

CMI Cleaning 101

Cleaning Managment Institute Service Professional Manual







Table of Contents

About the Cleaning Management Institute (CMI)	i
About ISSA	i
About the Authors	i
Orientation to the Cleaning Industry	1
Industry Overview	1
Economic Impact	2
Growth Rate	2
Service Providers	2
Cleaning and Health	4
Value of Cleaning	5
Quality Standards	5
Training Certifications	6
Cleaning Management Institute	6
BSCAI and IEHA Certification	7
Career Path	7
Job Description	8
Ground Rules (Dos and Don'ts)	9
Leaving the Job Site	9
Work Assignment	9
Sleeping, Eating, and Reading	9
Solicitation and Distribution of Literature	9
Company Property	9
Visitors/Non-Employees	9
Insubordination/Failure to Follow a Supervisor's Instructions	10
Property Damage	10
Keys	10
Weapons	10
Horseplay/Arguments/Fighting	10
Absence or Tardiness	10





Misappropriation of Property (Theft)	10
Employee-Related Work Issues	10
Personal Electronic Devices	10
Mobile Phone Usage and Texting	11
Typical Day	11
1. Start of Shift	11
Punch In	11
Check in with Your Supervisor	11
Check Supplies	11
Check Equipment	11
Personal Protective Equipment (PPE)	11
2. Cleaning Activities	11
3. End of Shift	11
Gather All Supplies	11
Perform a Visual Check to Make Sure Area Is Clean	11
Complete Any Reports	11
Remove Wet Floor Signs	11
Check and Clean Equipment	11
Refill All Bottles and Supplies and Restock Cart	11
Remove PPE and Wash Hands	11
Punch Out	11
Cleaning Tips	12
Right Hand Rule	12
Top to Bottom	12
Dry to Wet	12
Safety	12
Injury Prevention	13
Personal Protective Equipment	14
Safely Handling Chemicals	14
The Cleaning Industry is a Great Place to Be!	15





About the Cleaning Management Institute (CMI)

The ISSA Training Standard is the premier training standard for the cleaning industry, giving individuals and organizations the right credentials to achieve the recognition they deserve. Cleaning Management Institute (CMI) has been designed specifically to help address the need for training, improved professionalism, and increased industry pride across all segments of the cleaning industry, helping to further ISSA's initiative to change the way the world views cleaning. CMI is a multi-faceted program composed of verified training programs, cleaning professional certifications, trainer accreditations, and verified training centers.

About ISSA

The leading trade association for the cleaning industry worldwide, ISSA has a membership that includes more than 8,500 distributor, manufacturer, manufacturer representative, building service contractor, in-house service provider, and associated service members. ISSA helps its members and their employees make valuable contacts through the industry's largest cleaning shows in conjunction with Amsterdam RAI, under the brand name ISSA/INTERCLEAN®, as well as the popular global website ISSA.com. It also helps increase professionalism and member success by offering business tools, educational products, industry standards, publications, and legislative and regulatory services that specifically focus on the professional cleaning industry.

The association is headquartered in Northbrook, IL, USA, with regional offices in Albany NY, Columbus OH, Mainz, Australia, Amsterdam, Netherlands; Leicester, United Kingdom; Monterrey, Mexico; and Shanghai, China. ISSA regularly works with more than 85 associations, alliances, advocacy groups and government agencies around the world to promote the value of commercial and institutional cleaning. For more information, visit www.issa.com.

About the Authors

David Frank and Jim Peduto of the American Institute for Cleaning Sciences (AICS) authored this document. AICS is one of the leading authorities on the commercial cleaning industry. AICS is a co-administrator of the comprehensive CIMS and CIMS-GB Cleaning Management Standard and acts as the Registrar for the CIMS/CIMS-GB certification program. AICS has authored numerous industry books, software applications, sustainability programs and other resources designed to promote professionalism in the industry. Learn more about AICS at www.aics.com.





Orientation to the Cleaning Industry

Industry Overview

The building cleaning industry can be both rewarding and exciting and can offer those who work hard the opportunity for advancement. Further, while it may initially seem as if cleaning service workers are responsible for simply making sure floors are shiny, carpets are vacuumed and the trash has been taken out, cleaning service workers have a much more important responsibility – making sure buildings provide a *healthy* indoor environment for occupants.

