

**CITY OF PEORIA
CONTRACT**

18-19 C

This agreement, made and entered into this 1st day of July, A.D., 2019 by and between the City of Peoria, a municipal corporation, party of the first part, and PHD Services, 519 Abington Street, Peoria, IL 61603, his/their executors, administrators, successors or assigns, party of the second part.

WITNESSETH: That for and in consideration of the payments and agreements mentioned in the proposal hereto attached, to be made and performed by the party of the first part, and according to the terms expressed in the bond referring to these presents, the party of the second part agrees with said party of the first part, at his/their own proper costs and expense to furnish and deliver all the work, materials and supplies in accordance with the specifications contained in said proposal, and in full compliance with all of the terms of this agreement.

IT IS UNDERSTOOD AND AGREED that the instructions to bidders, proposal, and bid and specifications are component parts of this contract and shall be deemed a part hereof. It is also understood and agreed that the contractor shall not assign, transfer, convey or otherwise dispose of this contract, or his right to execute it, or his right, title or interest in or to it or any part thereof, unless the previous written consent of the City Manager of the City of Peoria shall first be obtained thereto.

IN WITNESS WHEREOF, the said parties have executed these presents on the date above mentioned.

In accordance with the attached specifications, proposal, and pricing PHD Services will provide janitorial services for City Building Group 2.

The Rates and Specifications are figured in accordance with prices listed in the attached proposal #18-19 beginning July 1, 2019 and ending June 30, 2022.

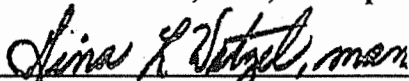
THE CITY OF PEORIA

By 
City Manager

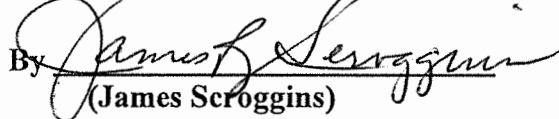
PARTY OF THE SECOND PART

PHD Services

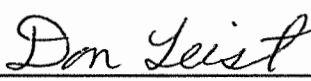
(Name of individual, firm, or corporation)

By 
(Member of firm or officer of corporation)

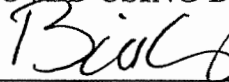
APPROVED FINANCE DEPARTMENT

By 
(James Scroggins)

APPROVED LEGAL DEPARTMENT

By 
(Don Leist)

APPROVED USING DEPARTMENT

By 
(Bill Lewis)



Council Communication

Agenda Date : 6/11/2019

File #: 19-167, Version: 1.

ACTION REQUESTED:

Communication from the City Manager and Interim Director of Public Works with a Request for the Following:

- A. APPROVE a 3-Year CONTRACT with THE CLEANING SOURCE, for the First Year Base Amount of \$235,598.00, for Janitorial Services to City Building Groups 3 and 4;
- B. APPROVE a 3-Year CONTRACT with LINDSAY'S DEPENDABLE CLEANING SERVICE, for the First Year Base Amount of \$57,271.21, for Janitorial Services to City Building Groups 1 and 5; and
- C. APPROVE a 3-Year CONTRACT with PHD, for the First Year Base Amount of \$44,824.00, for Janitorial Services to City Building Group 2.

BACKGROUND:

A Request for Proposals was issued April 5, 2019 for Janitorial Services to clean City Buildings, with six (6) vendors submitting responses, one (1) of which was rejected due to irregularities in the response.

Contract Specifications were updated from previous contracts to enhance opportunities for smaller vendors to take part in the process. One of the changes made to the specifications was to split facilities into five (5) building groups and allow vendors to provide pricing for one or more of the building groups. The building groups are as follows:

Building Group 1
Central Fire Station
OEM Facility
Fire Training

Building Group 3
Police Headquarters
Municipal Building

Building Group 5
Peoria Corps
Gateway Building
Assessor's Office

Building Group 2
Public Works Facility
PD2
Northwoods Mall substation

Building Group 4
City Hall
Twin Towers

Proposals were reviewed based on seven (7) criteria, and a scoring matrix was developed (See Below)

The scoring criteria included:

- 1. Training (15 points possible).
- 2. Quality Control (25 points possible).
- 3. Contract Cost (25 points possible)
- 4. Work-load Schedule (15 points possible)
- 5. References (10 points).
- 6. MBE/WBE Participation (10 points possible)
- 7. Bonus - (5 Points possible) "Green" sustainable measures.

Janitorial Services - Vendor Scoring

Vendor	MAX SCORE	Lindsay's Dependable	Ludy's Cleaning	One Star Professional	Abbco Service Group	PHD	The Cleaning Source
Rater 1	105	82	78	-	76	93	94
Rater 2	105	85	78	-	78	92	93
Total	210	167	156	-	154	185	187
RANK		3	4	-	5	2	1

Each contract consists of basic cleaning services for a three (3) year period beginning July 1, 2019 and ending June 30, 2022. Each contract includes a provision to extend the contract for up to two (2) one-year periods with prices for the extension included in this award.

The top three contractors were chosen for award and the building groups were divided by building groups bid and pricing.

Although One Star Professional Cleaning provided a response, the information provided was irregular and not enough to score on our matrix.

Both the Cleaning Source and PHD are WBE firms. Lindsay's Dependable Cleaning is a M/WBE firm.

FINANCIAL IMPACT: Award of the contracts as noted herein will result in a three-year obligation of \$1,013,079.63. Funds are provided in the Fire Department budget for Building Group 1, the Police Department budget for Building Groups 2 & 3, and the Public Works budget for Building Groups 4 & 5

NEIGHBORHOOD CONCERNS: N/A

IMPACT IF APPROVED: Cleaning services will commence under the new Contracts.

IMPACT IF DENIED: Extensions to existing contracts will have to be made and interruptions in cleaning services to City-owned buildings may occur.

ALTERNATIVES: N/A

EEO CERTIFICATION NUMBER: The Cleaning Source has current EEO #01422-200331, Lindsay's Dependable Cleaning has current EEO #03400-200630, and PHD is in the process of renewing EEO # 00223-160930.

WHICH OF THE GOALS IDENTIFIED IN THE COUNCIL'S 2017 - 2032 STRATEGIC PLAN DOES THIS RECOMMENDATION ADVANCE?

1. Financially Sound City

WHICH CRITICAL SUCCESS FACTOR(S) FROM THE COMPREHENSIVE PLAN DOES THIS

File #: 19-167, Version: 1

RECOMMENDATION IMPLEMENT?

1. Invest in our infrastructure and transportation.
2. Have an efficient government.

DEPARTMENT: Public Works



City of Peoria Janitorial Bid

#18-19

Submitted by PHD Services

April 26th, 2019

PHD Overview

Sections

1. Training (15 Points)
 - IBET Facility Resources and Training
 - PHD Safety/Training handouts
 - Betco Cleaning Innovations Training Procedures
 - Betco Green Earth criteria

2. Quality Control (25 Points)
 - PHD Sample Employee Monthly news letter
 - PHD Safety Handbook
 - Employee Orientation Checklist
 - Facility Orientation Checklist
 - PHD Employee Performance Evaluation
 - PHD Facility Survey/Inspection Sheet
 - Hard Floor Refinishing

3. Contract Cost (25 Points)

4. Workloading Schedule (15 Points)

5. References (10 Points)

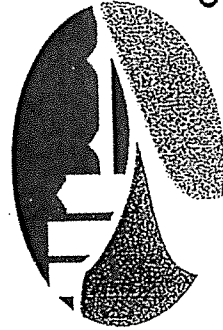
6. MBE/WBE Participation (10 Points)
 - PHD IS Woman Owned

7. Bonus (5 points additional)
 - Green Certified

PHD SERVICES

MAINTENANCE | BUSINESS SUPPORT | LOGISTICS

Request for Proposal
Janitorial Services
Bid #28-18



CITY OF
PEORIA

April 26th, 2019



April 26th, 2018

Mr. Chris Switzer
Purchasing Manager
City of Peoria.

Thank you for providing PHD Services the opportunity to respond to The City Of Peoria "Request for Proposal, Janitorial Services".

PHD Services has been a trusted provider in the Peoria area for over 40 years providing a safe and healthy environment through the management of janitorial and many other professional business support services.

We are a Woman-Owned Corporation established in 1962, with the expertise, professionalism, experience, and depth of resources that larger firms offer, however, we are uniquely stronger in many unique ways.

We enjoy the advantages of a private family-owned corporation where the shareholders have significant personal interest in our Customers. You will be dealing directly with an Officer of the Corporation with any of your questions or concerns. We combine fiscal stability with the special dedication that can only come from a hands-on, family-owned business.

We are proud to be interwoven in the fabric of central Illinois and have located our headquarters in Peoria, Illinois. We support all local businesses and participate, in concert with our employees, through donating over \$50,000 annually in support of many charitable events within the Central Illinois area.

We are excited to serve the City of Peoria and your evolving needs into the future and are committed to deliver exceptional customer service and innovation, providing best-in-class services.

Thank you again for the opportunity to continue to grow our partnership.

A handwritten signature in black ink, appearing to read 'Gina Wetzel'. The signature is fluid and cursive.

Gina Wetzel
President
PHD Services, L.L.C.

O 309.676.5553
F 309.676.8981

519 Abington Street
Peoria, Illinois 61603
phdservices.net



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Vision, Mission and Values

Vision

- PHD Services strives to realize the vendor-client relationship as a partnership with mutual benefits and a shared vision of success.

Mission

- We are committed to delivering leading janitorial and business support services through exceptional service while providing a safe quality work environment allowing our team to grow personally and professionally.

Vision, Mission and Values

Values

- **Integrity** – Demonstrating openness and honesty at all times
- **Commitment** – Calling on passion and persistence to deliver excellence in operations
- **Leadership** – Taking on a leading role in advancing the building support service industry forward
- **Innovation** – Exhibiting curiosity, committing to exploration and evolution
- **Knowledge** – Fostering a culture that encourages learning and personal development. Being experts in our field
- **Safety and sustainability** – Safeguarding the health and well-being of our customers, our employees, and the environment we serve in
- **Ownership** – Empowering employees to be accountable and responsible
- **Loyalty** – Building strong connections with customers and employees
- **Respect** – Behaving positively and professionally
- **Communication** – Prioritizing the sharing of information and ideas



PHD Company Overview

PHD SERVICES, L.L.C., a Woman-Owned Corporation, delivers the expertise, professionalism, experience, and depth of resources that larger firms offer, however, we are uniquely stronger in many important ways.

We enjoy the advantages of a private family-owned corporation where the shareholders have significant personal interest in our Customers. You will be dealing directly with an Officer of the Corporation with any of your questions or concerns. We combine fiscal stability with the special dedication that can only come from a hands-on, family-owned business.

PHD Services has provided complete and professional cleaning services in Central Illinois since 1962. Our diverse client list includes many clients that have been our partners since our inception. As our client's needs advanced, we evolved and expanded our capabilities to include a broad range of professional services including janitorial services; ground maintenance; mail room management; snow removal; outsourcing; and complete business support services (project management, staffing and furniture) for small and large office environments.

The PHD Services team and professional management expertise allow us to scale our operation to serve all large and complex projects as well as the ambition to manage your primary essential daily business needs. We treat all opportunities, large and small, with the same level of professionalism and expertise. We are dedicated to the highest level of customer service and regard every client as an important asset to our future & success.



PHD Company Overview

Our On-Site Managers are integral to our success. We treat our managers with respect, provide one-on-one coaching from our supporting operations management team, and offer excellent opportunities for professional growth.

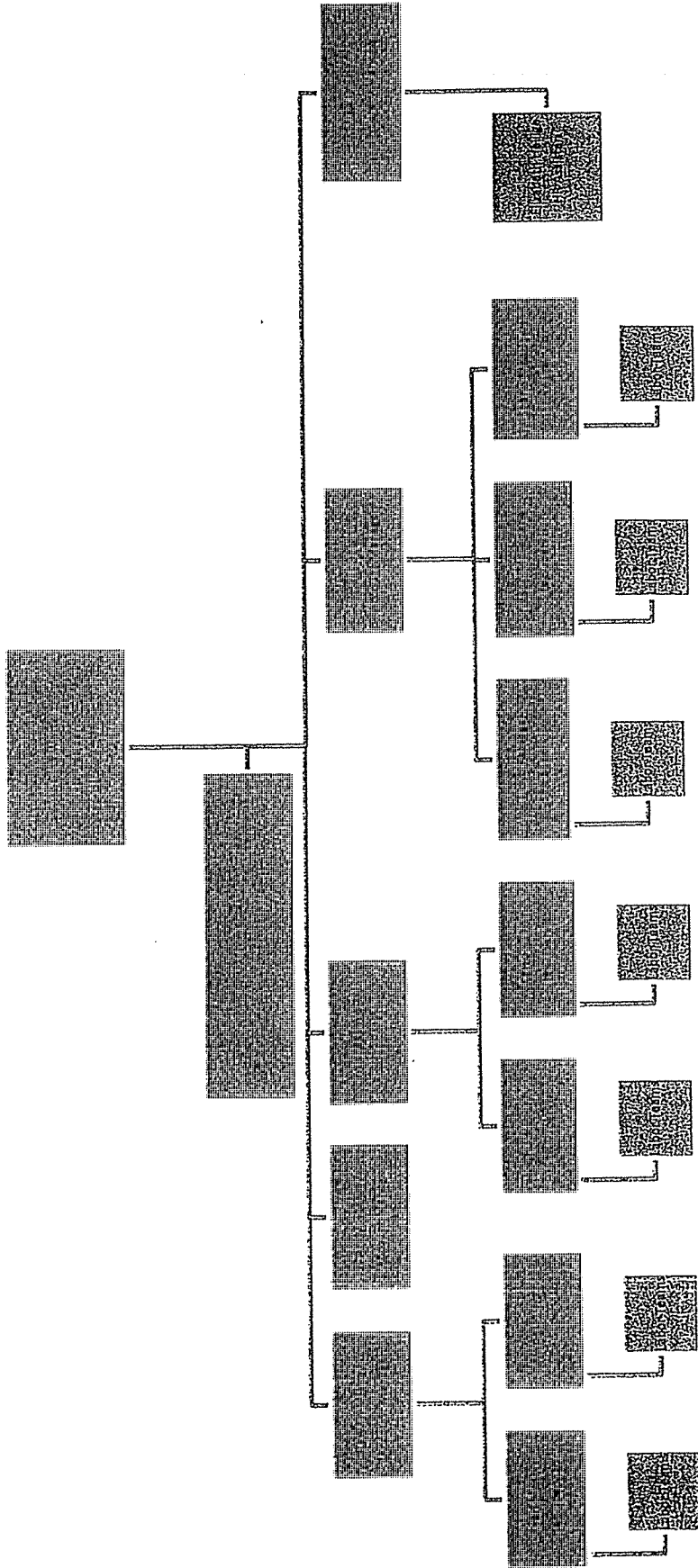
Unlike other publicly held competitors, we have neither a huge external debt burden, nor are we bound to constantly having to show growth quarter by quarter. Our "zero-debt" financial position and prudent fiscal practices afford us the ability to fully fund the staffing and execution of our client project commitments in both strong and uncertain economic conditions. We are rewarded with the freedom to plan and strategically invest in the growth and development of our company.

In concert with a devoted belief and practice of our vision, mission and values, we constantly strive to provide a rewarding work experience for our employees. We promote employee suggestions and encourage their involvement in our future planning.

This collaboration has led to the introduction of programs including Continuous Quality Improvement, Employee Incentive Teams, and the Total Appearance program, all to improve the development of our employees and the quality of work we provide to our customers.

Our goal is to work hard to earn your business every day!

Company Organizational Chart



Key Process Plans

Retention plan

As part of our on-going management training and employee development, we will explore internal promotion of our team. We will also provide a path to retain employees under the employment of your current provider. Within the contents of this RFP, we have provided a list of employee benefits and programs that promote the retention of our employees.

Innovative Technology

We are actively reviewing technologies that would improve our interaction with our employees and customers. We currently use internal, customized forms to report, track, evaluate and direct any required actions that are needed.

Key Process Plans

Training Plan

We believe in comprehensive training for our employees to cover job duties, equipment, supplies and the safe and proper use of all. For new candidates, we provide an orientation to train and educate about our company requirements and the resources included in our employee handbook. We train on the equipment and supplies that will be utilized. Detailed hands-on explanations and demonstrations hosted at our customer's locations deliver the scope of expectations.

It is of highest importance to us that our employees adopt and practice our company values supporting our mission and vision. Only when the employee and the PHD management team are comfortable that the candidate can perform the duties safely and knowledgeable, the new employee will be assigned to a facility to service our customer.

Our existing team participates in planned monthly training sessions, but are supported daily with open management intervention to guide and assist in the further development of their personal and professional talents.

After all employees are trained at a specific facility, they are required to sign off on a basic checklist overview. The Site Supervisor reviews this information periodically during weekly and monthly meetings. We provide on-going training and mentoring for all our employees.



PHD Services Emergency Response

During the unpredictable occasion of peril, flooding and subsequent property damage, PHD Services has and will continue to immediately respond. We facilitate a plan to mitigate the source of the problem and triage the areas to repair and restore the facility to its original condition, allowing the continuation of your business.

In case of a catastrophic event, PHD Services is partnered with the Central Illinois Commercial Restoration Priority Service (MERP). MERP, Menold emergency response program, provides immediate relief and professional restoration of your facilities as expertly and efficiently as possible as soon as the damage occurs.

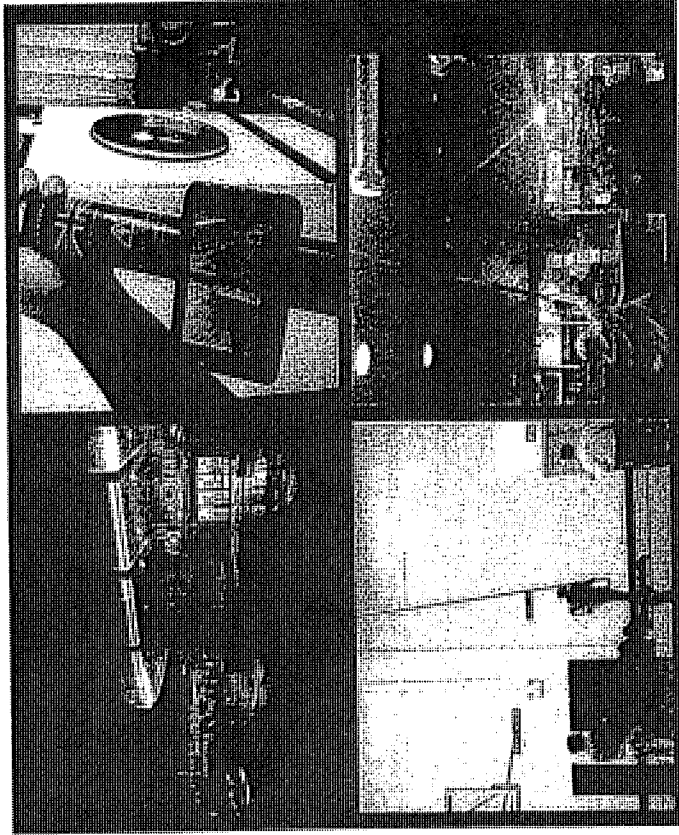
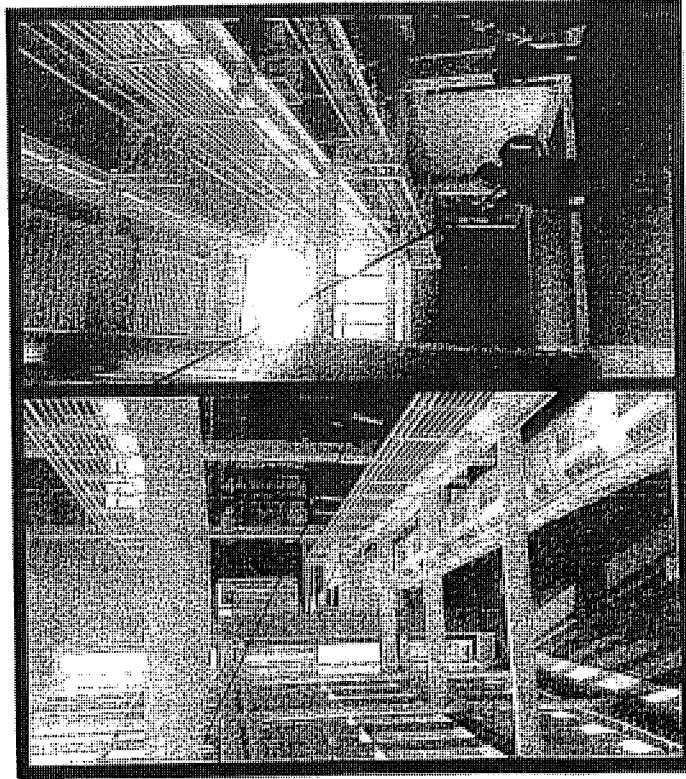
We provide each account and each location a hotline number for off-hours, weekends and emergencies.

For non-emergencies, our customer service department is available from 7:00am to 5:00pm Monday through Friday to service all request. Each request is handled immediately, either dispatching a person to fulfill the request, or to be scheduled for completion with a PHD Service's Supervisors who can address any situation or answer questions that need immediate assistance.

**We are always available, 24 hours a day
WE TREAT YOUR BUSINESS AS OUR BUSINESS!**

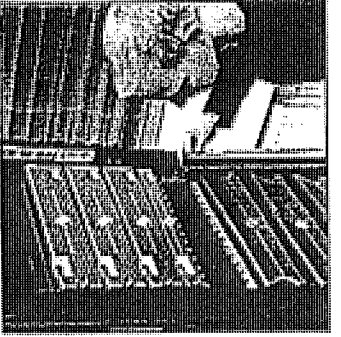
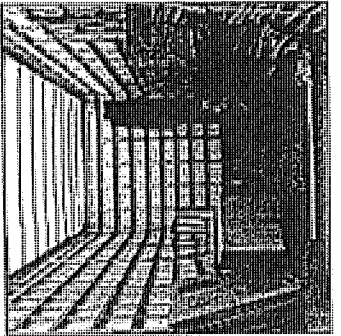
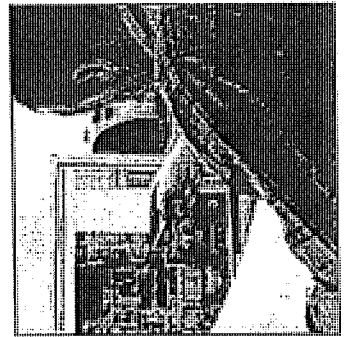
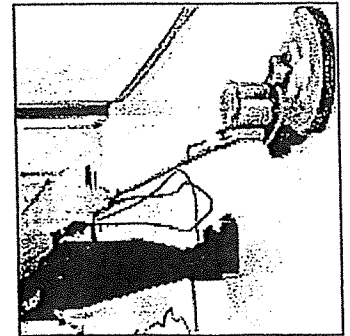
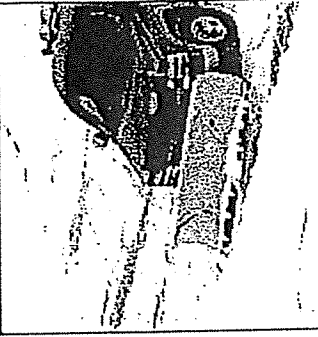
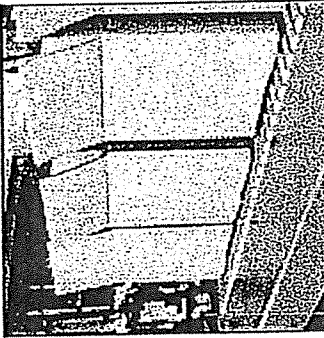
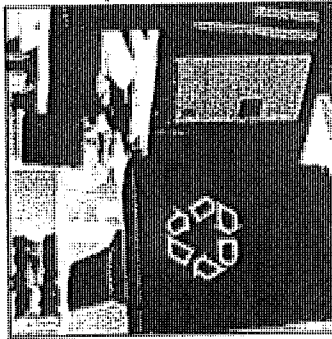
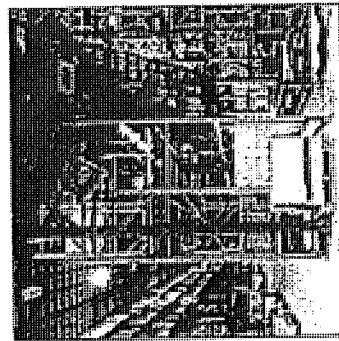
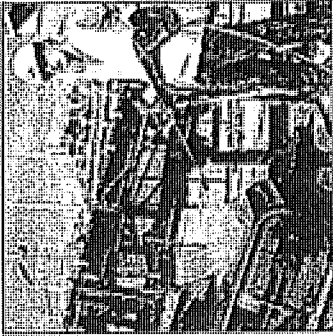
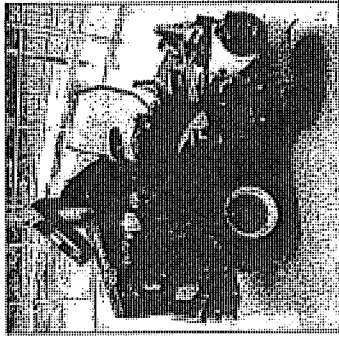
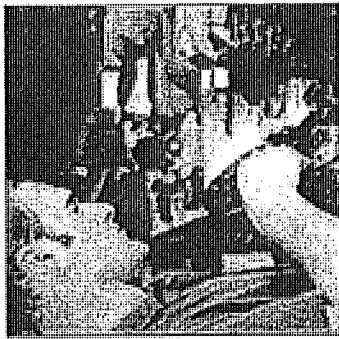
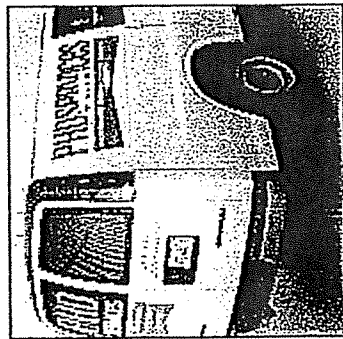
Innovative Solutions

- Innovative cleaning processes and new equipment
- Perpetual research on janitorial technologies
- High level cleaning for all applications
- Benefits include documentation with pictures and videos.
- Future opportunities include all facilities



PHDSERVICES
www.phdservices.com

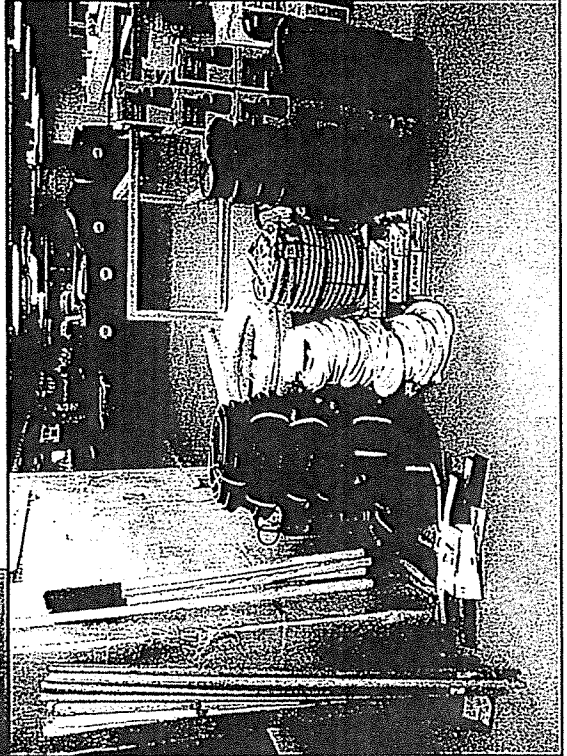
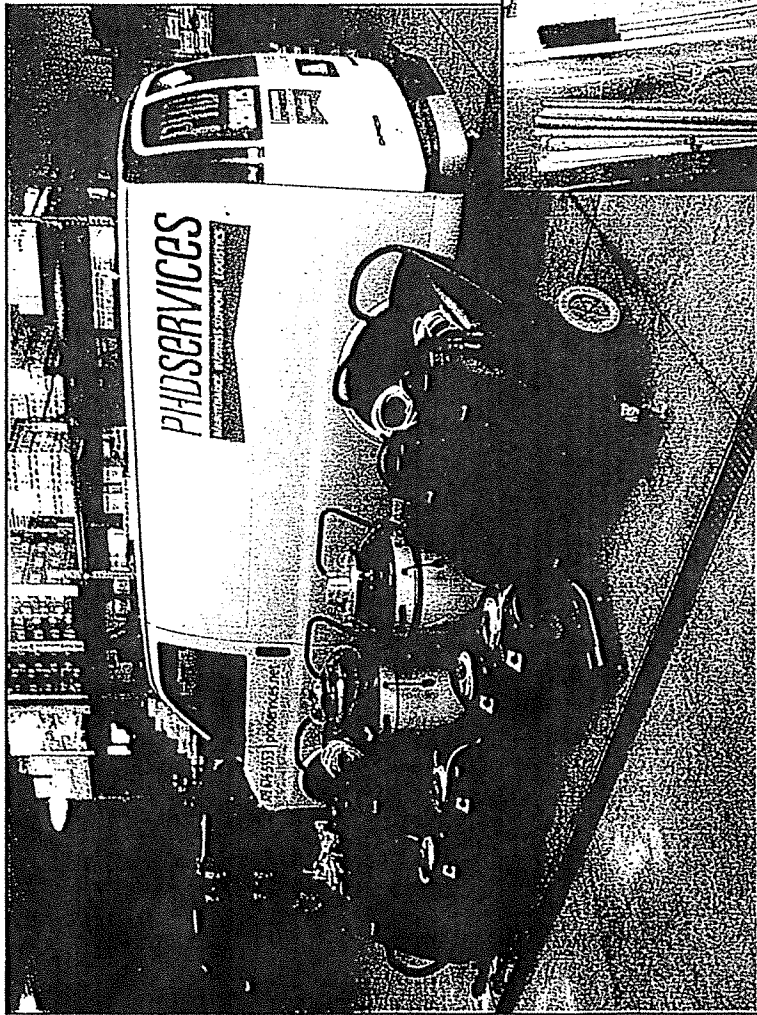
PHD Services





