



CNY Cleaning Solutions Job Safety Manual

Safety Policy

As a professional company dedicated to quality, CNY Cleaning Solutions is committed to operating our business in a responsible fashion. The opportunity to deliver one of a kind experiences, environments, and outcomes is a responsibility that we work towards protecting every day. We understand there is nothing more important than the safety of our people, customers and visitors. Safety quality and excellence are fundamental ideals that define us and how we build strong relationships with our customers.

Our Pledge to Safety

- We comply with workplace safety regulations that relate to the industries we serve.
- We train our people to maintain a safe and healthy workplace and environment.
- We strive to continuously improve our occupational safety programs and performance.

Our Responsibility

Ensuring workplace safety is the responsibility of every team member. We empower and expect everyone at CNY Cleaning Solutions to take pride in their role of providing safe environments. Through our shared commitment, policies, standards and processes we can provide a safe environment every day to the people we serve.

The Importance of Safety On-Boarding

Employees have the greatest risk of being injured during the first six months on the job. The safety onboarding process has been developed to help as a model to education and reduce possible injuries on the job.

In addition to ensuring that our team members complete the first few months uninjured, a well-executed onboarding process has the following additional benefits.

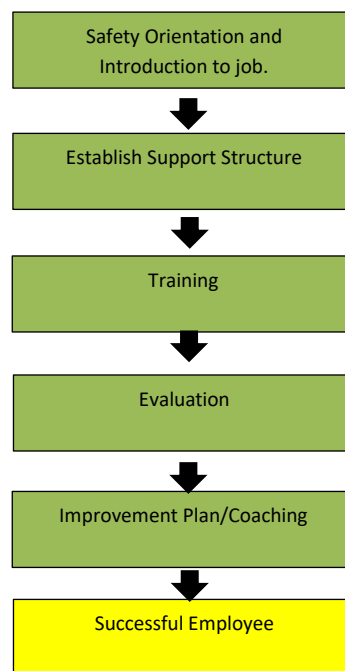
- Establish a solid foundation of safety practices and habits that will keep them from getting injured anytime during their employment.
- Improves retention
- Greater employee satisfaction
- Accelerated productivity
- Alignment and commitment to CNY Cleaning Solutions pledge and objectives

It is important to understand that onboarding extends well beyond the first day. The preparation begins prior to the new employee arriving and extends for a minimum of three months afterward.

The onboarding processes consist of educational documents, orientation video and a set of test to assure knowledge of material.

New Employee Onboarding Overview

The New Employee Onboarding process is designed to be implemented over a 30 day period of time. Further time may be needed depending on the complexity of the job or on the employee's skill level.



Onboarding

First impressions set the tone for how an employee feels about the company and can also affect the way an employee performs the job. A thorough onboarding will create a lasting impression.

STEP 1-Assign Buddy

Assign key people who will be involved in the onboarding so they are available at all times. This will provide a point of contact for questions or concerns.

STEP 2-Safety Policies and Procedures

Ensure all safety policies, procedures, handouts, etc. are provided for the new employee for review. Provide discussion to ensure understanding.

STEP 3- PPE

Provide the PPE that the employee will need for the job. Have the appropriate order forms available for any PPE or uniform items that will need to be ordered.

STEP 4- Reporting Injuries and Treatment

Provide incident reports and where to find them. Explain completion process and where to get treatment if needed.

STEP 5- Orientation Video

Provide orientation video with quiz to check knowledge. Also provide employee handbook with company policies and procedures.

STEP 6- Training Schedule

Prepare a training schedule for the first 30 days. See matrix for training required.

STEP 7- Review Safety Standards/Procedures

- Safe work standards that apply to the job (issue handouts)
- Emergency evacuation routes/exits and alarms; how to report an emergency and location of first aid kits.
- Procedure for reporting unsafe conditions
- Expectations and accountability
- Locations of SDS books
- Chemical Safety
- Blood borne Pathogens review

STEP 8- Facility Tour

Provide tour for familiarization; point out locations of SDS books, PPE kits, first aid kits, safety manuals and exits.

New Employee Safety On-Boarding Process

Day one Checklist:

EMPLOYEE INFORMATION	
NAME:	START DATE:
POSITION:	SUPERVISOR:

FIRST DAY

- Provide an overview of the safety on-boarding process.
- Issue all safety handouts with instructions and have employee sign acknowledgement
- Show Safety DVD
- Review training schedule and give copy to employee.
- Issue personal protective equipment (PPE) and demonstrate proper use.
- Review uniform requirements.
- Introduce safety contact person.