The industry in general is divided into two main markets: residential and commercial. Residential cleaning focuses on homes, apartment buildings and other places where people live, and it includes maid services, carpet cleaning, window washing and similar services. Commercial cleaning focuses primarily on businesses, including office buildings, schools, universities, hospitals and healthcare facilities, industrial properties and other "away-fromhome" buildings. Commercial cleaning generally includes carpet and floor care, window cleaning, vacuuming, porter/matron services and other services focused on making sure commercial buildings are clean and healthy.

Janitorial services fall under the larger "facility services" category but account for about 90 percent of the category's revenue. Operations generally consist of on-site crews that are responsible for cleaning buildings by hand or with the help of basic equipment like floor polishers. Specialty services may also be part of a cleaning worker's responsibility. These services may include carpet cleaning, duct cleaning and window washing.

As a cleaning service worker, you will spend most of your time indoors, although outdoor work such as sweeping walkways, mowing lawns and shoveling snow may also occur. Cleaning work will also keep you active and engaged since most of the work involves walking and bending. You may also have to lift supplies and equipment. As a result, cleaning work can offer a challenge and can be strenuous on the arms, legs and back if the proper precautions are not taken.

The U.S. government notes that there were approximately 2.3 million building cleaners in 2012. Cleaning workers come from all walks of life, and there is great diversity in the workforce. The largest percentage of cleaning jobs were in buildings and dwellings, and the second largest percentage of cleaners worked in schools.

The cleaning industry also offers the potential for advancement due to the expected growth of the industry as a whole. The government projects that employment of cleaning service professionals will grow approximately 12 percent from 2014 to 2022. Cleaning jobs in hospitals and other healthcare facilities are expected to increase the most. This means that the cleaning industry may be a good place to start a career.

The cleaning industry can also provide a stable job, given that the industry is generally not affected that much by the economy. As long as there are commercial buildings, office complexes, banks, schools, retail shopping centers, industrial facilities and medical centers,





there will always be a need for cleaning, and there will always be the need for committed people to perform the work. Further, as new buildings are built and new businesses open, there will be more commercial cleaning opportunities.

Economic Impact

The cleaning service industry is part of the \$33 billion facility services industry, which is one of the largest and most dynamic service industries in the world. There are more than 55,000 companies that provide commercial cleaning in the United States and more than 2.3 million cleaning service workers. Most cleaning service workers do not realize that they are part of such a large, diverse and crucial industry!

So many cleaning workers are needed because there are so many buildings. There are more than 4.9 million commercial buildings in the United States alone, and those buildings total more than 71.6 billion square feet of floor space. And it all needs to be cleaned.

Growth Rate

Studies and research suggest that building service and cleaning contracting is one of the fastest growing industries. The U.S. government reports total sales of \$30.6 billion, and these companies averaged 10.7 percent annual revenue growth between 1993 and 1998.

There are many factors that are leading to the growth of the industry and that suggest continued growth and opportunity in the future. There is an ongoing trend among business towards outsourcing "non-core" business activities. This means that more and more businesses are hiring other companies to perform their cleaning. There is also a greater tendency for businesses to lease rather than own premises, which usually leads to the use of more outside cleaning companies.

These trends have also increased market demand beyond the delivery of individual services and towards a more integrated and strategic approach to providing facilities services. This means that many companies are not just performing cleaning but are performing many other services and activities as well. This is great news because it potentially gives you more opportunity to do different things as you grow in your career.

Service Providers

The cleaning industry is highly fragmented, meaning that there are a lot of small companies that perform services in a local area. In fact, studies have shown that 80 percent of companies have annual revenues of less than \$200,000. Smaller companies tend to clean residential buildings, including houses and small local offices. This is due to the fact that such buildings require fewer resources in terms of workers, skills, and time.

There are also large companies that operate on a regional or even a national basis. There are not a lot, though. A study in 1997 showed that there were only 201 cleaning companies in the United States with annual revenue of more than \$10 million. Such companies are likely to employ thousands of workers.

For the most part, larger companies clean commercial buildings, schools, and industrial facilities because larger numbers of people with varied skills are needed to do the job and





because fees are higher. This part of the industry has become highly organized and many large cleaning companies belong to a national organization such as ISSA.

Regardless of size, cleaning companies have the opportunity to provide services to a wide range of customers, providing you with the potential opportunity to work in different types of buildings. At one end of the spectrum are high-rise office complexes, distribution facilities, food processing plants, hospitals, nursing homes, airport and mass transit terminals, government offices, and industrial plants. You may even get to work in sports stadiums, theatres, and other entertainment venues.

