

WELCOME TO QCC
HEALTH & SAFETY INDUCTION TRAINING

Quality Care Cleaning Ltd
Copley Hill Business Park
Cambridge Road
Babraham, Cambridge, CB22 3GN





STANDARDISATION



LEARNING HOW TO
BE SAFE AT WORK



SAFER AND CLEANER
WORKPLACE





HEALTH & SAFETY CLEANING INDUCTION

Why is this training important?



To ensure you know how to work safely



To help you achieve the high standards of cleaning expected



You have a contractual responsibility to implement the practise and techniques you have learnt today



WHERE TO START

- **What are you wearing?**

- ✓ You MUST Wear your uniform at all times
- ✓ No shorts/ skirts to be worn in laboratory environments.
- ✓ No open toe shoes or high heels to be worn at work

- **Wearing PPE** (*Personal Protective Equipment*)

- ✓ On some sites, it is compulsory to wear certain PPE.
- ✓ Your supervisor/ manager will issue you with the required PPE on induction.
- ✓ This may include items such as;

GLOVES

SAFETY GOOGLES

TOE CAPPED SHOES

LABORATORY COATS

HIGH VISIBILITY BIBS





YOUR ACCESS TO INFORMATION ON SITE

Emergency contact numbers
(Line manager/ security)

Health and Safety Manual

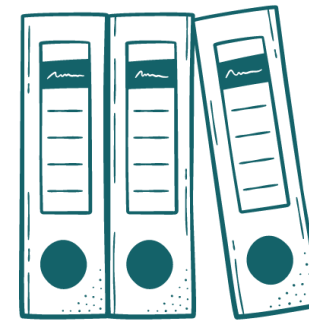
COSHH sheets

Risk Assessments

Accident Reporting Book

Cleaning Specification/ Job List

A site file is
located in each
building
cleaning
cupboard



QR code for the
digital site file
is located in
each building
cleaning
cupboard





POTENTIAL HAZARDS





SLIPS, TRIPS AND FALLS



WORK AREA

- Appropriate slip-resistant shoes
- Slow down
- Uneven surfaces, curbs & potholes
- Keep workspace clear and well lit



STAIRS

- One step at a time
- Hand free
- Limit your load



WET FLOORS

- Clean up
- Warning signs
- Be cautious



CORDS

- No electrical cords extended across a walkway
- Tie up cords
- Tape down or secure cords



LADDERS

- Use a ladder to reach up
- Correct ladder for the job
- Never step on the top platform





FIRE AND BOMB THREAT HAZARD

WHAT SHOULD YOU DO?

1. Raise the alarm (Breakpoint glass, shout “fire” etc.)
2. Immediately evacuate the building and go to assembly point.
3. Await further instruction from a fire marshal

Your line manager will now make you aware of

- ✓ Emergency exits – located throughout and signposted
- ✓ (Green luminated sign with exit symbol)
- ✓ Assembly points – Signposted “Assembly point”
- ✓ Alarm Points – Breakpoints located throughout
- ✓ Emergency door release – Green button at side of door





ELECTRICAL HAZARD

- ✓ Check your equipment before you use it
- ✓ DO NOT operate electrical equipment near water.
- ✓ DO NOT operate equipment you have not been trained to use.
- ✓ Report out of date PAT testing to head office.



EQUIPMENT CHECK

- ✓ Is the equipment visually free from damage?
- ✓ Is the lead free from damage & the plug is firmly fitted to the lead?
- ✓ When switched on, is the equipment operating as it would normally?

If the answer is NO, then do not use it Report any faults immediately!





CHEMICAL HAZARD

CHEMICAL SAFETY

1. COSHH (Control of substances hazardous to health) COSHH provides vital safety information regarding the use of the chemical & recommended procedures to follow in case of an emergency/ accident.
2. Only use the chemicals you have been trained to use by your manager/ supervisor at QCC.
3. Dilute chemicals to the advised strength.
4. Always fill buckets and spray bottles with water first and then add chemical.
5. Never transport chemicals when they are not contained/ sealed/ with a lid
6. NEVER mix chemicals
7. Keep chemicals in their original containers
8. Use PPE as required when dosing chemicals
9. You must not use the customer's chemicals, unless instructed by QCC management.