PHD Services Emergency Response

24 Hours a Day
7 Days a Week
365 Days a Year

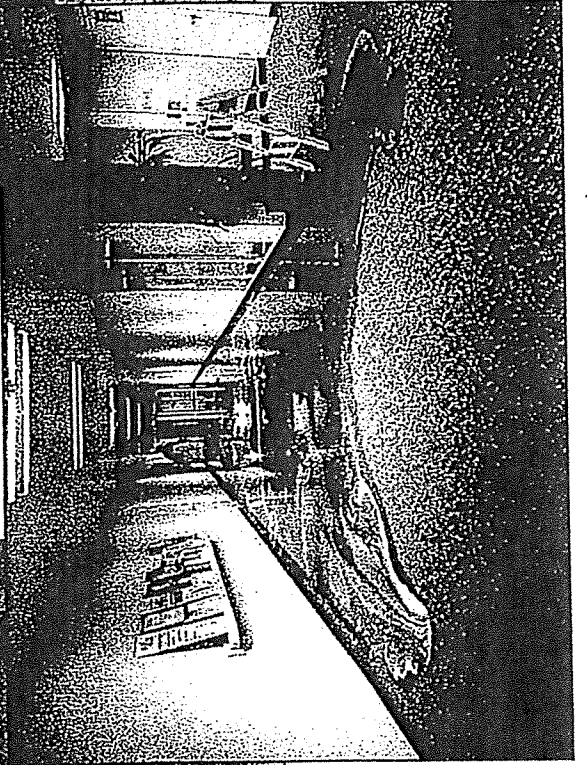
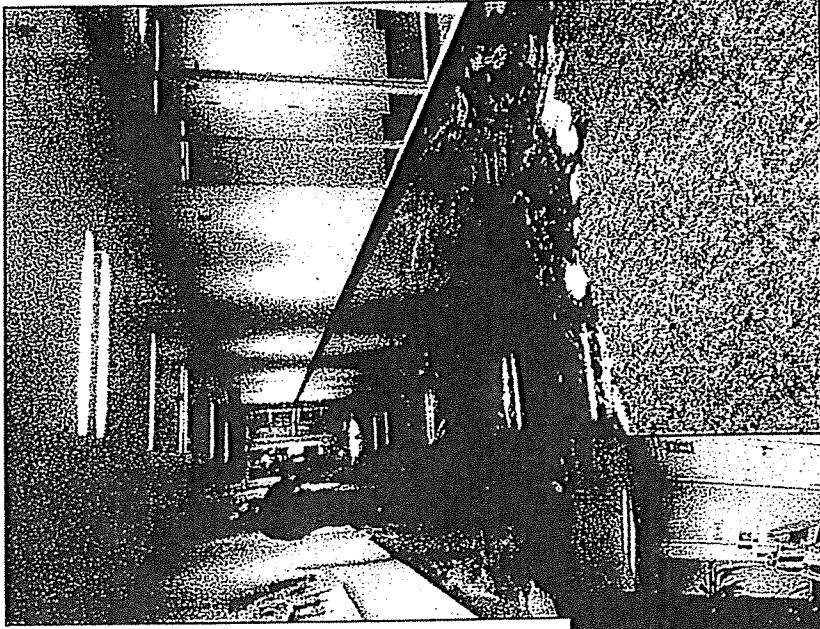
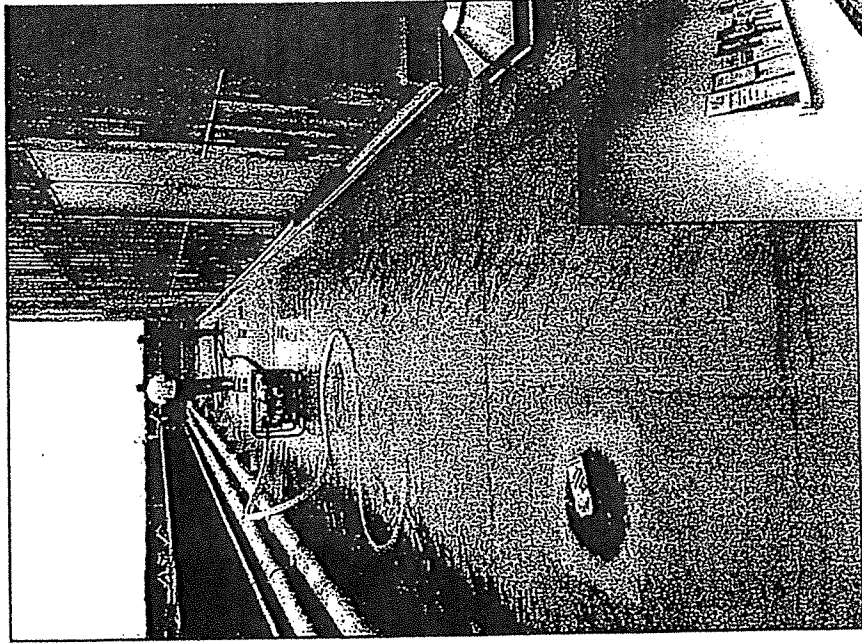


PHD Services Partner

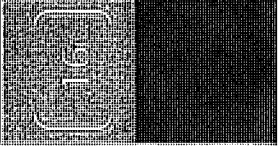
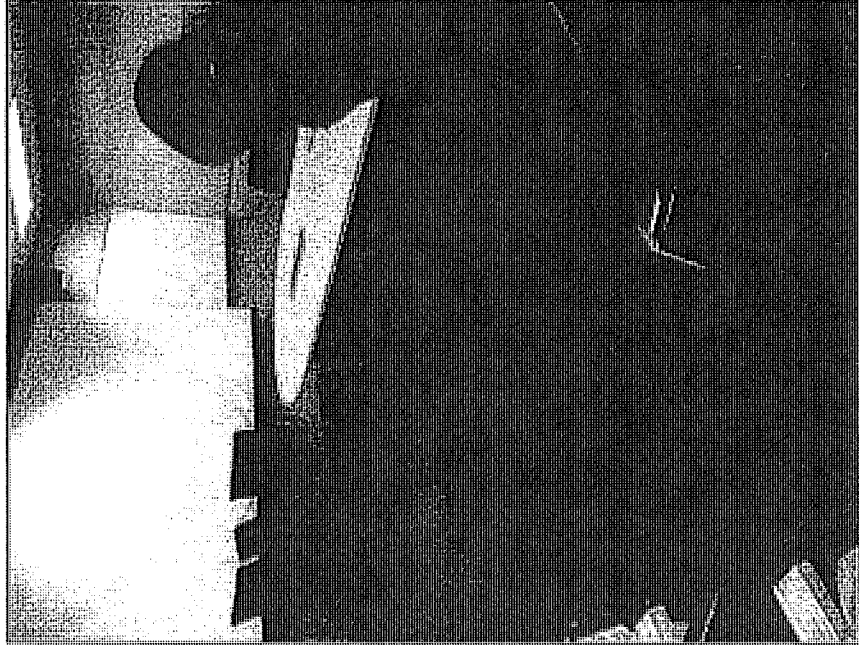
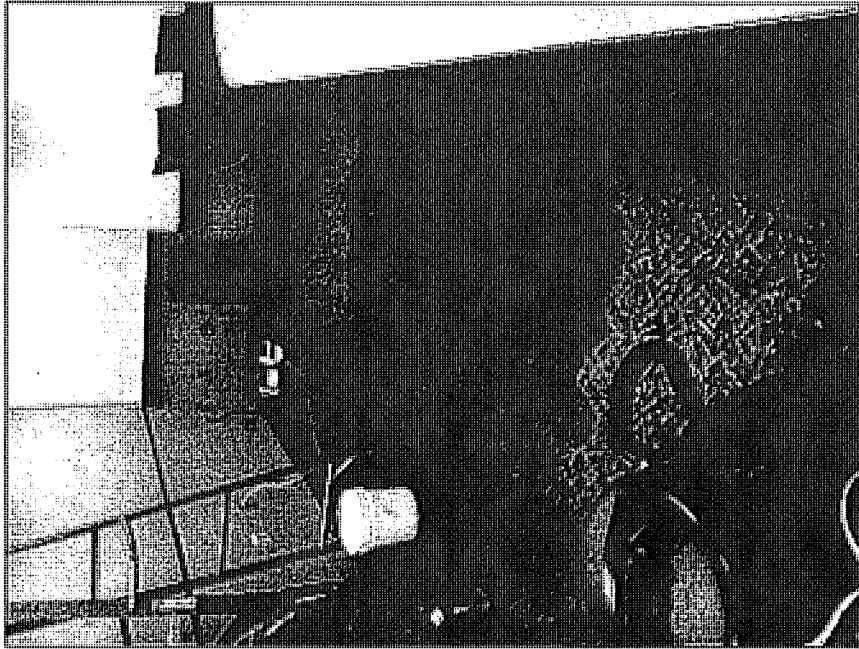




PHD Services Emergency Response

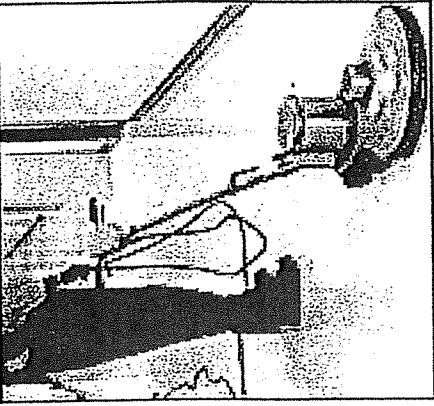
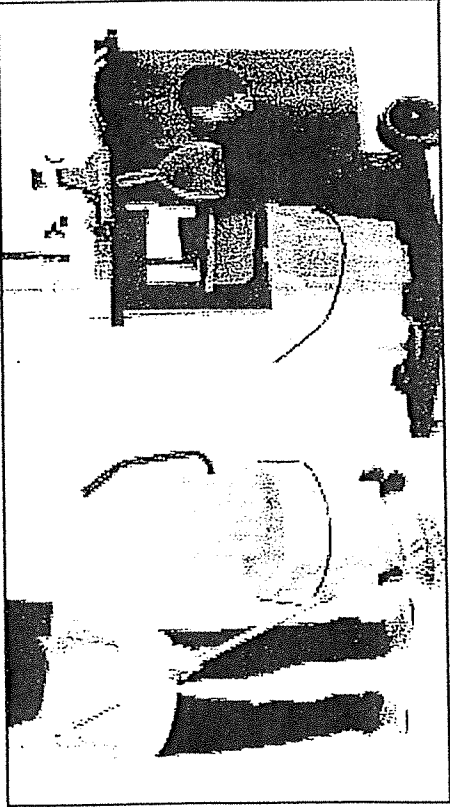
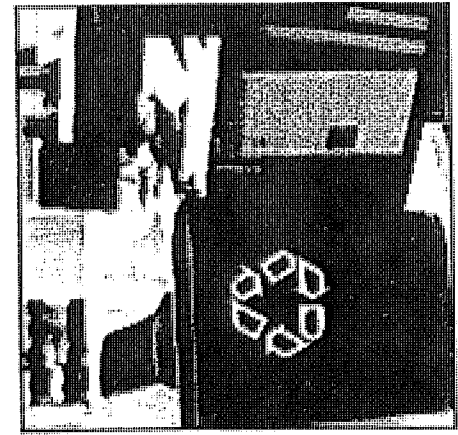
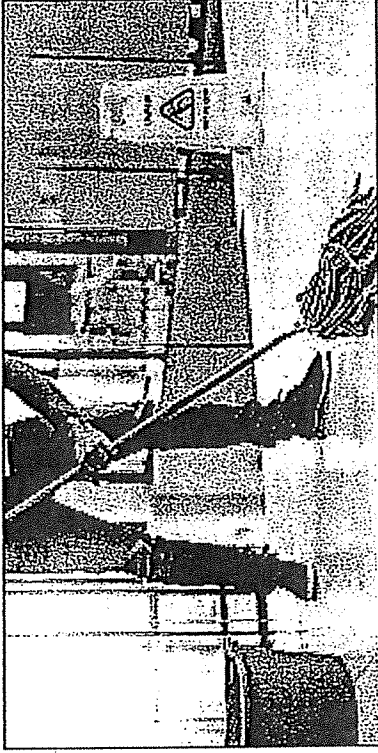
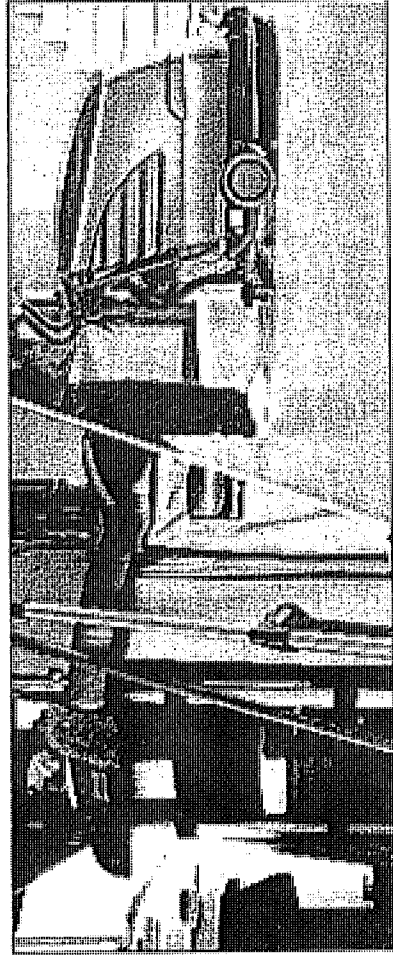


PHD Services Emergency Response





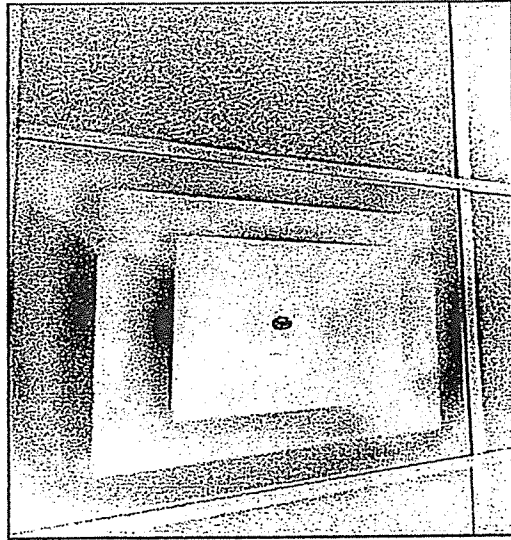
PHD Services - Janitorial



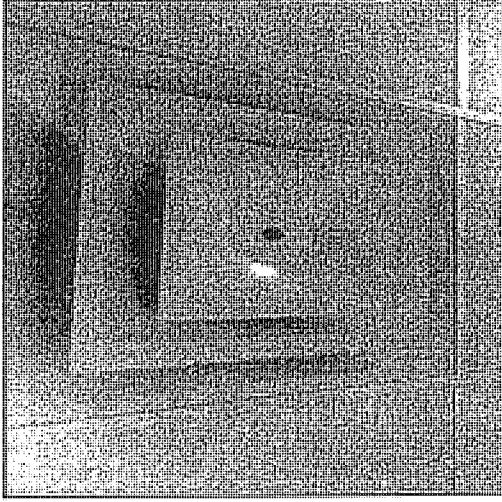


PHD Services - Vent Cleaning

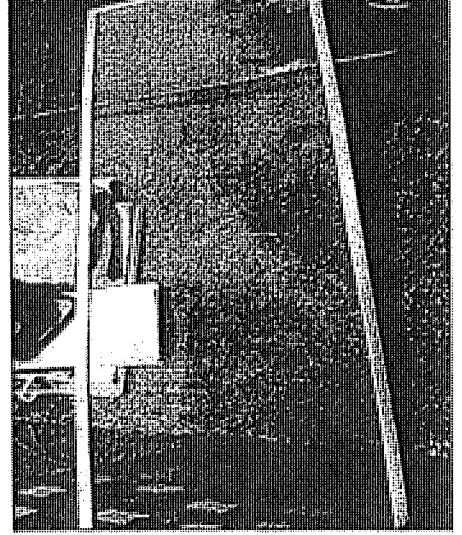
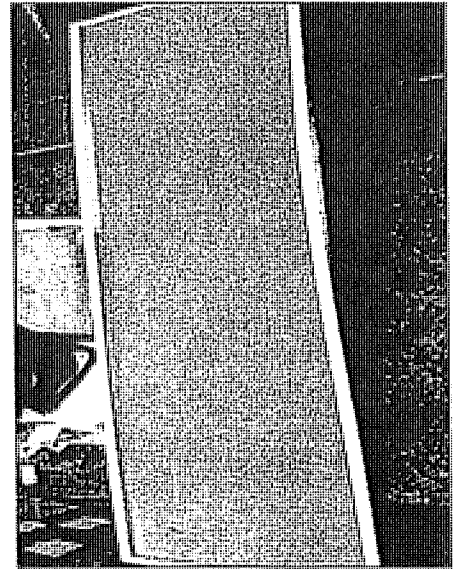
Professional cleaning restores to like-new condition



Before



After





Why Choose PHD Services ?

Locally owned and operated:

PHD Services is a local, minority owned company, with 100% of our Management team growing up in the Central Illinois area. We have mastered what it takes to recruit, train, and retain quality employees. Serving our customers for 56 years, we are committed to Central Illinois and continue to build a solid foundation and network within our community.

Business Sustainability:

PHD Services has earned a stellar business reputation within Central Illinois. We offer very competitive wages, incentives for employees willing to excel, and a positive work environment where people feel appreciated for the job they perform. We have an exemplary retention rate for both our staff and our account base. As demonstrated through our Vision , Mission and Values, We believe in respect, honesty, integrity and working hard to earn our customer's business every day.

Financially Responsible Partner:

Unlike other publicly held competitors, we have neither a huge external debt burden, nor are we bound to constantly having to show growth quarter by quarter. Our current financial position and prudent fiscal practices afford us the ability to freely commit to answer and fund the requirements of this RFP. We are equipped with the knowledge, expertise and financial stability to grow with the City of Peoria.



Problem Solver – Whatever it takes attitude!

PHD Services is always there when you need us. We *Never Say No* when an opportunity arises, (as many other companies are scrambling to get corporate approval) we charge into action to deliver. We provide the ability to connect with our team and top Management 365/24/7. No matter what the circumstances are... **PHD Services is here to serve you!**

PHD Services: Your Trusted Partner... for the Future

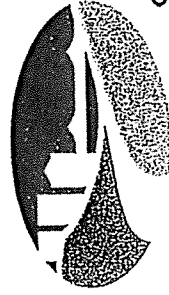
Our relationship has been built on our honesty and integrity in all aspects of our service. We believe in transparency from our staffing to our accounting. Through innovation and efficiencies, our team is committed to provide exceptional service, while driving cost down. When challenges arise, we evaluate, deliberate and expeditiously solve all subjects.

PHD Services is excited with the prospect to work with the City Of Peoria.

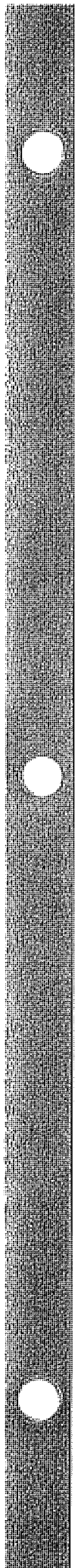
PHD SERVICES

MAINTENANCE | BUSINESS SUPPORT | LOGISTICS

Thank You!



CITY OF
PEORIA



Section 1

TRAINING

iBet[®] Facility Resources



BETCO[®] U



CHARTER



TASK



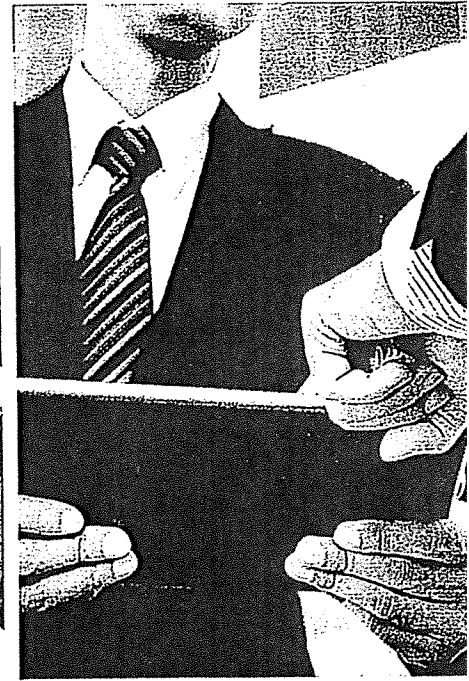
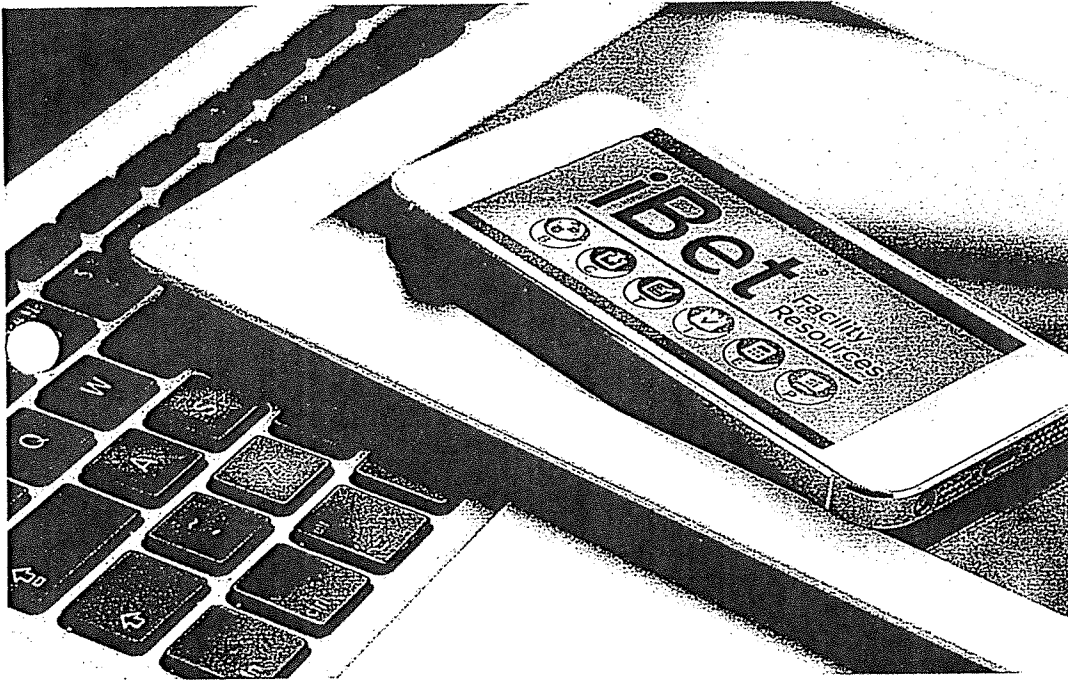
INSPECTOR



ESTIMATOR



PROPOSER

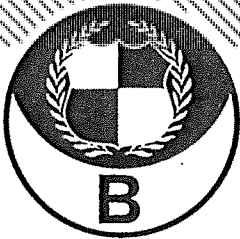
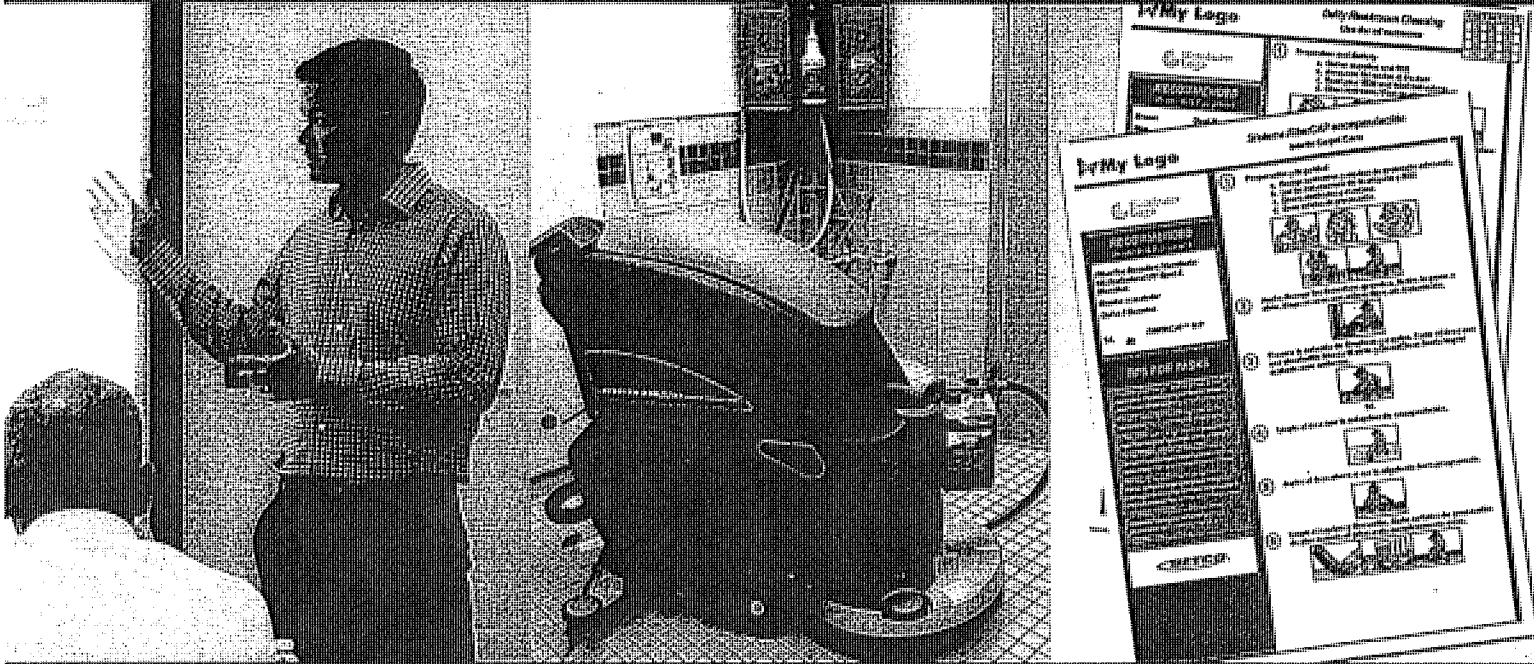


A Comprehensive Approach to Facility Maintenance

BETCO[®]



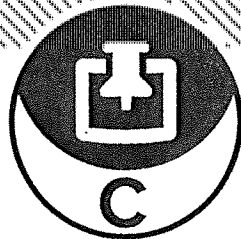
iBet™ is a suite of cloud-based applications designed to aid cleaning and sales professionals in assessing, planning, implementing and reinforcing the cleaning and maintenance program for an organization's facility.



BETCO® U

Betco® University provides on-site and online training for new and experienced Jan San professionals.

- *On-site training sessions led by experienced professionals*
- *Web-based training modules and videos*
- *Exams and completion certificates*



CHARTER

Charter allows users to create custom wall charts that define the chemicals in a facility, show the proper methods of application and highlight the surfaces that chemicals should be used on.