In addition to or instead of using an outside company to clean buildings, many K-12 schools, universities, healthcare facilities, hotels and other industries employ their own cleaning staffs.

The industry's scale and high degree of fragmentation are the result of the fact that it is relatively easy to start a cleaning company (known as a "low barrier to entry") and it can be difficult to make a company look different from all the other ones. Unfortunately, this has resulted in cleaning services being largely cost-driven, and there are companies that will cut corners in order to remain competitive. This can have a major impact on quality and service. The good news is that many facility decision makers have begun looking for ways to ensure that they receive quality services for the lowest cost possible. Among the approaches that are being taken:

- Focusing on "Cleaning for Health"
- Adopting an approach that is based on an understanding of the true "Value of Cleaning" and its impact on health, the environment and productivity
- Requiring compliance with industry "Quality Standards"
- Requiring effective training and certification of cleaning service workers

As more and more facility decision makers understand the impact that cleaning has on their business and begin to rely on the approaches above, there will be even more opportunities for cleaners to make a real difference and advance in the industry. The future certainly is very exciting!





Cleaning and Health

Traditionally, cleaning has been focused on making sure that buildings look and smell good. As long as there was no visible soil and the building smelled good, the building was considered clean and the job was considered finished.

Today we know that cleaning is about a lot more than making sure the building looks good. The direct connection between cleaning and health is becoming better understood, and facility decision makers are recognizing that effective cleaning helps stop people from getting sick. As a result, most cleaning companies now focus on "Cleaning for Health," a proven best practice that can result in cleaner, healthier facilities; improved safety in the workplace and fewer risks to the cleaning worker; a more desirable environment; and reduced cost.

Cleaning for Health ties directly into what most customers want, is measurable, and has proven to be successful. The truth is that when a building is "cleaned for health," there are fewer sick days, occupants get more work done and generally do a better job (known as improved occupant productivity), and there are reduced equipment maintenance costs.

This shift from "cleaning for appearance" to "cleaning for health" better defines your true role as a cleaning worker and highlights your responsibility in protecting public health. It is certainly your responsibility to make sure the building looks good but, much more importantly, it is also your responsibility to remove dirt and harmful contaminants that are likely to make people sick. You are, therefore, properly thought of as a "public health defender," and the importance of your role cannot be overstated!

Recent studies have demonstrated exactly how important this role is. Studies have been performed on how clean indoor air (known as "indoor air quality") can reduce the risk that people will get sick, and studies have also looked at what happens when there is dust and bacteria in a building. There are studies that look

ARE COSTING YOU MONE **SICK DAYS** 3-8% PRODUCTIVITY / EANING HAS A VERY REAL AND MEASURABLE VALI \$125,000 IN SAVINGS CUSTOMERS PREFER CLEANLINESS 1. CLEANLINESS 3. SPEED 4. CONVENIENCE 5. VARIETY CLEAN FACILITIES ARE NOT JUST A COST. THEY GENERATE REVENUE. **IMPROVE YOUR BOTTOM LINE WITH A CLEAN FACILITY** issa.com/valuetips NOWSOURCING





risks can be lowered and companies that work in the building can make more money. In a clean building people are less likely to get sick and, therefore, they are less likely to miss work. The reduced absenteeism helps companies save money because absenteeism costs businesses a lot of money.

Value of Cleaning

The idea of "cleaning for health" is an important part of what is being called the "true value of clean." In other words, people are starting to understand that a clean building is a *really* good thing. At the same time, customers are starting to adopt "green" practices and focus on sustainability. This means that companies and people are changing the way they do things so they have less of an impact on the environment and human health. When you put this all together, it means that cleaning companies need to take a more rounded approach to cleaning. This provides you and other cleaning service professionals with even more opportunities to make a real difference.

ISSA's Value of Clean White Paper proves how important a cleaning worker's job is. It outlines how cleaning can have a positive impact on business activities and actually shows how cleaning will result in more money. Cleaning managers can use the paper to show customers how cleaning has a positive effect on the things that customers care most about. We know that a lot of customers want to clean less, and the information in the white paper helps managers (and cleaning workers!) show customers that they may be making a mistake.