CROSS CONTAMINATION HAZARD

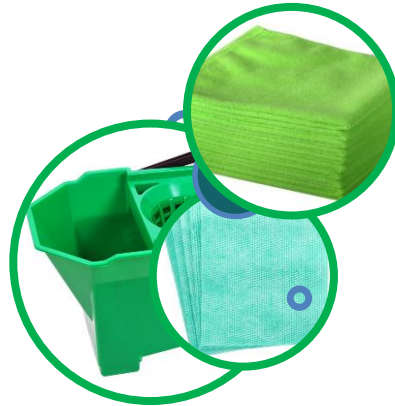
To avoid cross contamination we use a colour coding system for all cloths, mops and buckets.



SUITABLE FOR LOW-RISK
AREAS



OFFICE DESKS
GENERAL CLEANING
WASHROOM SINKS



GENERAL FOOD/ DRINK
AREAS



CANTEEN AREAS
KITCHEN AREAS



SANITARY FITTINGS &
WASHROOM FLOORS



TOILET BOWLS/ SEATS
& URINALS
WASHROOM FLOORS



LABORATORY AREAS



LABORATORY HAND WASH
SINKS
LABORATORY FLOORS





CORRECT USE OF CLOTHS

LAVETTES

- Use for wet clean
- Wash out after use, alternate with a dry cloth.
- Use correct colour
- To be laundered
- Estimated use for daily clean = 3 cloths per week per person



MICROFIBRE

- Use for buffing and dry wipe
- Wash out after use, alternate your dry cloth
- Use correct colour
- To be laundered
- Estimated use for daily clean = 2 cloths per week





WHAT IS ASBESTOS

“Asbestos is a naturally occurring fibrous material that has been a popular building material since the 1950s, inhalation of the fibres in Asbestos can cause long term damage to health”

YOU ARE PERFECTLY SAFE

- Quality Care Cleaning obtain asbestos records from our sites to confirm that it is safe to work on site.
- Asbestos is only dangerous when it is disturbed (drilled into, broken up etc.) and fibres become air bourne.
- The use of asbestos was banned in 2000, therefore buildings built after this time should not contain asbestos.





MANUAL HANDLING

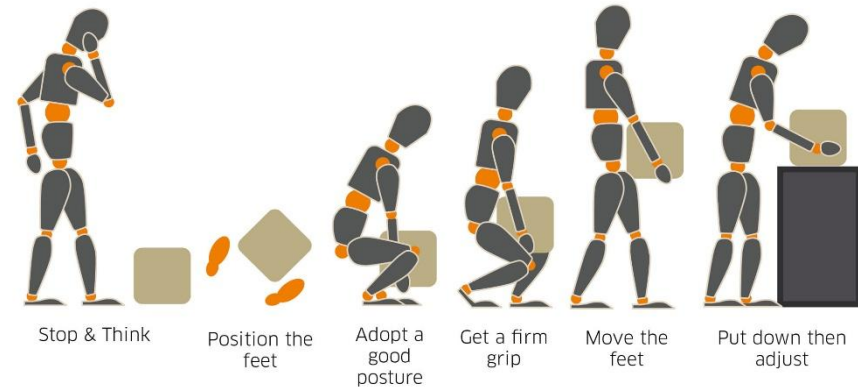
“involves the use of the human body to lift, lower, fill, empty, or carry loads”

MANUAL HANDLING SAFETY

- ✓ Think first, do you need help?
- ✓ Safe lifting does not always rely on brute strength but on good technique.
- ✓ Do not rush your work, ensure you are in a safe position when carrying out your duties.
- ✓ You will not be asked to lift anything exceeding 15kg by yourself, ask a colleague to help you.

