Covered, Avoid Spraying Chemicals, Always Add Chemicals to Water. If high risk - WEAR GLOVES!

**EYE CONTACT**

→ Avoid Spraying Chemicals and Work away from body, below head height. If significant risk - WEAR GOGGLES!

**INHALATION**

→ Avoid Spraying Chemicals, Avoid using Hot Water. If Hazardous Material is sprayed - WEAR PROTECTIVE MASK and GOGGLES!

**INGESTION**

→ Always wash hands after using Chemicals. If ingestion occurs - GET MEDICAL ATTENTION !

**Some Hazardous materials have exposure limits (on product safety datasheets), these limits must be obeyed even if the above preventive precautions are taken! N.B ALWAYS Check equipment is in working order!**



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# Signs & Do Not Use

## Module 3



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## **‘Wet Floor’ Signs**

**Wet floor signs are essential to use when mopping or scrubbing areas as a legal requirement. If someone falls it may be possible for them to take legal action if a wet floor sign is not in place as well as it being beneficial for your own health and safety**



## **‘No Smoking’ Signs**



**No Smoking signs must be followed at all times. Where there are no ‘No Smoking’ signs present good judgement must be used as most places are classed as no smoking even though they are not posted. In many industries whole premises may be no smoking, including any outside areas - for safety reasons**

## Fire Signage



Fire exit signs show the best exit route should a fire take place. They are arrowed to show a route or sit above an exit door. Always follow fire exit routes in the event of a fire - unless blocked

Other fire related signs are self explanatory and are for general use when following general premises guidelines. For example 'Fire Door Keep Shut' are placed on doors deemed as fire walls - that when close slow a fire from spreading

## Hearing Protection & Misc. Signage

Other less common signage should always be taken seriously as they are placed for a reason. As below 'Wear Ear Protectors' most are easy to understand but it is essential that if you are unsure about safety aspects of an environment you work in - to contact your supervisor immediately



## ***Do Not Use*** Labels

**Any equipment may have a 'Do Not Use' Label**

**Equipment fitted with this label is not to be used and is either broken or dangerous**

**Make sure any equipment with a label, keeps its label until fixed or replaced**

**Immediately cease use of any equipment broken or dangerous and report to supervisor**



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# Site Specifics

## Module 4



## **First Aid and Fire Procedures**

**Make sure you know where any first aid kit is kept on site.**

**First Aid without a qualified 'First Aider' is only for very minor incidents e.g a small cut on a finger - if any serious accident takes place dial 999 or seek immediate medical attention.**

**If there is a person available on-site with First Aid qualification make sure you know who it is.**

**Remember to put any incident onto an accident report form(s) after it has taken place. This is a requirement.**





# Fire Action!

Your site fire procedures should as a mandatory requirement be available to you. It is essential that you understand what should happen in the event of a fire for your own safety.

If you actually discover a fire: If available operate the nearest fire alarm and attack the fire if possible with any available equipment - but **DO NOT** take any personal risks.

If you only hear the fire alarm:

1. A designated person will call the fire brigade but if in doubt anyone will call and it is possible to get to a telephone safely - lift the receiver, dial 999, give the operator your telephone number and ask for fire, when the fire brigade answer give the address distinctly, do not put the receiver back until the address has been repeated.
2. Leave the building and report to the person in charge at the assembly point.

**\*\*USE NEAREST EXIT AVAILABLE. DO NOT COLLECT ANY BELONGINGS. NEVER RE-ENTER BUILDING.\*\***

**Fire action**

**IF YOU DISCOVER A FIRE:-**

- a) Immediately operate the nearest fire alarm call point
- b) Attack the fire if possible with the appliances provided but do not take personal risks.

**IF YOU HEAR THE FIRE ALARM:-**

- c) [ ] will call the fire brigade immediately by exchange telephone, (Always call the fire brigade immediately to every fire or suspicion of fire)
  - 1 Lift the receiver and dial '999'
  - 2 Give the operator your telephone number and ask for FIRE.
  - 3 When the fire brigade replies give the call distinctly:-  
Fire at [ ]

**DO NOT** replace receiver until the address has been repeated by the FIRE BRIGADE.

- d) Leave the building and report to the person in charge of assembly point [ ]

**USE THE NEAREST AVAILABLE EXIT**

Do not stop to collect personal belongings  
Do not use the lift  
Never re-enter the building until authorised to do so.