In fact, ISSA has also released a Value of Clean Calculator that makes it easy to understand how cleaning helps:

- 1. Reduce costs associated with poor service and having to perform work over (Work Ticket Costs)
- 2. Reduce costs associated with absenteeism by helping keep people from getting sick (Occupant Wellness: Absenteeism)
- 3. Workers are more productive in cleaner buildings (Occupant Wellness: Productivity)
- 4. Make buildings look better and keep customers satisfied and happy (Image Enhancement and Customer Satisfaction)
- 5. Make sure that hard floors, carpeting, equipment and other parts of a building last longer (Capital Preservation)
- 6. Reduce energy costs in cases where cleaning is performed during the day (Energy Savings)
- 7. Reduce the chance that someone in the hospital will become sick with a new illness (Hospital Acquired Infections HAIs)

Quality Standards

Of course, it is up to cleaning companies to make sure they are in the best position to do a good job. This generally involves using best practices and making sure that the company is effectively managed and that workers are ready to do the best they can. The good news is there are tools that can help cleaning companies make sure they are ready to provide a clean and healthy building.





The ISSA Cleaning Industry Management Standard (CIMS) and CIMS-Green Building (CIMS-GB) criteria and certification program is a great tool to start with. CIMS/CIMS-GB helps a company make sure they have a good management system, have the necessary processes in place to provide effective services, and are also able to use "green cleaning practices."



CIMS/CIMS-GB outlines what a successful cleaning company needs to do and should have in place so that customers are satisfied. It is organized into six sections of management best practices.

Cleaning organizations can even obtain "certification" if they are able to do the things that are included in CIMS/CIMS-GB. To become certified, a company needs to show an independent assessor that they meet the requirements. The assessment includes visits to customer buildings and meetings with managers, customers, and cleaning workers. The assessor may even want to talk with you!

Training Certifications

ISSA's Cleaning Management Institute (CMI)

Not only can the company you work for prove it does things the right way by achieving certification, but you can also prove that you are ready to do a great job and help provide a clean and healthy building. Specifically, ISSA offers certification under the Cleaning Management Institute (CMI) program. CMI helps cleaning workers understand the importance





of their job, increase professionalism and become better at the various cleaning tasks that a worker may be asked to perform.

There are two types of certifications you and other cleaning service workers can achieve. Cleaning 101 certification proves that you understand why we clean, the importance of cleaning for health, how to perform work safely, and the basic ground rules that apply when on the job. The CMI "Advanced Pro" certifications show that you have been trained to perform a cleaning task and, therefore, are ready to get the job done. Perhaps you are working toward your CMI Cleaning 101 or Advanced Pro certification right now, and that is why you are reading this manual!

BSCAI and IEHA Certification

Managers can also become certified. The Building Service Contractors Association International (BSCAI) and the International Executive Housekeepers Association (IEHA) each offer two certification programs for cleaning managers.

BSCAI's Certified Building Service Executive (CBSE) and Registered Building Service Manager (RBSM) and IEHA's Certified Executive Housekeeper (CEH) and Registered Executive Housekeeper (REH) designations signify that an individual has demonstrated the knowledge and skills required to manage a cleaning services operation.

Earning BSCAI or IEHA certification allows managers to further enhance their personal and professional knowledge gain the competitive edge they may need to become great managers and advance to bigger and, better things.

Career Path

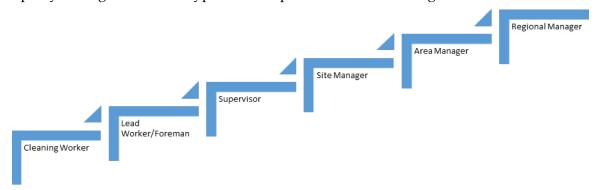
Becoming a cleaning service professional is a great way to start a career in the facility management industry. However, it is not going to be easy and you need to have certain traits and know certain things:

- Interpersonal skills You should get along well with other cleaners, the people who live or work in the buildings you clean, and your supervisors.
- Mechanical skills You should understand general building operations. You should be able to make routine repairs, such as repairing leaky faucets.
- Physical stamina You will spend most of the work day on your feet—operating cleaning equipment and lifting and moving supplies or tools. As a result, you should have good physical stamina.
- Physical strength You might be asked to lift and move cleaning materials and heavy
 equipment. Cases of liquid cleaner and trash receptacles, for example, can be very heavy, so
 you may need to be strong enough to lift them without injuring your back.
- Time-management skills You should be able to plan and complete tasks in a timely manner.



