



# Safety and Security

## Training Workbook Volume 2, Class 4

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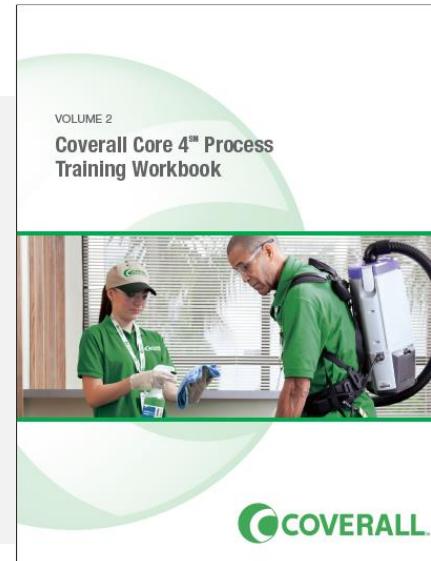
# Your responsibility for safety

The U.S. Occupational Safety and Health Administration (OSHA) creates and enforces safety standards for workplaces.

As a business owner you have responsibility for following OSHA safety standards and implementing safety and security processes for yourself, your employees and your customers. Safety is a top priority!

Workbook Volume 2: Core 4<sup>sm</sup> Process

✓ **Class 4 – Safety and Security**



# What is OSHA?

- Occupational Safety and Health Administration
- A federal government agency
- Sets standards to keep people and businesses safe at work
- Fines companies that violate OSHA standards



[www.osha.gov](http://www.osha.gov)



Class 4:

# Safety and Security

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SECTION 1:

BLOODBORNE AND AIRBORNE PATHOGENS



Class 4:

# Safety and Security

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SECTION 2:

GERMS IN THE WORKPLACE

A photograph of an office cubicle area with a green and white overlay. The text is overlaid on the image.

Is your office  
**COVERALL** Clean™?

## The Coverall Difference

- Cleaning has evolved – old methods don't work
  - Coverall is the leader in cleaning science
  - Cleaning today requires killing and removing germs
  - Helps reduce the spread of illness, infection and disease
  - Helps create a cleaner, healthier workplace
- 
- A green circular logo with a stylized white design inside, located in the bottom right corner of the slide.

# What is clean?

From your customer's point of view:



Does it **look** clean?

- Floors
- Carpets
- Dusting



Does it **smell** clean?

- Restrooms
- Kitchen



Was **trash** emptied?



Is everything **back** where it belongs?



Are doors **locked** and lights out?



**GERMS**

It looks clean,  
but is it really **clean**?

### Did You Know?

**20:** the number of times people touch their faces each hour

**200:** a keyboard can carry 200 times more bacteria than a toilet seat

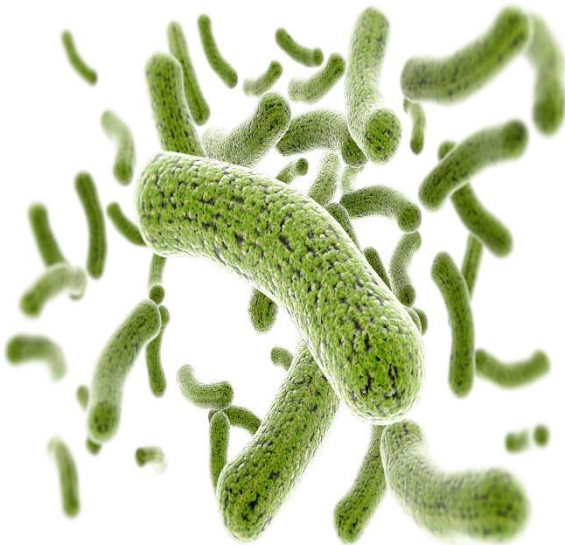
**25,000:** the number of germs per square inch on a telephone





# Cleaning for the Unseen®

From Coverall's point of view:



Video: Is your workplace really clean?