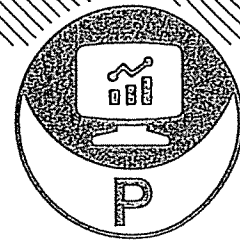
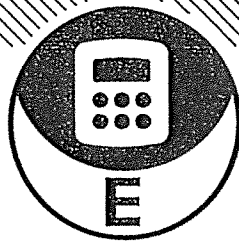
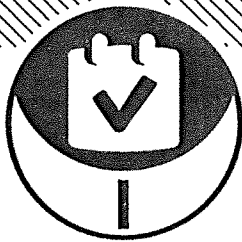
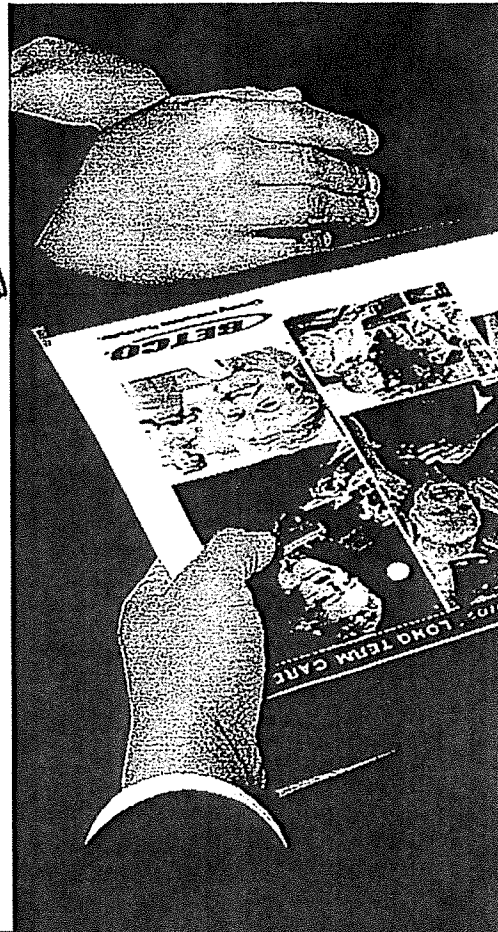
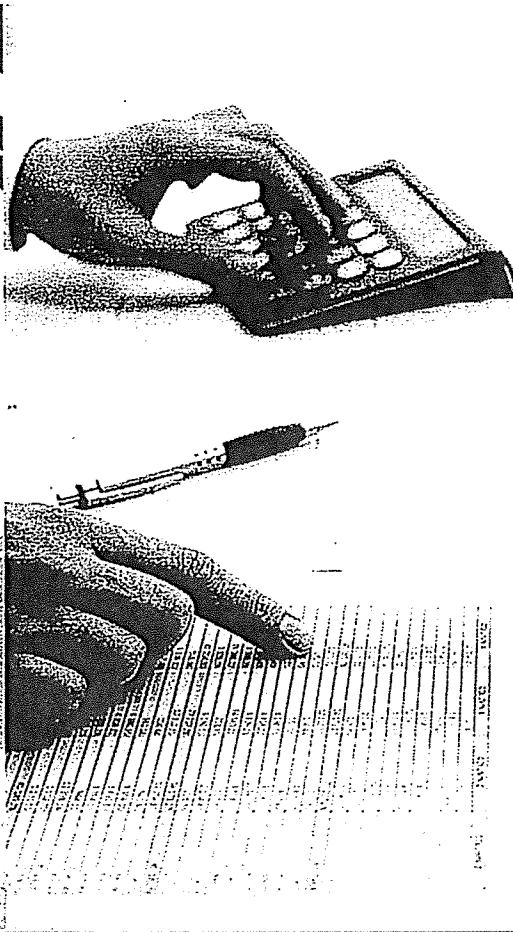
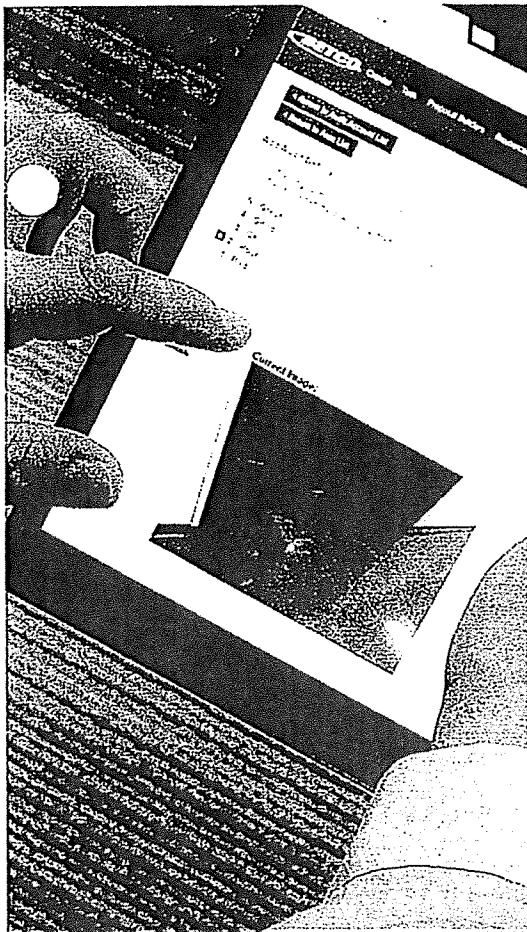
- *Easily accessible on Betco.com (no program to download)*
- *Saves all created wall charts for reuse and adjustments*
- *Enhances the safety and training of employees*



TASK

Task allows users to create customized visual aids that explain cleaning procedures step-by-step and maps them to specific chemical products and equipment.

- *Choose from over sixty customizable cleaning and maintenance procedures*
- *Easily accessible on Betco.com (No program to download)*
- *Saves all created Task Cards for reuse and adjustments*
- *Available in English and Spanish*



INSPECTOR

Inspector is a powerful tool for sales representatives that empowers them to create surveys tailored to specific market segments and determine what changes need to be made in a cleaning and maintenance program.

- Create a custom inspection/survey for multiple facility types
- Transfer survey data to Estimator and Proposer
- Assign dates for audits

ESTIMATOR

Estimator provides the tools for professionals to assess their specific facility's needs and justify converting to superior innovative chemical and equipment solutions from Betco.

- Calculates required labor costs
- Adjust for budget changes
- Comparative analysis of current chemical program
- Transfer data to Proposer

PROPOSER

Proposer is a professional proposal building program that allows sales reps to showcase the advantages of using a custom program while projecting a modern and highly professional appearance.

- Market-specific solutions
- SYMPPLICITY™ laundry and warewash proposer
- Betco® facility management solutions
- Import data from Inspector and Estimator

BETCO® U

The Betco® U Online Certification Program assists you in creating a standard program to enhance results and safety. This training program consists of topics from disinfection and floor care to green cleaning and satisfying OSHA requirements.

Receive access to interactive learning modules, videos and support materials online for download. Many of the training modules will earn International Executive Housekeeping Association CEU points. Betco certifies each student who completes the modules with a signed certificate.

Available Betco U Online Courses

CLEANING PROFESSIONAL COURSES	CEU
Restroom Sanitation	.20 IEHA CEU*
Basic Cleaning Techniques	.25 IEHA CEU*
OSHA Bloodborne Pathogen	.20 IEHA CEU*
Basic Chemistry Knowledge	.20 IEHA CEU
Worker Safety	.20 IEHA CEU
Powered Equipment	.20 IEHA CEU
Dilution Control	.25 IEHA CEU
HAZCOM GHS	.20 IEHA CEU*
Infection Control Basics	.25 IEHA CEU
Patient Room Disinfection	.25 IEHA CEU*
Slip and Fall Prevention	.20 IEHA CEU*
Skin Care	.30 IEHA CEU*
Disinfection Basics	.25 IEHA CEU
Resilient Floor Care	.40 IEHA CEU*
Carpet Care	.30 IEHA CEU*
Educational Facility Disinfection	.25 IEHA CEU*
Cleaning for Health and the Environment (Sustainable Cleaning)*	
WHMIS	
Sports Zone® Wood Floor Care	.30 IEHA CEU*
ISSA Cleaning Industry Management Standard (CIMS)*	

*Available in Spanish

SALES PROFESSIONAL COURSES
Betco Sales Process
Productive Prospecting Techniques
Time and Territory Management
Question and Listening
Betco Hospitality and Lodging Program Training Module
Betco Property Management Program Training Module
Work Loading Basics
SYMPPLICITY™ - Selling the program

Betco University On-Site training sessions provides hands-on experience with Jan San professionals to allow new employees to gain a full understanding of their role in the industry.

Available Betco U On-Site Courses:

- **New DSR Training** covers an introduction to the Jan San industry focusing on floor care, dilution control, skin care, equipment, tools and resources for new sales professionals. On top of product and equipment training, this course includes basic selling techniques.
- **Betco Equipment Technician Training** delivers a comprehensive look at Betco's cleaning and maintenance equipment line and teaches machine operation, troubleshooting techniques, component replacement and equipment repair. The equipment technician training also includes an extra day of training for propane certification.
- **SYMPPLICITY™ Technician Training** equips the experienced technician with the knowledge of the SYMPPLICITY™ product line including product selection, dilutions, dispensers and applications. Additionally students will learn about territory management, service protocols and basic troubleshooting.



Cleaning Innovations That Matter.

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iBet[®] Facility Resources



How are you delivering training for your cleaning and maintenance team?

Betco® University provides onsite and online training for new and experienced cleaning and sales professionals.

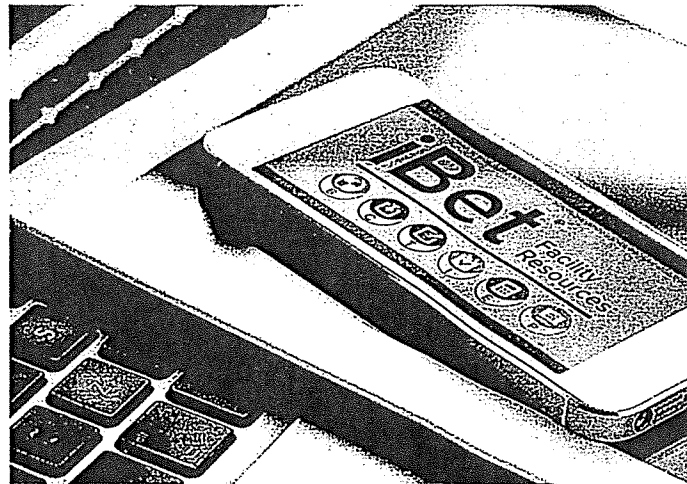
Betco U helps you **LEARN** through self-paced online courses, hands on experience, training videos, multimedia resources and webinars.

Betco U empowers organizations to **TRAIN** their employees using the standards in the industry with consistency and accountability.

Betco U can be used at any level to **DEVELOP** skills in any area to allow for expansion in the capabilities of individuals and the organization as a whole.

BETCO U FEATURES:

- ✓ Cleaning procedural training modules are accredited through IEHA
- ✓ Web-based interactive training modules and videos
- ✓ Onsite and online training developed for sales professionals
- ✓ Allows organizations to provide consistency in their training program



40% of employees who receive **poor job training** leave their positions within the first year.

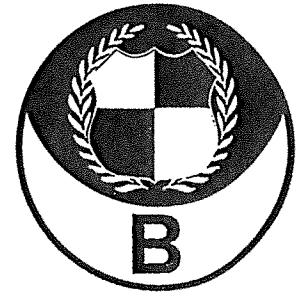
68% of workers say **training and development** is the most important workplace policy.

Talk to your Betco® Regional Sales Manager to get started today!

BETCO®

iBet®

Facility Resources



BETCO® U

Who is Betco® U for?

Betco U is dedicated to training cleaning and sales professionals in the Jan San Industry. With over 30 online courses, you can get an in-depth look into cleaning and maintenance standards, methods, products and earn IEHA CEU Credit, receiving certificates upon course completion.

What courses are available on Betco U?

FOR CLEANING PROFESSIONALS

	CEU
Restroom Sanitation	.20 IEHA CEU*
Basic Cleaning Techniques	.25 IEHA CEU*
OSHA Bloodborne Pathogen	.20 IEHA CEU*
Basic Chemistry Knowledge	.20 IEHA CEU
Worker Safety	.20 IEHA CEU
Powered Equipment	.20 IEHA CEU
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Carpet Care	.30 IEHA CEU*
Educational Facility Disinfection	.25 IEHA CEU*
Sports Zone® Wood Floor Care	.30 IEHA CEU*
Cleaning for Health and the Environment (Sustainable Cleaning)*	

WHMIS (Workplace Hazardous Materials Information System)

ISSA Cleaning Industry Management Standard (CIMS)*

*Available in Spanish

FOR SALES PROFESSIONALS

Betco Sales Process
 Productive Prospecting Techniques
 Time and Territory Management
 Question and Listening
 Betco Hospitality and Lodging Program Training Module
 Betco Property Management Program Training Module
 Work Loading Basics

How do I access Betco U?

1. Access to Betco U is automatically added to anyone with a Customer Central account. Need access to Customer Central? Go to Betco.com, click on "Login" under the "Resources" tab and fill out the registration form.
2. Access to the Sales Professional focused courses on Betco U are automatically added to any Gold, Silver and Bronze distributor sales representative with Customer Central access. For distributor sales rep access within Customer Central contact your Betco.com company administrator or your Betco Regional Manager.
3. To access to Customer Central, go to Betco.com in your browser and click on "Login" under the "Resources" tab.
4. Click on the "iBet" button or click the "Resources" tab and "iBet Facility Resources" in the drop-down menu.
5. Click on the Betco U logo and you will be taken to the Betco U homepage where you will see all of the available course options.



Cleaning Innovations That Matter.

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PHD SERVICES

JANUARY 2019

SAFETY TRAINING HANDOUT

OSHA / ANNUAL SAFETY PROGRAM REVIEW

SEXUAL HARASSMENT / RACIAL HARASSMENT POLICY REVIEW



This month we are reviewing the topic of OSHA, the Occupational Safety & Health Administration branch of the Federal Government. Their mission is to assure the Safety & Health of America's workers. They attempt to accomplish this by setting and enforcing safety standards through the National Institute of Safety & Health (NIOSH), and by providing training & education to all types of businesses and organizations that employ people in our country. Almost every working man and woman in the nation comes under OSHA's jurisdiction.

We are also covering PHD's Sexual Harassment and Racial Harassment Policies this month. Your supervisor can give you information regarding these policies, which is printed in your employee handbook. You can review it, and ask your supervisor any questions you may have about it. It explains the type of actions that are prohibited, and how to report a harassment complaint, if you should experience one.

We should all feel that 2018 has been a very good year for our safety Program. To date, we have only had 4 reported incidents, with 3 of those being reports only, and did not have an incident where an employee missed any work. Job well done by EVERYONE. Let's resolve to make the New Year an even better one!

*Let's all keep working to help PHD become a "Zero accident workplace".
Talk to you again next month! Think Safety!*

PHD SERVICES
5 MINUTE SAFETY TOPIC QUIZ
JANUARY- OSHA, SEXUAL
HARASSMENT / RACIAL HARASSMENT POLICY REVIEW

- (1) OSHA stands for:
- (A) Occupational Safety, Heating & Air conditioning
 - (B) Our Safety Has no Accidents
 - (C) Occupational Safety and Health Administration
 - (D) Other's Safety Hinders us All
- (2) PHD's Annual Safety Training Program includes:
- (A) Building Safety, Basic First Aid
 - (B) Personal Safety, Slip & Fall Prevention
 - (C) Equipment Safety, Trampoline Safety
 - (D) Both (A) & (B)
- (3) Sexual / Racial Harassment Policy violations are grounds for:
- (A) Pay adjustments
 - (B) Discipline, including discharge
 - (C) Worker's compensation
 - (D) Insurance claims
- (4) PHD's PPE Policy is covered in:
- (A) PHD's Employee Handbook
 - (B) OSHA's Standards Manual
 - (C) PHD's Safety Handbook
 - (D) Marvel Comics Special Edition
- (5) Sexual / Racial Harassment complaints should be brought to:
- (A) Your supervisor or the customer you work for
 - (B) Oprah Winfrey
 - (C) Your supervisor or any PHD supervisor or company official
 - (D) Your supervisor or any neighbor of yours

PHD SERVICES
JANUARY 2019
SAFETY TRAINING OUTLINE

OSHA

SEXUAL HARASSMENT POLICY REVIEW
RACIAL HARASSMENT POLICY REVIEW

OSHA

OCCUPATIONAL SAFETY & HEALTH ADMINISTRATION

- MISSION – Assure Safety & Health of America’s Workers
- HOW – Setting & Enforcing Standards (NIOSH)
 - Provide Training & Education

SEXUAL HARASSMENT POLICY REVIEW

- “Quid Pro Quo” Harassment
- Hostile Work Environment Harassment
- “Zero Tolerance” discussion

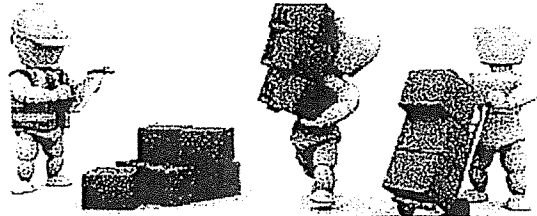
RACIAL HARASSMENT POLICY REVIEW

- “Zero Tolerance” Discussion

PHD SERVICES

FEBRUARY 2019

ERGONOMICS & MATERIAL HANDLING SAFETY



This month we are reviewing the variety of tasks associated with your job that are considered “material handling“. There are many hazards involved when doing these tasks, so we want to warn you about those and suggest the safety measures you can use to prevent accidents. PHD recommends that you wear protective gloves and/or safety glasses (PPE’s) when doing many of these tasks. Your supervisor will discuss with you when PPE’s should be used. Any tasks you do on the job where objects come in contact with your hands and involve other parts of your body are considered “material handling”.

As everyone knows, there are many times we have to move furniture to clean. Always push, never pull, objects that are too big to pick-up. Slide these large items whenever possible. If you have to pack up folding tables to clean or mop, be careful not to pinch your fingers or strain your back when folding or carrying them. When picking up trash, always bend your knees; don’t stoop to pull the bag out of the can. Never grab a bag from the bottom, since hard, sharp objects usually fall to the bottom of the bag. Always watch for broken glass or other sharp objects when handling trash and wear protective gloves to give you added protection. If you have to move empty pallets where you work, check for protruding nails and splintered wood, and get help! Two people can move a clumsy object like a pallet with much greater ease and safety. Doing it yourself requires much more caution, and the use of safe lifting techniques. **DON’T BE AFRAID TO ASK FOR HELP!**

Let’s talk a little bit about Ergonomics. Ergonomics means fitting the workplace (or in this case, the task) by modifying or redesigning how you do the job. As you handle material, whether it be scooting or lifting, it’s very important your posture is correct. The strongest part of your body are your legs, so make sure you bend your knees and use the power of your gluteus maximus (rear end) and your upper legs to lift what you need to lift.

*Let’s all keep working to help PHD become a “Zero accident workplace”.
Talk to you again next month! Think Safety!*

PHD SERVICES
FEBRUARY 2019
SAFETY TRAINING OUTLINE

TOPIC – ERGONOMICS & MATERIAL HANDLING SAFETY

MATERIAL MOVEMENT

- MOVING FURNITURE
- DUMPING TRASH
- SKIDS / PALLETS

PHYSICAL ACTIONS

- SQUATTING
- LAYING DOWN – PROPER TECHNIQUE
- CRAWLING

ERGONOMICS

- FITTING THE WORKPLACE TO THE WORKER

5 MINUTE SAFETY QUIZ

PHD SERVICES

5 MINUTE SAFETY TOPIC QUIZ

FEBRUARY- MATERIAL HANDLING SAFETY

- (1) When a large item must be moved in order to clean we should:
- (A) Pull on it as hard as we can
 - (B) Leave it be, no one will see the dirt under it anyway
 - (C) Push and slide it out of the way
 - (D) Wait until a time when someone else moves it and then clean the area
- (2) While rolling a large trash container we should:
- (A) Keep the load as far away from our body as possible
 - (B) Watch for bumps and uneven floor surfaces
 - (C) Try to catch it if it starts to tip over
 - (D) Ask anyone if they would like a ride
- (3) When picking up trash we should always:
- (A) Watch for glass or sharp objects
 - (B) Grab the bottom of the bag to prevent spillage
 - (C) Avoid bending our back while picking up the bag
 - (D) Both (A) & (C)
- (4) The maximum weight the PHD Safety Handbook tells us to lift is:
- (A) 15 lbs.
 - (B) 75 lbs.
 - (C) As much as we can
 - (D) 50 lbs.
- (5) When moving mop buckets we should:
- (A) Always overfill them so we can get someone else to empty them
 - (B) Alternate hands to lift and move them
 - (C) Never bend our knees when lifting them
 - (D) Try to push them with our feet, using our stronger leg muscles

PHD SERVICES
MARCH 2019
SAFETY TRAINING HANDOUT

TOPIC – SLIP AND FALL PREVENTION



This month we are reviewing the safety issues for Slip and Fall prevention. OSHA lists five major hazards as the cause of slip, trip and fall accidents. We see many of these hazards regularly and are asked to eliminate them at all of our customer's locations:

1. Contaminated walkways- Can be wet or oily
2. Floor surfaces in disrepair- Loose debris
3. Loose or unanchored floor mats- Trip hazard
4. Spills- We are often called to clean these up, but always keep an eye out
5. Ice, rain or snow- Outside elements are a common and frequent problem

All these hazards have to be watched for, and dealt with whenever they occur, as quickly and effectively as we possibly can.

We also want to encourage you to always use "Wet Floor" signs when you mop and "Restroom Closed" signs if you are mopping a restroom. When vacuuming, always make sure that your vacuum cord is not a tripping hazard where it lies on the floor.

When walking up or down stairs always use the handrails to stabilize yourself. If you must carry a load, carry items in only one arm so the other arm is free to maintain balance by holding the handrails. If you see any obstructions on the stairs, try to remove them to avoid the tripping and falling hazard.

Finally, if you need to use a ladder while at work, always get supervisory approval and safety training before starting the work.

Slip, trip and fall accidents are the second leading cause of on the job injuries and usually result in more days off because they cause a high percentage of broken bones. If we all follow these guidelines and recommendations we should be much safer at our jobs, and our customer's facilities will be much safer for everyone.

PHD SERVICES

5 MINUTE SAFETY TOPIC QUIZ

MARCH- SLIP AND FALL PREVENTION

(1) The 3 steps we should follow if we find a broken area of flooring is:

- (A) Avoid area, Tell someone else, Go back to work
- (B) Clean debris, Isolate area, Notify supervisor/customer
- (C) Isolate area, Notify supervisor/customer, Go back to work
- (D) Clean debris, Leave a note about it, Go back to work

(2) When walking down a flight of stairs while carrying a one arm load we should:

- (A) Stabilize ourselves by grasping the handrail
- (B) Maintain a good center of gravity
- (C) Try to get down to the bottom as quickly as possible
- (D) Both (A) & (B)

(3) "Wet Floor" signs should be used:

- (A) After mopping is done, Until 1 hour after dry
- (B) Before mopping starts, Remove when mopping finished
- (C) To keep annoying customers away
- (D) Before mopping starts, Until floor is dry

(4) When we see a rolled up, unanchored rug we should:

- (A) Try to sell it on E-Bay
- (B) Flatten it out, Try to anchor it
- (C) Move it into a storage closet
- (D) Hope no one trips on it

(5) Slips and Falls are important to avoid because:

- (A) We can't all wear rain boots to work
- (B) A highly waxed floor is fun to slide on
- (C) PHD's Safety Program doesn't cover them
- (D) They are the second leading cause of on-the-job injuries

**PHD SERVICES
MARCH 2019
SAFETY TRAINING OUTLINE**

SLIP AND FALL PREVENTION

SLIPS AND FALLS

- **OSHA'S MAJOR HAZARDS**
 - Contaminated Walkways (Wet / Oily)
 - Floor Surfaces in Disrepair
 - Loose or Unanchored Mats or Rugs
 - Spills
 - Weather Hazards – Ice/Rain/Snow

- **FLOORS / CARPETS**
 - "Wet Floor" Signs
 - Vacuum Cords
 -

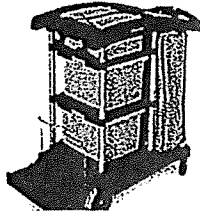
- **STAIRS / STAIRWELLS**
 - Handrails
 - Obstructions

- **LADDERS**
 - Supervisor Approval

- ✓ 5 Minute Safety Quiz

PHD SERVICES
APRIL 2019
SAFETY TRAINING HANDOUT

TOPIC – STORAGE CLOSET / CART SAFETY



This month we are reviewing the safety issues for storage closets and carts. The PHD Safety Handbook states, “Safety begins in PHD’s supply closet”. Good housekeeping and maintenance with our closets and carts is the starting point for providing quality service to our customer’s facilities.

The PHD Safety Handbook lists standards for our supply closets. It states that at the end of each shift, closets should be kept clean to the same high quality level given our customers facility. All equipment should be kept to look as good as new, and all chemicals should be properly labeled, sealed and stored. All equipment cords should be wound properly, vacuum bags changed regularly, and a “Do Not Operate” tag should be attached to any defective equipment requiring repair. Dust mops should be brushed out and wet mops should be rinsed and dried, before hanging on equipment racks. The floor should be kept clean, unobstructed and organized, to prevent any slip, trip or fall hazard.

Additional standards for our closets have been developed from our Safety Audits. You can get a written copy of these from your supervisor. They state that, all paper product inventory should be kept separate and stored above all chemical inventory. All equipment should be off the floor and hanging on racks, whenever possible. All clothing should be hung on hooks, specifically for that purpose. No food or personal items should be on inventory shelves and all postings should be on a bulletin board. At some customer locations we have implemented a 5S Program which requires that all inventories be put on labeled shelves and maintained that way.

Lastly, you’ll review cart safety, covering wheel maintenance, blockage of aisles and doorways, and cart overload.

Maintaining excellent closet and cart housekeeping standards will insure safety and provide the starting point for quality customer service.

Let’s all keep working to help PHD become a “Zero accident workplace”.

PHD SERVICES
5 MINUTE SAFETY TOPIC QUIZ
APRIL- Storage Closet/Cart Safety

(1) Chemical inventory should always be stored in the supply closet:

- (A) Above the paper inventory
- (B) Wherever it can be fit in
- (C) Below the paper inventory
- (D) At the far end of the shelves

(2) All vacuum cords should be wound neatly:

- (A) Once a week
- (B) Whenever time permits
- (C) At the end of every shift
- (D) Once a month

(3) Food and personal items should be stored in the supply closet:

- (A) At the end of a shelf
- (B) Next to the sealed chemical bottles
- (C) Wherever they can be fit in
- (D) Away from inventory shelves

(4) The supply closet should be cleaned and organized: .

- (A) Whenever time permits
- (B) Prior to a Safety Audit
- (C) At the end of each shift
- (D) Once a week

(5) Broken or defective equipment should be:

- (A) Kept behind a door and out of sight
- (B) Given a "Do Not Operate" tag. Supervisor should be notified
- (C) Switched out with someone else's equipment. Let them deal with it
- (D) Sold on E-Bay

PHD SERVICES
APRIL 2019
SAFETY TRAINING OUTLINE

STORAGE / CART SAFETY

STORAGE CLOSET

- SEE POLICY FROM PHD SAFETY HANDBOOK
- DISCIPLINARY ACTION POSSIBLE FOR UNKEPT CLOSETS

STANDARDS

- SAFETY HANDBOOK (POLICY INCLUDED IN HANDOUTS)
- ADDITIONAL STANDARDS (ALL PAPER PRODUCTS STORED ABOVE CHEMICALS, EQUIPMENT OFF THE FLOOR AND HANGING ON RACKS WHEN POSSIBLE, CLOTHING HUNG UP, NO FOOD OR DRINK IN THE CLOSET, ETC.)

CART SAFETY

- WHEEL MAINTENANCE
- WHEEL BLOCKAGE
- AVOID OVERLOAD

PHD SERVICES
MAY 2019
SAFETY TRAINING HANDOUT

BLOODBORNE PATHOGEN EXPOSURE SAFETY



This month we are reviewing the topic of Bloodborne Pathogen Exposure Safety. When you come in contact with another person's blood or bodily fluids, you run the risk of contracting any disease that person might have, even if the disease is not yet diagnosed. The Occupational Safety & Health Administration (OSHA) has established a standard for employers to follow to minimize or eliminate the risk of exposure for their workers. According to this standard, PHD's employees have "incidental" contact with bloodborne pathogens (germs), which means that exposure to them would not be a normal occurrence-in the course of employment. But PHD still wants you to be aware of the hazards and know the precautions you can take to reduce any risk you might have. The bloodborne diseases that are of primary concern are the Hepatitis B (HBV) and C (HCV) Viruses, and the Human Immunodeficiency Virus (HIV) that causes AIDS.

PHD's Safety Handbook states that "PHD employees should not initiate contact with bloodborne pathogens", and "PHD will not be responsible for cleaning up after a blood or bodily fluid spill occurs". Once you have identified a blood spill, the two things you are expected to do are; 1. Isolate the spill area to prevent contamination with others and, 2. Notify your supervisor so the next step to take can be determined.

This month, PHD's supervisors will be retrained with the American Red Cross's Bloodborne Pathogens Training Program so that they will be prepared to deal with any blood spill that you may encounter. In addition, PHD has established an Emergency Response Team to handle any large scale blood spills that may occur. You can discuss with your supervisor what your role will be in any clean up, if the need arises.

By following PHD's Bloodborne Pathogens Guidelines you can be confident that you can deal with any blood or bodily fluid spill, and eliminate any risk of exposure for yourself, or anyone else.

*Let's all keep working to help PHD become a "Zero accident workplace".
Talk to you again next month! Think Safety!*

PHD SERVICES

5 MINUTE SAFETY TOPIC QUIZ

MAY – BLOODBORNE PATHOGENS EXPOSURE SAFETY

- (1) PHD's Safety Handbook clearly states that:
- (A) "PHD employees should clean up blood spills after everyone has left the area"
 - (B) "PHD employees should wear safety gloves while cleaning bloodborne pathogens"
 - (C) "PHD employees are responsible for cleaning up blood spills"
 - (D) "PHD employees should not initiate contact with bloodborne pathogens"
- (2) PHD's employees have "incidental" contact with bloodborne pathogens, which means:
- (A) Exposure only takes place when safety gloves are on
 - (B) Exposure would not be a normal occurrence in the course of employment
 - (C) Exposure is limited to less than 10 cc's
 - (D) Exposure only occurs at dental offices
- (3) When you find a blood spill you should:
- (A) Put on safety gloves and find some bleach
 - (B) Isolate the area and get clean-up supplies
 - (C) Isolate the area and notify your supervisor
 - (D) Put on safety gloves and safety glasses
- (4) Regarding bloodborne pathogens, OSHA has:
- (A) Established a standard to minimize risk of exposure for workers
 - (B) Discouraged workers from wearing safety equipment
 - (C) Established a standard that few people understand
 - (D) Encouraged employers to increase exposure for workers
- (5) PHD's supervisors are qualified to oversee blood spill clean-ups because:
- (A) They always use good common sense
 - (B) They have been on the job longer than most employees
 - (C) They have been Red Cross certified
 - (D) They are "The Boss"

**PHD SERVICES
MAY 2018
SAFETY TRAINING OUTLINE**

BLOODBORNE PATHOGEN EXPOSURE SAFETY

OSHA STANDARD 1991

- MINIMIZE OR ELIMINATE THE RISK OF EXPOSURE
- PHD EMPLOYEES HAVE “INCIDENTAL CONTACT”

BLOODBORNE PATHOGENS OF PRIMARY CONCERN

- HEPATITIS B (HBV) & C (HBC) VIRUSES
- HUMAN IMMUNODEFICIENCY VIRUS (HIV – CAUSES AIDS)

PHD EXPOSURE PLAN

- EMPLOYEES
 - ISOLATE AREA
 - CONTACT SUPERVISOR
- SUPERVISORS
 - PHD BLOODBORNE PATHOGEN POLICY (Handout)



Cleaning Innovations That Matter.

