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CLASS 4

# Safety and Security

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## In This Section

- ▶ Regulatory Compliance
- ▶ Germs in the Workplace
- ▶ Safety
- ▶ Security

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# Safety and Security: Regulatory Compliance

Coverall Franchised Businesses have a responsibility to operate in a safe and secure way. Agencies such as OSHA and other government groups have regulations that you must follow. In this class we will review safety, security, germs and regulatory compliance.

## What is OSHA?

OSHA, or the Occupational Safety and Health Administration, is a federal government agency that sets standards and guidelines for workplace safety and health. For more information visit the OSHA website: <https://www.osha.gov/>.

## National Safety Council Bloodborne and Airborne Pathogens Course

### Why do I need Bloodborne and Airborne Pathogens Training?

Pathogens are germs that cause disease. As you clean your customers' facilities you will come in contact with germs. While most germs are harmless, pathogens can be harmful if proper procedures are not followed.

The Occupational Health and Safety Association (OSHA) requires Bloodborne and Airborne Pathogens training for anyone who could come in contact with pathogens in the workplace. Healthcare professionals, lab technicians, dentists, dental hygienists, lifeguards, first responders, fire fighters, police officers, ambulance workers, massage therapists, athletic trainers, airline mechanics, and many other professionals also complete this training.

Some of your customers may require you and your employees to prove you have completed the Bloodborne and Airborne Pathogens Course. This is especially true if you clean medical facilities, but may apply to other types of facilities as well.

### Who teaches the Bloodborne and Airborne Pathogens Course?

The Bloodborne and Airborne Pathogens Course is available through the National Safety Council (NSC). As part of your Coverall Initial Training Program, a Coverall Instructor will give you an NSC workbook, teach the course, and sign your course completion for your records.

The NSC also offers online training and other options for completing this course. For more information visit [www.nsc.org](http://www.nsc.org).

### How often should I renew my Bloodborne and Airborne Pathogens Course?

We recommend that you renew your Bloodborne and Airborne Pathogens Course every year. You can renew the course at the Coverall Support Center or through the NSC.



# Safety and Security: Germs in the Workplace

We all have our own idea of what “clean” is. In the past, if a facility looked and smelled clean, then it was thought to be clean. A mopped floor, empty wastebaskets, shiny surfaces and lemon scent were all it took for a room to seem clean.

Even if a facility looks clean and smells clean, it is not clean until you have killed and removed germs. Germs are everywhere, and you cannot see or smell them. While most germs are harmless, some can make people sick.

The Coverall Program is based on science. Using the Core 4® process, you will learn to remove the most soil and germs each time you clean.

## Common germs

Name 3 common illnesses that are caused by germs:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## Viruses

Viruses cause illnesses such as colds and flu. They can live on surfaces in the workplace for several days.

## Bacteria

Bacteria are the most common type of germ and are found on almost every surface. Strep throat, pneumonia, staph infections and tuberculosis are caused by bacteria. E-coli is a common bacteria found in feces that can cause infections, diarrhea and food poisoning.

## Fungus or Mold

Fungus and mold live in warm, moist areas such as showers, restrooms, kitchens, and near windows. They can cause skin infections, such as athlete’s foot, and breathing problems.

# Safety and Security: Germs in the Workplace

## More dangerous germs

### MRSA

MRSA (pronounced mur-sa) is methicillin-resistant Staphylococcus aureus bacteria. The Centers for Disease Control and Prevention (CDC) calls it a “superbug.”

MRSA infections start as skin infections and can become very serious. MRSA can be a problem in hospitals and nursing homes where patients have weaker immune systems, but it also occurs in contact sports, such as football, wrestling and rugby. It spreads two ways:

- ▶ Skin-to-skin contact
- ▶ Touching contaminated surfaces (something that has the germ on it)

To help prevent the spread of MRSA, cover any cuts or wounds and follow your Bloodborne and Airborne Pathogens training. Use proper Personal Protective Equipment (PPE).