<https://www.youtube.com/watch?v=nW4pb2FbUKE>

# Common germs

- **Viruses**
  - Cause illnesses such as colds and flu.
  - Can live on surfaces for days.
- **Bacteria**
  - Most common type of germ.
  - Cause illnesses such as strep throat, pneumonia and tuberculosis.
  - E. coli, found in feces, can cause infections, diarrhea and food poisoning.
- **Fungus or Mold**
  - Like warm, moist areas such as showers, restrooms, kitchens, windows.
  - Can cause skin infections, such as athlete's foot, and breathing problems.



# More dangerous germs

- MRSA
  - Starts as a skin infection and can cause severe illness or death.
  - Spreads through skin-to-skin contact or touching contaminated surfaces.
- C-Diff
  - Causes severe diarrhea and can result in death.
  - Spreads through feces in water, food, or on contaminated surfaces.
- Bloodborne Pathogens
  - HIV and Hepatitis B are examples.
  - Can cause severe illness or death.
  - Renew your Bloodborne/Airborne Pathogens Course annually.

How often do you touch these germ hot spots each day?



## High Touch Points

Telephones

Light switches

Door knobs

Drinking fountains

Microwaves

Refrigerator handles

Faucet handles

What's living on the 1<sup>st</sup> floor elevator button?  
<https://www.youtube.com/watch?v=nxuDQIRIQqs>



# How germs spread

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- ❖ Sneezing and coughing
- ❖ Touching contaminated surfaces
- ❖ Blood and other body fluids
- ❖ Contaminated food or water
- ❖ Insects or other carriers



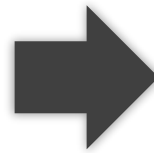
Video: Stay healthy at work

[https://www.youtube.com/watch?v=4\\_kzez\\_Amw8](https://www.youtube.com/watch?v=4_kzez_Amw8)

# Cross-contamination

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- ❖ Spreading germs from one place to another



Would you want this towel...

...used in your kitchen?

**NO!**



Is your janitor's mop  
a **germ spreader** or  
a **germ stopper**?



## Keep Germs and Dirt Under Control

- Uses color-coded microfiber system
- No-dip mopping
- Mop never touches dirty water
- Clean solution every time
- Removes 99% of dirt and germs



# Review

## Germs in the Workplace







Class 4:

# Safety and Security

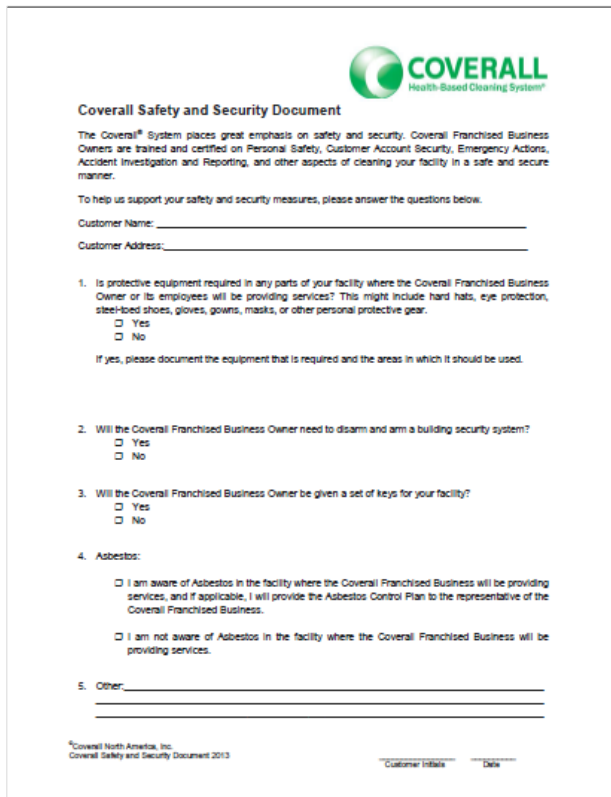
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SECTION 3:

INTRODUCTION TO SAFETY PROCEDURES

# Coverall Safety and Security Document

- Signed by your customer before you begin service



  
**Coverall Safety and Security Document**

The Coverall® System places great emphasis on safety and security. Coverall Franchised Business Owners are trained and certified on Personal Safety, Customer Account Security, Emergency Actions, Accident Investigation and Reporting, and other aspects of cleaning your facility in a safe and secure manner.