SAFETY STANDARDS/PROCEDURES

<ul style="list-style-type: none"> ○ Review applicable standards and procedures. 	<ul style="list-style-type: none"> ○ Safe work standards that apply to the job. ○ Emergency evacuation routes/exists and alarms; how to report an emergency; location of first aid kits ○ Procedure for reporting unsafe conditions ○ Procedure for reporting an injury ○ Expectations/accountability relative to all procedures ○ Location of SDS books and PPE kits ○ PPE requirements
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SPECIFIC REQUIREMENTS

<ul style="list-style-type: none"> ○ Smoking Policy ○ Security/Parking ○ Chemical Safety ○ Blood Bourne Pathogen ○ Fire Safety

FACILITY TOUR

<ul style="list-style-type: none"> ○ Restrooms ○ Emergency Exits ○ SDS book locations ○ PPE kit locations ○ First aid kits ○ Fire extinguishers 	<p>Employee Signature:</p> <p>Date:</p>
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Janitorial Training Schedule Template

Employee Name: _____ Start

Date: _____ Supervisor: _____

Subject	Date Scheduled	Date Completed	Initials
Hazard Comm.			
Back Safety			
Fire Safety			
Electrical Safety			
Chemical Safety			

Subject	Date Scheduled	Date Completed	Initials
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PPE			
GHS			
Equipment Safety			
Material Handling			

- Ask if the employee has any safety concerns- do they feel comfortable with the job? Are there any questions?
- Discuss the importance of identifying safety concerns.
- How is the buddy working out?
- Ensure employee has the proper PPE and knows where each kit is.
- Has the employee attended all safety training?
- Has future training been scheduled and is the employee aware of the dates?
- Give employee feedback on how they are doing relative to safety on the job.
- Any questions or concerns?

New Employee Training Matrix

Subject	Required	Time Frame
Personal Protective Equipment	R	Prior to first shift
Hazard Communication	R	Prior to first shift
Bloodborne Pathogens	R	Prior to first shift
Back Safety	R	Prior to first shift
Fire Safety	R	Prior to first shift
GHS	R	Prior to first shift
Chemical Safety	R	Prior to first shift

Cleaning Equipment Safety	R	Prior to first shift
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Observation Forms

The process of observation and feedback is simple: observe employees, then provide immediate feedback on safe and at-risk behaviors, and work out the safe solution with the observed team member. The observation form is an easy checklist that observes behaviors that are specific to slips, trips and falls.

Each section contains specific questions related to behaviors or conditions that have been created as a result of behaviors. Questions are based on common causal factors for slip, trip and falls.

Each observed behavior or condition should be checked as either “safe” or “at risk”. It is a good practice to include comments as you perform the observations. This is especially important as you identify at risk behaviors. This information can serve as a tracking log to correct problem behaviors. It can also be posted to share observations with others. As you perform the observations you should provide immediate feedback to the individual being observed.

The number of safe and at risk checks are then entered into the formula in the scoring section to generate a %-safe. While a high safe score is desirable, the real value of scoring is to help in trending as well as identifying areas that are consistently “safe” or consistently “at risk”. The safe behaviors should be encouraged and at risk should be evaluated and plans developed to address.

$\% \text{ Safe} = \text{Total \# of Safe} / \text{total number of safe and at risk} * 100$

SAFE FORM OBSERVATION

CLIENT NAME:

DATE:

OBSERVER NAME:

AREA:

ACTIVITY LEVEL: HIGH MEDIUM LOW

Key Work Practices	Safe	At Risk	Comments
Is trash and debris disposed of in a proper container and places?			
Are all materials, tools, and equipment not needed for immediate use stored in appropriate storage area?			
Are hoses and cords coiled and stored when not being used? Are hoses and cords used in a manner so they do not pose a trip hazard?			
Are floor free of water, food, dust and other spillage? Are floors even with no trip hazards?			
Are cones/signs/barriers used when a slip/trip hazard cannot be removed and when wet mopping?			
Is slip-resistant matting being used where it is expected?			
Does team member look where they are walking? Are objects being carried or pushed in a manner that does not obscure a clear view of the upcoming pathway?			
Is the team member moving at a safe pace, not rushing or running, taking one step at a time?			
Are handrails being used going up and down stairs?			
Does the team member maintain 3 points of contact while working from ladders or using steps?			
Are containers that hold liquids being transported covered with lids? Are they being transported with a dolly?			
Is approved slip resistant footwear being worn and is it in good condition?			
Total for Work Practice			% Safe=