### c-Diff

Clostridium difficile, or c-Diff, is a bacteria that causes severe diarrhea. C-Diff can be a problem in healthcare facilities and is difficult to treat, sometimes resulting in death. It spreads from person to person through feces:

- ▶ Water or food that has come in contact with infected feces
- ▶ Touching contaminated surfaces
- ▶ Houseflies or other bugs can spread contamination

Hand sanitizer does not kill c-Diff. To help prevent the spread of c-Diff and work safely, wash hands correctly with soap and warm water and follow your Bloodborne and Airborne Pathogens training. Use proper Personal Protective Equipment (PPE). Also, use disposable microfiber instead of reusable microfiber towels because the spores do not wash out of microfiber.

### Bloodborne Pathogens

HIV and Hepatitis B are examples of bloodborne pathogens that can cause serious illness. To help prevent the spread of pathogens and work safely, follow your Bloodborne and Airborne Pathogens training.

# Safety and Security: Germs in the Workplace

## How germs spread

When sick people cough or sneeze, germs get on their hands, float in the air and land on surfaces. From there, healthy people breathe in germs or touch contaminated surfaces, and then touch their eyes, noses or mouths, spreading germs into their bodies and getting them sick.

Common ways that germs spread and infect people:

1. Sneezing and coughing
2. Touching contaminated surfaces
3. Blood and other body fluids
4. Contaminated food or water
5. Insects or other carriers

## Germ hot spots (high touch points)

Some surfaces or objects tend to have more germs on them because they are touched by a lot of people each day. They are called germ “hot spots” or high touch points. The Coverall Program is designed to clean and disinfect germ “hot spots.”

Common germ “hot spots” or high touch points:

1. Restrooms. Fecal bacteria is found on nearly every surface in the restroom.
2. Sink faucet handles. Three out of four (75%) of sink handles have high germ counts.
3. Telephones. Cell phones and office phones have very high germ counts.
4. Water fountains. Public drinking fountains can have up to 2.7 million bacteria per square inch on the spigot.
5. Light switches and door handles.

## Safety and Security: Germs in the Workplace

### Cross-contamination

Cross-contamination means spreading germs from one place to another. For example, if you clean the toilets with a towel, then use the same towel to clean the kitchen tables, you could spread germs from the restroom to the kitchen. That's cross-contamination. You will learn how to help prevent cross-contamination in this Training Program.





## Germ in the Workplace

1. Even if a facility looks clean and smells clean, it is not clean until you have killed and removed \_\_\_\_\_.
2. \_\_\_\_\_ cause illnesses such as colds and flu.
3. Viruses can live on surfaces in the workplace for several \_\_\_\_\_.
4. \_\_\_\_\_ are the most common type of germ and are found on almost every surface.
5. Germ “hot spots” or high \_\_\_\_\_ are surfaces or objects that a lot of people touch during the day, such as door knobs.
6. When sick people \_\_\_\_\_ or \_\_\_\_\_, germs get on their hands, float in the air and land on surfaces.
7. \_\_\_\_\_ - \_\_\_\_\_ means spreading germs from one place to another.

Answers: 1) germs 2) Viruses 3) days 4) Bacteria 5) touch points 6) cough or sneeze 7) cross-contamination.



# Safety and Security: Safety

Being “safe” means avoiding harm. While you are cleaning your customers’ facilities, you should be aware of harmful situations and take steps to protect yourself and your customer.

## In this section we will discuss:

- ▶ Coverall Safety and Security Document
- ▶ Hand Washing
- ▶ Clothing and Identification
- ▶ Personal Protective Equipment (PPE)
- ▶ Slip and Falls
- ▶ Lifting, Moving and Carrying
- ▶ Fire Safety
- ▶ Equipment Safety
- ▶ Chemical Safety
- ▶ Hazard Communications
- ▶ Handling Emergencies

## Coverall Safety and Security Document

Your customers will complete a Coverall Safety and Security Document, and you will receive a copy of the completed document from the Coverall Support Center. The document asks 4 questions, listed below, with the goal of increasing safety and security:

1. Is protective equipment required in any parts of your facility? This might include hard hats, eye protection, steel-toed shoes, gloves, gowns, masks, or other personal protective gear. 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?
3. Will the Coverall Franchised Business Owner be given a set of keys for your facility?