To help us support your safety and security measures, please answer the questions below.

Customer Name: \_\_\_\_\_  
Customer Address: \_\_\_\_\_

1. Is protective equipment required in any parts of your facility where the Coverall Franchised Business Owner or its employees will be providing services? This might include hard hats, eye protection, steel-toed shoes, gloves, gowns, masks, or other personal protective gear.  
 Yes  
 No

If yes, please document the equipment that is required and the areas in which it should be used.

2. Will the Coverall Franchised Business Owner need to disarm and arm a building security system?  
 Yes  
 No

3. Will the Coverall Franchised Business Owner be given a set of keys for your facility?  
 Yes  
 No

4. Asbestos:

I am aware of Asbestos in the facility where the Coverall Franchised Business will be providing services, and if applicable, I will provide the Asbestos Control Plan to the representative of the Coverall Franchised Business.

I am not aware of Asbestos in the facility where the Coverall Franchised Business will be providing services.

5. Other: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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Coverall Safety and Security Document 2013

Customer Initials \_\_\_\_\_ Date \_\_\_\_\_

- Summary of the document:
1. Is protective equipment required?
  2. Is there a building security system?
  3. Will the franchisee be given a set of keys?
  4. Are you aware of asbestos in the building?

# Hand washing

- ❖ Turn on warm water.
- ❖ Wet your hands and area above your wrists.
- ❖ Use soap.
- ❖ Rub your hands together, including between fingers, for 20-30 seconds (sing the “Happy Birthday” song twice).
- ❖ Rinse hands well with warm water.
- ❖ **TURN WATER OFF.**
- ❖ Dry hands thoroughly with paper towel or blow dryer.





# Did you turn the water off?

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Flooding or water damage is the #1 problem leading to insurance claims

- #2 problem: Slip and falls, often due to wet surfaces



# Clothing and accessories

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- ❖ Wear closed-toe shoes
  - Avoid slip and falls, wet feet, chemical spills
- ❖ Don't wear loose shirts and pants
  - Get caught on things or get wet
- ❖ Tie hair back or wear a hat
  - Falls in eyes or gets caught on things
- ❖ Wear little or no jewelry
  - Gets caught on things, damaged or lost
- ❖ Keep nails short
  - Poke through gloves, get dirty



# Personal Protective Equipment (PPE)

- PPE is safety gear that protects you from harm or accidents
- Gloves, closed-toe shoes and safety glasses are standard PPE requirements for general commercial cleaning
  - Some customer environments require stricter PPE
- Examples:
  - Protect your hands
  - Guard your eyes
  - Keep your feet safe
  - Other: Gowns, steel-toed shoes, earplugs



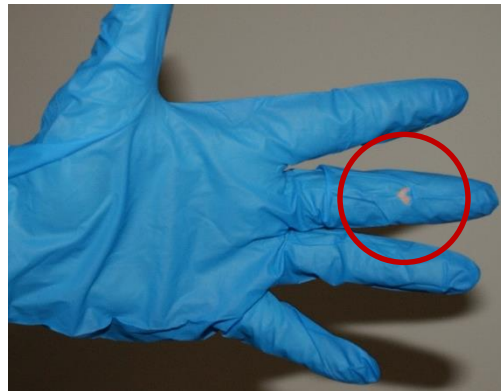
# Gloves

- Wash hands correctly before putting gloves on
- Choose the right size gloves for your hands
- Best: Nitrile gloves
- Good: Latex gloves
- Good: Heavy industrial rubber gloves
- DO NOT wear household gloves