CORRECT LIFTING TECHNIQUE

1. Keep back straight
2. Feet positioned shoulder width apart
3. Use the leg muscles
4. Keep load close to body
5. Tuck elbows



WEIGHT LIMIT FOR SINGLE PERSON

Men Standing position	25Kg
Men Sitting position	5Kg

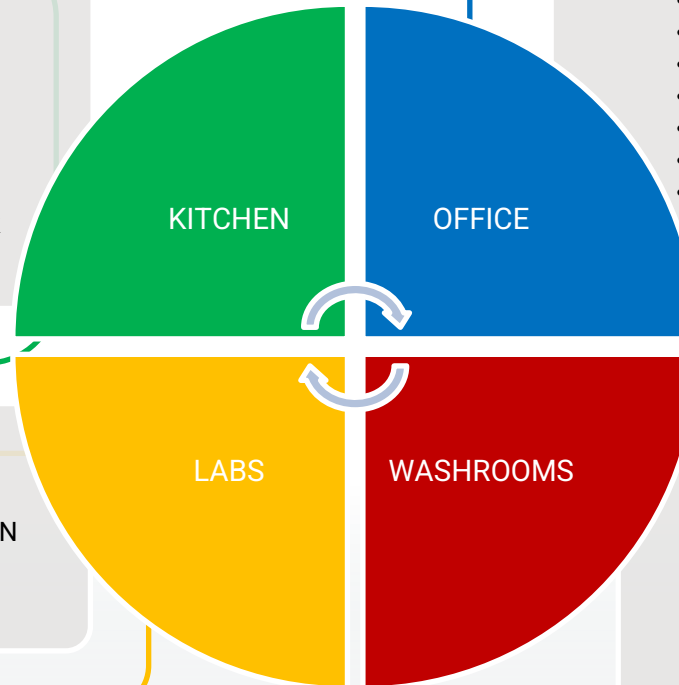




CLEANING

- Clean behind/ under appliances where possible.
- Damp wipe/ buff appliances (externally)
- Remove tea stains from sinks with recommended chemical and buff dry (*Do not use scourers or abrasive pads*)
- Descale taps/ sinks weekly to keep them shining
- Use your cleaning warning signs.
- Use green cloths/ buckets/ mops
- Check your electrical equipment before use.
- Do not create additional trip hazards, i.e Park your equipment safely & plug in the nearest socket

PLEASE SEE LABORATORY INDUCTION SECTION



- Tuck bins liners/ knot at the back
- Push chairs neatly under desks
- Align keyboard/ mouse neatly on desk.
- Use all tools available i.e. flick duster
- Walk round and check your work!
- Use your cleaning warning signs.
- Use blue cloths/ buckets/ mops
- Check your electrical equipment before use.
- Do not create additional trip hazards, i.e Park your equipment safely & plug in the nearest socket

- Remove hairs/ debris with toilet paper first.
- Clean toilet / urinal first with wet red lavette cloth & buff with dry red micro fibre.
- Descale toilets once weekly to remove tide marks.
- Check behind cubicle doors
- Use your cleaning warning signs.
- Wear nitrile gloves when cleaning toilets
- Use red cloths (toilets, urinals, pipework) & blue cloths for all other general areas.
- Use red mop/ bucket for washing toilet floors.
- Do not empty sanitary waste bins or nappy bins.
- Wash hands when toilet cleaning is completed.
- Walk round and check your work





WASTE BINS

There are multiple types of waste that you will encounter across our sites. It's important to know which waste goes in which bin to ensure we are adhering to our environmental responsibilities and campus rules.



DRY RECYCLABLES
Cardboard, Paper, Tins
Blue Bin, Clear Liner



GENERAL WASTE
Wrappers, plastics,
Green Bin, Black Liner



FOOD WASTE
Food, Coffee beans,
Black Bin, Green Liner



CLINICAL WASTE
Clinical waste ONLY
DO NOT COLLECT





DEALING WITH BODILY FLUIDS AND SPILLS

If you find evidence of a bodily fluid in an unintentional place such as the floor, which would require the handling of the bodily fluid, treat this as **POTENTIALLY HAZARDOUS**.



WHAT ARE SPILLS?

A spill could be defined as an un-identified liquid or solid.