**CleanMeasures™ Long Term Care Program
Cleaning and Training Procedures Workbook**

To assist you with delivering healthier, cleaner environments...Betco® now offers CleanMeasures™ Long Term Care Cleaning Procedures.

Betco's CleanMeasures™ Long Term Care Cleaning Procedures address the most critical areas..."touch points"...in a healthcare facility. Consistent surface cleaning and disinfection of "touch points" is critical to reducing the risk of healthcare acquired infections (HAIs). "Touch Points" are any surface that is "touched frequently" by patients, visitors and staff. They are:

- Floors & Hallways
- Chair Arms
- Door Knobs
- Bed Rails
- Sinks & Faucets
- Toilet Seats

Betco's "Touch Point" Cleaning Procedures assist your housekeeping staff in implementing a thorough cleaning and disinfection program that reduces the risk of HAIs, improves productivity and verifies the level of clean with our ATP Meter System.

Prior to cleaning, review the Safety Precautions and the Supply Checklist below.

Safety Precautions:

1. Before beginning any cleaning task, be sure that you fully understand how to use the chemicals and equipment required.
2. Read and understand the MSDS, as well as the product label for every product you use. **Note: Be careful not to use cleaning chemicals on any surface for which they are not intended. Never mix chemicals because it could cause serious or even fatal injury.**
3. Practice universal precautions when cleaning any blood or body fluid spills, or soiled materials that could contain these or other potentially infectious substances. Refer to Betco's Bloodborne Pathogen Training Module for information.
4. Limit accidents through posting the proper caution signs, such as "Wet Floor" signs, prior to cleaning.
5. Always wear the proper Personal Protective Equipment (PPE) to protect yourself from exposure to germs and cleaning chemicals.
6. One of the best ways to reduce cross-contamination is frequent hand washing. Be sure to thoroughly wash your hands after every cleaning task.
7. Be sure that the correct dilution rates are used according to manufacturer's recommendations for your cleaning chemicals. Betco's Chemical Management Systems ensure that dilution rates are correct.
8. Always prepare disinfectant solutions daily or change the water often, especially if visibly soiled, in order to ensure their effectiveness. Use screened or labeled bottles to prevent cross-contamination of product.
9. When finished with all necessary procedures and all surfaces are dry, remove any posted signs. Clean all equipment and tools and return to designated storage area.
10. Report any problems, equipment malfunctions or damaged PPE items.

Supply Checklist:

At the beginning of each work day, your housekeeping staff should inventory their housekeeping cart(s) to ensure that they have the following items:

1. Betco Chemical Products:
 - Oxyfect™ H Hospital Peroxide Disinfectant
 - Quat-Stat™ SC Cleaner/Disinfectant
 - pH7Q Ultra All Purpose Cleaner
 - ViBright™ Disinfectant Porcelain & Bowl Cleaner
 - Clario® UltraBlue Foaming Antibacterial Foaming Hand Cleaner
 - Clario® Foaming Alcohol Instant Hand Sanitizer
 - Clear Image Concentrate Glass Cleaner
 - Symplicity™ Sanibet™ Multi-Range Sanitizer
 - FiberPRO® Spot Bet Carpet Spot Cleaner
2. Betco Hard Floor Equipment:
 - Stealth™ DRS21BT MicroRider™ Scrubber
 - Genie® B All Purpose Automatic Scrubber
 - HF14 Dual Motor Vacuum Cleaner
 - FiberPRO® Air Mover Floor Dryer
3. ATP Meter System and Swab:
 - SystemSURE Plus ATP Meter
 - Ultrasnap Swab
4. Remaining Products:
 - Vinyl or Latex Disposable Gloves
 - Microfiber Cloths, color-coded
 - Microfiber Dust Mop
 - Microfiber High and Low Dusters
 - Plastic Bag for soiled cleaning/drying microfiber cloths
 - Paper Towels and Toilet Paper
 - Trash Can Liners
 - Toilet Bowl Brush and Caddy
 - "Wet Floor" and "Caution" Signs

Remember These Procedures During Cleaning:

1. Before cleaning, perform hand hygiene and put on appropriate Personal Protection Equipment (PPE).
2. **Take initial ATP Meter reading of each area and record on survey form.**
3. For proper disinfection, disinfectants require a **specified** contact (*dwell*) time. **Always** follow the manufacturer's label for required contact (*dwell*) times.
4. Before disinfecting, remove any filth, such as soap scum, rust or graffiti with an appropriate cleaning product.
5. Clean from top to bottom, this brings soil to the lowest level as you go about your routine.
6. When cleaning a room, begin at the door and work clockwise around the room. This will make certain that you do not overlook any area.
7. When wiping surfaces, clean in a consistent pattern, such as up and down and then back and forth to ensure you clean the entire surface.
8. Continually change cloths to avoid cross-contamination. Color code areas, i.e., red microfiber cloth for bathroom, green microfiber cloth for kitchen, yellow microfiber cloth for residence rooms, blue microfiber cloth for common areas/hallways and glass surfaces.
9. **Take final ATP Meter reading of each area and record on survey form.**

Location - Main Entryway/Floors/Hallways (Touch Points - Door Knobs & Hard Floors)

1. Before cleaning, perform hand hygiene and put on appropriate Personal Protection Equipment (PPE).
2. **Take initial ATP Meter reading of door knobs and hard floors and record on survey.**
3. Remove obstacles, i.e., trash (*replace liners*), trash cans, and post "wet floor" / "caution" signs.
4. Clean entrance doors and door knobs with Betco's Oxyfect™ H Hospital Peroxide Disinfectant, Clear Image Glass Cleaner and a blue microfiber cloth to remove fingerprints, smudges, etc.
5. Dust hard-to-reach areas, such as vents, door ledges, light fixtures, etc. Next clean hand railings and horizontal surfaces with Betco's Oxyfect™ H Hospital Peroxide Disinfectant and a blue microfiber cloth.
6. Thoroughly vacuum all floor matting with Betco's HF14 Dual Motor Vacuum Cleaner. Remove noticeable spots with FiberPRO® Spot Bet Carpet Spot Cleaner.
7. Mop the entire floor using a clean dry microfiber dust mop to remove soils. Dispose of soils properly.
8. Fill Betco's Stealth™ 21" DRS21BT MicroRider™ Scrubber with cool water and Oxyfect™ H Hospital Peroxide Disinfectant.
9. Attach the red scrub pad to the scrubber and place "wet floor" / "caution" signs at hallway entrances.
10. Clean floors with Betco's Stealth™ 21" DRS21BT MicroRider™ Scrubber. When floors are completely dry, remove "wet floor" / "caution" signs, clean equipment and return everything to the storage closet.
11. **Take final ATP Meter reading of door knobs and hard floors and record on survey.**
12. Remove disposable gloves and be sure to thoroughly wash your hands to reduce cross-contamination.

Location - Common Areas with Carpet

1. Before cleaning, perform hand hygiene and put on appropriate Personal Protection Equipment (PPE).
2. Place "Caution Sign" in the area you are working to prevent trips and falls.
3. Vacuum high traffic areas daily and the entire carpeted area weekly.
4. Plug Betco's HF14 Dual Motor Vacuum Cleaner into centrally located outlet to increase productivity.
5. Overlap strokes slightly until the entire area is vacuumed.
6. Use Betco's HF14 Dual Motor Vacuum Cleaner accessory tools for hard-to-reach areas and detail vacuuming.
7. Pay attention to any stains or spots that appear in the carpet.
8. Test product in an inconspicuous area before applying any cleaning chemical to carpet.
9. Apply Betco's FiberPRO® Spot Bet Carpet Spot Cleaner directly to the spot and follow specific label instructions.
10. Use a circular motion and apply Betco's FiberPRO® Spot Bet Carpet Spot Cleaner outside the perimeter of the spot to avoid spreading of the spot.
11. Allow appropriate contact (*dwell*) time, then use a tapping brush and blot with a white towel to absorb the soil.
12. Rinse the area thoroughly with clean water.
13. Once carpet has dried, use Betco's HF14 Dual Motor Vacuum Cleaner to remove any residue.
14. Remove disposable gloves and be sure to thoroughly wash your hands to reduce cross-contamination.

Location - Living Room & Dining Room (Touch Points - Chair Arms, Door Knobs & Floor)

1. Before cleaning, perform hand hygiene and put on appropriate Personal Protection Equipment (PPE).
2. Post "wet floor" / "caution" signs.
3. Dust wall-hangings, high shelves and pictures with blue microfiber cloth and designated cleaning solution and vacuum lamp shades with a vacuum brush.
4. Close, twist and tie a knot in the top of the bag and remove trash bag from trash can. Disinfect trash can with Betco's pH7Q Ultra All Purpose Cleaner. Next, place new liner in trash can. Remember...leave extra liner at the bottom of the trash can to save time. **Note: Watch for protruding objects or sharp edges in trash can. Never reach into or push on the bag to compress the trash.**
5. Dust hard-to-reach areas, such as vents, door ledges, light fixtures, etc. Next clean curtain rods and horizontal surfaces with Betco's Oxyfect™ H Hospital Peroxide Disinfectant with a blue microfiber cloth.
6. Spot clean walls with Betco's Oxyfect™ H Hospital Peroxide Disinfectant and blue microfiber cloth.
7. **Take initial ATP Meter reading of chair arms, door knobs and floor and record on survey.**

8. Wipe vertical and horizontal surfaces, such as ledges and window sills, with Betco's Oxyfect™ H Hospital Peroxide Disinfectant and blue microfiber cloth.
9. Wipe chair arms, door knobs, counters, tables, telephones, cabinet doors, light switches and other in room areas using Betco's Oxyfect™ H Hospital Peroxide Disinfectant and blue microfiber cloth.
10. Clean living room and dining room floors with Betco's Genie® B All Purpose Automatic Scrubber and Betco's Oxyfect™ H Hospital Peroxide Disinfectant. Work from the farthest area towards the door.
11. **Take final ATP Meter reading of chair arms, door knobs and floor and record on survey.**
12. If living room and dining room have carpet, vacuum as stated previously and spot clean carpet as required.
13. Remove "wet floor" / "caution" signs, disposable gloves and be sure to thoroughly wash your hands to reduce cross-contamination.

Location - Rehabilitation Room (*Touch Point – Door Knobs, Exercise Equipment Handles & Floor*)

1. Before cleaning, perform hand hygiene and put on appropriate Personal Protection Equipment (PPE).
2. **Take initial ATP Meter reading of exercise door knobs, equipment handles and floor and record on survey.**
3. Close, twist and tie a knot in the top of the bag and remove trash bag from trash can. Disinfect trash can with Betco's pH7Q Ultra All Purpose Cleaner. Next, place new liner in trash can. Return trash can to its original place.
4. Damp wipe any other vertical and horizontal surfaces, such as tabletops, chairs, exercise equipment handles and door knobs with a pre-soaked blue microfiber cleaning cloth (*allow for contact/dwell time*) and Betco's pH7Q Ultra All Purpose Cleaner.
5. Remove matting (*if applicable*), dust mop floor to remove debris and then replace matting (*if applicable*).
6. Clean floor with Betco's Genie® B All Purpose Automatic Scrubber and Betco's pH7Q Ultra All Purpose Cleaner. Work from the farthest area towards the door.
7. **Take final ATP Meter reading of door knobs, exercise equipment handles and floor and record on survey.**
8. Remove "wet floor" / "caution" signs, disposable gloves and be sure to thoroughly wash your hands to reduce cross-contamination.

Location - Kitchen (*Touch Points - Door Knobs & Floor*)

1. Before cleaning, perform hand hygiene and put on appropriate Personal Protection Equipment (PPE).
2. Place "wet floor" / "caution" sign at entrance of door.
3. **Take initial ATP Meter reading of door knobs and floor and record on survey.**
4. Clean from top to bottom, this brings soils to the lowest level of your cleaning environment.
5. Close, twist and tie a knot in the top of the bag and remove trash bag from trash can. Disinfect trash can with Betco's pH7Q Ultra All Purpose Cleaner. Next, place new liner in trash can. Return trash can to its original place.
6. Damp wipe any other vertical and horizontal surfaces, such as tabletops, chairs and door knobs with a pre-soaked green microfiber cloth and Betco's pH7Q Ultra All Purpose Cleaner.
7. Remove matting (*if applicable*), dust mop floor to remove debris and then replace matting (*if applicable*).
8. Clean floor with Betco's Genie® B All Purpose Automatic Scrubber and Betco's pH7Q Ultra All Purpose Cleaner. Work from the farthest area towards the door.
9. **Take final ATP Meter reading of door knobs and floor and record on survey.**
10. Remove "wet floor" / "caution" signs, disposable gloves and be sure to thoroughly wash your hands to reduce cross-contamination.

Note: On a periodic basis clean the walls with Betco's pH7Q Ultra All Purpose Cleaner to remove food/liquid buildup. Be sure **not to use disinfectant** on any areas that come in **direct contact with food**. Use Betco's Symplicity™ Sanibet™ Multi-Range to sanitize food prep areas.

Location - Resident Room (*Touch Points - Door Knobs, Bed Rails, Sinks, Faucets & Toilet Seats*)

1. Before cleaning, perform hand hygiene and put on appropriate Personal Protection Equipment (PPE).
2. Knock on the resident's door. Announce yourself. Place "wet floor" / "caution" sign at entrance to resident room and bathroom.
3. **Take initial ATP Meter reading of door knobs, bed rails, sinks, faucets and toilet seats and record on survey.**
4. Damp wipe the door knob with a pre-soaked yellow microfiber cloth and Betco's Oxyfect™ H Hospital Peroxide Disinfectant.
5. Spray all bathroom fixtures and shower walls with Betco's Oxyfect™ H Hospital Peroxide Disinfectant.
6. High dust all horizontal surfaces from high to low.
7. Spray bed rail and all other bed surfaces with Oxyfect™ H Peroxide Disinfectant (allow contact/dwell time) and then wipe with yellow microfiber cloth.
8. Turn down the mattress, wipe frame and back of the mattress working from top, and repeat at the bottom with the designated cleaning/disinfectant solution.
9. Clean all mirrors and picture frames with Betco's Clear Image Glass Cleaner and a different yellow microfiber cloth.
10. Close, twist and tie a knot in the top of the bag and remove trash bag from resident trash can. Disinfect trash can with Betco's pH7Q Ultra All Purpose Cleaner. Next, place new liner in trash can. Return trash can to original place.
11. In bathroom, apply Betco's ViBright™ Disinfectant Porcelain & Bowl Cleaner around the toilet bowl and up under the rim.
12. High dust all surfaces from top to bottom. Pick up trash as you go.
13. Clean mirror with Betco's Clear Image Glass Cleaner and yellow microfiber cloth.
14. Close, twist and tie a knot in the top of the bag and remove trash bag from bathroom trash can. Disinfect trash can with Betco's pH7Q Ultra All Purpose Cleaner. Return trash can to its original place.
15. Disinfect "touch points" including the sink and faucet, from top to bottom using Betco's Oxyfect™ H Hospital Peroxide Disinfectant.
16. Reapply Betco's Oxyfect™ H Hospital Peroxide Disinfectant to shower walls and wipe clean.
17. Clean the inside of the toilet with the bowl mop paying particular attention to the underside of the flush rim (this prevents the accumulation of bacteria that can spread disease and create unpleasant odors).
18. Dry toilet exterior, seat, and lid of the commode carefully.
19. Refill soap dispensers, towel dispensers and toilet paper holders.
20. Clean the bathroom floor with Betco's Genie® B All Purpose Automatic Scrubber and Betco's Oxyfect™ H Hospital Peroxide Disinfectant.
21. Disinfect and wipe bed rails/bed and all "touch points" with Betco's Oxyfect™ H Hospital Peroxide Disinfectant.
22. Clean resident room floor with Betco's Genie® B All Purpose Automatic Scrubber and Betco's Oxyfect™ H Hospital Peroxide Disinfectant. Work from the farthest area towards the door.
23. **Take final ATP Meter reading of bed rails, sinks, faucets and toilet seats and record on survey.**
24. Remove "wet floor" / "caution" signs, disposable gloves and be sure to thoroughly wash your hands to reduce cross-contamination.
25. Say goodbye to resident and wish them a good day.

Location – Bathrooms/Shower Room (*Touch Points - Door Knobs, Sinks, Faucets, Toilet Seats & Floor*)

1. Before cleaning, perform hand hygiene and put on appropriate Personal Protection Equipment (PPE).
2. Announce yourself. Place "wet floor" / "caution" sign at entrance to bathroom.
3. **Take initial ATP Meter reading of sinks, faucets, toilet seats and floor and record on survey.**
4. In bathroom, apply Betco's ViBright™ Disinfectant Porcelain & Bowl Cleaner around the toilet bowl and up under the rim.
5. High dust all surfaces from top to bottom. Pick up trash as you go.
6. Clean mirror with Betco's Clear Image Glass Cleaner and red microfiber cloth.

7. Close, twist and tie a knot in the top of the bag and remove trash bag from trash can. Disinfect trash can with Betco's pH7Q Ultra All Purpose Cleaner. Next, place new liner in trash can. Return trash can to its original place.
8. Disinfect "touch points" using Betco's Quat-Stat™ SC Cleaner/Disinfectant, including the sink and faucet, from top to bottom.
9. Reapply Betco's Quat-Stat™ SC Cleaner/Disinfectant to shower walls (*allow for contact/dwell time*) and wipe clean with red microfiber cloth.
10. Clean the inside of the toilet with the bowl mop paying particular attention to the underside of the flush rim (this prevents the accumulation of bacteria that can spread disease and create unpleasant odors).
11. Dry toilet exterior, seat, and lid of the commode carefully.
12. Refill hand soap dispenser with Betco's Clario® UltraBlue Antibacterial Foaming Hand Soap, refill other dispenser with Betco's Clario® Foaming Alcohol Instant Hand Sanitizer and wipe all dispensers with Betco's Quat-Stat™ SC Cleaner/Disinfectant and red microfiber cloth to remove germs.
13. Clean bathroom floor with Betco's Genie® B All Purpose Automatic Scrubber and Betco's Quat-Stat™ SC Cleaner/Disinfectant.
14. **Take final ATP Meter reading of sinks, faucets, toilet seats and floor and record on survey.**
15. Remove "wet floor" / "caution" signs, disposable gloves and be sure to thoroughly wash your hands to reduce cross-contamination.



Cleaning Innovations That Matter.

1001 Brown Avenue | Toledo, Ohio 43607
888-GO BETCO (888-462-3826) | Betco.com



Betco® Green Earth® Criteria:

1. Product Performance

- a. Performance tested to the same criteria as standard products in the same category. Lab testing will be comprised of either 3rd party lab performance testing according to ASTM standards or testing designed and performed in the Betco laboratories.

2. Safe for End Users

- a. Acute and Chronic Toxicity
 - i. The undiluted products will not contain any acutely toxic materials and shall not be toxic to humans. No product with an HMIS health hazard greater than 2 shall qualify as a Green Earth product. No ingredients shall be used that have chronic toxicity effects that pose a risk to humans under anticipated use conditions. The exception shall be hazardous chemicals that react during the manufacturing process to produce a non-hazardous reaction product.
 - 1. Acute oral toxicity >5000 mg/kg
 - 2. Acute dermal toxicity >2000mg/kg
- b. Carcinogens, Mutagens, and Reproductive Toxins
 - i. No product shall qualify for the Green Earth product line if it contains more than a trace of non-intentionally added carcinogens, mutagens and reproductive toxins. Betco will continue to source and use raw materials that do not contain trace amounts of known or suspected carcinogens, mutagens or reproductive toxins.
- c. Skin and Eye Irritation
 - i. The undiluted product will not be corrosive to skin or eyes or cause irreversible damage to skin and eyes.
- d. Fragrances
 - i. All fragrances used must be approved by the International Fragrance Association (IFRA).
- e. Colorants
 - i. Only Food Grade, natural, D&C or FD&C classified dyes and colorants may be used.
- f. Flammability
 - i. The concentrated products will not be classified as flammable or combustible. The standard for this is that the products will have a flash point greater than 200°F when tested by the TAG closed cup flash point apparatus.

3. Better for the Environment

- a. Biodegradability
 - i. The product must demonstrate Ready Biodegradability based on the cumulative biodegradabilities of all organic components or through whole product testing according to OECD standards.
- b. Volatile Organic Compound (VOC) Content
 - i. No ozone Depleting Compounds shall be used.
 - ii. HAPS free = No Hazardous Air Pollutants shall be used.
- c. Volatile Organic Compounds (VOC's)
 - i. The Volatile Organic Compounds limit if present will meet the California Regulations for Reducing Emissions from Consumer Products as defined by the California Air Resources Board. These are the strictest VOC regulations in the United States.

- d. Prohibited Ingredients
 - i. Heavy metals including, lead, hexavalent chromium, or selenium; either in the elemental form or compounds, zinc.
 - ii. 2-butoxyethanol
 - iii. Alkylphenol ethoxylates
 - iv. Phosphorus
 - v. Optical Brighteners
 - vi. Petroleum distillates
 - vii. Formaldehyde
 - viii. Bioaccumulating Compounds.
- e. Aquatic Biodegradability
 - i. The finished product must show ready aquatic biodegradability according one of the OECD standards or through calculations based on individual raw materials.
- f. pH
 - i. The pH of the concentrated product must be between 2 and 11.5 unless it can be shown through testing that products outside of this pH range are non-corrosive to skin and eyes.

4. Better for Animals

- a. No Animal Testing
 - i. No animal testing will be performed on any finished product in the Green Earth line.
- b. Low Toxicity to Aquatic Life
 - i. The product as used shall not be toxic to aquatic life.

Betco Natural Criteria

1. Meet all criteria for Green Earth as posted
2. Meet or exceed natural content defined in appropriate USDA category OR contain > 95% biorenewable/mineral content excluding water.

Betco Bioactive Solutions

1. Meets all the Green Earth Criteria other than 2e. We do not restrict the use to FD&C dyes.
2. Must contain bacillus or enzymes capable of degrading targeted wastes.

Laundry/Warewash

Due to the nature of these products a different set of criteria is necessary. These products by their nature will require higher pH's and thus the criteria for green has been modified based on third party recommendations for products in this category.

The laundry and warewash criteria for products used through closed loop dispensing systems that dispense directly into a dish machine or laundry machine are as follows:

1. The concentrate must comply with all elements of the standard Green Earth Criteria described above.
2. The product must only be distributed and used in a closed loop SKU.
3. The closed loop dispensing system must be compliant with all dispenser regulations in the locality in which it is located.
4. The pH at the most concentrated dilution must be within the range of 2 to 11.5.



Section 2

QUALITY CONTROL

PHD SERVICES, L.L.C.

If you are interested in participating in the 2019 Steamboat Classic – to be held on June 15th, 2019 – please contact Gina at PHD Services. If you would like to participate, we will take care of your registration and give you a Team PHD shirt. You don't have to run...you can walk!!!

Reminder: Mother's Day is Sunday, May 12th. Happy Mother's Day to all of our Mother's and Grandmother's

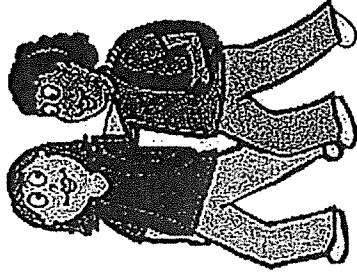
PHD Services Mission Statement:

PHD Services strives to provide unsurpassed service to our customers while providing an environment for our employees where they can learn, grow, and succeed. Our goal has always been to be a well-respected company that provides our customers with great service.

PHD SERVICES, L.L.C.

COMPANY/SAFETY

NEWSLETTER



APRIL 2019

- MAY SAFETY MEETING
- TOPIC PREVIEW (DISASTER EVACUATION/TAKE SHELTER PLANS)
- FUN "SPRING" FACTS
- SAFETY & HEALTH TIPS- START OUT WITH A STROLL
- PHD SERVICES MISSION STATEMENT

ZERO ACCIDENT SAFETY

PHD SERVICES

MAINTENANCE/BUSINESS-SUPPORT LOGISTICS

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MAINTENANCE BUSINESS SUPPORT LOGISTICS

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Safety Handbook

Safety Philosophy

We at PHD Services are committed to working with our employees to provide a safe place. PHD is committed to providing a *zero accident and work environment* for all employees at the various locations serviced by PHD.

It is our policy that employees should report unsafe conditions and will not perform a work task if it is considered unsafe. We all play an equal part. Everyone must report any/all incidents, injuries and unsafe conditions to their supervisors. We have established a protocol for this purpose and expect to see our mission of minimizing work place injuries and incidents fulfilled.

PHD believes that all accidents and injuries are preventable with a team focused approach to safety awareness. All employees' recommendations to improve safety and health conditions are encouraged and will be given thorough consideration.

To accomplish our safety goal, PHD involves the total PHD work force in the following aspects of safety:

1. Safety awareness and vigilance.
2. Continuous safety and job responsibility training.
3. Open communications on safety issues.
4. Adhering to OSHA, PHD and customer safety policies at all times.
5. A shared caring for our fellow employee's health and well being.

This is intended to reiterate PHD's management commitment to, involvement in, and expectations of providing our employees a safe and healthful work environment. Our work safety program will be incorporated as the standard practice for this organization. Compliance with these safe work expectations will be required of all employees as a condition of employment. Accordingly, a violation of safety policies constitutes misconduct on the part of the employee and appropriate disciplinary actions will be initiated. *We hold all employees accountable for safety performance equal with quality and production expectations.*

Disciplinary action may include, but is not limited to verbal reprimand, written reprimand and immediate termination. Management reserves the right to terminate or discipline any employee at the company, at its discretion, considered necessary in individual circumstances. The following policies are not meant to be all inclusive.

- g. Personal protective equipment such as hard hats, safety shoes, safety glasses, gloves and hearing protection will be provided to each employee and must be worn as required by PHD and customer policies.

It is PHD policy that all employees **must** wear safety glasses and chemical resistant gloves while performing the following tasks:

- Diluting or mixing chemicals
- Using any chemical for cleaning purposes
- Cleaning restrooms and shower rooms
- It is strongly recommended that employees wear safety glasses and gloves at all times while working for PHD.
- h. Employees should wear suitable clothing for janitorial work. Avoid loose, baggy clothing and jewelry. Confine long hair if necessary.
- i. Smoking is permitted in customer approved areas only. Smokers should practice good housekeeping in these areas.
- j. Employees should be on constant alert for fork lift trucks and other moving vehicles. Approach corners and intersections cautiously. **Look before you step.**
- k. Employees should never operate any PHD or customer equipment without proper training from your Supervisor.
 1. When operating mechanical equipment, all safety procedures must be strictly followed.
 2. Adjustments should not be made to any equipment while it is running
 3. Any employee operating electrical equipment with cords must be careful not to lay the power cord such that it creates a tripping hazard.
 4. Any damaged or improperly operating equipment should be reported to your Supervisor or Team Leader **immediately** so that the equipment can be locked out and tagged out until it is repaired.
- l. Employees assigned to any floor mopping responsibilities **must** place “Wet Floor” signs around the area to be mopped. “Wet Floor” signs must remain in place until the floor is completely dry in order to prevent a slip and fall hazard.
- m. For safety and privacy issues, “Restroom Closed for Cleaning” signs should always be used while cleaning restrooms.

Hazard Communications Policy

Regulation: OSHA regulations 29CFR 1910.1200 requires employers to have a Hazard Communication Policy.

Purpose: The OSHA Hazard Communications Standard requires that employees be made aware of the hazardous properties of chemicals with which they are working. Information on the symptoms of over exposure and methods of protection must be made available to employees. Chemical manufacturers are responsible for evaluating the hazards of their products and must develop Material Safety Data Sheets (MSDS).

PHD Scope: All PHD employees are covered by this policy.

PHD Policy: PHD has allocated a great deal of time in selecting the chemicals used to accomplish each cleaning task. The chemicals chosen achieve a maximum cleaning result for our customers, while at the same time affording the highest degree of safety for our employees.

An MSDS Booklet exists at each PHD account. The MSDS Booklet contains the MSDS information on each chemical used by PHD at that account. Each PHD customer is also issued an MSDS Booklet for their files.

Your supervisor will inform you of the location of the MSDS book at the account to which you are assigned.

Each new PHD employee will be trained on the MSDS information available for each chemical used at the account. This training will take place prior to the new employee's training on the use of personal protective equipment (PPE) and the use of PHD chemicals.

The following policies exist regarding the MSDS Booklet:

1. Employees may read the MSDS Booklet before and after work or on breaks if they choose.
2. Employees MAY NOT remove the MSDS Booklet or any pages from the manual. The MSDS Booklet must remain in its designated location.
3. Employees may request a copy of any or all of the MSDS sheets. The Supervisor is responsible for providing requested copies.