## Safety and Security: Safety

### 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.

### Hand washing

Correct hand washing is one of the best ways to protect yourself against illness. To correctly *wash* your hands:

1. Turn on warm water.
2. Wet your hands and area above your wrists.
3. Use soap.
4. Rub your hands together, including between fingers, for 20-30 seconds, (sing the “Happy Birthday” song twice).
5. Rinse hands well with warm water.
6. TURN WATER OFF. Flooding or water damage is the #1 problem leading to insurance claims. Slip and falls, often because of wet floors and surfaces, is the #2 problem leading to claims.
7. Dry hands thoroughly with paper towel or blow dryer.



# Safety and Security: Safety

## Clothing and accessories

### Wear Closed-Toe Shoes

- ▶ Wear closed-toe shoes so your feet are fully covered.
- ▶ Steel-toed shoes or work boots are best.
- ▶ Rubber shoe covers work well in wet environments.
- ▶ No flip flops or open-toe sandals.

### Don't Wear Loose Shirts and Pants

- ▶ Wear shirts and pant legs that are not too long or loose so they don't get caught on things.

### Tie Hair Back or Wear Hat

- ▶ If you have long hair, tie it back or wear a hat.

### Wear Little or No Jewelry

- ▶ It is best to wear little to no jewelry while you are cleaning.
- ▶ Avoid jewelry that might hang down and get caught in equipment.
- ▶ Watches, bracelets and extra rings should always be removed.

### Keep Nails Short

- ▶ Keep your nails short, if possible, so germs and soil don't get caught under them.
- ▶ Use gloves to cover your hands and avoid spreading germs.

# Safety and Security: Safety

## Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is safety gear that protects you from harm or accidents. It includes gloves, safety goggles, masks, shoe covers, disposable gowns and other safety items. OSHA and Coverall require you to wear the right PPE for the type of cleaning you are doing. Follow your Bloodborne and Airborne Pathogens training, which includes training on PPE.

- ▶ Gloves, closed-toe shoes and safety glasses are standard PPE for general commercial cleaning
- ▶ Some customer environments, such as healthcare and manufacturing, may require stricter PPE
- ▶ Examples:
  - *Protect your hands – gloves*
  - *Guard your eyes – safety glasses, goggles, face shields*
  - *Keep your feet safe – closed-toe shoes, protective footwear*
- ▶ Other:
  - *Gowns*
  - *Face masks*
  - *Steel-toed shoes*
  - *Hard hats*
  - *Earplugs*

## Gloves

Gloves protect you from germs, chemicals and other things that can harm your skin.

- ▶ 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

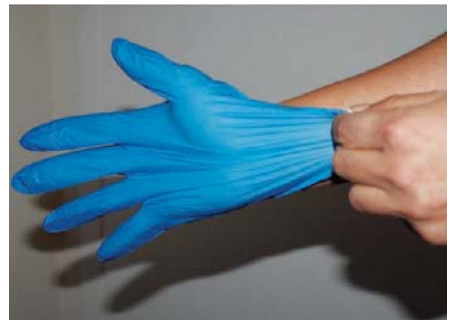
## Safety and Security: Safety

When 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

Putting gloves on:

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.



## Safety and Security: Safety

Taking gloves off:

5. Hook your finger on the 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.
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 and Security: Safety

## Safety Glasses

- ▶ Wear safety glasses at all times to protect your eyes from dust, chemicals and injury.
- ▶ If you wear prescription glasses, you'll need eye protection that can be worn over your glasses.
- ▶ Make sure safety glasses fit properly – not too loose, not too tight
- ▶ Clean safety glasses regularly with soap and water or disinfectant solution
- ▶ Store safety glasses to avoid damage or scratches
- ▶ Replace safety glasses if they are damaged or scratched

## Slip and falls

Did you know that almost two-thirds of people fall on level ground, usually slipping on wet surfaces or tripping over something? Slip and falls are one of the most common reasons for injury at work. The good news is that slips, trips, and falls are preventable if you work safely.