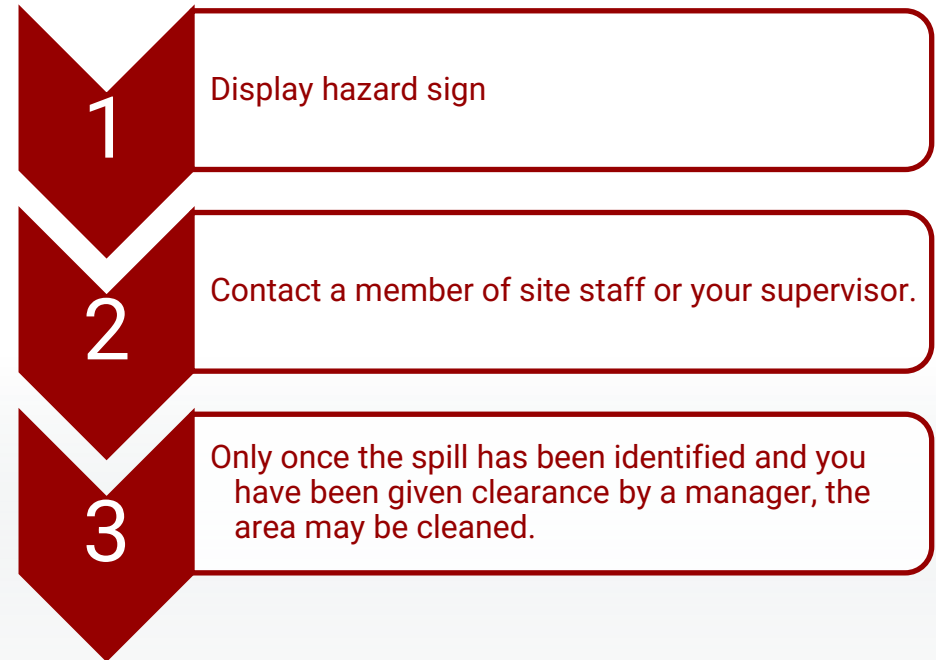
Where might you find a spill?

- Washrooms, corridors, laboratories, kitchens etc.

Why shouldn't you clean it up?

- The spill could be dangerous / harmful.
- Negative reaction with the cleaning chemicals we use.
- Risk spreading the issue when using your cleaning equipment

What to do when you find an unidentified spill





DEALING WITH BODILY FLUIDS AND SPILLS

WHAT TO DO WHEN YOU FIND BODILY FLUID

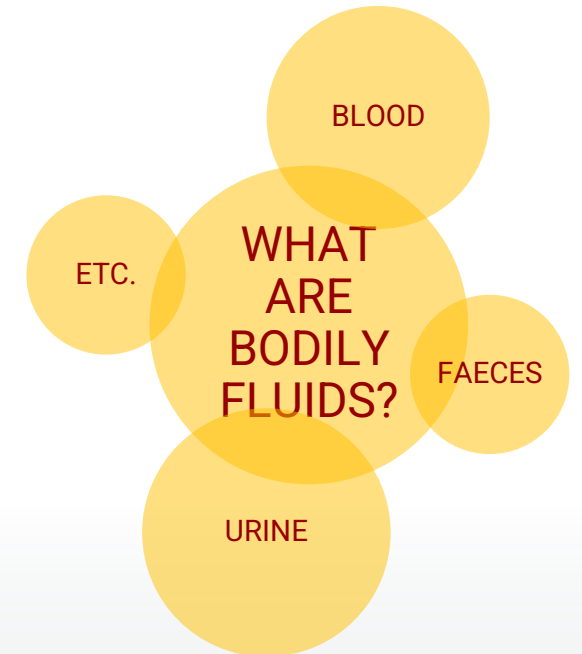
- 1** Contact a member of site staff and your supervisor/ line manager (incidences are recorded/ monitored at head office)
- 2** You may clean up the bodily fluid with permission and instruction from line manager.
- 3** The client may wish to clean it themselves, or we are able to provide a specialist team who have completed specialist training to carry out the correct disposal and clean of the area.

PROTECT YOURSELF!

Wear appropriate PPE when cleaning toilet areas (ie double glove)

Wash hands after cleaning

Avoid consumption of food or drink when cleaning





SHARPS POLICY

Sharps include needles, razor blades, broken glass or other items that may cause a laceration or puncture.



- NEVER directly handle/ pick up any needles, syringes, razor blades.
- Always report any "Sharps Concerns" to you line manager, only clear sharps using a dustpan and brush when instructed by your line manager.
- NEVER place sharps or needles into plastic waste bags . Always place sharps waste in a designated sharps bin.
- NEVER put hands into the bins to pick waste out or push waste down.
- DO NOT pick up broken glass with hands, use a dustpan and brush.
- Staff should cover any cuts or open legions on exposed areas of the body with waterproof dressing.

