WSQ – Horizontal Surface Maintenance

(EVS-CGO-1004-1.1)

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LESSON PLAN

DAY 1

1. Course Introduction & Administration
(课程介绍和管理)

- Ice Breaker
- Logistic details
- Course objectives

Section 1 – Prepare for cleaning activities

Section 2 - Remove loose dust and debris from hard floor surfaces

Section 3 - Remove spillage from hard floor surfaces

Section 4 – Remove impacted soil from hard floor surfaces manually

Section 5 – Perform mopping of hard floor surfaces

Section 6 – Reinstate work area

Learning Outcomes

This course will equip learners with the necessary skills & knowledge required removing loose dust and debris, spillage and impacted soil and mopping hard floor surfaces manually.

At the end of the course, learners will be able to:

1. Prepare for cleaning activities

2. Remove spillage from hard floor surfaces

3. Remove impacted soil from hard floor surfaces manually

4. Remove loose dust and debris from hard floor surfaces

5. Perform mopping of hard floor surfaces

6. Reinstate work area

Prepare for cleaning activities

Grooming standard



Prepare for cleaning activities



UNIFORM
- Washed
- Clean
- Ironed



ACCESSORIES
- Minimum use
- Non-chunky
- Don't over-accessorize



NAME TAGS
- To be worn as required



SHOES
- Clean shoes
- Covered

Why proper grooming is important?

Image of Company and yourself

公司和您自己的形象 Gōngsī hé nín zìjǐ de xíngxiàng

Hygiene

卫生 Wèishēng

Prepare for cleaning activities

Proper Grooming includes Good Personal Hygiene



Prepare for cleaning activities
Regulatory Requirements

WORKPLACE SAFETY AND HEALTH ACT 工作场所安全与健康法 Gōngzuò chǎngsuǒ ānquán yǔ jiànkāng fǎ	HAZARDOUS WASTE ACT 危险废物法 Wéixiǎn fèiwù fǎ
	
✓ Always follow the workplace's designated safety working practice and principles ✓ Do not engage in unsafe behaviour which may harm yourself or your colleagues	✓ Ensure that the contents are not dropped out, spilt out or scattered from the refuse bin. Bins must be covered ✓ Do not deposit rubbish anywhere other than in the waste containers/bins/centres

Prepare for cleaning activities
Cleaning Standard

SS499 is an Indoor Cleaning Standard or cleaning performance for commercial premises (室内清洁标准 Shìnèi qīngjié biāozhǔn)

Floor should be:

- Free of Dust 灰尘 Huīchén
- Free of Stains 弄脏 Nòng zāng
- No Damage Done to The Floor 地板没有损坏 Dìbǎn méiyǒu sǔnhuài
- No Bad Smell 没有难闻的气味 Méiyǒu nán wén de qìwèi

SS533 is an Outdoor Cleaning Standard or cleaning performance for outdoor premises

Prepare for cleaning activities Question

To determine that we have achieve the Cleaning Standard, we use the following senses to check:

*You may circle 1 or More

Dust		Touch / Smell / Sight / Taste / Hear
Stains		Touch / Smell / Sight / Taste / Hear
Damages		Touch / Smell / Sight / Taste / Hear
Bad Smell		Touch / Smell / Sight / Taste / Hear

Prepare for cleaning activities

Cleaning Agents

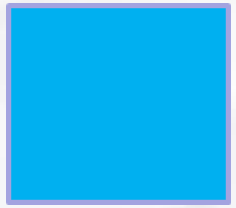


Wear PPE (Personal Protective Equipment)

It is a requirement to label bottles containing chemicals

Prepare for cleaning activities

Cleaning Agents

Colour Code	Chemical	Example of Chemical
	ACIDIC 酸性溶液 Suānxìng róngyè	Toilet Bowl Cleaner
	NEUTRAL 中性的 Zhōng xìng de	Multi Purpose
	ALKALINE 碱性 Jiǎn xìng	Bleach
	SANITIZER 消毒剂 Xiāodú jì	Sani Pine

Prepare for cleaning activities

Basic First Aid

急救箱
Jíjiù xiāng

- Minor cuts
- Chemical contact with eyes
- Chemical contact with bare skin

Where Can you find the First Aid Kit?

1. FCC – Fire Command Centre.
2. Cleaner Site Office
3. Management Office



NO Oral medication in First Aid Box -



Prepare for cleaning activities

Basic First Aid

Items you can find in the First Aid box



Prepare for cleaning activities

Basic First Aid

Minor Cuts





Chemical Contact with Eyes



Eyes

Immediately flush eye(s) with water for at least fifteen (15) minutes.
Seek medical attention regardless of the severity or apparent lack of severity.