All PHD employees will be retrained on the MSDS Manual on an annual basis. Should a new chemical be introduced during the year, all employees' will receive MSDS training on that particular chemical. If an MSDS sheet is revised during the year, all employees will be informed of any changes.

Personal Protective Equipment Policy

Regulation: OSHA has a number of regulations mandating the use of personal protective equipment on the job; depending on the potential hazards of the work environment.

Purpose: The OSHA regulations are designed to protect employees from injury on the job where potential hazards exist. Proper use of personal protective equipment greatly reduces or eliminates the potential for injury.

PHD Scope: All PHD employees are covered by this policy.

PHD Policy As a contract cleaning company, PHD works in many different work environments. PHD has a policy regarding the use of personal protective equipment on the job and must also adopt each customer's policy regarding the use of personal protective equipment at their facility. **Both policies must be adhered to at all times.**

PHD's personal protective Equipment Policy is as follows:

1. Safety glasses and chemical resistant gloves **must** be worn when missing or diluting chemicals.
2. Safety glasses and chemical resistant gloves **must** be worn whenever using any chemical for cleaning purposes.
3. Safety glasses and chemical resistant gloves **must** be worn when cleaning restrooms and shower doors.
4. PHD strongly recommends that safety glasses and chemical resistant gloves be worn at all times on the job.

PHD provides the personal protective equipment mandated in its policies at no charge to the employee. Customer mandated personnel protective equipment is also provided at no charge to the employee.

The Account Supervisor will instruct each employee on the use of personal protective equipment. The Account Supervisor will also document any customer specific requirements in the Employee Safety Manual (Customer Specific Personnel Protective Equipment Requirements).

Employees are responsible for the personal protective equipment issued to them. Worn and disposed of personal protective equipment may be charged to the employee.

Asbestos Awareness Training

Regulations: OSHA Regulation 29 CFR 1910.1001 requires annual training for housekeeping operations in an area that contains asbestos.

Purpose : The primary purpose of this regulation is to insure that employees are aware of the hazard that asbestos poses if they are exposed to it while working.

PHD Scope : Most buildings that PHD services have no asbestos present. Those that do, have it contained, and the areas are clearly marked with signage to warn of its location.

PHD Policy : Always be aware and take caution around posted asbestos areas. Do not disturb or cause “spills” in an asbestos area. Never attempt to clean up an asbestos “spill”. Always wear N95 Respirators if you must work in or around an area with a posted asbestos warning. Your supervisor, working with PHD’s and the buildings management, will arrange to have asbestos abatement workers clean up any asbestos “spills”.

PHD’s supervisors are trained in asbestos awareness and safety and can answer Any questions you may have on the subject.

Lock Out/ Tag Out Policy

Regulation: OSHA Regulation, SUB Part J, Section 1910.147 requires employers to have a Hazardous Energy Control Policy.

Purpose: The purpose of the regulation is to prevent an uninformed employee from operating equipment that is in need of repair or from starting equipment while someone is working on the equipment.

Annual Employee Training

The following detailed topics are in the annual training program of Safety for PHD. Monthly safety meetings are held, and written materials are distributed for use.

January	OSHA and Annual Safety Program Review	Sexual Harassment / Racial Harassment Policy Review
February	Material Handling Safety	Material Movement
		Hand Moved Containers
		Lifting
March	Slip and Fall Hazards / Prevention	Floor and Carpets Stairs / Staircases
		Ladders
April	Storage Closet / Cart Safety	Storage Closet Standards
		Cart Maintenance
May	Blood Borne Pathogen Exposure Safety	
June	Office and Restroom Safety	Disinfection / Sanitation
		Asbestos Awareness Training
July	Disaster Evacuation / Shelter Plans	Heat Strain Awareness
August	Building Safety	Security
		Fire Safety
		Parking Lot Safety
September	Basic First Aid	
October	Equipment Safety	Lock / Tag Out Procedure
		Electrical Equipment
		Motorized Vehicles
November	Personal Safety	Protective Equipment
		Accident Prevention / Investigation
December	Hazardous Material Safety	MSDS Manual
		Chemical Usage / Containerization
		Lead Safety
		Cold Stress Awareness

EMPLOYEE ACKNOWLEDGMENT FORM
SAFETY HANDBOOK

I acknowledge that I have received a copy of the PHD SERVICES, LLC Safety Handbook. I understand and agree that it is my responsibility to comply with the policies contained in this handbook and any revisions made to it. I understand that the handbook describes important information about PHD SERVICES, LLC's safety procedures and regulations, and I agree that it is my responsibility to read the handbook and ask questions about any topic I do not understand.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to PHD SERVICES' policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the chief executive officer of PHD SERVICES, LLC has the ability to adopt any revisions to the policies in this safety handbook.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____

*****PHD SERVICES, L.L.C. COPY*****

EMPLOYEE ORIENTATION CHECKLIST

- | | |
|---|-------|
| 1. Review Customer Interaction policy | _____ |
| 2. Review Anti-harassment policy | _____ |
| 3. Review timekeeping and turn in | _____ |
| 4. Paid Holiday explanation | _____ |
| 5. Drug and alcohol policy | _____ |
| 6. Personal appearance and dress code | _____ |
| 7. Company Expectations | _____ |
| 8. Attendance and punctuality | _____ |
| 9. Employee conduct and work rules | _____ |
| 10. Mutual respect policy | _____ |
| 11. Use of customer property | _____ |
| 12. Use of customer telephones | _____ |
| 13. Use of PHD Services property | _____ |
| 14. Smoking policy | _____ |
| 15. Review all entrances and exits | _____ |
| 16. Building take cover/evacuation procedure | _____ |
| 17. Review safety policies regarding PPE | _____ |
| 18. Review policy of not letting anyone in the building that would be swiped
on the employees card | _____ |
| 19. Review Blood borne Pathogen policy | _____ |
| 20. Review SDS book and it's purpose | _____ |
| 21. Review lockout/ tag out policy | _____ |
| 22. Review use of ladder policy | _____ |

EMPLOYEE SIGNATURE

PHD REPRESENTATIVE

FACILITY EMPLOYEE ORIENTATION CHECKLIST

1. Review all entrances and exits _____
2. Building take cover area and procedure _____
(Physically take employee to area)
3. Review evacuation procedure _____
4. Review safety policies regarding PPE _____
5. Time card procedure _____
6. Review cart and contents of cart _____
7. Review policy of not letting anyone in the building that would be swiped on
the employees card _____
8. Review Blood borne Pathogen policy _____
9. Review location and contents of SDS book _____
10. Review lockout/ tag out policy _____
11. Share contact information in case of emergency _____

Employee signature

Supervisor signature

Date

PHD SERVICES PERFORMANCE EVALUATION

Employee's Name:

Date:

Supervisor's Name:

Evaluator:

What has the employee achieved in the past year?

What are the goals the employee should achieve over the next 12 months?

Employee's strengths:

Room for improvement:

Employee Signature

Date

Facility: _____

Date: _____

Staff Personnel: _____

Phone No: _____

E-mail: _____

Evaluator: _____

CLEANING LEVELS as defined by leading third-party standards:
 CL 5 Surfaces are orderly with no dust, dirt, debris, smudges or stains.
 CL 4 Ordinary Surfaces are orderly with light amounts of dust, dirt, debris, smudges or stains.
 CL 3 Relaxed Surfaces have noticeable amounts of dust, dirt, debris, smudges or stains.
 CL 2 Marginal Surfaces have heavy amounts of dust, dirt, debris, smudges or stains.
 CL 1 Unacceptable Surfaces have major accumulation of dust, dirt, debris, smudges or stains.

Cleaning Level
Desired

ENTRANCES / HALLWAYS / COMMON AREAS	CURRENT CLEANING LEVEL					Percentage by Category	FLOOR SURFACE (H,C,W,S) ¹	BUILDING AREA			COMMENTS / NEEDED ACTION
	CL5	CL4	CL3	CL2	CL1			Floor	Wing	Common	
Matting											
Glass, mirrors											
Window coverings											
Metal surfaces											
High dusting											
Low dusting											
Doors, walls, spot cleaning											
Floors											
Baseboards											
Waste cans											
Horizontal surfaces											
Vents											
Wall hangings											
Lighting fixtures											
Drinking Fountain											
Degree of Odor											
Totals	0	0	0	0	0	0.0%					
OFFICES	CURRENT CLEANING LEVEL					Percentage by Category	FLOOR SURFACE (H,C,W,S) ¹	BUILDING AREA			COMMENTS / NEEDED ACTION
	CL5	CL4	CL3	CL2	CL1			Floor	Wing	Common	
Glass, mirrors											
Window coverings											
Metal surfaces											
High dusting											
Low dusting											
Doors, walls, spot cleaning											
Floors											
Baseboards											
Waste cans											
Horizontal surfaces											
Partitions											
Vents											
Wall hangings											
Lighting fixtures											
Furniture											
Degree of Odor											
Totals	0	0	0	0	0	0.0%					

¹ Surface (H: Hard, C: Carpet, W: Wood, S: Stone / Concrete)

RESTROOMS / LOCKER ROOMS / SHOWER ROOMS	CURRENT CLEANING LEVEL					Percentage by Category	FLOOR SURFACE (H,C,W,S) ¹	BUILDING AREA			COMMENTS / NEEDED ACTION
	CL5	CL4	CL3	CL2	CL1			Floor	Wing	Common	
Glass, mirrors											
Metal surfaces											
High dusting											
Low dusting											
Doors, walls, spot cleaning											
Floors											
Baseboards											
Waste cans											
Horizontal surfaces											
Partitions											
Vents											
Wall hangings											
Lighting fixtures											
Sinks											
Toilets, urinals											
Drains											
Degree of Odor											
Shower Curtain/Door											
Dispensers											
Totals	0	0	0	0	0	0.0%					
CLASSROOMS / CONFERENCE ROOMS	CURRENT CLEANING LEVEL					Percentage by Category	FLOOR SURFACE (H,C,W,S) ¹	BUILDING AREA			COMMENTS / NEEDED ACTION
	CL5	CL4	CL3	CL2	CL1			Floor	Wing	Common	
Glass, mirrors											
Window coverings											
Metal surfaces											
High dusting											
Low dusting											
Doors, walls, spot cleaning											
Floors											
Baseboards											
Waste cans											
Horizontal surfaces											
Partitions											
Vents											
Wall hangings											
Lighting fixtures											
Phones, lamps, office equipment											
Chalk/white boards											
Furniture											
Degree of Odor											
Totals	0	0	0	0	0	0.0%					

CLEANING LEVELS as defined by leading third-party standards:
 CL 5 Surfaces are orderly with no dust, dirt, debris, smudges or stains.
 CL 4 Ordinary Surfaces are orderly with light amounts of dust, dirt, debris, smudges or stains.
 CL 3 Relaxed Surfaces have noticeable amounts of dust, dirt, debris, smudges or stains.
 CL 2 Marginal Surfaces have heavy amounts of dust, dirt, debris, smudges or stains.
 CL 1 Unacceptable Surfaces have major accumulation of dust, dirt, debris, smudges or stains.

CAFETERIA / FOOD SERVICE / BREAK ROOM	CURRENT CLEANING LEVEL					Percentage by Category	FLOOR SURFACE (H,C,W,S)	BUILDING AREA			COMMENTS / NEEDED ACTION
	CL5	CL4	CL3	CL2	CL1			Floor	Wing	Common	
Glass, mirrors											
Window coverings											
Metal surfaces											
Comers											
High dusting											
Low dusting											
Doors, walls, spot cleaning											
Floors											
Baseboards clean											
Waste cans											
Horizontal surfaces											
Vents											
Wall hangings											
Lighting fixtures											
Tables, chairs											
Water fountains											
Serving lines											
Food preparation areas											
Drains											
Degree of Odor											
Totals	0	0	0	0	0	0.0%					

CLEANING LEVELS as defined by leading third-party standards:
 CL 5 Surfaces are orderly with no dust, dirt, debris, smudges or stains.
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 CL 3 Relaxed Surfaces have noticeable amounts of dust, dirt, debris, smudges or stains.
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 CL 1 Unacceptable Surfaces have major accumulation of dust, dirt, debris, smudges or stains.

Stairs	CURRENT CLEANING LEVEL					Percentage by Category	FLOOR SURFACE (H,C,W,S)	BUILDING AREA			COMMENTS / NEEDED ACTION
	CL5	CL4	CL3	CL2	CL1			Floor	Wing	Common	
Steps											
Landings											
Railing											
Doors, walls											
Lights											
Degree of Odor											
Totals	0	0	0	0	0	0.0%					

ELEVATORS	CURRENT CLEANING LEVEL					Percentage by Category	FLOOR SURFACE (H,C,W,S)	BUILDING AREA			COMMENTS / NEEDED ACTION
	CL5	CL4	CL3	CL2	CL1			Floor	Wing	Common	
Floors											
Walls, doors											
Lights											
Vents											
Operating panel											
Degree of odor											
Totals	0	0	0	0	0	0.0%					

SUPPLY CLOSETS	CURRENT CLEANING LEVEL					Percentage by Category	FLOOR SURFACE (H,C,W,S)	BUILDING AREA			COMMENTS / NEEDED ACTION
	CL5	CL4	CL3	CL2	CL1			Floor	Wing	Common	
Supplies organization											
Proper supplies											
Equipment condition											
Degree of odor											
Totals	0	0	0	0	0	0.0%					

SUPPLY CARTS	CURRENT CLEANING LEVEL					Percentage by Category	FLOOR SURFACE (H,C,W,S)	BUILDING AREA			COMMENTS / NEEDED ACTION
	CL5	CL4	CL3	CL2	CL1			Floor	Wing	Common	
Spray bottles											
Cart											
PPE											
Training cards											
Re-stocking supplies											
Totals	0	0	0	0	0	0.0%					
COMPLIANCE/TRAINING	CURRENT CLEANING LEVEL					Percentage by Category	FLOOR SURFACE (H,C,W,S)	BUILDING AREA			COMMENTS / NEEDED ACTION
	CL5	CL4	CL3	CL2	CL1			Floor	Wing	Common	
MSDS books											
Safety training											
Right-To-Know training											
Bloodborne pathogen training											
Totals	0	0	0	0	0	0.0%					
TOTAL OVERALL CLEANING LEVEL:	0	0	0	0	0	0.0%	TOTAL SQ. FT.				

CLEANING LEVELS as defined by leading third-party standards:
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CL 1 Unacceptable Surfaces have major accumulation of dust, dirt, debris, smudges or stains.

**PHD SERVICES, L.L.C.
FACILITY INSPECTION SHEET**

BUILDING:
FLOOR:
CITY:
DATE:
INSPECTED BY:

	V	S		
Entrance (11)	3	3		1. Mats, Carpet
	3	3		2. Glass, Metal Surfaces
	2	2		3. Corners
	3	3		4. Floor
Total		11		
Lobbies (10)	2	2		5. Dusting
	3	2		6. Floor Appearance
	3	3		7. Sweeping, Vacuuming
	2	2		8. Water Fountains
Total		9		
Elevators (6)	1	0		9. Treads
	1	1		10. Lights
	2	2		11. Walls, Doors
	2	2		12. Floor, Carpet
Total		5		
Corridors (5)	2	2		13. General Floor Appearance
	1	1		14. Baseboards
	2	2		15. Water Fountains
Total		5		
Stairwells (4)	2	1		16. Rails, Walls
	2	2		17. Steps, Landings
Total		3		
Rest Rooms (19)	2	1		18. Dispensers, Hardware
	3	3		19. Wash Basins
	3	3		20. Floors
	2	2		21. Mirrors
	2	1		22. Partitions
	3	2		23. Toilets, Urinals
	2	2		24. Waste Cans
	2	2		25. Walls, Doors
Total		16		
Office (15)	1	1		26. Door, Kickplates
	2	2		27. Walls, Doors
	1	1		28. Waste Baskets
	1	1		29. Partitions
	2	2		30. Low Dusting
	2	1		31. High Dusting
	3	2		32. General Floor Appearance
	1	1		33. Baseboards
	2	2		34. Corners
Total		13		
Windows (5)	2	2		35. Glass
	2	2		36. Sills, Frames
	1	1		37. Blinds
Total		5		
Cafeteria/ Break Areas (10)	3	3		38. General Floor Appearance
	2	2		39. Sink/Countertops
	1	1		40. Baseboards
	2	2		41. Corners
	2	2		42. Furniture
Total		10		
Janitor (6) Closets	3	3		43. Cleanliness, Organization
	3	3		44. Supplies, Equipment
Total		6		
Miscellaneous (9)	2	2		45. Air Vents
	1	1		46. Lights
	3	2		47. Carpet Spotting
	3	3		48. Medical/ If Applicable
Total		8		

COMMENTS:

Classification	Value	Score
CLASSIFICATION	POOR	FAIR
Entrance	11	0.11
Lobbies	10	0.09
Elevators	6	0.05
Corridors	5	0.05
Stairwells	4	0.03
Restrooms	19	0.16
Offices	15	0.13
Windows	5	0.05
Café/ Break Areas	10	0.1
Janitor Closets	6	0.06
Miscellaneous	9	0.08
TOTAL	100	91%

POOR FAIR GOOD EXCELLENT

Resilient Floor Care Manual

Manual Para El Cuidado De Pisos

Stripping and Preparing The Floor

Proper stripping requires the right equipment, good chemicals, adequate help and ample time. Stripping is very labor-intensive and disruptive to many facilities. It should only be performed when deep-scrubbing and recoating will no longer revive your floor. With proper care, Essential Industries' unique floor maintenance system approach allows most users to experience strip cycles anywhere from one year to three years and even longer.

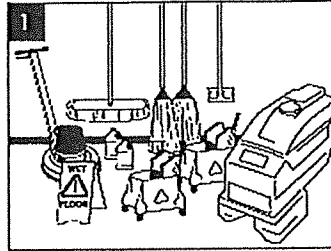
Removido de Cera y Preparación del Piso

La remoción adecuada de acabados para pisos requiere del equipo correcto, buenos productos químicos, ayuda adecuada y tiempo suficiente. Remover es una labor muy intensa e interruptiva en muchas instalaciones. Solo se debe realizar cuando el tallado a profundidad y recapeado ya no reviven el piso. Con el cuidado adecuado el sistema único de mantenimiento de Essential Industries le permite a los usuarios requerir de ciclos de remoción entre uno a tres años o incluso mayor tiempo.

Step 1: Gather Equipment and Supplies

Proper stripping requires the right equipment. Some or all of this equipment may be necessary for complete removal of finish:

Towels	Razor Scraper
Safety Goggles	"Wet Floor" Signs
Putty Knife	2 Buckets / Wringers
Dust Mop	Rubber Boots
Rubber Gloves	Stripping Pads
Measuring Cup	Auto-Scrubber and/or
2 Clean Mops	Low Speed Machine
Wet Vacuum	<u>Essential Brand Stripper</u>
Doodle Bug	Nu-Tral Cleaner (#507)



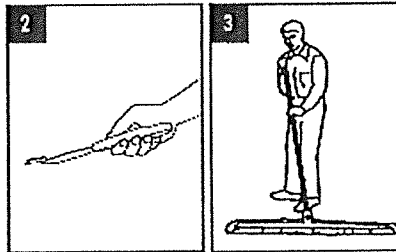
Paso 1: Reúna equipo y productos

La remoción adecuada requiere del equipo correcto. Algunos o todos estos equipos pueden ser necesarios para la remoción de la cera completamente:

Toallas	Espátula
Lentes protectores	Anuncios de "Piso Mojado"
Cuchillo	2 cubetas / exprimidores
Mop para polvo	Botas de hule
Guantes de hule	Fibras para remover cera
Taza medidora	Maquina automática/
2 Trapeadores limpios	pulidora de baja velocidad
Aspiradora para agua	<u>Removedor Marca Essential</u>
Doodle Bug	Nu-Tral Cleaner (#507)

Step 2: Gum Removal

Scrape up any chewing gum or attached labels with a razor scraper.



Paso 2: Removido de chicle

Talle y levante toda la goma de mascar y etiquetas adhesivas con la espátula.

Step 3: Dust Mop

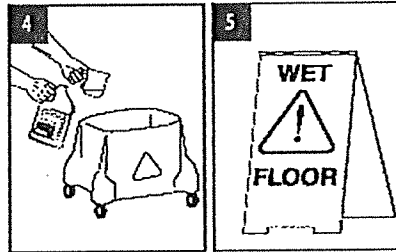
Dust mop the entire floor. Then roll up a towel and place it across all doorways to keep wet solutions contained.

Paso 3: Mop para polvo

Pase un mop seco por todo el piso. Despues enrolla una toalla y póngala en las puertas para contener la solución líquida.

Step 4: Dilute Chemicals

If using an auto-scrubber, fill it with Nu-Tral Cleaner (#507) diluted 2 oz. per gallon (1:64). Fill one mop bucket (without a wringer) using warm water with properly diluted stripping solution. Fill another mop bucket (with a wringer) with Nu-Tral Cleaner (#507) diluted 2 oz. per gallon (1:64).



Paso 4: Diluya los químicos

Si está usando una maquina automática para tallar el piso, llene el tanque con solución de Nu-Tral Cleaner (#507) diluido a 2 onzas por galón. Llene una cubeta (sin el exprimidor) usando agua tibia y la dilución correcta del removedor. Llene otra cubeta (con el exprimidor) con Nu-Tral Cleaner (#507) diluido a 2 onzas por galón.

Step 5: Wet Floor Signs

Place "Wet Floor" signs at both ends of work area.

Paso 5: Anuncios de piso mojado

Coloque los anuncios de "Piso Mojado" a ambos extremos del área en la que va a trabajar.

Step 6: Apply Stripper Solution to Edges

Apply a liberal amount of stripper solution to the edges. Let it dwell for five minutes (do not let it dry on the floor). Using a scraper and/or Doodle Bug, completely detail the edges.

Paso 6: Aplique la solución de removedor en las orillas

Aplique una cantidad liberal de solución en las orillas. Deje que remoje durante cinco minutos (no deje que seque sobre el piso). Usando una espátula y/o Doodle Bug, detalle completamente las orillas.

Step 7: Apply Stripper Solution to Floor

Once the edges are finished, liberally apply stripper solution to 100 to 200 square feet of floor. Let it stand for five minutes. Using stripping pads and a single disc floor machine or an auto-scrubber, with full pad pressure, scrub until all finish is removed.



Paso 7: Aplique la solución de removedor sobre el piso

Una vez que haya terminado las orillas, aplique una solución de removedor liberalmente a un área del piso de entre 100 a 200 pies cuadrados. Deje que remoje durante cinco minutos. Usando fibra removedor y una maquina pulidora de baja velocidad de un solo disco o maquina automática para tallar el piso, con presión completa en la fibra, tallo hasta que todo el acabado haya sido removido.

Step 8: Pick Up Soiled Stripper Solution

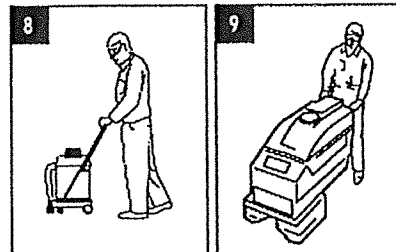
Using a wet/dry vacuum or an auto-scrubber, immediately pick up all stripper/soil residue.

Paso 8: Recoja la solución de removedor

Usando una aspiradora para agua y polvo o una maquina automática, inmediatamente recoja los residuos de la solución de removedor y suciedad.

Step 9: Rinse Floor

Double-rinse the floor using an auto-scrubber and mop for hard-to-reach areas. If rinsing with a mop and bucket, change rinse water frequently to insure that the floor is completely free of all residue. Be sure to pay close attention to the edges and under counters. Inspect the floor for complete finish removal. Allow floor to dry completely before refinishing.



Paso 9: Enjuague el piso

Enjuague el piso doblemente usando una maquina automática para tallar y un trapeador para áreas difíciles de alcanzar. Si esta enjuagando con cubeta y trapeador, cambia el agua frecuentemente para asegurar que el piso este completamente libre de todo residuo. Asegúrese de poner mucha atención a las orillas y debajo de los mostradores. Inspeccione el piso y asegúrese de que se haya removido completamente el acabado. Deje que el piso seque por completo antes de reaplicar el acabado.

Resilient Floor Care Manual

Manual Para El Cuidado De Pisos

Finish Application Procedures

Freshly stripped floors need refinishing to add protection and enhance appearance. All Essential floor finishes act as their own seal for resilient flooring. On stone flooring and highly porous resilient flooring, we recommend sealing prior to refinishing. The procedures for laying a seal and finish are identical.

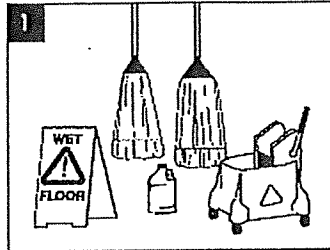
Aplicación de La Cera

Los pisos a los que se les ha removido el acabado recientemente necesitan el recubrimiento para dar protección y mejorar la apariencia. Todos los acabados para piso marca Essential Industries actúan en si como sellador. En pisos de piedra y pisos altamente porosos recomendamos usar un sellador antes de aplicar el acabado. El procedimiento para aplicar el sellador y el acabado son idénticos.

Step 1: Gather Equipment and Supplies

Proper finishing requires the right equipment. Some or all of this equipment may be necessary for finish/seal application:

- Finish mop
- Bucket with wringer
- Plastic bucket liners
- "Wet Floor" signs
- Floor Seal / Finish



Paso 1: Reúna equipo y productos

Para un recubrimiento adecuado del piso se requiere del equipo correcto. Alguno o todos los artículos siguientes pueden ser necesarios:

- Trapeador para aplicar acabado
- Cubeta con exprimidor
- Bolsa plástica para cubrir el interior de la cubeta
- Anuncios de "Piso Mojado"
- Sellador y/o acabado para piso

Step 2: Prepare Bucket

Start by using only clean equipment. Place a new plastic liner in a mop bucket. Pre-rinse finish mop with clean water and wring it out thoroughly. Pour finish into the bucket.

Step 3: Wet Floor Signs

Place "Wet Floor" signs at both ends of work area.

Step 4: Prepare Mop

Dip your mop into the finish and carefully twist out or wring out the excess finish. Your mop should be well-saturated but not dripping.

Step 5: Frame Finish Area (First Coat)

Frame a small area to be finished up to the baseboards approximately 15 feet at a time and wide enough for a comfortable figure-eight swing of the mop. Always work towards your bucket.

Step 6: Fill In Middle

Then fill in using the figure-eight motion. Proceed in this fashion until the entire work area is completed.

Step 7: Refinish (Middle Coats)

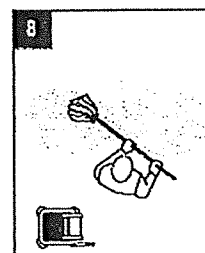
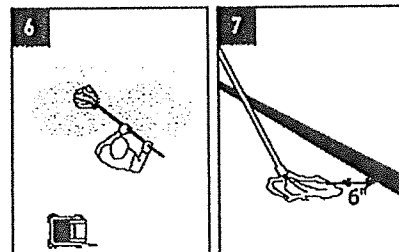
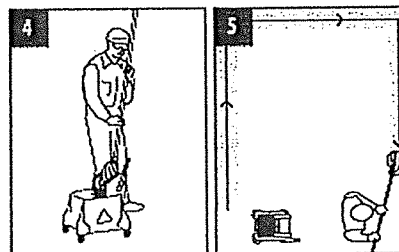
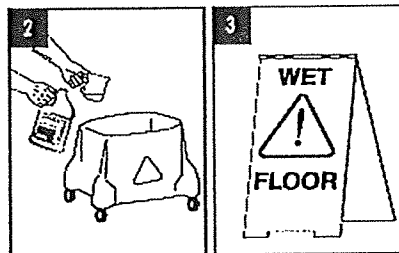
Once the first coat is fully dry (30 minutes under normal conditions), apply the second coat. This time, create an outline as in Step 5 but stay 6 inches away from the baseboards. Fill in the middle with a figure-eight motion. When using sealer, no more than two coats of floor finish should be applied.

Step 8: Refinish (Last Coat)

Follow procedures as outlined in step 4. Outline a small area to be finished up to the baseboards. Then fill it in using the figure-eight motion.

Apply no more than four coats of floor finish or two coats of seal and two coats of finish in a single day. For Pureshine™25 (#216) apply no more than three coats of finish.

Note: If you use the same mop for applying finish that is used for applying seal, be sure to rinse thoroughly before refinishing.



Paso 2: Prepare el equipo

Comience por usar únicamente equipo limpio. Coloque la bolsa plástica para cubrir el interior de la cubeta. Pre-enjuague el trapeador para el acabado con agua limpia y exprímalo muy bien. Agregue el acabado a la cubeta.

Paso 3: Anuncios de piso mojado

Coloque los anuncios de "Piso Mojado" en ambos extremos del área en la que va a trabajar.

Paso 4: Prepare el trapeador

Introduzca el trapeador en el acabado y exprima cuidadosamente el exceso de acabado. Su trapeador debe estar bien saturado pero no goteando.

Paso 5: Marque el área a recubrir (primera capa)

Usando el trapeador bien saturado pero no escumiendo con acabado, marque una área pequeña en la que va a aplicar el acabado hasta la base de las paredes aproximadamente 15 pies a la vez y lo ancho suficiente para que forme figuras del número ocho cómodamente con el paso del trapeador. Siempre trabaje moviéndose hacia su cubeta.