PREVENTION OF SHARPS INJURIES



INJURIES AT WORK AND FIRST AID

STEPS

1. In the case of emergency – contact First Aider or 999

2. Use first aid box for minor injuries

3. Record all injuries in QCC accident reporting book

4. You **MUST** report any near misses, incidents or accidents to your line manager immediately

Location of first aid box

Who is your first aider?

Emergency contact number

Location of accident reporting book

MAKE SURE YOU KNOW





LONE WORKING

Lone workers are those who work by themselves without close or direct supervision.

Are you a lone worker?

**IF YES, PLEASE NOW COMPLETE YOUR LONE
WORKER RISK ASSESSMENT WITH YOUR MANAGER**





DO YOU HAVE ANY QUESTIONS?

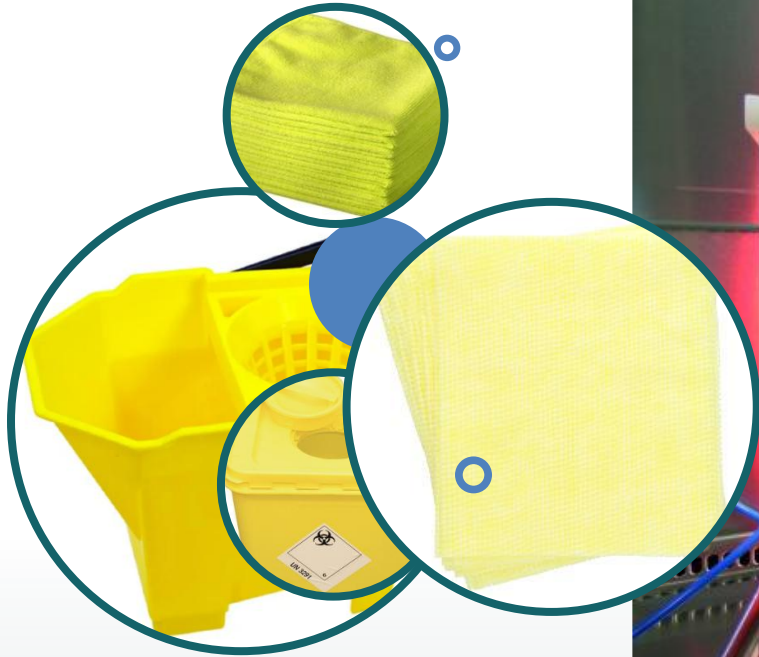


Please feel free
to ask any questions!





QUALITY CARE CLEANING LTD
COMMERCIAL CLEANING SERVICES



LABORATORY INDUCTION



ADDITIONAL HAZARDS TO FIND IN A LABORATORY



HAZARDOUS
CHEMICALS



BIOLOGICAL
AGENTS



RADIOACTIVE
MATERIALS



FLAMMABLE
LIQUIDS



DRY ICE



LIQUID NITROGEN



HAZARDOUS
WASTE



USE OF LASERS



ELECTRO
MAGNETIC FIELDS





YOUR SAFETY IN LABORATORIES



ALWAYS wear correct PPE



ONLY clean the areas you have been instructed to clean



Strictly no eating, drinking, smoking or chewing gum in any laboratory environment



Remove gloves & wash hands regularly and again before you leave the lab



If you are not sure, then ASK!





RESTRICTED CLEANING

What to clean?

Clean laboratory floors

Clean hand wash sinks only

Removal of waste

What NOT to clean?