# Manual Handling, Lifting and Working At Height Module 5



## Planning a Lift

**Before starting out it is important to plan any lifting and to use the right techniques. An easy way to plan a lift is to remember TILE ie:**

**T**

**TASK** e.g How far is the load to be carried?

**I**

**INDIVIDUAL** e.g Yourself and do I need help to carry the load?

**L**

**LOAD** e.g How heavy is it?

**E**

**ENVIRONMENT** e.g Is the route clear?



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## Accident / Injury Causes

**Top Heavy Bending; Occurs when people lift by pushing or pulling by keeping their legs straight and bending forward.**

**Trunk Twisting; Is when people lift and move items (over short distances) without moving their feet.**

**It is important to bear in mind that more than 25% of all accidents are from incorrect manual handling techniques.**

**Some Accidents are so detrimental that a full recovery is never made.**

## Best Practice Methods

**Use mechanical aids wherever possible if sufficient training has been given.**

**Get as close as possible to the load.**

**Test and then brake down a large load so it is easy to lift.**

**Wear sensible footwear to protect feet.**

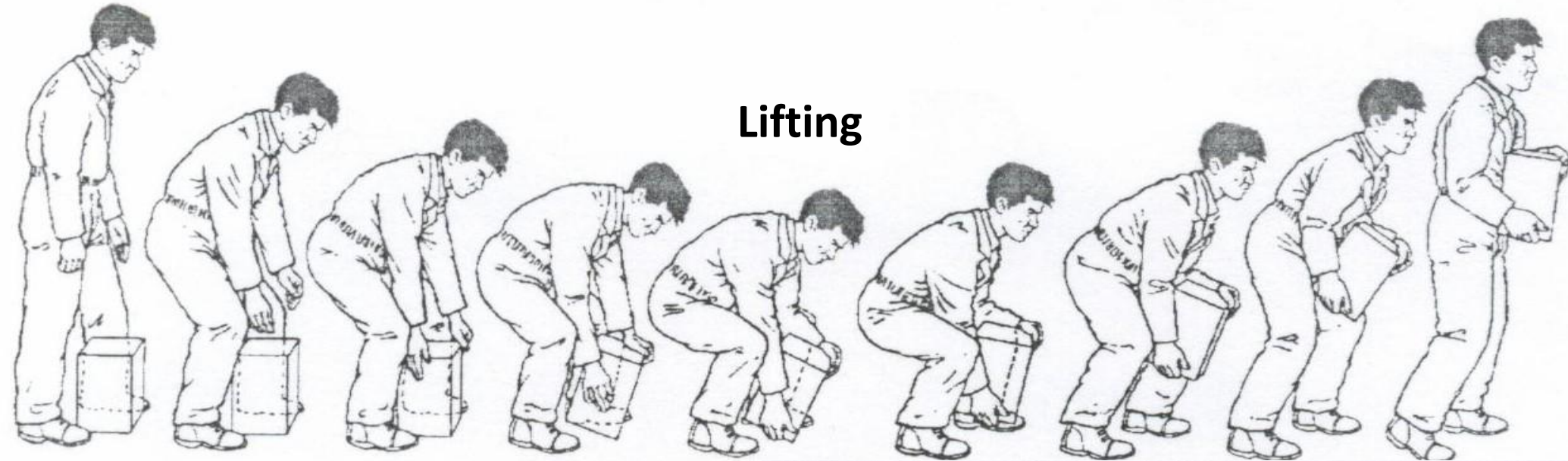
**Get help with indivisible loads.**

**Keep work areas tidy - so not to trip.**

**Never twist - Always move your feet.**

# Good Manual Handling Techniques

## Lifting



WRONG

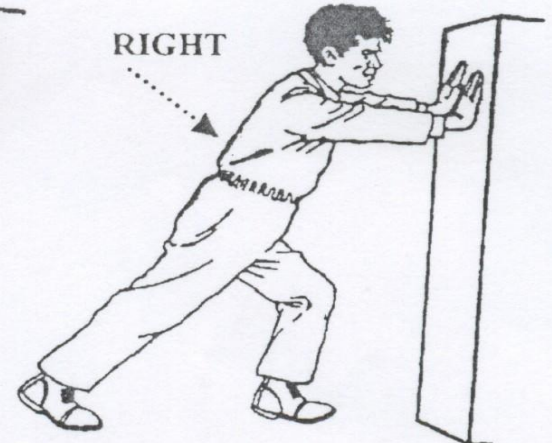
RIGHT



Pulling

WRONG

RIGHT



Pushing

# Working at Height

Staff must not work at height unless they have received the correct health and safety training. (e.g. Cherry Picker Licence).

Please follow our simple rules:

1. Do not climb on chairs
2. Do not use any step up unless you have received a risk assessment and this has been agreed by one of the Directors.
3. If you are asked to clean at height you must not do this until you have been given the go ahead by Ultra Clean.
4. Please ensure you use the correct PPE. **IT'S THERE TO PROTECT YOU!!**







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# Machines & Equipment

## Module 6

# General Procedures on Machinery and Equipment

It is important to remember **NOT** to use any Machinery or Potentially dangerous Equipment you have not been trained on

**When operating electrical appliances always check flexes and cables**

**Before using machines check they are safe and free from damage - Report to your manager any equipment you find unsatisfactory**

**A coiled up electrical cable conducts heat and can potentially start a fire - always make sure cables are fully unwound**

**Always wear appropriate footwear when using a machine**

**Make sure any consumables such as floor pads and other items are checked to be satisfactory to avoid damage to any machines**

**Equipment should always be kept clean for hygiene and safety purposes**



# Other Benefits Available

**Fully Personalised Site Training**

**Bespoke Product Usage Reports**

**Product Risk Assessments and Safety Datasheets**

**Site Health and Safety and Product Info Packs**

**Site Visits and Assessments**