# Wearing gloves

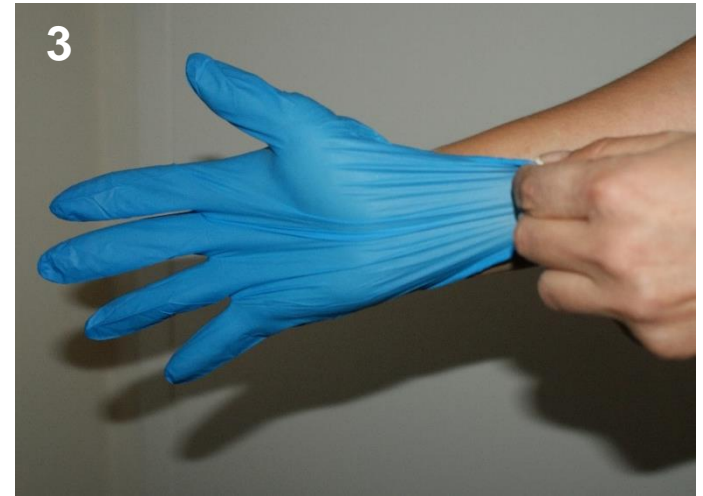
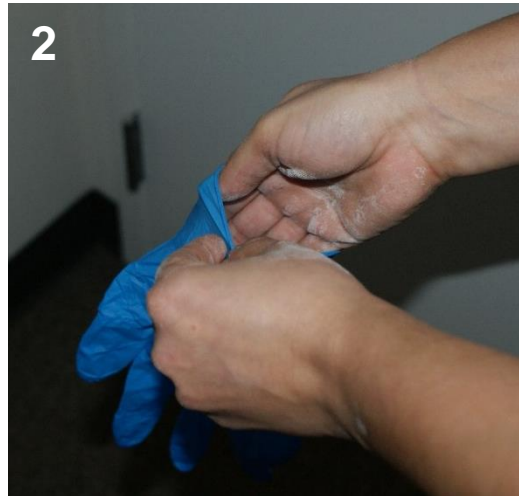
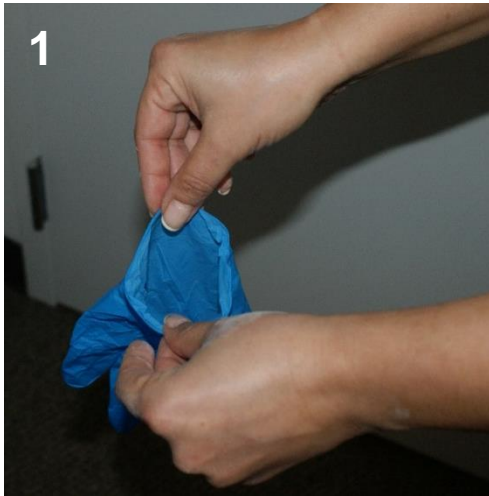
- Change gloves immediately if they are torn or have a hole
- Change gloves when they are very dirty
- Change gloves between tasks, especially after cleaning a restroom
- Remember: The outside of gloves is contaminated, so don't cross-contaminate surfaces or touch your face, eyes or nose





# Put gloves ON correctly

1. Open the neck of the glove.
2. Tuck your thumb and put fingers into glove.
3. Pull glove on by tugging it near your palm, where glove is least likely to rip.
4. Repeat to put a glove on your other hand.



# Take gloves OFF safely

5. Hook your finger on outside of glove near the wrist – don't touch your skin.
6. Pull the glove off fingers – glove will be inside out.
7. Put the dirty glove in the palm of your gloved hand.



# Take gloves OFF safely (cont.)

8. Slide fingers of your ungloved hand under the second glove near wrist – don't touch the outside (dirty) of the glove.
9. Pull the glove off fingers – first glove should be inside the second glove.
10. Throw dirty gloves away immediately.