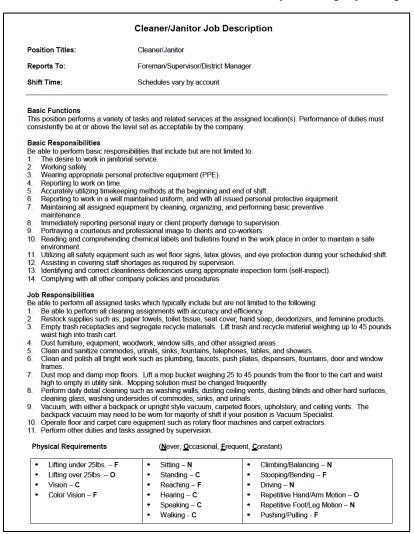


If you work hard, are responsible, and show interest there is a good chance that you can move up in your organization. A typical career path is shown in this figure.



Job Description

Your boss will probably provide you with a job or position description. A typical job description is shown below. Your actual job description may be different from this. The important thing to remember is the essential functions that your employer expects you to fulfill.







Ground Rules (Dos and Don'ts)

By accepting a job, you have a responsibility to the company you work for and to your fellow employees to follow certain rules and to behave in a certain way. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary to operate the business. Note that you may also be part of a collective bargaining agreement. It is your responsibility to know and understand what your employer expects of you and what you need to do.

While your employer's specific rules and policies take precedence, you should keep the following guidelines in mind. This list does not include every activity but covers most of the main ground rules and is intended to give you a better understanding of the basic expectations that most cleaning companies have. Because the rules and policies are so important, you can be disciplined if you do not follow them. You may even lose your job.

Once again, the guidelines below are general and merely a guide to help you understand what to expect. You need to follow your employer's rules above all else.

Leaving the Job Site

Most employers require that you get permission from your supervisor if you would like to leave a job site before the shift has ended.

Work Assignment

Your employer will expect you to fully complete the work assigned in the time allotted and complete your work to the satisfaction of your supervisor and the customer.

Sleeping, Eating, and Reading

It is likely you will not be allowed to sleep, read or sell things during work hours or while you are on a job site. All food and beverage should be consumed during designated break times in specific break areas.

Solicitation and Distribution of Literature

You will probably not be allowed to solicit for any purpose during working time. Solicitation includes, but is not limited to: requesting or recommending to another employee that they join or subscribe to any public or private enterprise; giving gifts of any nature during working time; and the passing out or circulating a petition, literature, pamphlets, or other printed material.

Company Property

You should not take company supplies or equipment for your private use unless your supervisor has given you direct permission to do so. Company property may only be removed from a job site when your supervisor tells you that it is okay.

Visitors/Non-Employees

Persons who do not work for your employer (e.g., friends, visitors or members of your family) are typically not allowed on a job site unless the facility is open to the public. And even if the building is open to the public, visitors should not interfere with your ability to get your work done.





Insubordination/Failure to Follow a Supervisor's Instructions

You have an obligation to follow a supervisor's work instructions. You should *never* verbally or physically abuse a fellow employee, supervisor, or customer.

Property Damage

Destroying or damaging property that belongs to your employer or to the customer or building owner is never allowed and may even be against the law. You should report any property damage immediately.

Kevs

Any keys issued to you should be kept safe at all times. You should immediately report the loss of any key to your supervisor. Keys must be turned in upon completion of your shift. All keys must be returned if you leave your job.

Weapons

Bringing weapons to work or a job site is usually not allowed. This includes guns, knives that can be used as weapons, and clubs.

Horseplay/Arguments/Fighting

You should always remember that you are working and, therefore, need to behave in an appropriate manner at all times. Horseplay, messing around, fighting and practical jokes can be dangerous and will not be tolerated.

Absence or Tardiness

If you are not able to go to work or will be late, you should let your supervisor know as soon as possible. In fact, you should try to tell your supervisor the day before or at least 4 hours before your scheduled starting time. If this is not possible, you should tell him or her as soon as you know that you will not be able to go to work or will be late. Excessive absences, tardiness, or leaving the shift early are unfair to your co-workers and may result in disciplinary action or discharge.