** If redness and pain persist, bring along the chemical and inform your supervisor

Prepare for cleaning activities

7 Step Hand Washing Technique



Rub palms together.



Rub the back of both hands.



Interlace fingers and rub hands together.



Interlock fingers and rub the back of fingers of both hands



Rub thumb in a rotating manner followed by the area between index finger and thumb for both hands.



Rub fingertips on palm for both hands.



Rub both wrists in a rotating manner. Rinse and dry thoroughly.

Remove spillage from hard floor surfaces

Types of flooring



Concrete (Cement) (hùnníngtǔ dìbǎn)

Flooring is extremely tough and resilient and is able to withstand heavy weight. It is very hard and unyielding.



Ceramic Tiles (táocí dìbǎn)

Man made from non-metallic solid by repeated heating and cooling, have large variety of colour and textures, most commonly used in household flooring.

Remove spillage from hard floor surfaces

Types of flooring



Marble (dàlǐshí dìbǎn)

Natural stone, not as hard granite, easily scratched, expensive, commonly found in hotel lobby, condominiums.



Granite (huāgāngyán dìbǎn)

Natural stone, very hard, very durable, does not crack easily, found in high traffic areas like MRT stations

Remove spillage from hard floor surfaces

Types of flooring



Wooden (mù dìbǎn)

Each species of wood is different and offers varying characteristics. Perhaps the most important characteristic of a solid wood floor is its durability (i.e., its ability to resist wear, denting, and marring).



Vinyl (Yǐxī Jī dìbǎn)

Durable and time-tested, maintaining its beauty under heavy foot traffic and use. It is moisture and stain resistant, so spills can be easily removed.

Remove spillage from hard floor surfaces

Types of flooring



Carpet Flooring 地毯地板 (Dìtǎn dìbǎn)

Carpet offers décor versatility, warmth, insulation, energy savings, comfort, excellent noise dampening properties, a safe; non slip surface, ease of maintenance and value for money.

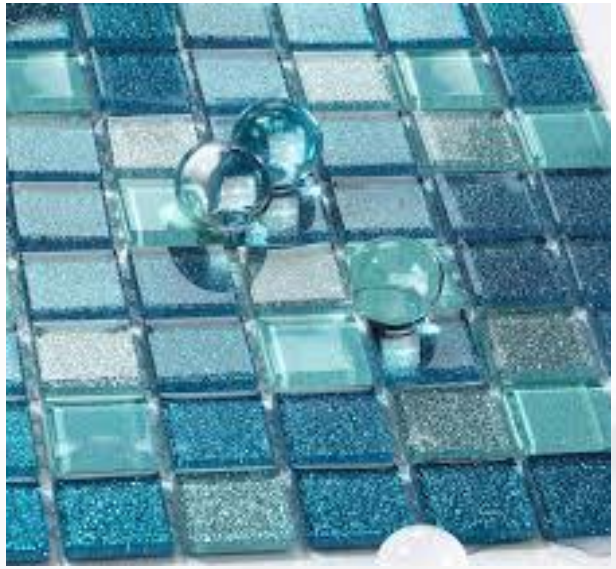


Epoxy 环氧地板 (Huán yǎng dìbǎn)

Epoxy coatings are used as industrial floor coatings because of their chemical resistance, durability, low porosity and strong bond strength

Remove spillage from hard floor surfaces

Types of flooring



Mosaic 马赛克地板 (Mǎsàikè dìbǎn)

A mosaic is a pattern or image made of small regular or irregular pieces of colored stone, glass or ceramic, held in place by plaster/mortar, and covering a surface.

Remove spillage from hard floor surfaces

Types Spillage



Beverage Spillage
Beverage stains are by spillages and are considered light soil.
Example:
Coke, Tea, Coffee, Wine, Orange Juice









Human Excretion / Body Emissions:
Bio Hazard
Example:
Vomit, Faeces, Urine, Mucus, Body Fluids, Blood, Sweat, Saliva







Remove spillage from hard floor surfaces

Types Spillage

	**Impacted soil:** Plastic scrapper may be needed to assist the cleaning or removal without damage to floor **Example:** **Chewing Gum** **Stickers**	
	**Smears/ Stains:** May need the use of degreasers to remove **Example:** **Oil stains**	 

Remove spillage from hard floor surfaces

Types Spillage

	**Debris:** Use of broom and dustpan **Example:** **Crumpled Paper** **Tissue Paper** **Bits of food**	
	**Dust/Fine Dust:** Use of vacuum cleaner is advisable Or a damp cleaning cloth	