# Safety glasses

- Protect eyes from dust, chemicals and injury
- If you wear prescription glasses, wear safety glasses over them
- Check the fit – not too loose, not too tight
- Clean regularly with soap and water or disinfectant solution
- Store safety glasses to avoid damage or scratches
- Replace if damaged or scratched



# Slips and falls

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- ❖ Most slip and falls happen on level ground
- ❖ Reasons:
  - Wet floors or stairs
  - Carrying something that blocks your view
  - Uneven surfaces
  - Tripping over power cords
  - Tripping over walk-off mats
  - Running or moving too fast
  - Not paying attention
  - Wearing improper shoes
  - Bad lighting



# Slips and falls – outside the building

- Be careful to prevent slip and falls outside the building
- People walking by your customer's building could trip over:
  - Walk-off mats that you put outside to dry
  - Equipment, buckets or other items you put outside to load into car
  - Trash bags that you put outside to go to the trash storage area
  - Other items that you put outside your customer's building
- Your business could be liable for other people tripping, slipping and falling on items that you put outside, so take extra caution to make sure items are placed safely in well-lit areas so they are easy to see.

# Wet floor signs

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- ❖ Use them before the floor is wet, not after
- ❖ Placed at the beginning and end of wet area
- ❖ Remove them when the floor is dry



# Using a ladder

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- ❖ General rule: Keep both feet on the ground
- ❖ As needed, use a Type 1 A-frame ladder to reach **up to 20 feet** above ground



A-frame ladder



# Ladder do's

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- ❖ Make sure the ladder is sturdy, in good condition, with unbroken rungs or steps.
- ❖ Choose a ladder with anti-slip safety feet.
- ❖ Place ladder on level surface.
- ❖ Hold the ladder with both hands while climbing and one hand while working.
- ❖ Use a tool holder for your tools.
- ❖ Keep your weight centered between the rails.
- ❖ If in front of a door, make sure the door is locked or blocked.

# Ladder don'ts

- Do NOT use metal ladders near electricity.
- Do NOT use the top two steps because you could lose your balance.
- Do NOT allow two people on a ladder at one time.
- Do NOT go near power lines or electricity with metal ladders.
- Do NOT create makeshift ladders out of boxes, crates, furniture or other items.
- Do NOT climb up or down “backwards.” Face the ladder when climbing.



# Lifting, moving, and carrying

- Assess the object before you lift it
  - Does it weigh more than 50 pounds?
  - Will the weight of the object shift?
  - Any sharp edges or things sticking out?
  - Will it block my vision when carrying it?
- If you answered “Yes” to any of these questions, **DO NOT** lift it.
  - Make a smaller load
  - Use a dolly or hand truck
  - Get help





# Lifting properly

1



Stand close to object with feet shoulder width apart.

2



Squat by bending at knees and hips. Don't lean forward. Breathe in and tighten abs.

3



Pick up the object. Let your legs do lifting. Hold object close to body.

4



Move with small steps. Make sure you can see above and around object. Do not twist at waist.



Fire exit



Electrical  
danger



Fire  
danger

# Fire safety

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- ❖ Don't overload electrical circuits by plugging in too many things.
- ❖ Always use GFI-rated extension cords with equipment.
- ❖ Watch out for worn or frayed electrical cords.
- ❖ Don't use outlets that have loose connections.
- ❖ Don't leave equipment running and unattended.
- ❖ Don't place cords near water or heat.
- ❖ Don't put cords under carpets.
- ❖ Store flammable materials in designated locations and containers.
- ❖ Separate dangerous chemicals.
- ❖ Dispose of combustible waste properly.
- ❖ Immediately remove clothing if splashed with flammable liquids.
- ❖ Locate fire extinguishers and know how to use them.
- ❖ Know the escape route in each customer facility.

# Safety Data Sheets (SDS)

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- ❖ Every chemical has a Safety Data Sheet (SDS)
- ❖ Get the SDS from the chemical manufacturer or from Coverall
- ❖ Keep SDS with you for all chemicals you use
- ❖ SDSs tell you:
  - Ingredients
  - Fire hazards
  - Bodily injury hazards
  - What to do in an emergency
  - How to store and transport these chemicals

# Storing disinfectants

- Read the manufacturer's label for storage requirements
- Make sure chemicals are properly labeled
  - No unmarked spray bottles or containers
  - Assume unlabeled bottled are dangerous
- Store them:
  - On a shelf or cabinet at least 6 inches off the ground
  - On a shelf that is at least 18 inches from the ceiling
  - In a cool and well-ventilated area
- Do NOT store them:
  - In your vehicle (or trunk)
  - On the floor anywhere