Misappropriation of Property (Theft)

It is generally not a good idea to use any customer property for any reason or to remove customer property from a building. This includes but is not limited to, consuming food that may be left out, using fax machines or computers, and removing items from the trash or from a recycling bin. You should also not use customer telephones for personal calls. If you do have to make an emergency call, you should let your supervisor know, and you should follow his or her instructions.

Employee-Related Work Issues

Work-related issues should be handled by your supervisor or your company's Human Resources department. Under no circumstances should you talk with a customer (including customer employees and tenants) about any company business.

Personal Electronic Devices





Using personal mobile phones, headsets, music players and other electronic devices may or may not be permitted while on a job site. It is important to know your employer's policy and follow it.

Mobile Phone Usage and Texting

Your employer may have a policy for the use of mobile phones for texting, e-mail, internet access, and navigation (e.g., GPS technology) when working, and you will need to understand and follow the policy. Your employer may also have a specific policy for the use of phones for the above activities while driving – including driving your personal vehicle while on company business.

Typical Day

Your specific work routine will be set by your employer. You may do the same things on most days, or what you do may change depending on the customer's needs. Either way, your day has three important parts.

1. Start of Shift

Punch In

Check in with Your Supervisor

Check Supplies

Make sure all supplies and cleaning products are filled and are on your cart

Check Equipment

Check to see if equipment is in good working order

Personal Protective Equipment (PPE)

Put on your personal protective equipment.

2. Cleaning Activities

Perform cleaning tasks in the areas(s) that are assigned to you. You can expect to receive hands-on training so you understand your daily cleaning assignments and can successfully complete them. Some employers also provide written descriptions of your assignments.

3. End of Shift

Gather All Supplies

Perform a Visual Check to Make Sure Area Is Clean

Complete Any Reports

Remove Wet Floor Signs

Check and Clean Equipment

Refill All Bottles and Supplies and Restock Cart

Remove PPE and Wash Hands

Punch Out





Cleaning Tips Right Hand Rule

You should have a plan as to how you will complete your cleaning tasks in a specific room. The plan should include the order you will do things and the order you will clean specific areas. Having a plan will save time, will ensure you do not have to backtrack, and will make things a lot easier for you. One method that works well is referred to as the "right hand rule." If you use the right hand rule, once you enter a room, you will move to the right and work counter clockwise towards the exit door (note you could also move to the left and work toward the exit). Either way, you will work your way toward the door, moving all the dirt towards the exit.

Top to Bottom

Always clean from top to bottom. Start with ceilings, air vents, and shelves, and work toward the floor. This will enable you to bring all dirt and dust down to the lowest level.

Dry to Wet

When you have to use water or another liquid to clean an area or perform a task, you should start by completing activities that do not involve the liquid and then perform the "wet" task. This will help you avoid spreading and smearing dirt and dust.

If you are cleaning walls, you should start by dusting and then move to spot washing

If you are cleaning hard or resilient floors, you should dust mop or vacuum and then move to the wet cleaning process (spot mot, damp mop, or auto scrub).

Safety

Unfortunately, injuries are rather common among cleaning service professionals. Among the injuries that can occur are minor cuts, bruises, and burns from machines, tools and chemicals.

The U.S. Bureau of Labor Statistics table shown below lists the jobs with the most lost work days as a result of work-related accidents.

Selected occupations	Days- away-from- work cases	Median days away from work	Leading event or exposure (percent of total)
Laborers and freight, stock, and material movers, hand	63,690	10	Overexertion and bodily reaction (44%), Contact with object or equipment (33%)
Nursing assistants	44,100	6	Overexertion and bodily reaction (55%), Falls, slips, trips (18%)
Heavy and tractor-trailer truck drivers	41,840	18	Overexertion and bodily reaction (36%), Falls, slips, trips (29%)
Janitors and cleaners, except maids and housekeepers	38,610	11	Overexertion and bodily reaction (41%), Falls, slips, trips (30%)
Police and sheriff's patrol officers	32,190	8	Violence and other injuries by persons or animals (27%), Transportation incidents (20%), Overexertion and bodily reaction (20%), Falls, slips, trips (20%)

¹ Selected occupations had at least 30,000 cases and incidence rates greater than 300.