NO ACCESS to restricted areas

DO NOT touch

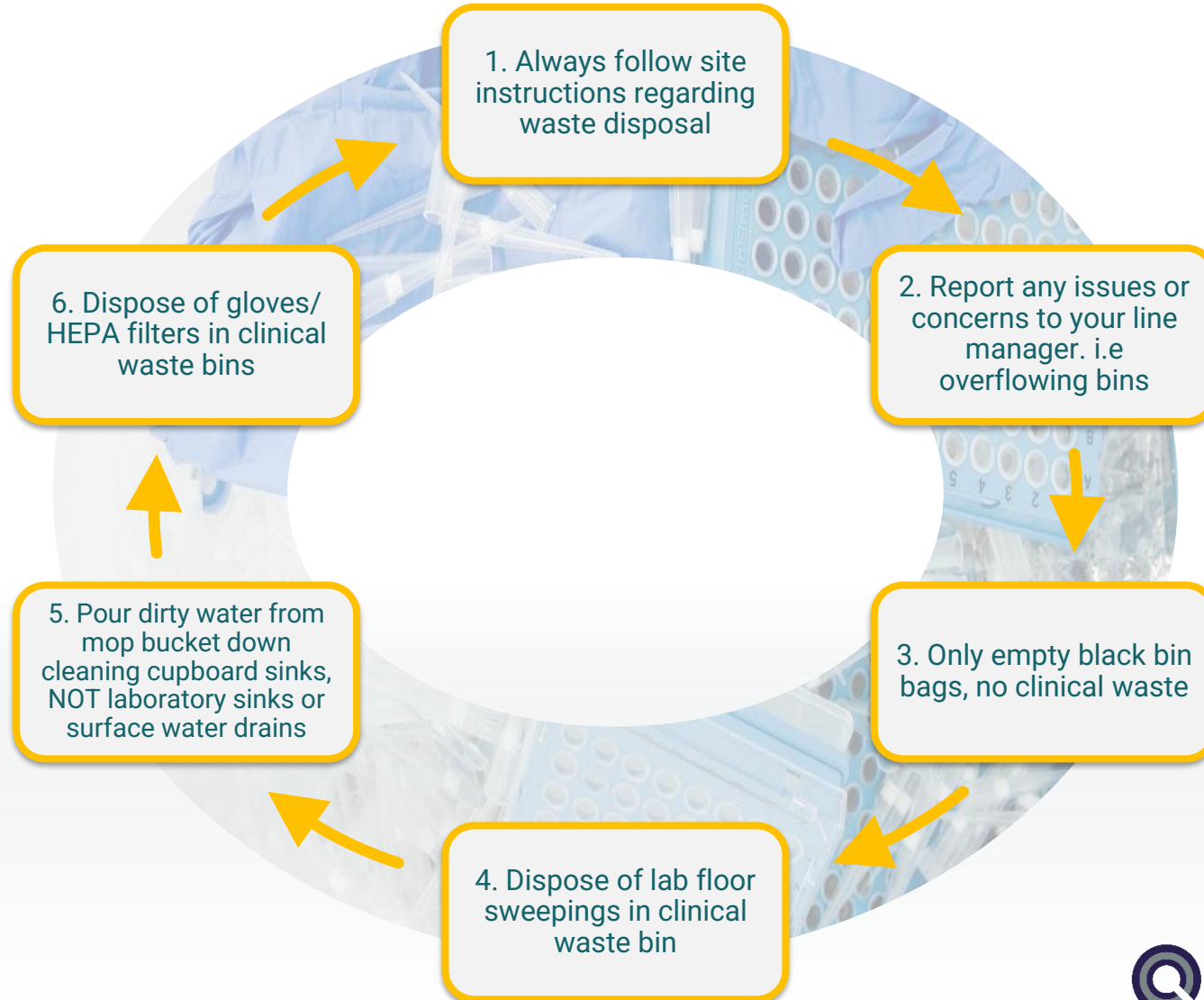
Lean, rest against or sit on;

- Laboratory equipment
- Laboratory machinery
- Laboratory work benches
- Laboratory sinks
- Contaminated waste bins





LABORATORY WASTE MANAGEMENT





CONTACTS

During office hours (9am-5pm)

Contact client facilities team/
security/ line manager

You can contact on site security using a landline on site by dialling 1111

Out of hours (5pm-1am)

Site Supervisor

Out of hours (1am-9am)

Line Manager/Site Security





QUALITY CARE CLEANING LTD
COMMERCIAL CLEANING SERVICES



SUSTAINABILITY



ENVIRONMENTAL AWARENESS

ENVIRONMENTAL MANAGEMENT



We promote environmental management policies and practises throughout the Company and to Clients.