Paso 6: Llene el centro

Después llene usando el movimiento de la figura del número ocho con el trapeador. Proceda de esta manera hasta que toda el área de trabajo se haya completado.

Paso 7: Recubrir (capas de en medio)

Una vez que la primera capa se haya secado completamente (30 minutos bajo condiciones normales), aplique la segunda capa. Esta vez enmarque como lo hizo en el Paso 5 pero quédese 6 pulgadas separado de las orillas o paredes. Llene el centro haciendo movimientos del número ocho con el trapeador. Cuando use un sellador no debe aplicar más de dos capas de acabado.

Paso 8: Recubrir (última capa)

Siga los procedimientos del Paso 4. Delinee una pequeña área para aplicar el acabado hasta las orillas. Llene el centro haciendo movimientos del número ocho con el trapeador.

No aplique más de cuatro capas de acabado o dos de sellador y dos de acabado en un solo día. Para Pureshine™25 (#216) no aplique más de tres capas de acabado.

Nota: Si usa el mismo trapeador para aplicar el acabado que uso para aplicar el sellador asegúrese de enjuagarlo perfectamente antes de usarlo para aplicar el acabado.

Resilient Floor Care Manual

Manual Para El Cuidado De Pisos

Daily Maintenance Procedures

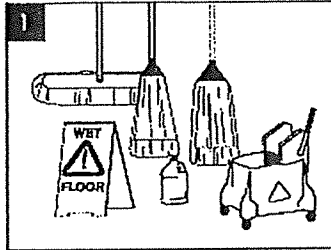
Maintaining floors daily with an auto-scrubber or damp mop is critical for the removal of surface scuffs, black marks, particulate soil and oily soil. Daily burnishing of floors restores gloss and offers the highest possible appearance level without recoating.

Mantenimiento Diario

El mantenimiento diario de pisos usando una maquina automática o trapeador es crítico para remover los rayones de la superficie, las marcas negras, la suciedad y el aceite. El pulido diario de los pisos restaura el brillo y ofrece el más alto nivel de apariencia sin necesidad de recubrir.

Step 1: Gather Equipment and Supplies

- Auto-scrubber (optional)
- Mop buckets / wringers
- Clean "cleaning" mop
- Putty knife
- Broom
- Dust mop
- "Wet Floor" signs
- Safety goggles
- Burnisher (optional)
- Nu-Tral Cleaner (#507)



Step 2: Pre-Clean

Start by sweeping up large debris and hard-to-reach areas with a broom.

Step 3: Gum Removal

Scrape up any chewing gum or attached labels with a putty knife.

Step 4: Dust Mop

Using a clean dust mop, sweep entire floor. Be sure to consolidate all soil for immediate disposal.

Step 5: Wet Floor Signs

Place "Wet Floor" signs at both ends of work area.

Step 6: Auto-Scrub

Auto-scrub the floor with light to moderate pressure using a red pad and a 2 oz. per gallon (1:64) solution of Nu-Tral Cleaner (#507). Pick-up any trails of solution left by the auto-scrubber with a mop and bucket filled with diluted Nu-Tral Cleaner (#507) solution.

Step 7: Damp Mop

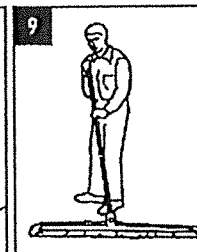
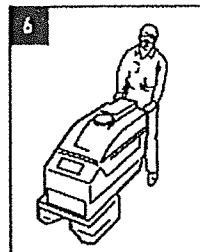
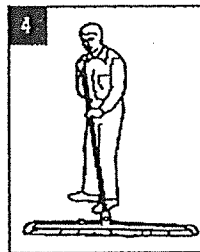
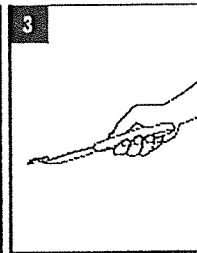
For hard-to-reach areas, small areas or for facilities not equipped with an auto-scrubber, floors should be damp mopped. Use a clean mop and a 2 oz. per gallon (1:64) Nu-Tral Cleaner (#507) solution.

Step 8: Burnish

Allow floors to fully dry. Burnish your work area using a high speed machine and proper burnishing pads. Turn the pads often to prevent pad loading. Always dust mop after burnishing.

Step 9: Dust Mop

Using a clean dust mop, sweep entire floor. Be sure to consolidate all soil for immediate disposal.



Paso 1: Reúna equipo y productos

- Máquina automática para tallar
- Cubeta con exprimidor
- Trapeador limpio para limpiar
- Cuchillo
- Escoba
- Mop para polvo
- Anuncios de "Piso Mojado"
- Lentes de protección
- Pulidora de alta velocidad o estándar
- Nu-Tral Cleaner (#507)

Paso 2: Barrer

Comience batiendo con una escoba la basura grande y las áreas difíciles de alcanzar.

Paso 3: Removido de goma de mascar

Con una espátula tallo y levante la goma de mascar y las etiquetas adhesivas.

Paso 4: Mop para polvo

Usando un mop para polvo barra el piso entero. Asegurese de reunir toda la basura y descartar de inmediato.

Paso 5: Letreros de piso mojado

Coloque los anuncios de "Piso Mojado" en ambos extremos de su área de trabajo.

Paso 6: Auto-tallado

Talle el piso con maquina automática con presión ligera o moderada usando fibra roja y 2 oz. por galón de solución de Nu-Tral Cleaner (#507). Recoja cualquier residuo de solución que haya dejado la maquina automática con un trapeador y una cubeta llena con solución de Nu-Tral Cleaner (#507) diluido.

Paso 7: Trapeador húmedo

Para áreas pequeñas y difíciles de alcanzar, o para instalaciones que no cuentan con una maquina automática, los pisos se deben de limpiar con un trapeador húmedo. Use un trapeador limpio y una solución de Nu-Tral Cleaner (#507) a 2 onzas por galón.

Paso 8: Pulido

Permita que el piso seque completamente. Pula el área en la que esta trabajando con una pulidora de alta velocidad y la fibra adecuada para pulir. Voltee las fibras seguido para prevenir que se sature. Siempre pase un mop para polvo antes de pulir.

Paso 9: Mop para polvo

Pase un mop limpio por todo el piso para recoger el polvo. Asegurese de reunir toda la basura y descartarla de inmediato.



Resilient Floor Care Manual

Weekly Restoration

Restoration falls into one of three categories:

1. Auto-Scrubber Method
2. Mop-On Method
3. Spray Buff Method

Auto-Scrubber Method

Step 1: Gather Equipment and Supplies

- Auto-scrubber
- Putty knife
- Broom
- Dust mop
- "Wet Floor" signs
- Mop bucket / wringer
- Clean "cleaning" mop
- Nu-Tral Cleaner (#507)
- Citrus Scrub 'N Shine (#525)

Step 2: Pre-Clean

Start by sweeping up large debris and hard-to-reach areas with a broom.

Step 3: Gum Removal

Scrape up any chewing gum or attached labels with a razor scraper.

Step 4: Dust Mop

Using a clean dust mop, sweep entire floor. Be sure to consolidate all soil for immediate disposal.

Step 5: Wet Floor Signs

Place "Wet Floor" signs at each end of your work area.

Step 6: Auto-Scrub

Auto-scrub the floor with a red pad using 2 oz. per gallon (1:64) solution of Citrus Scrub 'N Shine (#525) floor restorer.

Step 7: Trail Mopping

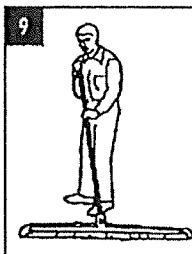
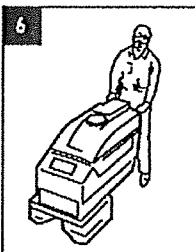
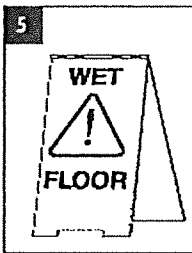
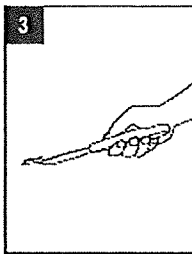
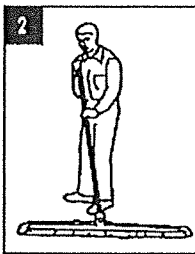
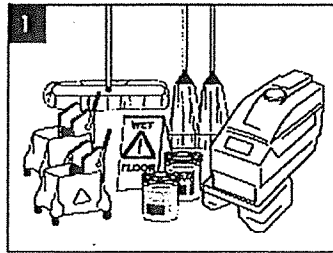
Pick-up the trail left by the auto-scrubber with a mop and bucket filled with Nu-Tral Cleaner (#507) solution diluted 2 oz. per gallon (1:64).

Step 8: Burnish

Allow floors to fully dry. Burnish your work area using a high speed machine and burnishing pads. Turn the pads often to prevent pad loading.

Step 9: Dust Mop and Inspect

Always dust mop after burnishing. Examine floor for wear to determine if recoating is necessary.



Manual Para El Cuidado De Pisos

Restauración Semanal

La restauración cae dentro de una de las siguientes categorías:

1. Método de tallado con maquina automática
2. Método de trapeador
3. Método de pulido atomizado

Método de tallado con maquina automática

Paso 1: Reúna el equipo y artículos necesarios:

- Maquina automática para tallar
- Cuchillo
- Escoba
- Mop para polvo
- Anuncios de "Piso Mojado"
- Cubeta con exprimidor
- Trapeador limpio para limpiar
- Nu-Tral Cleaner (#507)
- Citrus Scrub 'N Shine (#525)

Paso 2: Barrer

Comienza barriendo con una escoba la basura grande y las áreas difíciles de alcanzar.

Paso 3: Removido de goma de mascar

Con una espátula talle y levante la goma de mascar y las etiquetas adhesivas.

Paso 4: Mop para polvo

Usando un mop para polvo barra el piso entero. Asegurese de reunir toda la basura y descartar de inmediato.

Paso 5: Letreros de piso mojado

Coloque los anuncios de "Piso Mojado" en ambos extremos de su área de trabajo.

Paso 6: Auto-tallado

Talle el piso con maquina automática y fibra roja usando una solución del restaurador Citrus Scrub 'N Shine (#525) a 2 oz. por galón.

Paso 7: Trapear los residuos

Recoja los residuos que haya dejado la maquina automática con un trapeador y una cubeta llena con solución de Nu-Tral Cleaner (#507) diluido a 2 oz. por galón.

Paso 8: Pulido

Permita que el piso seque completamente. Pule el área en la que esta trabajando con una pulidora de alta velocidad y la fibra adecuada para pulir. Voltee las fibras seguido para prevenir que se sature.

Paso 9: Mop para polvo e inspeccionar

Siempre pase un mop para polvo antes de pulir. Examine el piso para ver si hay deterioro y determinar si es necesario recubrir.

Resilient Floor Care Manual

Manual Para El Cuidado De Pisos

Periodic Scrub and Recoat

Removido de Cera y Recubrimiento Periódico

Procedures

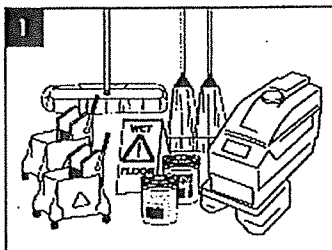
When floors lose their original high gloss look and appear dull, it's time to recoat. Traffic areas will require more frequent recoating to maintain a clean, high shine appearance. A planned recoat schedule will provide optimum appearance and greatly reduce the need for stripping.

Cuando el piso ha perdido el alto brillo y terna apariencia opaca, es tiempo de recubrir. Las áreas de alto tráfico requieren recubrimiento mas seguido para mantener la apariencia limpia y un alto brillo. Un programa de recubrimiento bien planeado le brindara la máxima apariencia y reduce en gran manera la necesidad de remover completamente el acabado.

Step 1: Gather Equipment and Supplies

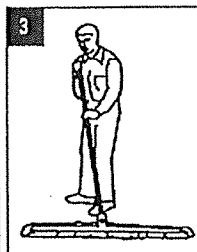
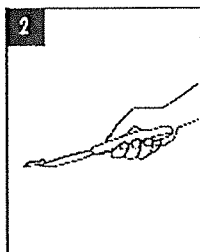
Proper deep scrubbing and recoating requires the right equipment. Some or all of this equipment may be necessary for proper results:

- Auto-scrubber
- Optional: Swing machine and wet vacuum
- Dust mop
- Putty knife
- Blue scrubbing pads
- 2 buckets / wringers
- Finish mop
- Nu-Tral Cleaner (#507)
- Plastic bucket liner
- "Wet Floor" signs
- Essential brand floor finish
- Cleaning / rinsing mop
- Citrus Scrub 'N Shine (#525)



Step 2: Gum Removal

Scrape up any chewing gum or attached labels with a razor scraper.



Step 3: Dust Mop Floor

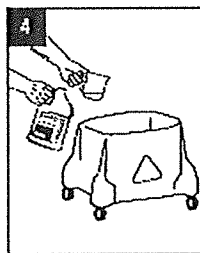
Dust mop the entire floor. Then roll up a towel and place it across all doorways to keep wet solutions contained.

Step 4: Dilute Chemicals

Fill your auto-scrubber with 8-oz. per gallon (1:18) solution of Citrus Scrub 'N Shine (#525). Fill one mop bucket with 2-oz. per gallon (1:64) Nu-Tral Cleaner (#507) solution. Fill another plastic-lined mop bucket with appropriate floor finish.

Step 5: Wet Floor Signs

Place "Wet Floor" signs at each end of your work area.



Step 6A: Auto-Scrub

With full pad pressure, double-scrub the floor with a 8 oz. per gallon (1:16) solution of Citrus Scrub 'N Shine (#525) and blue, green or maroon pads. Make sure the vacuum is off and squeegees are up on the first pass. After three to five minutes dwell time, make sure the vacuum is on and the squeegees are down on the second pass.

Step 6B: Swing Machine

For facilities that do not have an auto-scrubber, apply Citrus Scrub 'N Shine (#525) diluted 8 oz. per gallon (1:16). Scrub with a swing machine equipped with blue, green or maroon pads. Pick up solution with a wet vacuum.

Step 7: Rinse Floor

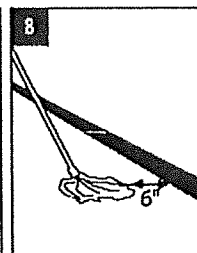
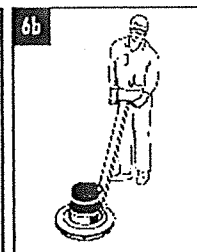
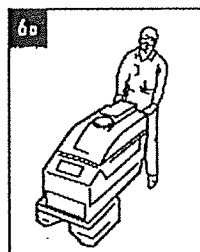
Rinse the floor thoroughly with a mop and bucket filled with Nu-Tral Cleaner (#507) diluted 2 oz. per gallon. Make sure to follow label directions. One thorough rinse is usually sufficient.

Step 8: Apply Finish - Outline Work Area

Dip your mop into the finish and carefully twist out or wring out the excess finish. Your mop should be well-saturated, but not dripping. Outline a small area to be finished staying 6" from the baseboards. (See Finish Application Procedures for complete details)

Step 9: Fill In Work Area

Then fill in the rest of it using a figure-eight motion. Proceed in this fashion until the entire work area is completed. If desired, apply a second coat of finish after the first has dried



Paso 1: Reúna los artículos necesarios

Un tallado a fondo y recubrimiento de pisos requiere del equipo adecuado. Alguno o todo el equipo que se menciona a continuación puede ser necesario para obtener buenos resultados:

- Máquina automática
- Opcional: Máquina del oscilación y aspiradora para agua
- Mop para polvo
- Cuchillo
- Fibra azul
- 2 cubetas con exprimidor
- Trapeador para acabado
- Nu-Tral Cleaner (#507)
- Bolsa plástica para cubrir el interior de la cubeta
- Anuncios de "Piso Mojado"
- Acabado para piso marca Essential Industries
- Trapeador para limpiar/enjuagar
- Citrus Scrub 'N Shine (#525)

Paso 2: Removido de goma de mascar

Con una espátula talle y levante la goma de mascar y las etiquetas adhesivas.

Paso 3: Mop para polvo

Pase un mop seco por todo el piso. Despues enrolle una toalla y póngala en las puertas para contener la solución líquida.

Paso 4: Diluya los químicos

Si esta usando una máquina automática para tallar el piso, llene el tanque con solución de Citrus Scrub 'N Shine (#525) diluido a 8 onzas por galón. Llene una cubeta con solución de Nu-Tral Cleaner (#507) diluido a 2 onzas por galón. Llene otra cubeta con el acabado para piso adecuado.

Paso 5: Anuncios para piso mojado

Coloque los anuncios de "Piso Mojado" en cada extreme del área en la que va a trabajar.

Paso 6A: Tallado con máquina automática

Con presión completa sobre la fibra, talle el piso dos veces con una solución de Citrus Scrub 'N Shine (#525) a 8 onzas por galón y fibras azules. Asegúrese de que la aspiradora este apagada y que los jaladores estén levantados en la primer pasada. Después de tres a cinco minutos de remojo, asegúrese de que la aspiradora este encendida y que los jaladores estén abajo en la segunda pasada.

Paso 6B: Máquina del Oscitación

Para las instalaciones que no tienen una auto-depuración, aplicar Citrus 'N Shine (# 525) diluido 8 oz por galón (1:16). Frote con una máquina del oscilación equipada con almohadillas azul, verde o marrón. Recoger la solución con una aspiradora.

Paso 7: Enjuague el piso

Enjuague el piso completamente común trapeador y cubeta llena con solución de Nu-Tral Cleaner (#507) diluido a 2 onzas por galón. Asegúrese de seguir las instrucciones de la etiqueta. Usualmente enjuagar vigorosamente una sola vez es suficiente.

Paso 8: Delínee el área a trabajar

Sumerja su trapeador en el acabado y exprima el exceso de acabado. El trapeador debe estar bien saturado, pero no goteando. Delínee un área pequeña a recubrir dejando unas 6" de la base o pared. (Vea la página 4 para detalles completos).

Paso 9: Rellene el área de trabajo

Ahora puede rellenar el resto del área usando movimientos de la figura del numero ocho. Proceda de esta manera hasta que toda el área haya sido completada. Si desea, aplique una segunda capa de acabado cuando la primera capa haya secado.



Section 3

CONTRACT COST

JANITORIAL SERVICES REQUEST FOR PROPOSALS

EXHIBIT D

<u>LOCATION</u>	<u>YEAR ONE</u>	<u>YEAR TWO</u>	<u>YEAR THREE</u>	<u>2nd YEAR RENEWAL</u>	<u>3RD YEAR RENEWAL</u>
<u>BUILDING GROUP 1</u>					
Central Fire 505 N.E. Monroe St.	<u>\$21,450</u>	<u>\$23,738</u>	<u>\$25,896</u>	<u>\$28,054</u>	<u>\$30,212</u>
OEM 3615 N. Grandview Dr.	<u>\$1924</u>	<u>\$2,004</u>	<u>\$2087.28</u>	<u>\$2244.32</u>	<u>\$2416.96</u>
Fire Training Academy 7310 N. Galena Rd.	<u>\$8,580</u>	<u>\$9,495.20</u>	<u>\$10,358.40</u>	<u>\$11,221.60</u>	<u>\$12,084.80</u>
SUBTOTAL – GROUP 1	<u>\$31,954</u>	<u>\$35,237.28</u>	<u>\$38,341.68</u>	<u>\$41,519.92</u>	<u>\$44,713.76</u>
<u>BUILDING GROUP 2</u>					
Public Works Facility 3505 N. Dries Lane	<u>\$34,320</u>	<u>\$37,980.80</u>	<u>\$41,433.60</u>	<u>\$44,886.40</u>	<u>\$48,339.20</u>
Police Substation 2 2011 W. Altofer Drive	<u>\$8,580</u>	<u>\$9,495.20</u>	<u>\$10,358.40</u>	<u>\$11,221.60</u>	<u>\$12,084.80</u>
Northwood's Mall Police office 2200 W war memorial	<u>\$1924</u>	<u>\$2,004.08</u>	<u>\$2,087.28</u>	<u>\$2,244.32</u>	<u>\$2,416.96</u>
SUBTOTAL – GROUP 2	<u>\$44,824</u>	<u>\$49,480.08</u>	<u>\$53,879.28</u>	<u>\$58,352.32</u>	<u>\$62,840.96</u>
<u>BUILDING GROUP 3</u>					
Police Headquarters 600 S. Adams St.	<u>\$116,888</u>	<u>\$129,134.72</u>	<u>\$140,874.24</u>	<u>\$152,613.76</u>	<u>\$164,353.28</u>
Municipal Services Building 542 S. Adams St.	<u>\$34,320</u>	<u>\$37,980.80</u>	<u>\$41,433.60</u>	<u>\$44,886.40</u>	<u>\$48,339.20</u>
SUBTOTAL – GROUP 3	<u>\$151,208</u>	<u>\$167,115.52</u>	<u>\$182,307.84</u>	<u>\$197,500.16</u>	<u>\$212,692.48</u>
<u>BUILDING GROUP 4</u>					

City Hall 419 Fulton Street	\$128,700	\$142,428	\$155,376	\$168,324	\$181,272
Twin Towers 420B 456 Fulton Street	\$1,924	\$2,004.08	\$2,087.28	\$2,244.32	\$2,416.96
SUBTOTAL – GROUP 4	<u>\$130,624</u>	<u>\$144,432.08</u>	<u>\$157,463.28</u>	<u>\$170,567.32</u>	<u>\$183,688.96</u>
<u>BUILDING GROUP 5</u>					
Peoria Corps 813 SW Washington st.	<u>\$1,924</u>	<u>\$2,004.08</u>	<u>\$2,087.28</u>	<u>\$2,244.32</u>	<u>\$2,416.96</u>
Gateway Building 200 NE Water St.	<u>\$34,320</u>	<u>\$37,980.80</u>	<u>\$41,433.60</u>	<u>\$44,886.40</u>	<u>\$48,339.20</u>
Assessor's Office 205 S. Adams Street	<u>\$8,580</u>	<u>\$9,495.20</u>	<u>\$10,358.40</u>	<u>\$11,221.60</u>	<u>\$12,084.80</u>
SUBTOTAL – GROUP 5	<u>\$44,824</u>	<u>\$49,480.08</u>	<u>\$53,879.28</u>	<u>\$58,352.32</u>	<u>\$62,840.96</u>
TOTALS – ALL GROUPS	<u>\$403,434</u>	<u>\$445,744.72</u>	<u>\$485,871.36</u>	<u>\$526,292.04</u>	<u>\$566,777.12</u>

JANITORIAL SERVICES REQUEST FOR PROPOSALS

EXHIBIT E EXTRA WORK - CITY OF PEORIA - BID PROPOSAL

Washing of Venetian blinds:	<u>\$30.00/blind</u>
Extraction cleaning of carpeting	<u>\$.24/ sq. ft. \$100.00 Min</u>
Washing of light fixtures & diffusers:	<u>\$18.50/unit</u>
Washing of walls and ceilings:	<u>\$.30/ sq. ft.</u>
Blood Borne Pathogens (average 17 per year may be in vehicles)	<u>\$50.00/event</u>
Wrought iron stair detailing and rotunda railing cleaning	<u>\$18.50/hour</u>
██████████	<u>\$19.50/hour , \$100min</u>

HARD FLOOR REFINISHING EACH OCCURRENCE

	<u>2019</u>	<u>2021</u>
205 S. Adams St.	<u>\$195.00</u>	<u>\$304.75</u>
505 N.E. Monroe St	<u>\$795.00</u>	<u>\$934.75</u>
456 Fulton St.	<u>\$325.00</u>	<u>\$400.25</u>
542 S. Adams St.	<u>\$1112.50</u>	<u>\$1525.00</u>
600 S. Adams St.	<u>\$2505.25</u>	<u>\$3110.00</u>
419 Fulton Street	<u>\$2505.25</u>	<u>\$3110.00</u>
3615 N. Grandview Dr.	<u>\$325.00</u>	<u>\$400.75</u>
7310 N. Galena Road	<u>\$925.00</u>	<u>\$1171.00</u>
3505 N. Dries Lane	<u>\$1312.50</u>	<u>\$1587.03</u>



Section 4

WORKLOADING SCHEDULE

1 Wage Information

Cleaner's Wage: Cleanings per Year: Carpet Cleaning Cost:

Project Wage: Cleanings per Year: Scrub & Recoat Cost:

Benefit %: Cleanings per Year: Strip & Recoat Cost:

FTE Hours: Total Yearly Cost of Project Work:

Enter the number of hours that one full time equivalent worker works in a year. The default is 2,080 (40 hours per week times 52 weeks).

2 Project Work (enter sq. ft. for each task)

Carpet Cleaning: Detail Vac Cost:

Strip and Recoat: Traffic Vac Cost:

Strip and Recoat: Dusting Cost:

Auto Scrub: Auto Scrub Cost:

Burnish: Burnish Cost:

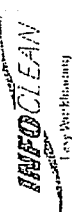
Spray Buff: Spray Buff Cost:

3 Daily Cleaning Tasks (enter fixtures for the restroom and sq. ft. for all other tasks)

Task	Service Days per Week	Cleanings per Day	Restroom Cleaning Cost
Restroom	<input type="text" value="7"/>	<input type="text" value="3"/>	\$14,021.41
Detail Vac	<input type="text" value="3"/>	<input type="text" value="2"/>	\$14,622.32
Traffic Vac	<input type="text" value="7"/>	<input type="text" value="2"/>	\$17,059.38
Dusting	<input type="text" value="7"/>	<input type="text" value="2"/>	\$23,057.42
Trash	<input type="text" value="7"/>	<input type="text" value="3"/>	\$172.93
Dust Mop	<input type="text" value="7"/>	<input type="text" value="2"/>	\$3,665.66
Damp Mop	<input type="text" value="7"/>	<input type="text" value="1"/>	\$7,331.33
Spot Mop	<input type="text" value="7"/>	<input type="text" value="3"/>	\$1,682.57
Auto Scrub	<input type="text" value="7"/>	<input type="text" value="1"/>	\$2,356.90
Burnish	<input type="text" value="2"/>	<input type="text" value="2"/>	\$910.43
Spray Buff	<input type="text" value="1"/>	<input type="text" value="1"/>	\$1,365.64
Total			\$86,225.99

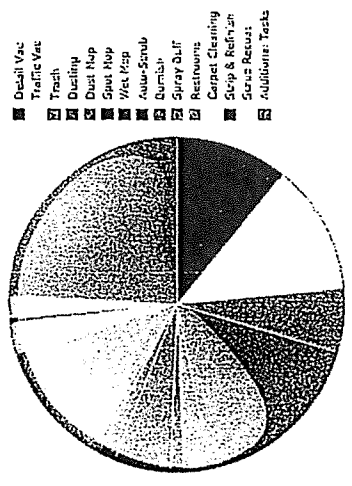
4 Annual Labor Summary

Category	Value
Daily Cleaning Tasks	
Labor Cost-Daily Tasks	\$86,225.99
Daily Cleaning Labor Hours	6,710.19
Full Time Equivalents (FTE)	3.23
Additional Tasks	
Labor Cost-Additional Tasks	\$16,864.90
Additional Task Labor Hours	1,299.18
Full Time Equivalents (FTE)	0.62
Project Work	
Labor Cost-Project Work	\$7,782.47
Project Work Labor Hours	327.37
Full Time Equivalents (FTE)	0.16
Totals (Daily+Additional+Project)	
Total Labor Cost	\$110,873.35
Total Labor Hours	8,336.75
Full Time Equivalents (FTE)	4.01

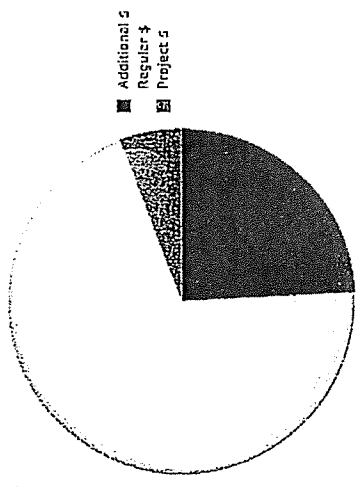


Additional Tasks	# of Units to Clean (Pieces, Units, or Areas)	Time to Complete the Task in Minutes	Times the Task will be Done in a Year	Hours per Year	Cost per Year	Select Wage Rate
Bathroom floors rinse w/neutralizer	2	8	730	194.67	\$2,501.47	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
Sweep Floor	2	8	730	194.67	\$2,501.47	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
Disinfect Partition Doors	4	3	365	73.00	\$938.05	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
Scrub Floor using 20" floor pad	2	27	12	10.80	\$256.74	Cleaner's <input type="radio"/> Project <input checked="" type="radio"/>
Rinse Floor with neutralizer	2	12	12	4.80	\$114.11	Cleaner's <input type="radio"/> Project <input checked="" type="radio"/>
Check and refill hand soap	10	1.3	365	79.08	\$1,016.22	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
Check and refill Toilette Tissue	8	4	365	194.67	\$2,501.47	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
Clean Mirrors	9	5	730	547.50	\$7,035.38	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
empty trash	100	1	730	1,216.67	\$15,634.17	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
	0	0	0	-	\$-	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
	0	0	0	-	\$-	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
	0	0	0	-	\$-	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
	0	0	0	-	\$-	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
	0	0	0	-	\$-	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
	0	0	0	-	\$-	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
	0	0	0	-	\$-	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
	0	0	0	-	\$-	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
	0	0	0	-	\$-	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
	0	0	0	-	\$-	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
	0	0	0	-	\$-	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
	0	0	0	-	\$-	Cleaner's <input checked="" type="radio"/> Project <input type="radio"/>
Totals				2,515.85	\$32,499.06	

Cleaning Task Allocation

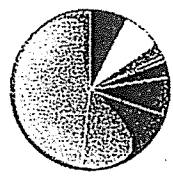


Task Allocation: Project/Daily/Additional
Dollars per Year

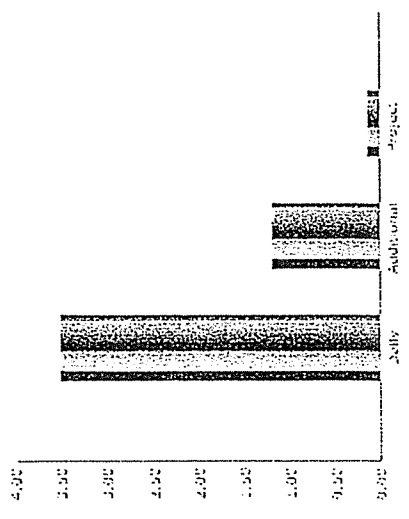


Additional Tasks

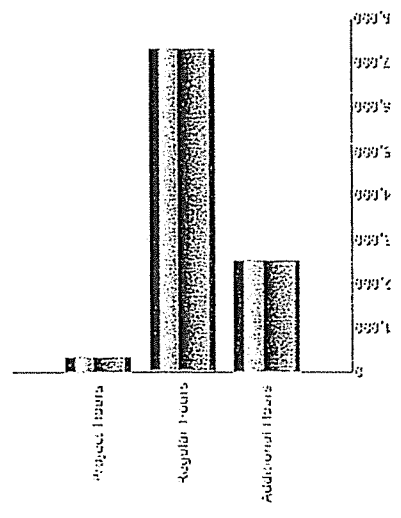
- Bathroom: floors mase w/neutralizer
- Sweep Flg:
- Disinfect Perktion Doors
- Scrub Floor using 20'floor acid
- Rinse Floor with neutralizer
- Check and refill hand soap
- Check and refill Toilette Tissue
- Clean blirras
- empty trash



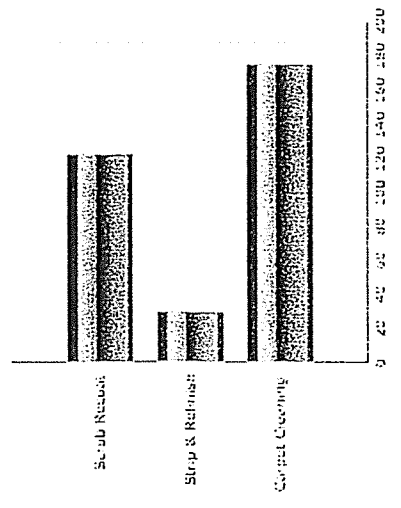
FTEs By Position



Task Allocation: Project/Daily/Additional
Hours per Year



Project Work
Hours per Year



Adjust Production Rates

Default rates are indicated. If a default value is not specified then 100% is the default. All rate adjustments are made in 5% increments of the base rate.