# Safety symbols

HCS Pictograms and Hazards		
<p><b>Health Hazard</b></p>  <ul style="list-style-type: none"> <li>▪ Carcinogen</li> <li>▪ Mutagenicity</li> <li>▪ Reproductive Toxicity</li> <li>▪ Respiratory Sensitizer</li> <li>▪ Target Organ Toxicity</li> <li>▪ Aspiration Toxicity</li> </ul>	<p><b>Flame</b></p>  <ul style="list-style-type: none"> <li>▪ Flammables</li> <li>▪ Pyrophorics</li> <li>▪ Self-Heating</li> <li>▪ Emits Flammable Gas</li> <li>▪ Self-Reactives</li> <li>▪ Organic Peroxides</li> </ul>	<p><b>Exclamation Mark</b></p>  <ul style="list-style-type: none"> <li>▪ Irritant (skin and eye)</li> <li>▪ Skin Sensitizer</li> <li>▪ Acute Toxicity</li> <li>▪ Narcotic Effects</li> <li>▪ Respiratory Tract Irritant</li> <li>▪ Hazardous to Ozone Layer (Non-Mandatory)</li> </ul>
<p><b>Gas Cylinder</b></p>  <ul style="list-style-type: none"> <li>▪ Gases Under Pressure</li> </ul>	<p><b>Corrosion</b></p>  <ul style="list-style-type: none"> <li>▪ Skin Corrosion/Burns</li> <li>▪ Eye Damage</li> <li>▪ Corrosive to Metals</li> </ul>	<p><b>Exploding Bomb</b></p>  <ul style="list-style-type: none"> <li>▪ Explosives</li> <li>▪ Self-Reactives</li> <li>▪ Organic Peroxides</li> </ul>
<p><b>Flame Over Circle</b></p>  <ul style="list-style-type: none"> <li>▪ Oxidizers</li> </ul>	<p><b>Environment (Non-Mandatory)</b></p>  <ul style="list-style-type: none"> <li>▪ Aquatic Toxicity</li> </ul>	<p><b>Skull and Crossbones</b></p>  <ul style="list-style-type: none"> <li>▪ Acute Toxicity (fatal or toxic)</li> </ul>



# Safety signs



First Aid



Slippery Surface



General Caution



Biohazard Symbol



No Cell Phones



Fire Exit



Fire Danger



Electrical Danger



Poison Danger



Radiation Danger



Eye Danger

# What to do in an emergency

- Be prepared for emergencies:
  - Get emergency contact numbers from your customers.
  - Locate fire extinguishers in each customer facility.
  - Know the emergency exit route in each customer facility.
  - If possible, **turn off the water** so toilets or faucets don't flood.
- In the case of emergency:
  - Act quickly. If you see fire, pull fire alarm and exit building immediately.
  - Call 911. Follow their instructions.
  - Use the fire extinguisher if it is small and contained.
  - Attend to injuries. If an injured person can talk, find out what happened.
  - Contact your customer and document what happened.



# Practice Exercise – Safety

Demonstrate the following to a Coverall Instructor.

- Identify the fire escape route in the Coverall Support Center.
- Correctly wash your hands.
- Correctly put on protective gloves.
- Correctly lift an object.
- Review a Safety Data Sheet to identify safety hazards.
- Review a manufacturer's label on a bottle of disinfectant to identify safety hazards.



# Let's Review

## Introduction to Safety Procedures



Class 4:

# Safety and Security

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SECTION 4:

INTRODUCTION TO SECURITY  
PROCEDURES

# Security and trust

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- ❖ Most of the time, you will be in your customers' facilities at night when no one else is there. Your customers will have security requirements you must follow. They trust you with their business.
  - Keep your customer's facility secure
  - Keep yourself and your employees secure



# Identify yourself

- Show you are a business person performing an important service in your customer's facility.
  - Coverall-branded apparel
  - Identification badge
  - Business cards
- Make sure people can quickly see you are part of the Coverall System.
  - Don't cover the logo on your shirt.
  - Wear your identification badge at all times, and don't tuck it in your shirt.



