



Title of Manual
Best Practices and Operation Procedures Manual – Part II

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Best Practices on Janitorial Services

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1.0 Objective

To ensure that performance of janitorial services considers environmental conservation, and health and safety in the Annual Meeting

2.0 Scope

This shall apply to janitorial activities performed by contractors such as cleaning of offices, flooring (vinyl, stone and marble), carpets, windows, glass panels, comfort rooms, elevator cars, parking areas, car park and smoking lounges, setting up and providing furniture's & other provisions as required on the Annual Meeting.

3.0 References

None

4.0 Definition of Terms

None

5.0 Policies and ESMS Best Practices

The following shall be observed by janitorial staff and contractors:

- 5.1 Use Personal Protective Equipment (PPE). Always use appropriate personal protective equipment as required, such as
 - Hand Gloves
 - Mask with filter
 - Boots/ Safety Shoes
 - Goggles
 - Hard Hat
 - Safety Belt/ Safety Harness
 - Warning Signs/ Barricades
- 5.2 Conserve paper, water, electricity and other supplies. Observe Conservation and Usage of Electricity, Water, Paper and other Office Supplies.
 - Avoid continuously running water while cleaning the comfort rooms, and unnecessary flushing of toilet bowls when conducting inspection or cleaning.
- 5.3 General cleaning (wash-out) of common areas like comfort rooms, elevators and lobby shall be done only after office hours to avoid slips and falls or accidents.



5.4 To ensure effectiveness and hygiene in cleaning areas, proper color coding must be imposed in the usage of tools such as mop heads or handles, flannel cloth and rubber hand gloves, as follows;

- a. Mop heads / Handles
 - Red Label – for comfort room flooring use
 - Green Label – for soft and hard surfaces

Note: For cleaning mop heads use only prescribed soap powder at the slap sink only.

- a. Flannel Cloth
 - Yellow Color – for toilet bowls and urinals
 - Pink Color – for lavatory, vanity counters, cubicle and tile walls
 - Blue Color – for workstation, offices and surfaces other than those mentioned above.
- b. Rubber hand gloves
 - Yellow Color – for comfort rooms cleaning
 - Blue Color – for areas/surfaces other than those mentioned above.

5.5 Segregate and dispose of waste properly.

5.6 Observe proper labeling of transfer containers of chemicals and other cleaning agents. Labeling shall include name of chemical and its corresponding hazard identification. Note that labeling requirements for transfer containers shall be parallel to the labeling requirements of the original containers of such chemicals. In the event of a chemical spill, immediately secure and clean the area.

5.7 All cleaning chemicals should have Materials Safety Data Sheets (MSDS) and every janitor's closet must have a printed copy for reference in case of emergency.

5.8 Ensure that carts used for cleaning & transporting materials are not left unattended in hallways. A caution sign must be installed 01 meter away to alert passers-by.

5.9 Ensure that all equipment such as vacuum cleaners and floor polishers are in good condition prior to use.

6.0 Details

6.1 Garbage Collection

- Garbage from the workstations/ areas shall be collected at the end of the day.
- Segregate wastes according to the following classification:
 - Biodegradable
 - Non-biodegradable



- Infectious
- Recyclable
- Shredding
- Segregated wastes shall be weighed and recorded accordingly.

6.2 Cleaning of closed rooms (Offices, Conference, Meeting & File Rooms)

- Prepare required materials, cleaning agents & equipments to use.
- Use appropriate PPE.
- Dust bookshelves, tables, chairs, etc & wooden partition of the room from top to bottom. Possibly lift binders, folders & etc while dusting. To avoid breakages or break down, do not attempt to touch any electrical or electronic items inside the room.
- Collect, segregate & dispose waste materials properly. Change underliner if soiled or dirty.
 - Sweep/vacuum carpets.
 - Possibly switch off lights and close room gently.

NOTE: If room/office is too dusty due to displayed materials or figurines & etc, leave a dusting flyer so occupant will be informed, then follow-up the following day to clean or set a schedule for general cleaning.

6.3 Cleaning Workstation and other open areas

- Prepare required materials, cleaning agents & equipment to use.
- Use appropriate PPE.
- Dust the overhead shelves, tables, chairs & etc. Possibly lift binders, folders etc. while dusting and return properly afterwards.
- Collect, segregate & dispose waste materials properly. Change underliner if soiled or dirty.
 - Sweep/vacuum carpets.
 - Double check everything to ensure that all tasks have been accomplished before leaving or transferring to another work station.

NOTE: If room/office is too dusty due to displayed materials or figurines & etc, leave a dusting flyer so occupant will be informed, then follow-up the following day to clean or set a schedule for general cleaning.

6.4 Cleaning soft surfaces flooring (vinyl & wooden)

6.4.1 Dust & wet mopping of soft surface flooring (vinyl & wooden)

- Prepare required materials, cleaning agents & equipment to use.
- Use appropriate PPE.
- Install stand-up caution signages and barricades on areas to clean.
- Do dust mopping on areas to clean.
- Do wet mopping on areas to clean.