### Conditions That Can Lead to Slip and Falls:

- ▶ Slippery or wet floors
- ▶ Slippery or wet stairs
- ▶ Carrying something that blocks your view
- ▶ Uneven surfaces
- ▶ Things that you trip over such as walk-off mats, power cords, etc. (keep cords to one side of the room; be aware of where the cord; keep a clear pathway for people to walk by)
- ▶ Moving too fast or running
- ▶ Not paying attention to what you're doing
- ▶ Wearing improper shoes
- ▶ Bad lighting



# Safety and Security: Safety

## Housekeeping

Good housekeeping is the first and most important way to prevent slip and falls:

- ▶ Clean spills immediately.
- ▶ Mark spills and wet areas.
- ▶ Mop or sweep debris from floors.
- ▶ Remove obstacles from walkways and keep them free of clutter.
- ▶ Secure (tacking, taping, etc.) mats, rugs and carpets that do not lay flat.
- ▶ Cover cables that cross walkways.
- ▶ Keep working areas and walkways well lit.
- ▶ Tell your customer if light bulbs are burned out or light switches don't work.

## Prevent Slip and Falls On Stairs

- Stairwells should be well lighted with sturdy hand rails on both sides.
- Keep one hand free to use the hand rail.
- Keep stairs free of grease, oil, and obstacles which could cause slips and trips.

## Prevent Slip and Falls Outside the Building

Be careful to prevent slip and falls outside your customer's building, as well as inside. People walking by your customer's facility could trip over:

- Walk-off mats that you put outside to dry
- Equipment, buckets or other items that you put outside to load into your 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 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.

# Safety and Security: Safety

## Wet Floors

The Coverall Initial Equipment and Supply Package (“Starter Kit”) includes wet floor signs. Be sure to use them before you start cleaning a floor, and don’t remove them until the floor is completely dry.

### Wet floor signs

OSHA requires that you identify wet areas with signs:

- ▶ Put signs up before you wet the floor.
- ▶ Place a sign at the beginning and end of the wet floor area.
- ▶ Remove signs when the floor is dry.



## Using A Ladder

A general rule of commercial cleaning is to keep both feet on the ground as much as possible. Sometimes you will need to reach higher using a ladder. You can use a Type 1 A-frame ladder to reach up to 20 feet above the ground. It is important that you use that specific type of ladder to meet OSHA standards and the coverage of the Coverall’s Business Protection Program, if you participate in our Program. If you carry your own General Liability Insurance, then please check your policy limits.

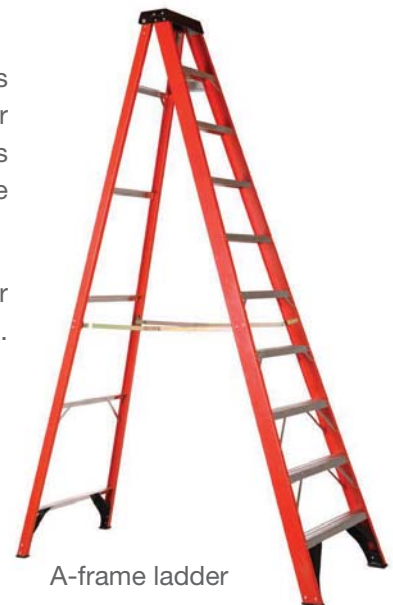
### Choosing a ladder

Coverall requires use of a Type 1 A-frame stepladder if you need to access areas that you cannot reach by standing on the ground. The “type” of ladder defines its load capacity – how much weight it will hold. “Type 1” ladders are “industrial” or “heavy duty” with a load capacity of 250 pounds. They are available at most hardware stores.

Additionally, your ladder must be an A-frame ladder, which means the ladder folds out in an “A” shape. Do NOT use a ladder that must lean against the wall.