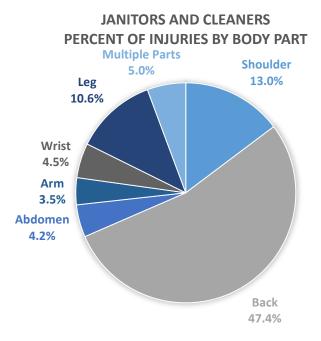
As you can see, the cleaning industry is near the top of the list. This may sound a little concerning, but there are steps that can be taken to greatly decrease the likelihood of injury. The steps include being trained on cleaning worker safety, making sure you understand how to properly use chemicals and machines, using safety equipment, and making sure personal protective equipment is used.

Injury Prevention

The starting point for avoiding injuries is to understand the types of injuries that you are most likely to suffer.

The pie chart at the right shows the most frequently injured body parts for cleaning service professionals. Take note of the parts that you are mostly likely to injure and take steps to protect yourself.

As part of your orientation, you should receive safety training. You will also need to follow your employer's health, safety, and environmental policies.



Having an understanding of the hazards that you may encounter is also important. In fact, you can help make your workplace as safe as it can be by identifying hazards where you work using this simple five-step process.



1





If you are injured while on the job, you should immediately report the incident and injury to your supervisor and/or another appropriate person.

Personal Protective Equipment

Using personal protective equipment (PPE) might be the most important thing you can do to help you stay safe. PPE is essentially your first line of defense in preventing injuries. OSHA, the government agency that is responsible for health and safety in the workplace, requires that appropriate PPE be "provided, used, and maintained in a sanitary and reliable condition whenever it is necessary...to protect workers from hazards." Under OSHA regulations, your employer is required to ensure that appropriate PPE is selected and used, provide training to employees who use PPE, and, in some cases, pay for the equipment.

Your employer must also make sure that PPE is suitable given the specific hazards that you will encounter, fits properly, and is not defective or damaged in any way. The types of PPE that are most commonly used in the cleaning industry include:

- Eye and face protection (face shields, safety glasses/googles)
- Head protection (helmets)
- Foot protection (boots or special shoes)
- Hand protection (safety gloves)
- Respiratory protection (respirator masks)

Safely Handling Chemicals

Many injuries (and property damage) occur because of the improper use of cleaning chemicals. But, once again, there are steps that can be taken to avoid safety problems. Accident prevention starts with understanding the hazardous properties of the chemicals that you will use. Before using a chemical, you need to know how to safely handle and use it. Your employer has an obligation to provide that training.

The following rules apply whenever you work with a chemical.

- 1. Read all product labels before use. If you have any questions concerning product use, ask your supervisor.
- 2. Use products only as directed on the label or Safety Data Sheet.
- 3. Always protect your hands and eyes when pouring liquids or powders. Wear protective gloves and/or safety glasses or goggles as directed on the product label or Safety Data Sheet.
- 4. When using aerosols, wear safety glasses or goggles and, if required, a full-face shield.
- 5. When diluting products, always add the product to water. Follow the manufacturer's dilution instructions and use a measuring cup. Do not guess!
- 6. NEVER mix two products together unless instructed to do so on the label.
- 7. NEVER use an unlabeled container. If an unlabeled container is found, report it to your supervisor.
- 8. NEVER inhale (smell) the contents of a container to determine its contents.





- 9. NEVER ingest (eat or drink) any product, no matter what form it is in. Follow FIRST AID instructions on the label or Safety Data Sheet.
- 10. NEVER puncture or collapse an aerosol can.
- 11. When storing chemical containers, they should be covered and should be away from flames or intense heat.
- 12. Wash your hands after using any chemical products, especially before eating, drinking, or smoking.
- 13. If a chemical comes into contact with any body part, flush immediately with lots of water.
- 14. Report all spills to your supervisor immediately.
- 15. Refer to instructions on the Safety Data Sheet for spill cleanup and disposal of waste material.
- 16. You should know how to handle equipment in emergency situations, what equipment needs to be used, and whether the equipment is adequate for the situation.

The Cleaning Industry is a Great Place to Be!

Most people do not grow up hoping to be a cleaning service professional. That said, the cleaning industry can offer you the opportunity to grow both as a professional and as a person. Further, cleaning workers who work hard and are committed to doing the best job they can, have the opportunity to advance and establish a career path. And the importance of the job cannot be overstated. With an increased awareness of the connection between cleaning and health, sustainability, building occupant productivity and the bottom line, it is becoming better understood that cleaning service professionals are irreplaceable in the quest for healthy buildings and successful businesses!