The default production rates are shown below. They are based on extensive research and are believed to be accurate, you should always conduct your own times studies and validate the rates that you are using.

Task	Rate	3 Minutes/Fixture
Restroom: Fixtures	3.00	6000
Detail Vac	5,000	12,000
Traffic Vac	12,000	16,000
Trash	15,000	20,000
Spot Mop	30,000	5,000
Dust Mop	20,000	30,000
Dusting	15,000	10,000
Damp Mop	5,000	9,000
Auto Scrub	10,000	1,500
Burnishing	9,000	500
Spray Buff	1,500	
Carpet Care	500	
Striping	250	
Refinish	2,500	
Scrub/facecut	300	

Restroom: Fixtures: Default is 3 minutes/fixture

Detail Vac: Default is 250 sq.ft./hour

Traffic Vac: Default is 2500 sq.ft./hour

Trash: Default is 300 sq.ft./hour

Spot Mop: Default is 250 sq.ft./hour

Dust Mop: Default is 2500 sq.ft./hour

Dusting: Default is 2500 sq.ft./hour

Damp Mop: Default is 2500 sq.ft./hour

Auto Scrub: Default is 2500 sq.ft./hour

Burnishing: Default is 2500 sq.ft./hour

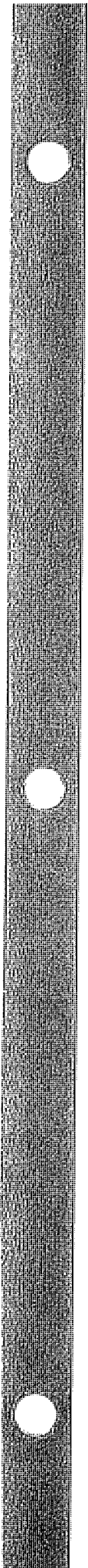
Spray Buff: Default is 2500 sq.ft./hour

Carpet Care: Default is 2500 sq.ft./hour

Striping: Default is 250 sq.ft./hour

Refinish: Default is 2500 sq.ft./hour

Scrub/facecut: Default is 300 sq.ft./hour



Section 5

REFERENCES

JANITORIAL SERVICES REQUEST FOR PROPOSALS

**EXHIBIT F
JANITORIAL SERVICE REFERENCES**

Name five (5) firms now under contract with your company:

<u>Komatsu</u> Company	<u>Zack Carlson</u> Contact Person	<u>309-672-7341</u> Telephone No.
<u>Caterpillar</u> Company	<u>Marty Dains</u> Contact Person	<u>309 573-4189</u> Telephone No.
<u>St Vincent De Paul</u> Company	<u>Patsy Santen</u> Contact Person	<u>309-691-5012</u> Telephone No.
<u>U of I College of Medicine</u> Company	<u>Gary Edwards</u> Contact Person	<u>309-671-8523</u> Telephone No.
<u>Bradley University</u> Company	<u>Lois Parkhurst</u> Contact Person	<u>309-677-2919</u> Telephone No.

Execution of this form certifies understanding and compliance with the total bid package.

BID SUBMITTED BY:

PHD Services

_____ # _____
Company EEO Certificate of Compliance
No.

319 Abington Street _____ Peoria _____ Illinois
Address City State
Zip

309-676-5553 _____ 309-781-4140
Daytime Telephone Number After Hours Telephone Number

Michael Wetzel
Contact Person (Please Print or Type)

Gina Wetzel _____ President
Name of Authorized Agent or Officer Title

Michael Wetzel _____ 4/26/19
Signature of Authorized Agent or Officer Date

MARK ENVELOPE: BID NO. 28-18



Section 6

MBE/WBE PARTICIPATION

Gina Wetzel

From: State of Illinois Central Management Services <cms@diversitycompliance.com>
Sent: Wednesday, February 13, 2019 11:15 AM
To: Gina Wetzel
Subject: CMS: Certification Approved

Gina Wetzel
PHD Services, LLC
519 Abington St.
Peoria, IL 61603

Dear Business Owner:

Re: NCA Certification Approval Women Business Enterprise (WBE) Certification Term Expires: February 28, 2020

Congratulations! After reviewing the No-Change Affidavit (NCA) information you supplied, we are pleased to inform you that your firm has been granted continued certification under the Business Enterprise Program (BEP) for Minorities, Females and Persons with Disabilities.

This certification is in effect with the State of Illinois until the date specified above as long as you continue to submit annual No -Change Affidavits and are found to still meet the requirements of the Program.

Your firm's name will appear in the State's Directory as a certified vendor with the BEP in the specialty area(s) of:

NIGP 91039: JANITORIAL AND CUSTODIAL SERVICES NIGP 91052: MAINTENANCE AND REPAIR SERVICES, BUILDING (NOT OTHERWISE CLASSIFIED) NIGP 91558: MAILING SERVICES: ADDRESSING, COLLATING, PACKAGING, SORTING AND DELIVERY NIGP 96872: SNOW AND ICE REMOVAL SERVICES

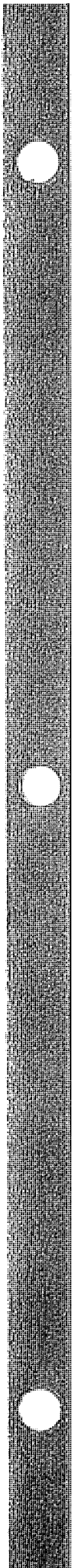
Your firm will only show up in in the database of BEP-certified vendors under the NIGP codes listed above, so PLEASE REVIEW THE LIST CAREFULLY TO ENSURE THAT ALL RELEVANT NIGP CODES ARE INCLUDED.

Also, please be advised that this certification does not guarantee that you will receive a State contract. Please visit the Vendor Registration page on <https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.opportunities.illinois.gov&c=E,1,s3d8gifC2SM-ISZNS9ufUUdmT34iVMjr2WERSiziKa8zEKXoBOSjZumwgIBM40hbdTE0kOD4dpHMFU4W7z75VfqTiiYJQqCyAy4iuDhzRhdSUCTzfw1WoS-ybYM,&typo=0> and be sure to register with each of the Procurement Bulletins listed so that you are notified of upcoming solicitations in your NIGP codes. Certification with the Business Enterprise Program does not ensure you receive notifications; you must also register with the Procurement Bulletins.

Thank you for your participation in the BEP. We welcome your participation and wish you continued success.

Sincerely,

Carlos Gutiérrez
Certification Manager
Business Enterprise Program



Section 7

BONUS

PHD SERVICES

MAINTENANCE | BUSINESS SUPPORT | LOGISTICS

Custodial Operations Green Cleaning Technical Training Manual

GREEN CLEANING

Green Cleaning is the strategy of designing entire custodial operations based upon an assessment of spaces, products and work practices to maximize cleanliness both in terms of dirt and germs, while at the same time reducing consumption of natural resources and unnecessary hazardous cleaning chemical exposures to students, staff and visitors.

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Standard Operating Procedures (SOPs)

This section covers the methods you should use and materials you will need for daily cleaning of an auditorium, classroom, restroom, hallway, stairwell, lobby, offices, and entryways.

Auditoriums

Equipment and Materials

- Vacuum
- Hand Duster
- Towels
- Liners
- Flat Mop
- Dust Mop
- Broom/Dust Pan
- Scraper

Chemicals

- All Purpose Cleaner
- Carpet Spot Remover/Upholstery Cleaner
- Chewing Gum Remover
- Neutral pH Cleaner

How to Clean an Auditorium

Debris or Trash

- 1) Pick up all trash, empty the trash barrel, and replace the liner if necessary.

Dusting

- 1) Use the dust mop or vacuum to remove all dust from the stage.
- 2) Use hand duster to remove spider webs and dust from corners, walls

Washing Walls

Remove all dirt, smudges, and graffiti from all walls and desktops.

- a) Apply all purpose cleaner and wipe walls to remove smudges.

Vacuuuming

- 1) Vacuum carpet with the upright or back pack vacuum cleaner. To remove spots apply carpet spot remover. For further instructions see page (34).
- 2) Use the chewing gum remover to remove chewing gum from the carpet.

Tile Floor

- 1) Use the dust mop to clean the tile floor.
- 2) Mop tile floor, using **Neutral pH Cleaner**, carefully cleaning the edges and corners. **Always use chemical proportion system to dilute chemical concentrates.**
- 3) Rinse mop often and change solution when visibly soiled.
- 4) Use chewing gum remover to remove chewing gum from the tile floor.

Inspect Area

NOTES:

- * Report all damage or things that need repair to maintenance.
- * Check all lights and report all lights that are out.
- * Turn off lights when you are finished.
- * Lock and secure all doors when exiting.

Classrooms

Equipment and Materials

- Vacuum
- 35 quart Bucket
- Towels
- Dust Mop
- Wet mop with solution
- Counter Brush/Dust Pan/Broom
- Duster
- Trash Liners
- Cart/Trash Container
- Razor Blade Scraper
- Putty Knife

Chemicals

- Neutral pH Cleaner
- Chewing Gum Remover
- Carpet Spot Remover
- All Purpose Cleaner
- Disinfectant Cleaner
- Whiteboard Cleaner

How to Clean a Classroom

Chalkboard / Whiteboard

Erase daily and remove all marks (unless labeled "save").
For further instructions see page (35).

Debris and Trash

- 1) Pick up all debris and put it into the cart trash barrel
- 2) Dump the trash in the barrel and replace the liner if necessary.
- 3) Never reach into the trash liner to remove garbage.

Washing Walls & Desk Tops

- 1) Clean desk tops once per week, remove all writing using the disinfectant cleaner.
- 2) Check all walls for smudges and marks and clean as needed. For further instructions see page (47).

Dusting

- 1) Dust all surfaces - such as the window sills, door corners, weekly
Note: Special care should be given around all electronic devices.
- 2) Dust mop the hard surface floors
- 3) Close any open windows.

Mopping & Vacuuming

- 1) Mop the hard surface floor using the proper mop in clean solution.
- 2) Rinse mop often and change solution when visibly soiled.
- 3) Vacuum carpeted rooms daily

Inspect Area

NOTES:

- * Report all damage or things that need repair to maintenance.
- * Check all lights and report all lights that are out.
- * Turn off lights when you are finished.
- * Lock and secure all doors when exiting.

Offices

Equipment and Materials

- Vacuum
- 35 quart Bucket
- Towels
- Dust Mop
- Proper mops in solution
- Counter Brush/Dust Pan/Broom
- Duster
- Trash Liners
- Cart/Trash Container
- Razor Blade Scraper
- Putty Knife

Chemicals

- Neutral pH Cleaner
- Chewing Gum Remover
- Carpet Spot Remover
- All Purpose Cleaner
- Whiteboard Cleaner

How to Clean an Office

NOTE: For SECURITY reasons only clean one office at a time.

NOTE: Knock on all office doors before entering.

Chalkboard / Whiteboard

Do not erase any chalkboards or white boards in offices. You may clean it if it is completely erased. For further instructions see page (35).

Debris and Trash

- 1) Dump all trash into the cart trash barrel. Trash is considered anything in the garbage can. If there is a question as to whether something outside the waste container should be discarded, do not throw it away. Contact your supervisor immediately.
- 2) Dust the desktop, only if the desk is cleared (nothing on the desktop).
- 3) Never reach into the trash bag to remove garbage.

Wall Washing

Clean walls and doors, using the all-purpose cleaner as needed. Pay attention to high contact surfaces.

Dusting

Dust the door and all ledges weekly, vents and furniture, but do not move anything.

Note: Special care should be given around all electronic devices.

Mopping and Vacuuming

- 1) Use the dust mop on tile floors or the vacuum on carpeted floors.
- 2) Spot mop the floor using a bucket and wringer
- 3) Raise the desk chair and clean under the mat periodically.

Inspect Area

NOTES:

- * Report all damage or things that need repair to maintenance.
- * Make sure that the door and windows are locked and secure.
- * Check all lights and report all lights that are out.
- * Turn off all lights when you are finished.

Hallways, Stairwells, Entryways and Lobbies

Equipment and Materials

- 35 quart Bucket
- Proper mop in solution
- Dust Mop
- Duster
- Upright Vacuum or Bac Pac
- Towels
- Putty Knife
- Razor Blade Scraper
- Paper Towels
- Broom
- Dust Pan
- * Snow Shovel (seasonal)
- * Ice Melt (seasonal)
- Automatic Scrubber with neutral cleaner and red pad

Chemicals

- Neutral pH Cleaner
- Glass Cleaner
- All Purpose Cleaner
- Cleansers
- Chewing Gum Remover
- Cleaner/EPA Registered Disinfectant

How to Clean a Hallway

Debris and Trash

- 1) Pick up all debris/trash and empty into the cart trash barrel.
- 2) Empty all trash containers and replace the liners if necessary.
- 3) Never reach into the trash bag to remove garbage.

Dusting

- 1) Dust the door and all ledges, picture frames and vents when Necessary or at least once per month.

Spot Clean and remove Chewing Gum

- 1) Apply chewing gum remover to gum stuck on the floor.
- 2) Then scrape the gum up using razor blade scraper or a putty knife.
- 3) Clean all hand plates and kick plates using the all purpose cleaner.

Drinking Fountain

Clean and disinfect all drinking fountains, sparingly apply cleanser when necessary. Maintain proper dwell time of 10 minutes for all disinfecting operations. For further instructions see page (36).

Vacuuming

Vacuum carpets and runners.

Mopping

- 1) When cleaning halls mop edge first then scrub area.
 - 2) Use the edge of the mop to remove all scuff marks.
- NOTE: DO NOT ATTACH A GREEN SCOURING PAD TO THE MOP BECAUSE IT WILL REMOVE THE FLOOR'S FINISH.

Glass Cleaning

Clean all glass surfaces using a spray bottle and glass cleaner
For further instructions see page (39).

Inspect Area

NOTES:

- * Report all damage or things that need repair to maintenance.
- * Check all lights and EXIT signs, report to maintenance as needed.
- * Lock and secure all exterior doors as needed.
- * Only approved rubber doorstops can be used at the bottom of the door to prop doors open.

How to Clean a Hard Surface Stairwell or a Carpet Stairwell

Hard Surface Stairwell

Dusting

- 1) Dust all rails, ledges and door frames weekly.
- 2) Use the dust mop or broom to sweep stairs.

Removing Chewing Gum

Use the putty knife or razor blade scraper to remove gum or tar from stairs.

Mopping

Mop stairs using proper mop with a solution of neutral pH cleaner and water. **Always use chemical proportion system to dilute chemical concentrates.**

Inspect Area

NOTES:

- * Check all lights and EXIT signs, report if needed.
- * Report all damage or things that need repair to maintenance.

Carpet Stairwell

Dusting

Dust all rails, ledges and door frames weekly.

Removing Chewing Gum

Use the putty knife and chewing gum remover to remove gum or tar from stairs.

Vacuuming

- 1) Edge with vacuum hose.
- 2) Vacuum the stairs using vacuum.

Inspect Area

NOTES:

- * Check all lights including exit signs and report lights that are out.
- * Report all damage or things that need repair to maintenance.

How to Clean a Lobby

Debris and Trash

- 1) Pick up all debris/trash and empty into the cart trash barrel.
- 2) Empty all trash containers into the cart trash barrel and replace the liners if necessary.
- 3) Never reach into the trash bag to remove garbage.

Dusting

- 1) Dust all doors, ledges, picture frames, and vents if necessary.
- 2) Use dust mop to dust the floor, under mats and to clean corners and edges.

Glass Cleaning

Clean all glass surfaces using a spray bottle and glass cleaner
For further instructions see page (39).

Drinking Fountains

Clean and disinfect all drinking fountains, sparingly apply cleanser when necessary. For further instructions see page (36).

Vacuuuming

Vacuum carpets and runners.

Mopping/Cleaning Floor

- 1) Cleaning the Lobby Floor:
 - a) Mop the edges first with the proper mop in clean solution.
 - b) Auto-scrub with a neutral cleaner and a red pad

NOTE: Always use chemical proportion system to dilute chemical concentrates.

Inspect Area

NOTES:

- * Report EXIT lights as needed and report all ceiling lights that are out.
- * Report all damage or things that need repair to maintenance.

How to Clean an Outside Entryway

Debris and Trash

- 1) Keep all outside entryways free of debris (trash).
- 2) Use the push-broom or the straight broom to remove all dirt and trash from in front of all entryways.
- 3) Empty trash cans and replace liners.

Inspect Area

NOTES:

- * Report EXIT lights as needed and report all ceiling lights that are out.
- * Report all damage or things that need repair to maintenance.
- * Secure and lock all doors.

Restrooms and Showers

Equipment and Materials

- 35 Quart Restroom Bucket
- Broom
- Duster
- Toilet Paper
- Paper Towels
- Sanitary Bags
- Bowl Mop
- Restroom Mop
- Trash Liner
- Plunger
- Dust Mop
- Towels
- Hand Soap
- Cart/Trash Container
- Doodle Bug
- Scrub Pad or sponge

Note: Mops and plunger are to be clearly identified for "restroom use only".

PERSONAL PROTECTION EQUIPMENT (PPE)

- Rubber Gloves
- Safety Glasses

Chemicals

- EPA Registered Disinfectant
- Glass Cleaner
- All purpose Cleaner
- Non acid Bowl Cleaner

How to Clean a Restroom

- NOTES:**
- Restrooms must be done daily.
 - Always perform restroom cleaning utilizing appropriate personal protection equipment (PPE) (i.e. rubber gloves and safety glasses)
 - Always use chemical proportion system to dilute chemical concentrates.
 - Maintain proper dwell time for all disinfecting operations
 - Knock on all restroom doors before you enter.
 - Organize all equipment and supplies before and after daily use.
 - Follow all policies regarding restroom cleaning.

Blocking the Restroom's Door Entrance

Block door, by positioning cart in the doors pathway.

NOTE: Perform restroom cleaning and disinfecting from high to low, toward the doorway, with dry cleaning tasks (i.e. dusting, trash collection, refilling of paper, etc.) performed prior to wet cleaning operations.

Dusting

- 1) Dust all vents and ledges with a straight broom or a duster weekly.
- 2) Sweep the floor using a straight broom or a dust mop.

Refilling Paper Dispensers

- 1) Refill all toilet paper dispensers and sanitary bag dispensers if it is needed.
- 2) Refill all paper towel dispensers.
- 3) Wipe free of all dust as needed with disinfectant and towel

Removing Writing on Walls

Check for and remove all graffiti using the graffiti remover.

Debris and Trash

Empty all trash and replace liners.
Never reach into the trash bag to remove garbage.

Glass Cleaning

Clean glass surfaces using spray bottle and glass cleaner.
For further instructions see page (39).

Cleaning/Disinfecting Sinks, Toilets & Urinals

- 1) Clean/disinfect all sinks and pipes under the sink, urinals, toilets, toilet seats, toilet paper dispensers, paper towel dispensers, door plates and handles, all spots on walls and stalls using disinfectant cleaner being sure proper dwell time for all disinfecting operations is maintained.
- 2) Always flush the urinals and toilets before you clean them.
- 3) Always wipe the toilet seat or leave up to dry.
- 4) If stool is stopped up use plunger to un-stop it; if unable to un-stop report to immediate supervisor.
- 5) Wipe all horizontal surfaces and chrome on sinks, stool, urinals, and stainless steel with a paper towel to prevent spotting and corrosion.
- 6) Use bowl mop to lower water level and clean hard water stains using hard water stain remover.

Mopping

- 1) Mop floor carefully and if possible leave the doors open.
- 2) Fill all drain traps on a routine basis (weekly) to help eliminate unpleasant odor.
- 3) Clean air exchange vent grates on monthly basis
- 4) Rinse mop often and change solution when visibly soiled.

Inspect Area

NOTES:

- * *Report all damage or things that need repair to maintenance..*
- * *Check all lights and report all lights that are out.*
- * *Turn off lights when you are finished if area is cleaned at night or if applicable.*

How to Clean a Shower

- NOTES:
- Always perform shower room cleaning utilizing appropriate personal protection equipment (PPE) (i.e. rubber gloves and safety glasses)
 - Always use chemical proportion system to dilute chemical concentrates
 - Maintain proper dwell time of 10 minutes for all disinfecting operations.
 - Organize all equipment and supplies before and after daily use.
 - Knock on all restroom doors before you enter.
 - Organize all equipment and supplies before and after daily use.
 - Follow all policies regarding restroom cleaning.

Dusting and Wiping

- 1) Dust all vents using a duster or a straight broom and wipe with a towel if necessary.
- 2) Wipe all shower curtains with disinfectant and replace as needed.
- 3) Use a towel to wipe down the sitting bench with disinfectant.

Removing items left in the shower

Remove all hair, empty shampoo bottles, and pieces of soap from all of the shower drains.

NOTE: After cleaning/disinfecting make sure to close the curtains, this will help air dry them faster.

Removing Soap Scum

Scrub all the showers stalls from bottom to top (partitions, fixtures, walls and floors) using the disinfectant, a scrub pad or a doodle bug. **Maintain proper dwell time for all disinfecting operations.**

Mopping

Mop the floors daily and fill all drain traps on a routine basis (weekly) to help eliminate unpleasant odor.

Inspect Area

NOTES:

- * Check all lights and report all lights that are out.
- * Report all damage or things that need repair to maintenance.

SPECIALIZED AREAS

SOPS

This section will cover in specific detail how you should perform the jobs listed below.

Specialized Jobs: Gymnasium Floors, Elevators, Laundry Rooms, Utility Rooms.

Elevators

Equipment and Materials

35 quart Bucket
Flat Mop
Vacuum Cleaner/Canister Vacuum
Broom
Dust Mop
Sponge
Track Tool
Duster
Towels

Chemicals

Neutral pH Cleaner
Stainless Steel Cleaner

How to Clean an Elevator

Dusting

- 1) Dust all air vents.
- 2) Make sure that all the tracks are free of grit. Use the vacuum to remove grit from the tracks weekly.

NOTE: Use the track tool daily to clean the tracks.

Removing Smudges and Marks

To remove smudges and marks on the wall, apply the neutral cleaner, disinfectant or stainless steel cleaner depending on surface and conditions.

Floor Care

Vacuum or sweep the floor daily.

Mop the floor daily. For instructions on how to wet mop see page (48).

Inspect Area

NOTES:

- * Report all damage or things that need repair to help desk.
- * Check all lights and replace all lights that are out.
- * Always sweep up the debris inside the elevator. Never cross tracks with debris.

Utility Rooms

Equipment and Materials

- Broom
- Dust Pan
- Duster
- Towels
- Liners
- 35 quart Bucket and Wringer
- Mop

Chemicals

- Neutral pH Cleaner
- Glass Cleaner
- Disinfectant
- All purpose cleaner

How to Clean a Utility Room

Dusting

- 1) Dust all vents and fixtures.
- 2) Sweep or use the dust mop to clean the floor.

Debris and Trash

Dispose of all garbage.

Removing Scum, Marks and Smudges

Use all purpose cleaner to remove marks and smudges on the walls.

Counter Top

Wipe off the counter top.

NOTE: Do-not remove any student property.

Trash Chute

Clean inside door and walls with neutral cleaner and sponge to remove dirt.

Wet Mopping

Mop the floor daily. For instructions on how to wet mop see page (48).

Inspect Area

NOTES:

- * Report all damage or things that need repair to maintenance.
- * Check all lights and report all lights that are out.
- * Turn off all lights when you are finished if area is cleaned at night.
- * Secure and lock all doors as needed

**CLEANING PROCEDURES
SPECIFIC INSTRUCTIONS**

Carpet Care

Routine Carpet Maintenance

Vacuum Daily: heavy traffic areas, including entrances, corridors, break areas, congested areas, main passageways and primary work or office areas.

Vacuum every other day (or as determined by frequency of use): light traffic areas including conference rooms, administrative offices, auditorium and other areas or spaces with limited or periodic use.

Equip vacuums with proper filter bag. Replace bag when half-full. Inspect the exhaust filter on a routine basis.

Periodic Floor Maintenance

Use extraction occasionally. Extraction cleans deep down into the carpet's surface. Perform carpet extraction utilizing equipment that ensures that carpet will dry in less than 24 hours. For further instructions see page (52).

Hot Dry Cleaning Method may be used as an alternative to the wet extraction method. For further instructions see page (51).

Notes:

- *Schedule carpet extraction to coincide with a period of minimum building occupancy*
- *Prior to the commencement of non-routine carpet cleaning operations, reasonable notice to be provided to building occupants.*
- *Always vacuum and edge first*

Carpet and Upholstery Spot and Stain Remover

Carpet Spot & Stain Remover

Equipment and Materials

White Cloth
Putty Knife
Vacuum Cleaner
Scrub Brush
Carpet Spotter Extraction Machine

Chemicals

Carpet Spot & Stain Remover

Instructions

- 1) If area is wet, use a dry white cloth, working from outer edge of spots to the center of stain. Repeat until stain is removed.
- 2) If the area is dry, carefully scrape the area with a putty knife to loosen the soil. Vacuum any loosened soil. Apply carpet spot and stain remover to stain. Agitate in a circular motion using a scrub brush and blot. Repeat until stain is removed.

NOTE: Before applying carpet spot and stain remover check for color fastness.

NOTE: Use of a heavy-duty stain remover requires using the extraction method.

Upholstery Spot & Stain Remover

Equipment and Materials

White Cloth
Spotter Machine

Instructions:

- 1) If the area is wet, use a dry white cloth, working from outer most edge of spots to the center of stain. Repeat until stain is removed.
- 2) If the area is dry, apply upholstery spot and stain remover to stain. Agitate in a circular motion using a scrub brush and blot. Repeat until stain is removed.

NOTE: Before applying upholstery cleaner, check for color fastness.

Inspect Area

NOTE: Report all damage or things that need repair to maintenance.

Chalkboard Cleaning

NOTE: In classrooms, remove all marks unless labeled "save".

NOTE: Do not erase chalkboards in office areas. Clean only if board is erased completely.

- 1) Erase, remove all marks (unless labeled "save" or on board in office areas).
- 2) Remove excess dust with chalkboard pad.
- 3) A slight amount of dust should remain to protect the board.
- 4) Clean chalk tray
- 5) Never use water on board unless washing board to re-chalk, etc.
- 6 Boards should be erased and clean; erasers should be free of chalk dust.

Whiteboard Cleaning

- 1) Erase to remove all marks (unless labeled "Save" or if writing is on a board in an office area).
- 2) Spray board with cleaner and wipe with towels.
- 3) Clean tray and replace erasers.