Other criteria to consider:

- ▶ Wood, metal, reinforced plastic or fiberglass – Do NOT use metal ladders near electricity
- ▶ Length – the Coverall limit is 20 feet above the ground



## Safety and Security: Safety

### Correct use of a ladder

- ▶ 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.
- ▶ Face the ladder when climbing (do NOT climb up or down “backwards”).
- ▶ 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 you must place the ladder in front of a door, make sure the door is locked or blocked.
- ▶ 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.

# Safety and Security: Safety

## Lifting, moving and carrying

Your back is at work 24 hours a day. It has to hold up your entire body and support most of your weight. Your back helps you to lift loads, move objects, and turn – which makes them prone to injury.

Before you lift or move something, make sure:

- ▶ The weight won't shift when you lift and do not lift objects in excess of 50 lbs. by yourself
- ▶ No sharp edges or things sticking out
- ▶ You can see over the object

When you lift:

- ▶ Stand close to the object.
- ▶ Keep your feet shoulder width apart.
- ▶ Squat by bending at the hips and knees. Don't lean forward.
- ▶ Breathe in and tighten your abdomen.
- ▶ Pick up the object; let your legs do the lifting.
- ▶ Hold the object close to your body.
- ▶ Carry the object by moving with small steps.
- ▶ Make sure you can see where you are going.
- ▶ If you need to turn, DO NOT TWIST or turn from the waist. Move your feet to turn.



Correct



Incorrect

# Safety and Security: Safety

## Fire safety

Fires cause thousands of deaths and injuries each year.

### Preventing Fires

- ▶ 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 any clothing that got splashed or contaminated with flammable liquids.

### Being Prepared for Fire Emergencies

- ▶ Know where fire extinguishers are at each customer facility and how to use them.
- ▶ Know the escape route in each customer facility.

## Equipment safety

You will use equipment on a regular basis. Before you use any equipment, read the instructions and learn how to:

- ▶ Put it on correctly.
- ▶ Plug it in safely.
- ▶ Use it safely.
- ▶ Keep it clean and well maintained.
- ▶ Approach equipment operators without surprising them.

# Safety and Security: Safety

## Safety Data Sheets

OSHA requires that people working with chemicals are aware of possible hazards and instructions. Disinfectants used in cleaning are chemicals that can be harmful to you and the environment if not used correctly.

OSHA also requires that manufacturers of chemicals provide written product information about their products. In accordance with the Globally Harmonized System, this information is compiled on a Safety Data Sheet, or SDS, and tells you how to work with chemicals in a safe way. All container labels must include Hazard Communication Standards Pictograms. See “HCS Pictograms and Hazards” below for pictures.

You can get Safety Data Sheets online from the chemical manufacturer.

## SECTIONS OF A SAFETY DATA SHEET

All Safety Data Sheets include the following 16 sections:

- Section 1: Product and Company Identification
- Section 2: Hazards Identification
- Section 3: Composition/Information on Ingredients
- Section 4: First Aid Measures
- Section 5: Firefighting Measures
- Section 6: Accidental Release Measure
- Section 7: Handling and Storage
- Section 8: Precautions to Control Exposure/Personal Protection
- Section 9: Physical and Chemical Properties
- Section 10: Stability and Reactivity
- Section 11: Toxicological Information
- Section 12: Ecological Information
- Section 13: Waste Disposal Considerations
- Section 14: Transport Information
- Section 15: Regulatory Information
- Section 16: Other Information not found in the first 15 sections. This may include such things as the manufacturer’s email address, the intended use of product, what agency issued the data sheet, date of issue, a full explanation of risk and safety phrases, just to name a few.

# Safety and Security: Safety

## Diluting (mixing) disinfectants

- ▶ Leave the manufacturer's label on the bottle. The information required by OSHA is on the label.
- ▶ Do NOT use unlabeled bottles. Assume unlabeled bottles are dangerous.
- ▶ If you dilute chemicals in a bottle or bucket, you must label the container with the type of disinfectant solution it contains. See "Diluting Disinfectants" in this training manual for details.
- ▶ Improperly labeled or unlabeled bottles are an OSHA violation.