Housekeeping

Expectation	Hazards/Risks	Prevention Measures
Keep Floors Dry	Spills	<ul style="list-style-type: none"> • Arrange tasks to reduce carrying • Use lids on portable containers • Avoid carrying too much at one time • Provide lips around tables, curbs around equipment, and drip trays under traps. • Clean as you work- promptly clean up own spills • When seen, immediately mark and section off spills from all directions until cleaned up. • Identify areas where spills routinely occur and increase inspections during peak activity.
	Leaking Equipment	<ul style="list-style-type: none"> • Follow manufacturer/client preventative maintenance schedule, especially at drink stations, ice machines, and other liquid-producing equipment • Inspect equipment for leakage daily and report problems to the appropriate contact for repair • If equipment cannot be shut-off, place mats and/or increase frequency of clean-up until repaired
	Floor cleaning	<ul style="list-style-type: none"> • Clean floors in times of low activity • Clean floors in sections, leaving a dry path to reach needed areas • Mark and section off wet areas from all directions (cones, tripod signs, barrier tape) until dry • Inspect floor drains to make sure they are clear and free flowing
Keep Floors Clean	Contaminants	<ul style="list-style-type: none"> • Use separate (color coded) mops/buckets for front and back of the house • Follow manufacturer instruction for concentration/floor area of cleaner • Follow the cleaning schedule, but increase frequency if needed • Inspect cleaning equipment daily and report to the appropriate contact for repair • Where possible, use scrubber or deck brush in grease-laden areas • Change mop heads and scrub pads daily or move frequently if needed • Use appropriate temperature of water and change water when dirty • Identify areas of high grease accumulation (e.g. fryer area) and increase spot cleaning as needed.

PPE

The more common types of PPE that you may wear include eye protection, gloves and safety footwear. (Including safety toed and slip resistance shoes) Other types of PPE will be provided to you depending on the types of dangers you could be exposed to. It's important that you ALWAYS inspect, properly store, clean and maintain your PPE. Always use PPE to help protect yourself. PPE kits are stored in all EVS closets at each client location. If a closet is not present a PPE kit will be provided.

Always wear PPE when performing tasks that can cause injury to your eyes, back, body, hands and feet.

SAFETY SIGNAGE

Safety signage can be seen every day. These signs communicate important information about potential dangers. Always be aware of safety signs and be on the lookout for dangers indicated by these signs. Follow their instructions as they are meant to keep you protected

BACK SAFETY

Ergonomic Safety is to reduce the amount of stress we place on our bodies while at work. Using proper ergonomics will reduce your chances of receiving strains and sprains to your body. Keeping work below the shoulders and avoiding awkward postures are effective behaviors that you can do to prevent ergonomic injuries.

An important fundamental of ergonomic safety is using proper lifting techniques. Before you lift an object, always consider assistance from another person or use lifting equipment for support. When you begin to lift an object, keep it as close as possible to your body. Lift with your legs while keeping your back and chin straight. Always avoid twisting when lifting. Lift and lower items in a smooth steady manner, don't jerk the lift.

EQUIPMENT SAFETY

You will be expected to use equipment and tools from time to time to perform your job. It is vital to use these items safely. If you have not been trained to use a particular type of equipment/tool do not use it. Asked to be trained before operating any equipment/tool you do not feel comfortable with.

All equipment requires normal maintenance to keep it in safe working condition. **Never** start a machine unless it is in safe working condition. **Never** reach over or under guarding or other moving parts of a machine. **Never** leave a machine unattended while on. **Never** remove a guard for the purpose of repair or setup unless instructed by authorized personnel. Never make repairs yourself unless you are authorized and trained to do so.

Notify your immediate supervisor when you have doubts about operating a piece of equipment, the equipment needs repairs or the machine guards are defective. Always place equipment and tools in a safe place. Regularly inspect equipment and tools.

SLIPS, TRIPS AND FALLS

Slips, trips and falls are the leading cause of injury. It is important that you're aware of conditions of the floor and work areas around you. Housekeeping including cleaning up spills and keeping your work area neat and orderly are key behaviors that you can do to reduce the chances of fall injuries.