Drinking Fountain Cleaning

NOTE: Maintain proper dwell time of 10 minutes for all disinfecting operations

- 1) Must be done daily (high priority).
- 2) Use disinfectant and a towel.
 Use cleanser sparingly if necessary for calcium build up.
- 3) Rinse.
- 4) Wipe Dry.
- 5) Fountains should be clean and sanitary, there should be no calcium deposits; vents, pipes and sides should be clean.

Dust Mops

Clean Dust Mop Instructions:

- 1) Use a clean dust mop.
- 2) Dust Mop Types
 - a) Static Plus dust mop heads provides dust retention without the use of dust mop treatment (fits standard frames all sizes).
 - b) Micro fiber flat mop setup provides increased dust retention (98%) without the use of dust mop treatment.
- 3) Store mop in closet with handle pointed down - mop up.

NOTE: Static Plus and Micro Fiber dust mops rely on static energy to attract and retain dust particles while dust mopping

Hand Dusters

Cotton Duster

- 1) Spray with furniture polish as needed (over trash drum).
- 2) When dirty, put with dirty mops to be washed.

Lambswool Duster

- 1) No treatment necessary.
- 2) Clean by twisting duster between hands over trash barrel.

High Speed Floor Buffing

Equipment and Materials

Mop
Bucket
Dust Mop
Dust Mask
Burnishing Pad - For further instructions see page (58)

Chemicals

Restorer

High Speed Floor Machine

Perform restoration on an as-needed basis to maintain the appearance and integrity of the floor finish.

Perform restoration only if sufficient floor finish exists on the floor surface to protect the underlying flooring from being degraded during the restoration process.

Spray applications are not allowed.

*NOTES:-Dust masks may be necessary if you are using a machine without dust collection system.
- Make sure the pad is raised off the floor until the maximum R.P.M. is reached.*

- 1) Dust floor with static guard or microfiber dust mop.
- 2) Mop or auto scrub floor using restorer.
Note: Always use chemical proportion system to dilute chemical concentrates
- 3) Let floor dry.
- 4) Adjust handle before starting machine.
- 5) On each pass slightly overlap. This may create a light amount of dust, but it should decrease after 2 or 3 buffings.
- 6) Use a dry dust mop to remove dust and residue.

NOTE: Before putting the machine away, wipe it with a damp cloth and rinse pad thoroughly.

Glass Cleaning

Equipment and Materials

Lambswool or Window brush
2 Squeegees
Paper Towels
2 Gallon Bucket or Mop Bucket
Razor Blade Scraper

Chemicals

Glass Cleaner

How to Clean Glass

- 1) Fill bucket with water and glass cleaner.
Note: Always use chemical proportion system to dilute chemical concentrates.
- 2) Snap lambswool to squeegee.
- 3) Dip into solution, squeeze out the excess solution and wash window.
Note: Be careful not to get solution on waxed floors or on carpet.
- 4) Squeegee window and dry edges with a paper towel.
Note: Also wipe ledges and door kick plates.
- 5.) Door glass should be done daily.
- 6.) Rinse lambs wool and bucket with water.
- 7.) Store equipment in closet.

SPRAY BOTTLE APPLICATION

*NOTES: - Spray bottle should be marked stating contained solution.
- Spray solution on glass and wipe with a clean lint free towel.*

SPECIAL INSTRUCTIONS

- 1) Except for building schedules or no smoking signs, pull off any papers taped to glass, for example: advertisements.
- 2) Remove tape or glue by spraying window solution on area and removing with a razor blade scraper.
- 3) Turn in items in need of repair to your immediate supervisor, for example: broken glass, window seals, door hinges, door closers.
- 4) **Do not** use razor blade on sunscreen or treated windows.
- 5) Glass should be clean with no streaks or fingerprints.

How to Use a Vacuum Cleaner

How to Use

- 1) Check cord for splits or exposed wires.
- 2) Check plug to see if there is a ground prong.
- 3) Check the inside of the machine for a bag; replace when half-full.
- 4) Plug into an outlet.
- 5) The machine is ready to use.

How to Clean

- 1) Disconnect the plug from the outlet.
- 2) Check the bag; empty when half-full.
- 3) Use a dust cloth to wipe the machine off.

Inspect Equipment

NOTES:

- * *Report all damage or things that need repair to your immediate supervisor.*

Wall Washing

Equipment and Materials

2 gallon Bucket or Mop Bucket
Towels
Scrub Pad
Razor Blade Scraper

Chemicals

All Purpose Cleaner

How to Wash a Wall

- 1) Fill bucket with water and all purpose cleaner.
NOTE: Always use chemical proportion system to dilute chemical concentrates.
- 2) When washing walls, start at bottom and work your way up.
- 3) Sponge mop can be used instead of scrub pad when washing a large area.

Spot Cleaning

On small areas, spot cleaning should be done daily. It is a way to remove graffiti, hand prints, smudge marks, and gum deposits without completely cleaning a wall.

When spot washing walls, use the sponge or spray bottle to remove marks from the wall.

Wipe or spray area with all purpose cleaner or scum remover.

Do not allow the solution to run down the wall and streak.

NOTE:

**Caution should be used not to damage the painted surface.*

Wet Mopping

- 1) Use neutral cleaner or disinfectant (bathroom).

NOTE: Always use chemical proportion system to dilute chemical concentrates.

- 2) Never use any other mixtures on halls or classrooms.
- 3) Two different mops:
 - a) Restrooms
 - b) General Purpose (classrooms, halls)
- 4) Use figure eight to mop the floors. Edge first and then mop the area in a figure eight motion.
- 5) Rinse mop often and change solution when visibly soiled.
- 6) Never use restroom solution in any other areas.

Measurement & Dilution Chart

Important: To ensure proper performance of the product, follow the mixing instructions on the label and use the mixing chart below.

Mixing Ratio Formulas

1 TO 4	32 OZ. (1 QT.) PER GALLON
1 TO 8	16 OZ. (1 PT.) PER GALLON
1 TO 10	13 OZ. PER GALLON
1 TO 12	11 OZ. PER GALLON
1 TO 16	8 OZ. PER GALLON
1 TO 20	6 OZ. PER GALLON
1 TO 26	5 OZ. PER GALLON
1 TO 30	4 OZ. PER GALLON
1 TO 40	3 OZ. PER GALLON
1 TO 64	2 OZ. PER GALLON
1 TO 128	1 OZ. PER GALLON
1 TO 200	2/3 OZ. PER GALLON
1 TO 256	1/2 OZ. PER GALLON

LIQUID MEASURES:

1 CUP	=	8 OUNCES
1 PINT	=	16 OUNCES
1 QUART	=	32 OUNCES
1 LITER	=	1.0567 QUARTS
1 GALLON	=	128 OUNCES
1 GALLON	=	3.7853 LITERS

Hard Scrubbing/Stripping and Refinishing Floors

Equipment and Materials

- 4 Mop Buckets
- 3 Wringers
- 1 Used Mop for applying Stripping Solution
- 2 New White Mop for rinsing
- 1 White Mop for applying the Finish
- Razor Blade Scraper
- Doodle Bug
- Plastic Liner
- Scrubber
- Black Pad
- Putty Knife
- Pick Up Machine
- Wet Floor Sign

Chemicals

- Floor Cleaner/Stripper
- Finish
- Floor Neutralizer

Personal Protection Equipment (PPE)

- Stripping Boots

Solution

- 1) Stripping Solutions (#1 mop bucket, no wringer)
 - a) Rinse-free Stripper and water. Mixture (1:4).
- 2) Rinse water (#2 bucket and wringer)
 - a) First rinse, add packet of neutralizer to 4 to 6 gallons of water.
 - b) Additional rinses use straight tap water.
- 3) Finish (#3 bucket and wringer).

How to Hard Scrub a Floor

NOTES:

- Ventilate the area, to the outside if possible, both during and after hard scrub and refinishing operations
- Schedule floor hard scrub and refinishing to coincide with a period of minimum occupancy.
- Prior to the commencement of non-routine floor maintenance operations, reasonable notice to be provided to building occupants.
- Roll up and remove matting
- Place wet floor signs.
- When hard scrubbing large floors, do in sections so the solution won't dry on the floor before you have time to pick it up. When hard scrubbing a room remember to start at furthest point from doorway and continue working towards doorway.

Hard Scrubbing the Floor

- 1) Dust floor with static guard or microfiber dust mop.
- 2) Always use chemical proportion system to dilute chemical concentrates.
- 3) Clean the edges of the floor with the doodle bug and pad.
- 4) Use razor blade scraper if there is a build up of finish along the edges and to remove gum.
- 5) Hard Scrub the floor with a scrubbing machine and a black pad.
- 6) Do edges first.
- 7) When scrubbing edges with the machine, work the machine to the left.
NOTE: This throws the solution away from the walls.
- 8) Scrub the rest of the floor from right to left in a circular motion.
- 9) When finished scrubbing a section, lay the scrubber down on floor. (Off the pad.)
- 10) Pick up the solution with the pick up machine.
NOTE: If any doors are in the area, open the doors to pick up any excess solution.
- 11) Rinse the floor with water, including baseboards, edges and under doors.
NOTE: If scrubbing a large room or hall in sections, one rinse is sufficient until the floor is finished.
- 12) When the floor is finished, rinse once more with clear water. Make sure floor is clear of all residue.
- 13) When the floor is dry, apply finish. For further instructions see page (44).

Inspect Area

NOTE:

- * Report all damage or things that need repair to maintenance.

How to Strip a Floor

NOTES:

- Ventilate the area, to the outside if possible, both during and after stripping and refinishing operations
- Schedule floor stripping and refinishing to coincide with a period of minimum occupancy.
- Prior to the commencement of non-routine floor maintenance operations, reasonable notice to be provided to building occupants.
- Roll up and remove matting
- Place wet floor signs.
- When stripping large floors, do in sections so the solution won't dry on the floor before you have time to pick it up. When stripping a room remember to start at furthest point from doorway and continue working towards doorway.

Stripping the Floor

- 1) Dust floor with static guard or microfiber dust mop.
- 2) Mix stripping solution 1:4. Apply stripping solution to the floor. Allow for proper dwell time (10-15 Minutes). Do not allow stripping solution to dry on floor.
- 3) Clean the edges of the floor with the doodle bug and pad.
- 4) Use razor blade scraper if there is a build up of finish along the edges and to remove gum.
- 5) Strip the floor with a scrubbing machine and a black pad.
- 6) Do edges first.
- 7) When stripping edges with the machine, work the machine to the left.
NOTE: This throws the solution away from the walls.
- 8) Strip the rest of the floor from right to left in a circular motion.
- 9) When finished stripping a section, lay the scrubber down on floor. (Off the pad.)
- 10) Pick up the solution with the pick up machine.
NOTE: If any doors are in the area, open the doors to pick up any excess solution.
- 11) Rinse the floor with neutralizer and water, including baseboards, edges and under doors.
NOTE: If stripping a large room or hall in sections, one rinse is sufficient until the floor is finished.
- 12) When the floor is finished, rinse two or three times with clear water. Make sure floor is clear of all residue.
- 13) When the floor is dry, apply finish. For further information see page (44).

Inspect Area

NOTE:

- * Report all damage or things that need repair to maintenance.

Stripping Asbestos-Containing Floors

The Environmental Protection Agency (EPA) and The Occupational Safety and Health Administration (OSHA) (OSHA 29 CFR 1926.1101) recommend that school officials, building owners, and custodial/maintenance staff follow basic guidelines when stripping wax or finish coat from asbestos-containing floor covering:

- 1) AVOID STRIPPING FLOORS.** Stripping of floors should be done as infrequently as possible.
- 2) STRIP FLOORS WHILE WET.** The floor should be kept adequately wet during the stripping operation. Do NOT perform dry stripping. Prior to machine operation, an emulsion of chemical stripper in water is commonly applied to the floor with a mop to soften the wax or finish coat. After stripping and before application of the new wax, the floor should be thoroughly cleaned, while wet.
- 3) SELECT THE LEAST ABRASIVE PAD POSSIBLE.** EPA recommends that the machine be equipped with the least abrasive pad possible to strip wax or finish coat from asbestos-containing floors.
- 4) DO NOT OVERSTRIP FLOORS.** Stop stripping when the old surface coat is removed. Over stripping can damage the floor and may cause the release of asbestos fibers. Do NOT operate a floor machine with an abrasive pad on un-waxed or unfinished floors.
- 5) SANDING OF ASBESTOS-CONTAINING FLOORING MATERIAL IS PROHIBITED.**

REMEMBER: Improperly removing asbestos-containing floor covering could result in the release of high levels of asbestos. EPA recommends that you leave asbestos-containing floor covering in place, provided the material is in good condition. However, proper maintenance procedures, such as those outlined above, should always be followed.

These guidelines were developed by the U.S. Environmental Protection Agency in consultation with asbestos control professionals and several flooring material and floor care product manufacturers to reduce any possible exposure to asbestos fibers.

How to Apply Floor Finish

NOTES:

- Ventilate the area, to the outside if possible, both during and after stripping and refinishing operations
- Schedule floor stripping and refinishing to coincide with a period of minimum occupancy.
- Prior to the commencement of non-routine floor maintenance operations, reasonable notice to be provided to building occupants.
- Place wet floor signs.

Applying the Floor Finish

NOTES:

- When applying the floor finish along the doors, open them. (Do not apply the floor finish to the bottom of the door.)
 - A plastic liner can be used in the finish bucket.
- 1) Apply three to five thin coats staying one to two inches away from edges, corners, and baseboards.
REASON: Eliminates wax build up along corners, edges and baseboards.
 - 2) Apply first coat, as close to the wall as possible without touching the wall or baseboard.
 - 3) Lay mop on the floor and walk moving parallel to the wall to make a border.
 - 4) Apply finish to the floor using a figure eight motion. Attention to maintaining uniform thickness.
 - 6) Watch your finish line carefully in order to avoid streaking.

Drying

Allow sufficient time to dry between coats.

*NOTE: This depends on the humidity, thickness of coats, and temperature.
Average time between coats is 30 minutes.*

When finishing operation is complete and floor is dry unroll and place back matting

Inspect Area

NOTES:

- * Report all damage or things that need repair to maintenance.

How to Clean up after Hard Scrubbing or Stripping Floor

- 1) Rinse mop buckets, wringers and mops with water.
- 2) If you have any finish build up in bucket, Rinse-free Stripper and a putty knife work well for cleaning it out.
- 3) Rinse doodle bug and pad with water.
- 4) Wipe off scrubber with scum remover and water.
- 5) Dump solution out of the machine and rinse the container.
- 6) Clean the inside of the lid (basket area) if there is build-up, use scum remover and water with a scrub pad.
- 7) Rinse out hoses and wand with water.
- 8) Wipe the outside of the machine.
- 9) Store lid propped open so the inside can dry.
- 10) If finishing again the next day, finish can be stored in the mop bucket by tying a plastic liner over the bucket.

Inspect Area

NOTE: Report all damage or things that need repair to maintenance.

EQUIPMENT OPERATION, CARE & MAINTENANCE

This section will cover how to use different types of floor Cleaning machines and how to keep them in operating order.

Vacuum Care and Maintenance

- 1) Check cord for exposed wires.
- 2) Plug must have ground prong.
- 3) When through with vacuum, wrap cord loosely.
- 4) Replace bag when half-full.
- 5) Remove bottom plate.
- 6) Remove brush and belt.
- 7) Clean brush (hair, string), replace belt if needed.
- 8) Put back in with low side of belt in groove and brush in line with groove.
- 9) Put bottom plate back on.
- 10) Any repairs needed – tag equipment “out of service” and report to immediate supervisor.

Vacuum Cleaner Maintenance

- 1) Replace the bag when bag is half-full.
- 2) Turn the vacuum over and remove the plate which covers the belt.
- 3) Check the belt for cracks and cuts.
NOTE: If the belt has any irregularities, replace it. Make sure the low side of the belt is in the groove and that the brush is in line with the groove.
- 4) While vacuum is turned over, look at the brushes on the beater bar.
NOTE: If brushes are less than ¼ of an inch long, notify your immediate supervisor that it needs to be replaced.
- 5) Check your cord end to see if it has a ground prong on it. If it does, the plug will have three prongs and will prevent an electrical shock. Check cord for exposed wires.
NOTE: Notify your immediate supervisor of any repairs needed.
- 6) **Do not** wind the cord around the hooks. Hand wrap and hang from the top hook. This saves wear and tear on the cord.
- 7) Keep the machine in good operating condition.

Inspect Equipment

NOTES:

- * Report all damage or things that need repair to maintenance.
- * Never plug any equipment into an outlet where a computer is also plugged in, it can damage the outlet or the computer.

How to Use a Host Dry Carpet Cleaner

Equipment and Material

Host Carpet Cleaner
Host Sponge Applicator (optional)

Chemicals

Host Chemical Sponge

How to Use

- 1) Vacuum carpet thoroughly prior to using Host machine.
- 2) Check cord for splits or exposed wires.
- 2) Check plug to see if there is a ground prong.
- 4) Plug into an outlet.
- 5) Apply Host chemical sponge to carpeted area to be cleaned.
Allow to sit for 5 to 10 minutes.
- 6) Scrub area using Host Carpet Cleaner
- 7) Vacuum area using Host Carpet Cleaner

How to Clean

- 1) Disconnect the plug from the outlet.
- 3) Use a dust cloth to wipe the machine off.

Inspect Equipment

NOTES:

** Report all damage or things that need repair to maintenance*

Carpet/Self Contained Extractor Instruction

Equipment and Material

Carpet Extractor
Pre-spray unit

Chemicals

Carpet Pre-spray
Extraction Rinse
Defoamer

How to Use Extractor to Scrub and Clean Carpets

- 1) Vacuum carpets thoroughly to remove excess soil.
- 2) Fill solution supply tank with warm water, add extraction rinse.
- 3) Pre-spray area as directed, heavy spray in traffic lanes.
** approximately 200-300 square feet per gallon mixed pre-spray*
- 3) Plug extractor power cord into a properly grounded outlet.
- 4) Set the pick-up shoe adjustment so that brush contacts carpet & the unit just pulls itself gently backwards.

NOTE: If set too low the unit will move backwards too quickly and affect the rinse and recovery efficiency of the unit.

Inspect Equipment

NOTES:

- * Report all damage or things that need repair to maintenance.*

Daily Maintenance of Carpet Extractor And Spotter Instruction

After Each Use

- 1) Clean the machine and power cord with a damp cloth.
- 2) Empty and flush the recovery tank, use the hose to remove any sludge.
- 3) Empty the supply tank.
- 4) Store the machine with the tools removed.
- 5) Open the top of the powerhead slightly to allow air circulation inside the tank.

Inspect Equipment

NOTES:

- * Report all damage or things that need repair to maintenance.*

Weekly Maintenance of Carpet Rinse Extractor

- 1) Open solution tank drain valve and flush tank clean with water.
- 2) Clean float and powerhead with a damp cloth.
- 3) Clean and check gasket around powerhead for damage.

NOTE: Powerhead should seat firmly on the machine for proper operation.

Inspect Equipment

NOTE:

- * Report all damage or things that need repair to maintenance.*

Floor Scrubbing Machine

How to Use the Floor Scrubbing Machine

- 1) Check plug for exposed wires and for a ground prong.
- 2) Roll up wheels if necessary.
- 3) Adjust handle to where the machine is comfortable to you.
Usually let handle rest on your hipbone.
- 4) Make sure that the drive plate and pad are secure.

CAUTION: The machine will turn on when you squeeze the handles.

NOTE: Use the proper pad and brush for the floor you are scrubbing.

How to Clean a Floor Scrubbing Machine

- 1) Unplug the cord from the outlet.
- 2) Lower the wheels.
- 3) Adjust the handle to the upright position.
- 4) Remove the brush and pad and rinse with warm water.

NOTE: Always remove the brush and keep the machine tilted when you're not using it. The only time that the weight of the machine should be on the brush is when it is in use.

- 5) Hang the brush up.
- 6) Wipe the cord, neatly wrap it and place it on the cord hangers after each use.

Inspect Equipment

*NOTES: * Report all damage or things that need repair to maintenance.*

Automatic Scrubbing Machine

Equipment and Materials

Chemical Dispensing Equipment

Pads

Chemicals

Floor Cleaners

How to Operate an Automatic Machine

- 1) Disconnect the battery from the charger.
- 2) Fill the solution tank with water.
- 3) Add: appropriate cleaner. *Always use chemical proportion system to dilute chemical concentrates.*
- 4) Turn on the machine.
- 5) Set the pad pressure: Use the correct pad.
- 6) Raise pad indicator.
- 7) Mount designated pads. (Pads will only turn when they are on the floor)
- 8) Set the pad speed.
- 9) Lower squeegee and pads - Turn handles to go forward.
- 10) Set the solution indicator.

NOTE: The machine will stop after the handles are released.

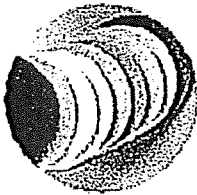
How to Clean the Automatic Machine

- 1) Drain the recovery tank and solution from the tank. Leave top off for ventilation.
- 2) Rinse out the recovery tank. Leave top off for ventilation.
- 3) Rinse the pads.
- 4) Wipe the machine.
- 5) Reconnect the machine to the battery charger.

Inspect Equipment

*NOTES: * Report all damage or things that need repair to maintenance.*

3M Low Speed (175 RPM) Pad Guide



Stripping Pad

3M High Productivity Pad 7300

Quickly and thoroughly removes old finish, dirt and buildup. Unique, open web construction - stripping solutions flows through pad to rinse out dirt and reduce loading for increased pad-to-floor contact

3M Black Stripper Pad 7200

Industry standard. Maintains consistent performance.

Scrub Pad

3M Blue Cleaner Pad 5300

For heavy-duty scrubbing prior to recoating. Removes dirt, spills and scuffs, leaving a clean surface ready for recoating.

Clean Pad

3M Red Buffer Pad 5100

For light scrubbing. Cleans without dulling floor finish.

3M Topline Pre-Burnish Pad 5000

For light scrubbing of floors prior to burnishing. Best choice for use on automatic scrubber followed by ultra-high burnishing.

3M White Super Polish Pad 4100

For ultra-light scrubbing.

High Speed Burnishing Machine

How to Operate an Electric Burnishing Machine

- 1) Check plug for exposed wires and for a ground prong.
- 2) Mount designated pad(s). Set the pad pressure: Use the correct pad. For further instructions see page
Make sure pad and pad driver are safely secured.
- 3) Turn on the machine.
- 4) On each pass slightly overlap.

NOTES: -Do not allow machine to remain stationary while in operation
 -Dust masks may be necessary if you are using a machine without dust collection system.
 - Make sure the pad is raised off the floor until the maximum R.P.M. is reached.

How to Clean the Automatic Machine

- 1) Wipe the machine.
- 2) Roll up cord.

Inspect Equipment

NOTES: * Report all damage or things that need repair maintenance.

How to Operate a Battery Powered Burnishing Machine

- 1) Disconnect the battery from the charger.
- 2) Mount designated pad(s). Set the pad pressure: Use the correct pad. For further instructions see page
Make sure pad and pad driver are safely secured.
- 3) Turn on the machine.
- 4) On each pass slightly overlap.

NOTES: -Do not allow machine to remain stationary while in operation
 -Dust masks may be necessary if you are using a machine without dust collection system.
 - Make sure the pad is raised off the floor until the maximum R.P.M. is reached.
NOTE: Do not allow machine to remain stationary while in operation

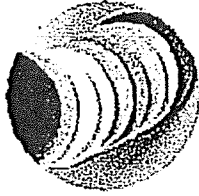
How to Clean the Automatic Machine

- 1) Wipe the machine.
- 2) Reconnect the machine to the battery charger.

Inspect Equipment

NOTES: * Report all damage or things that need repair to your maintenance r.

3M High Speed (1500 RPM & Above) Burnishing Pad Guide



Scuff & Mark Removal

3M Eraser Burnishing Pad 3600

Ideal for harder finishes and heavy-traffic floors. Removes black marks in fewer passes than other pads. Excellent durability and minimal finish removal. Best for black mark removal.

3M Natural Blend Tan Pad 3500

Natural hair and synthetic fiber pad. For use on harder finishes and heavy-traffic floors. Removes marks and scratches while it polishes. Best for scratch and scuff removal.

3M Tan Burnishing Pad 3400

For use on harder finishes and heavy-traffic floors. Produces brilliant "wet-look" gloss. Exceptional durability and life. Best for light scratch and scuff removal.

Best Gloss

3M Eraser Burnishing Pad 3600

Designed with newest technology to deliver optimum floor appearance. Retains excellent gloss and image clarity.

3M Natural Blend White Pad 3300

Natural hair and synthetic fiber pad. Provides excellent results on a wide variety of floor finishes and traffic conditions.

3M Topline Speed Burnishing Pad 3200

Restore gloss to dull floors in a single pass. Optimizes ultra high speed floor care on a wide variety of floor finishes. Works best on floors with good base coat. Works best with the 5000 Topline pre-burnish pad.

Soft Finish

3M Aqua Burnishing Pad

For use on softer finishes. Produces a brilliant gloss. Exceptional durability and life. The problem solver for soft finishes.

Wet/Dry Vacuum

How to Use the Wet/Dry Vacuum

- 1) Twist on hose coupling.
- 2) Be certain the water valve is closed.
- 3) If appropriate, insert filter in the tank.
- 4) Secure top -- check that all clamps are secured.
- 5) Machine is ready for use.

How to Clean the Vacuum

- 1) Remove the top and clean it thoroughly.
- 2) Remove all traces of dirt and debris.
- 3) Clean the cord and wrap it carefully around the motor of the unit after use.
- 4) **Do not** place the motor unit back on the tank until it has air dried.
- 5) The hose should be flushed with clean water after every use and allowed to dry.
- 6) If a cloth filter is used, rinse out and hang it up to dry.

Inspect Equipment

NOTES: *Report all damage or things that need repair to your maintenance r.

Kaivac Machine

How to Operate a Kaivac Machine

- 1) Check plug for exposed wires and for a ground fault.
- 2) Fill the solution tank with water.
- 3) Connect: cleaner/disinfectant. *Always use on-board chemical proportion system to dilute chemical concentrates.*
- 4) Turn on the machine.
- 5) Use blower for high area dusting (including air vents).
- 6) Switch chemical injection system on and pre-spray area to be cleaned utilizing low pressure mode. Switch chemical injection system off just prior to completion of pre-spray operation. When cleaning vertical spray bottom to top to bottom to avoid spotting.
- 7) Manually brush heavily soiled areas as needed.
- 8) Pressure wash and rinse utilizing high pressure mode. When rinsing vertically spray top to bottom to avoid spotting.
- 9) Extract and dry.

How to Clean the Kaivac Machine

- 1) Drain the recovery tank. Leave top off for ventilation.
- 2) Rinse out the recovery tank. Leave top off for ventilation.
- 3) Wipe the spray line and hoses and loop them to machine.
- 4) Wipe the machine.

Safety

No matter how slight an injury may be; tell your immediate supervisor promptly. It is your responsibility to promote a safe and healthy working environment. In case you or your co-worker are injured, call your immediate supervisor. If it is very severe DIAL 911 for a rescue squad.

In Case of Fire

Familiarize yourself with the fire alarms and extinguishers.
If you smell smoke, investigate.
If you see a fire, pull the alarm and get out of the building.

Safety First

Always wear PPE including rubber gloves & eye protection when they are recommended.
While mopping, place wet floor signs up when possible.
Always read and follow the instruction on the containers.
Utilize chemical proportioning systems. Never mix chemicals that you are unsure about.
Always use proper lifting techniques.
Always watch for broken or sharp edges on objects.
Keep all electrical cords away from moving machine parts.
Do not fill the trash barrel beyond your own lifting capacity.
Make sure that all equipment is clean and safe to operate.
Never reach into a trash liner to remove garbage.

Ladders

Ladders should be cleaned and carefully inspected before and after every use. Ladders should be carefully stored to prevent damage to them. Use the wooden ladder to minimize injury due to electrical shock.

Electrical Cords

Check cords for any exposed wires.
Check to make sure that all plugs have a ground prong.

NOTE: *Do not under any circumstances cut or remove the round grounding prong from the plug or bend the prong to fit a receptacle (electrical outlet). It can cause an electrical shock or overheating.*

Things To Remember:

- Cart should be clean, organized and stocked with supplies for use the next day.
- Closet should be neat and clean, sink should be clean and chemicals and equipment should be stored properly, in an orderly, accessible manner.
- Equipment should be clean and safe; it should be in proper working order. If machines are not working properly, it should be tagged "out of service"; notify your supervisor.
- Keep your keys in your possession at all times.
- Identification badge must be visible at all times.
- Safety glasses and gloves must be worn while using chemicals and replacing light bulbs.
- Use chemical dilution control systems at all times. If automated system is not available utilize measuring cup and measure chemicals. Never mix two chemicals together.
- Material Safety Data Sheets (MSDS) are located in the supervisor's office.
- Please report to your supervisor all injuries, illnesses or other occurrences, regardless of how minor they may seem at the time of the incident.
- Employees are responsible for removing recycling material from their area to the central recycling location. Be sure to recycle all cardboard & plastic product packaging.
- Be visible to your customers doing your routine work.
- Take advantage of the extra time at the end of your shift to work on project work such as spot cleaning walls, carpets, dusting, etc.
- Communicate extra cleaning needs to your foreman promptly, so they can prioritize project work which needs to be done before it becomes a customer complaint.

Be professional and polite in all of your daily interaction with students and staff.

Don't let attitudes of co-workers pull you down. You can make a difference. You need to remember that our schools are good places to work.

Be proud to be a part of them.