## Storing disinfectants

Whether you store disinfectants at your customer's facility or at your business, store them correctly:

- ▶ Read the manufacturer's label for storage requirements.
- ▶ Make sure chemicals are properly labeled.
  - No unlabeled spray bottles or containers
  - Assume unlabeled bottles 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 and Security: Safety

## Hazard Communications

OSHA requires employers to correctly label and communicate information about potential hazards in the workplace. This is called “Hazard Communications.”

Here are some of the requirements that you should be aware of as an employer. For more information, visit the OSHA website.

### SAFETY SYMBOLS

Safety symbols tell you about hazards (things that could harm people). Below are safety labels established by OSHA as part of the Hazard Communication System (HCS/HazCom). You will see these symbols on the labels of disinfectants and other chemicals.

## 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</b> (Non-Mandatory)</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 and Security: Safety

## Physical Hazard Pictograms

- ▶ The exploding bomb pictogram is used to signify a material as an explosive, unstable explosive organic peroxide or a self-reactive substance or mixture.
- ▶ The flame pictogram is used for flammable gases, liquids, solids and aerosols as well as self-reactive substances.
- ▶ The flame over circle is used when a chemical is an oxidizing gas, liquid or solid.
- ▶ The gas cylinder pictogram is used when a substance is a compressed, liquefied, refrigerated liquefied or dissolved gas.
- ▶ The corrosion pictogram indicates a material is corrosive to metal. The corrosion pictogram is also used to denote the health hazards of skin corrosion and serious eye damage.

## Health Hazard and Environmental Pictograms

- ▶ The skull and crossbones is used when a chemical is acutely toxic to the skin, lungs or digestive system.
- ▶ The health hazard pictogram is used for respiratory sensitization, germ cell mutagenicity, carcinogenicity, reproductive toxicity or an aspiration hazard. It is also used when a substance can cause specific target organ toxicity following a single or repeated exposures.
- ▶ The exclamation point pictogram is used for the health hazards of acute toxicity, skin irritation, eye irritation, skin sensitization and specific target organ toxicity following a single exposure in the form of narcotic effects or a respiratory tract infection.

# Safety and Security: Safety

## SAFETY SIGNS

Below are some common safety signs that you might see in your customers' facilities. Know what they mean and pay attention to them.



First Aid



Slippery Surface



General Caution



Biohazard Symbol



No Cell Phones



Fire Exit



Fire Danger



Electrical Danger



Poison Danger



Radiation Danger



Eye Danger

# Safety and Security: Safety

## Handling Emergencies

- ▶ 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, know how to turn off the water so toilets or faucets don't flood.

In the case of emergency:

- ▶ Act quickly. If you spot a fire, pull the fire alarm and exit the 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 to you, find out what happened.
- ▶ Contact the customer and document what happened.

## 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.

## ✓ REVIEW

### Safety

1. Correct \_\_\_\_\_ washing is one of the best ways to protect yourself against illness.
2. TURN \_\_\_\_\_ OFF. Flooding or water damage is the #1 problem leading to insurance claims.
3. \_\_\_\_\_, closed-toe \_\_\_\_\_ and safety \_\_\_\_\_ are standard PPE for general commercial cleaning.
4. Did you know that almost two-thirds of people fall on level ground, usually slipping on wet surfaces or tripping over something? \_\_\_\_\_ and \_\_\_\_\_ are one of the most common reasons for injury at work.
5. Be careful to prevent slip and falls \_\_\_\_\_ your customer's building, as well as inside.
6. OSHA requires that you identify wet areas with signs. Put signs up before you wet the floor. Place a sign at the \_\_\_\_\_ and \_\_\_\_\_ of the wet floor area. Remove signs when the floor is dry.
7. A general rule of commercial cleaning is to keep both feet on the ground as much as possible. Sometimes you will need to reach higher using a ladder. You can use a Type 1 \_\_\_\_\_-frame ladder to reach up to \_\_\_\_\_ feet above the ground.