**Mike Smith**  
Certified Coverall  
Franchised Business Owner



**Spotless Cleaning Company**  
An Independently Owned and Operated  
Franchised Business  
d/b/a Coverall

Franchised Business Number: 05150  
Badge Expiration Date: April 14, 2014

# Keep your car safe

- Park in a safe, secure area with good lighting
- If you feel unsafe walking into the building:
  - Ask the customer if you can park closer
  - Find out if there is an on-duty security guard
- Lock your vehicle
- Don't leave valuable items in your vehicle
- Carry adequate commercial auto liability insurance according to the Coverall Policies and Procedures Manual



# Getting into the customer's facility

- During the walk through, ask if you will need a security code or a key to enter the building and how to use it.
- If you find door unlocked or security code not armed, then call the customer's emergency contact person immediately to let them know.

# Keys, key cards and key fobs

- Treat keys as if they were keys to your personal property.
- Tag the keys so you can identify them, but do not write anything on them that tells what they are for.
  - Do NOT write the customer's name or address on the keys.
- Do NOT give keys to anyone who does not work for your business.
- Keep a list of the names of EVERYONE who has keys to your customers' locations.
- Get approval from the customer **before** you make copies of keys.



# Keys, key cards and key fobs (cont.)

- Keep keys in a safe place; do NOT keep them in your car.
- Keep keys with you while you clean. Do NOT leave them unattended.
- If you lose keys, your customer may have to replace keys and locks, and charge you for the replacement, which can be very expensive.
- Test each key during the walk through to ensure they work properly.



# Security codes

- Treat the security code like a key.
- Write down:
  - The steps to arm and disarm the system
  - The code
  - Who to call if the code doesn't work
  - The names of everyone who has the code
- Do NOT give code to anyone who does not work for your business.
- Keep a list of the names of EVERYONE who has the code to your customers' facilities.
- Test the alarm during the walk through.
- Get emergency contact information from customer in case code doesn't work or you accidentally set off the alarm.



# Security guards

- Show your ID
- Sign in – write the time you arrived
- Sign out – write the time you left



## If you stop service

- If you stop service to any of your customers' facilities for any reason, immediately return all keys, key cards, key fobs and security codes to the customer and tell your Coverall Support Center.

# Security while cleaning

- Do NOT prop the door open or trick the lock so that other people can get in. If you're expecting other people on your cleaning team, have them call you so you can let them in.
- Do NOT prop the door open when taking trash out to the customer's designated disposal area.
- Do NOT adjust the customer's air conditioning or heating.
- Do NOT use the customer's telephones, computers, copiers, internet, or other property.
- Do NOT engage in any recreational activities.
- Do NOT bring children, family members, friends or pets to the customer's facility.
- Do NOT eat customer's left over food from parties or luncheons unless instructed by the customer.

## Security while cleaning (cont.)

- If you see someone in the building who wants to know who you are, talk politely to them and identify yourself. (If it is clear that the person is not supposed to be there, notify your customer or call 911 right away.)
- If you find something of value while you're cleaning, put it on the nearest desk or table and make a note in the Coverall Log Book stating what you found and where you put it. Examples include money, jewelry, purses, wallets, key, mobile phones and devices.
- Always take breaks in designated areas.



# Security cameras

- Most facilities use security cameras – inside, outside
- Integrity – what you do when no one is watching



# Coverall System Policies

## Drug and alcohol policy

- Use of alcoholic beverages or drugs is strictly prohibited
- Violation of this policy may result in loss of your business

## Smoking policy

- Smoking in a customer's facility is strictly prohibited
- Only use designated smoking areas
- Follow all smoking laws



# When you finish cleaning

- Check your work
- Turn off lights
- Close doors
- Take your belongings with you
- Set the alarm
- Lock the door





# Let's Review

## Introduction to Security Procedures