- Once in a while soak & squeeze mop head in a clean water to ensure cleanliness and dust-free on area being mopped.
- Possibly lift furniture to mop underneath.
- Once area is dry, remove stand-up caution signages & barricades.

6.4.2 Stripping vinyl flooring

- Prepare all required materials, cleaning agents & equipments to use.
- Remove and set aside furniture away from the area to strip & wax. Secure nearby areas not affected by the process by using mats or cloths to avoid damage on the vinyl or carpet.
- Install wet floor sign and other barricades.
- Use appropriate PPE.
- Dust, mop or sweep the floor of the area to strip & wax.
- Check & remove chewing gums & other foreign objects sticking on the floor by using putty knife or gum remover.
- Dilute stripper with warm water. Refer to manufacturer's recommendation for the dilution rate of the chemical.
- Apply the stripper from the corner to the door with an eight (8) stroke. Avoid the solution getting into contact with the wall. In case of occurrence, immediately wipe the affected wall using rags to remove the stripper.
- Leave the solution for 7 – 10 minutes. When leaving the area during this period, ensure that proper caution signs and barricades around the area are installed.
- Scrub the floor using a polisher with a stripping pad (black color) while the floor is wet.
- Collect scrubbed solution with an open dust pan or mop. Possibly, vacuum the area with a wet vacuum cleaner for a faster process.
- Rinse the stripped flooring thoroughly with clean water at least twice to ensure a better result and ready for waxing.

6.4.3 Waxing vinyl flooring

- Immerse a clean & dry mop into the mop bucket containing wax. Then, squeeze the mop head immersed in the wax for an even application of wax.
- Apply wax from the corner to the door with painting strokes.
- Let it dry for 10 to 20 minutes before applying the second, third or fourth coat.
- Apply wax on the flooring 3 or 4 times to ensure a glossy look.
- Once done, remove all materials used including signages and barricades.
- Before leaving the area, double check for any undone tasks.

6.5 Cleaning of Comfort Rooms

- Segregate and dispose wastes properly.
- Do not leave cleaning agents or empty containers lying around. Empty chemical containers shall be disposed properly.



- Install proper signage of wet floor sign at the entrance door of the comfort room when cleaning is ongoing.
- Ensure that the floor is dry before leaving the area to avoid slips and falls.
- Ensure sufficient supply of hand soap, paper towel and tissue papers in all comfort rooms. Follow 1:1/2 dilution of liquid hand soap.
- Inspection and follow-up of comfort rooms in terms of cleanliness and adequacy of supplies shall be conducted by the housekeeper at least once every 40 mins.
- Random inspection must be done by the Supervisory Staff to ensure cleanliness and adequacy of supplies.

6.6 Cleaning of Urinals with the UR Block System (Waterfree Urinals)

- Remove the UR Block cage system and rinse any debris. Avoid wetting the blue UR Block any further. Remove any remaining waste material that can be found inside the urinal (e.g. hair, cigarette butts, tissue)
- With about 1 liter of water, rinse the urinal surface and brush or sponge wash the urinal surface using a mild liquid detergent or liquid soap. DO NOT USE "Anti-bac" or other disinfecting chemicals like toilet bowl cleaner.
- Flush the urinal with around 3-4 liters of water. This will be the only time the urinal will be flushed in a day. Wipe the outer surface of the urinal and mop the floor.
- Be reminded that, despite the fact that the UR Block is safe to handle, for safety and sanitary purposes, always use PPE when handling the product or in cleaning the urinals, and to wash your hands after cleaning or handling the product.

NOTE: If waterfree urinal is blocked, report immediately to contractor's supervisor for proper channel reporting to concerned contractor. Do not attempt to open/lift the cartridge.

6.7 Cleaning of External and Internal Windows

- Ensure that ladders/ scaffolds/ platforms are in good working condition prior to use.
- Observe proper posture when lifting or pushing heavy objects. Use appropriate lifting equipment when lifting heavy objects.
- Dispose of waste and clean spills safely and properly.
- Never place or leave tools where they might fall on persons or properties, trip or otherwise cause injuries to someone.

6.8 Setting-up / providing furniture for Conferences, Meetings, Special Functions and Assistance in office transfers

- Secure all electrical cords & computer cables in setting-up furniture, directional stands, white boards & etc and in office transfers.
- Avoid dragging tables, chairs & etc during set-up to avoid damaging or scratching other furniture, walls and flooring.
- Install cushion underneath table & chair legs and other furnishing to protect marbles, vinyl or wooden flooring during special functions.



- If damage is done or spotted, immediately report the matter to the contractor's supervisor for proper channel reporting.

6.9 Flushing of Drinking Fountain

- Perform flushing, cleaning and disinfection of drinking water fountain every morning in respective areas of assignment.
- Ensure that drinking fountain is regularly flushed for at least one (1) minute every morning. This is to ensure that there will be no occurrence of unwanted water smell due to water stagnation in pipes. This is with the premise that some of the drinking fountains in the ADB are not frequently used as the others.