As a minimum we comply with the requirements of relevant guidance and legislations



We reduce, and where practical prevent pollution



We adopt targets for improving environmental performance



We ensure a sound understanding of current environmental performance





ENVIRONMENTAL AWARENESS

ENVIRONMENTAL MANAGEMENT



REDUCE WATER USAGE

- Report maintenance issues to our clients such as leaking taps, showers, toilets etc to reduce the wastage of water.
- Use water sparingly i.e only half fill buckets, water fed flat mopping



REDUCE ENERGY CONSUMPTION

- Staff to turn off lights when they are not in the area, turn off appliances, equipment and computers when they are not in use to reduce the consumption of energy. (Computers on clients site not to be touched by cleaning staff)



MINIMISE WASTE, MAXIMISE RECYCLING

- Segregate waste if applicable to your site





ENVIRONMENTAL AWARENESS

ENVIRONMENTAL MANAGEMENT



USE OF BIODEGRADABLE CLEAR WASTE SACKS

- QCC uses biodegradable clear waste sacks
- QCC uses compostable food waste sacks



NO BLEACH

- QCC does not permit the use of bleach and instead uses safer, effective alternatives



CONCENTRATED CHEMICALS

- We use concentrated chemicals to reduce our carbon footprint. Please ensure that you are using the dosing system appropriately





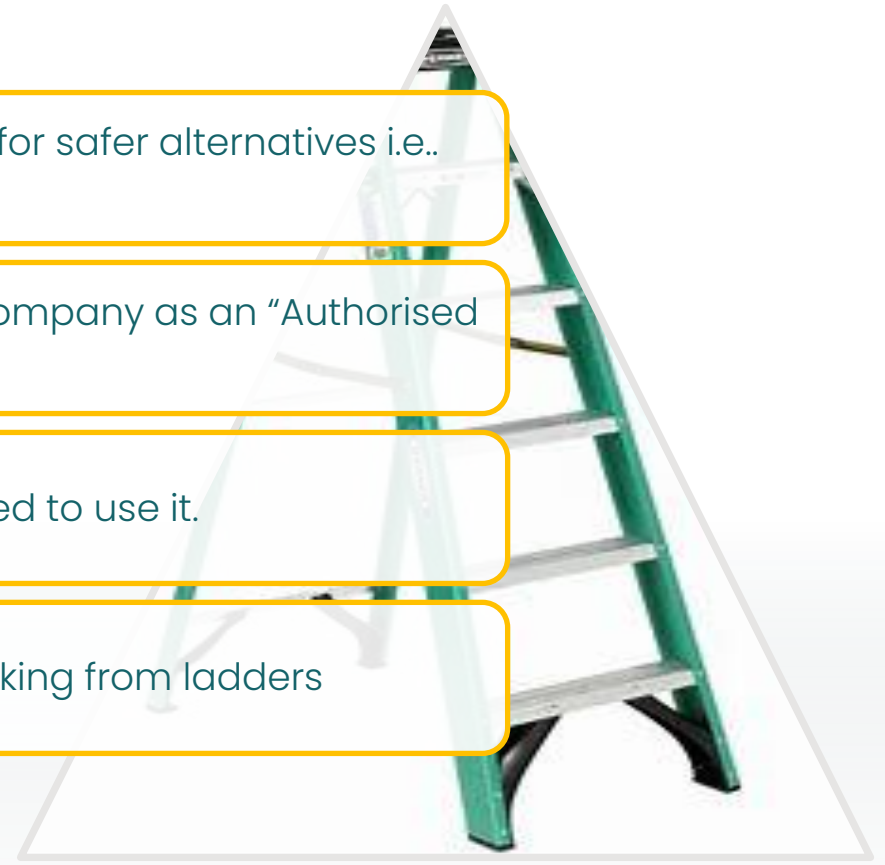
LADDER SAFETY

Using a ladder should not always be your first choice. Look for safer alternatives i.e.. reach and wash

You may only use a ladder at work if you are listed with the company as an "Authorised ladder user"

NEVER use a ladder if you have not been trained to use it.

ALWAYS use safe working practise when using or working from ladders





LADDER SAFETY

THE LADDER

ALWAYS carry out a check on your ladder before use.

All QCC ladders are inspected regularly and labelled with a colour coded tag to indicate last inspection.

If your ladder is damaged in any way, DO NOT use it, report it immediately and label it out of order.