Always make sure flooring is in good walking condition. **Always** make sure they are dry and free of obstacles. **Always** use cones, signs and barriers when mopping or cleaning up a spill. Place a cone or sign is the very first thing you should do before cleaning. **Always** clean half of the floor at a time when customers or visitors are present.

GHS

GHS Global harmonized System (GHS) is a system to standardize the way hazardous materials are classified. The idea is that the same criteria will be used all over the world to determine if a material is flammable, toxic or corrosive. We are then assured that if a material is considered toxic in Russia it will also be toxic in the United States.

Over the next few years OSHA will be updating the Hazardous Communication/Right to Know standard to reflect this new change. (See attachments)

CHEMICAL SAFETY

General cleaning is a job task that will require the use of chemicals. It is important that you know how to safely handle all chemicals you're working with. Reading the labels and Safety Data Sheets is the best way to get familiar with each chemical that you're using.

Information that you'll find on a SDS includes the type of PPE you should wear, potential health risks of the chemical as well as other important information. Labels provide basic information while SDS provides detailed information. There must be a SDS available for each hazardous chemical in your workplace. Let your supervisor know right away if you cannot find the SDS or if you think one is missing.

- Know how to handle chemicals safely
- Know where the SDS binder is located
- Be familiar with chemical labels
- If there is no label, do not use the material until you have the necessary information
- Know what to do if someone is exposed to a chemical.

BLOODBORNE PATHOGENS

Most employees' exposure to blood is remote. All employees need to know what to do in you see blood when you're at work. Do not attempt to clean up or touch the blood without the proper training.

The proper steps for blood spills include:

- Use an approved blood spill kit to clean up blood spills or rags if appropriate
- Wear appropriate PPE when cleaning up blood.
- Follow directions provided with in kit
- Dispose of all items using provided biohazards bag and place the bag in designated storage area.
- Using a rag collect as much blood as possible
- Place blood soaked rags into biohazard container/bag
- If rags are not soaked with blood launder as usual
- Spray blood spills area with approved disinfected and wipe.

REGULATED MEDICAL WASTE

All employees will be responsible for disposing of RMW into the approved receptacles. All RMW **MUST** be in a red plastic bag excluding sharps. Sharps must be placed in red puncture resistant sharps containers. Collection points include but not limited to soiled utility rooms. All RMW will be collected and transported separate from general waste.

HIPPA- Health Insurance Portability and Accountability Act

HIPPA is a federal law that protects personal medical information. The law allows only certain people to see this information. This means employers or groups who want this information for their own use cannot have it. Protecting patient privacy is everyone's responsibility. It is your duty to comply with all privacy and security laws, regulation and policies pertaining to HIPPA. It is your responsibility to refrain from unauthorized computer use, office documents and other patient information. Violations of any of these regulations will result in disciplinary action including termination.

FIRE SAFETY

Fire triangle: Fire needs three elements to exist; heat, fuel and oxygen.

- Heat start a fire and allows it to burn; eliminating or cooling the heat source will prevent the fuel from igniting or stop it from burning.
- Fuel is what feeds the fire and keeps it burning; similar to gas for a car, without fuel the fire cannot burn.
- Oxygen allows the fire to breathe, the more oxygen the bigger the fire; remove the oxygen the fire will die.

Three areas of focus to reduce the risk of a fire:

- Housekeeping- Reduce the overall amount of combustible materials within your work area. Store combustible material in appropriate protective containers. This will limit the amount of fuel fire can use to burn.
- Electrical Hazard-Electrical appliances, extension cords and multi-plug strips are common item used in the workplace. Proper placement, use and regular inspection of these items are excellent fire prevention methods against electrical fires.
- Chemical Hazards-Flammable chemicals can start a fire when improperly used or stored.

The best way to survive a fire emergency is to know how to evacuate a building efficiently. Knowing how to get out of a building will also help eliminate panic that can develop during a real emergency.

- Plan two routes of escape
- Always use the nearest, safest exit
- Practice your escape routes, every year
- Help others when evacuating

Know what P.A.S.S. is when using a fire extinguisher.

P: Pull

A: Aim

S: Squeeze

S: Sweep

In case of a fire know what R.A.C.E means.

R: Rescue

A: Alert/Alarm

C: Contain

E: Extinguish/Evacuate

By signing this safety pledge you promise that you will follow all of CNY Cleaning Solutions safety rules and you are committed in the maintaining and building of our safety culture.

Signature _____

Date: _____