*Answers: 1) hand 2) water 3) Gloves, shoes, glasses 4) Slip and falls 5) outside 6) beginning and end 7) A, 20.*

# Safety and Security - Security

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.

In addition to ensuring security of your customer's facility, make sure that your personal security is also protected.

## Identify yourself

When you wear Coverall-branded apparel (hat, shirt, etc.), your Coverall identification badge and have your business cards, it shows people that you are a business person who is performing an important service in your customer's facility.

Make sure that people can quickly see that 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 the badge in your shirt.



## Keep your car safe

- ▶ During the walk through, ask where you should park.
- ▶ Park in an area with good lighting, close to the building, in a secure area.
- ▶ If you feel unsafe walking into the building, then ask the customer if you can park closer or if there is an on-duty security guard when cleaning the building.
- ▶ Lock your vehicle.
- ▶ Don't leave valuable items in your car where people can see them.
- ▶ Make sure you have car insurance according to the minimum requirements as published in the Coverall Franchised Business Owner 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. Keep the customer's security code or keys safe at all times.

If the door is unlocked when you get there, or if the security code is not armed, call the customer's emergency contact person immediately to let them know.

## Safety and Security - Security

### Keys, Key Cards and Key Fobs

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



Key Card

### Security Codes

- ▶ Write down the steps to disarm and arm the security system and, if possible, test it during the walk through.
- ▶ Treat the security code like a key.
- ▶ Write the security code down somewhere, but do not write anything that tells what it is for. Do NOT write the customer's name or address next to the code. Use some other way to remember what the code is for.
- ▶ 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' locations.
- ▶ Get emergency contact information from your customer in case the code doesn't work, or you accidentally set off the alarm.



Key Pad



# Safety and Security - Security

## Security Guards

Another type of secure entry is a security guard at the front door or front desk area. In this case, tell the guard who you are and why you are there.

- ▶ Be prepared to show identification.
- ▶ Sign in when you arrive, including the time.
- ▶ Sign out when you leave, including the time.

## Discontinued Service

If you stop cleaning one your customers' facilities for any reason, you are responsible for immediately returning all keys, key cards, key fobs and security codes to the customer and must 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.
- ▶ 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, then 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.

# Safety and Security - Security

## Coverall System Policies

The Coverall System has established the following policies to keep you and your team safe.

### Alcohol and Drug Policy

The sale, possession or use of alcoholic beverages or drugs of any kind at a customer's facility are prohibited.

### Smoking Policy

Smoking is prohibited in a customer's facility. If you or your employees take smoking breaks, use areas where it is safe and legal to smoke. In addition, you must adhere to all laws, as well as customer rules and regulations regarding smoking.

## When you finish cleaning

- ▶ Check your work.
- ▶ Make sure all lights and doors are the way the customer wants them.
- ▶ Make sure you have everything you brought to the customer's facility.
- ▶ Set the alarm, if there is one.
- ▶ Lock the door as instructed by the customer.

## Security

1. When you wear Coverall®- \_\_\_\_\_ apparel and your Coverall identification \_\_\_\_\_, it shows you are a business person performing an important service in your customer's facility.
2. Treat your customer's keys as if they were the keys to your \_\_\_\_\_ property.
3. Do NOT write the customer's \_\_\_\_\_ or \_\_\_\_\_ on their keys.
4. Keep your customer's keys with you while you clean. Do NOT leave the keys \_\_\_\_\_.
5. If you lose the keys, your customer may have to replace the keys and locks, and you will have to \_\_\_\_\_ for the replacement, which can be very expensive.
6. If you \_\_\_\_\_ cleaning a customer's facility for any reason, you are responsible for immediately returning all keys, key cards, key fobs and security codes to the customer or Coverall Support Center.
7. 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 \_\_\_\_\_ Book stating what you found and where you put it.

*Answers: 1) branded, badge 2) personal 3) name, address 4) unattended 5) pay 6) stop 7) Log.*