ALWAYS lean your ladder at an angle of 1 to 4





LADDER SAFETY

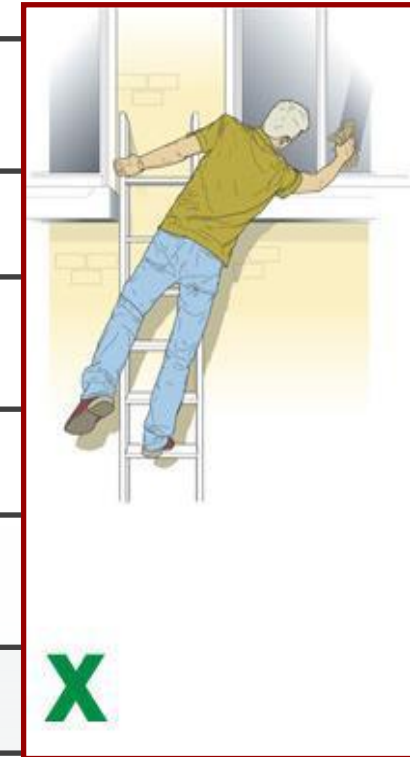
WORKING POSITIONS

ALWAYS Maintain 3 Points of contact to the ladder

If you have to use two hands for a job a fixing should be put in place

ALWAYS face the ladder when climbing or descending

If your lean a ladder against a wall, use a covering on the top block to avoid marking the wall

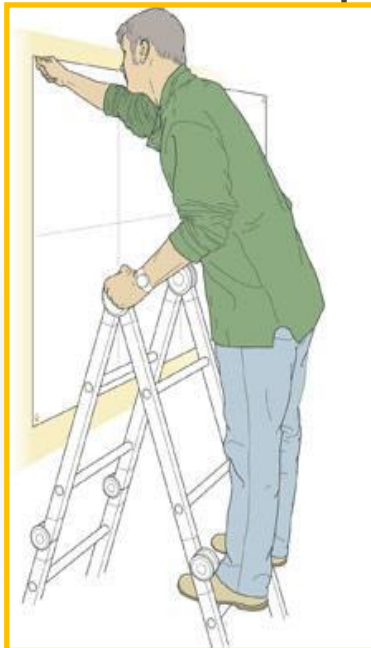




LADDER SAFETY

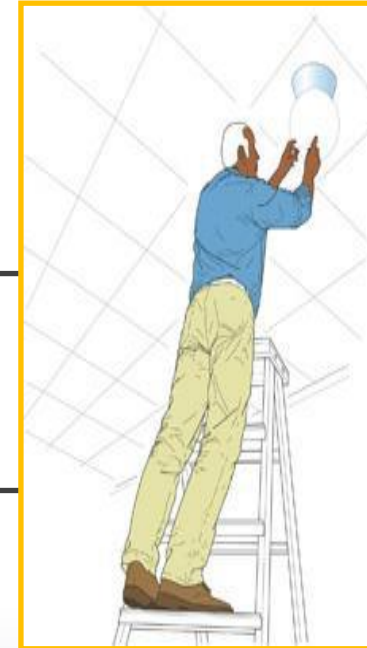
WORKING POSITIONS

IS YOUR LADDER THE RIGHT SIZE FOR THE JOB?



Whatever height you work at, you must leave the recommended number of rungs above your working height

ALWAYS leave 2 x clear rungs.
Don't work any higher on this type of step ladder



ALWAYS leave 3 x clear rungs.
Don't work any higher on this type of step ladder





LADDER SAFETY

WORKING POSITIONS

WHEN 2 IS NEEDED



Correct - steps facing work activity

If your work requires the use of the ladder in a sideways position, YOU MUST buddy up for extra support



Incorrect - steps side-on to work activity





LADDER SAFETY

LADDER CHECKS

Stiles need to be in good condition (DO NOT USE if they are bent or damaged in any way)

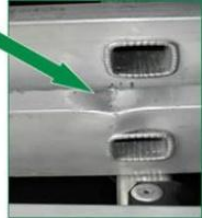
Check the feet on the ladder (DO NOT USE if they are missing or worn)

Check the rungs on the ladder (DO NOT USE if they are damaged or missing)

Check the locking bars on the ladder (DO NOT USE if the fixings are loose or bent)

Check the step ladder platform (DO NOT USE if it is bent, damaged or contaminated)

STILES



FEET



RUNGS



PLATFORM