Remove spillage from hard floor surfaces

Preparation



Identify: Floor surfaces, including corners and skirting

Assess: Types of spillages, loose dust and debris

Report: To team leader/ supervisor:

- Faulty tools and equipment
- Damage / defects on hard floor surfaces
- When the work activities cannot be carried out/completed

Identify

Walk the area and identify the type and characteristics of the hard floor surface

Example :
Cement Concrete Flooring
(Painted)

Remove spillage from hard floor surfaces

Preparation



Identify the types of spillages, impacted soil and debris on the floor

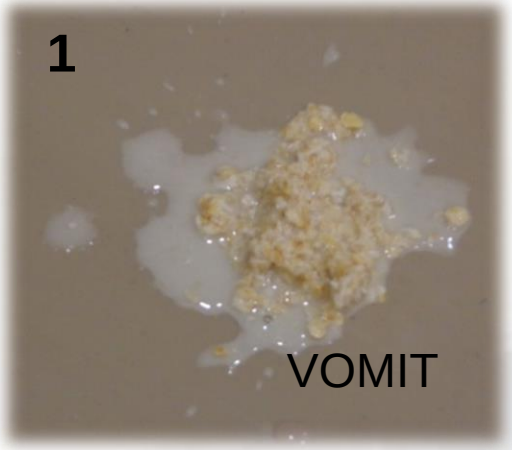
-Dust?
-Vomit?
-Soil?
-Spillage?



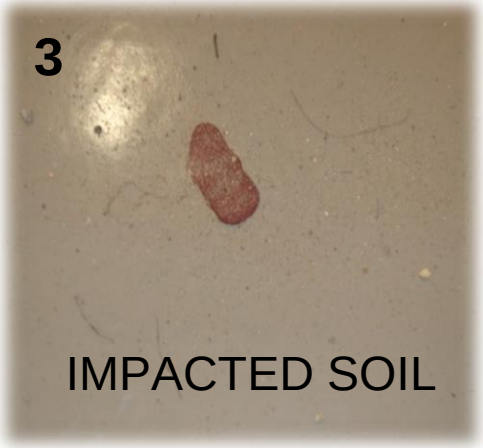
Collect your correct required cleaning tools from the storeroom

Remove spillage from hard floor surfaces

Sequence to Clean











Remove spillage from hard floor surfaces

Personal Protective Equipment (PPE)

	**Rubber Gloves**
	**Safety Boots** **Rubber Boots**

Remove spillage from hard floor surfaces

Personal Protective Equipment (PPE)

	**Surgical Masks**
	**Safety Signboard**

Remove spillage from hard floor surfaces

Preparing the trolley







Remove spillage from hard floor surfaces

Preparing the trolley









Remove spillage from hard floor surfaces

Preparing the trolley

		
White trash bag Usually used in the office area as rubbish is in dry form (paper)	Black trash bag Usually used in common area as rubbish may be wet or dry	Red trash bag Usually used for bio-hazard waste

Remove spillage from hard floor surfaces

Preparing the carry caddy

			
Select the correct chemical bottle that is labelled. ✓ Multi-purpose ✓ Sanitizer	Select plastic tools ✓ Plastic Scraper ✓ Plastic Tongs ✓ Mini Hand Brush	Select other tools ✓ Red plastic bags	Select other tools ✓ Tissue paper

Remove spillage from hard floor surfaces

Personal Protective Equipment (PPE)



Ensure there is additional plastic bag



Select the correct pad for cleaning

✓ Non abrasive



Remove spillage from hard floor surfaces

Removing Vomit







✓ Ensure that you do not step on the vomit	✓ Select the sanitizer solution	✓ Apply sanitizer 7.5 pH on body emissions spillage (vomit)



Remove spillage from hard floor surfaces

Removing Vomit

		
✓ Prepare Plastic bag and cover the vomit with tissue	✓ Using the plastic tongs, wipe the area from outside in to avoid spreading. ✓ Spray sanitizer again	✓ Tie the bag twice

Remove spillage from hard floor surfaces

Removing Spillage

			
✓ Cover the spillage area with tissue and wipe clean without spreading the spillage	✓ Select multi-purpose and spray onto the area	✓ Clean the area once more	✓ Tie the bag twice

Remove spillage from hard floor surfaces

Removing Impacted Soil

		
✓ Using the non abrasive pad, wipe the area to remove any residue	✓ Using tongs and tissue paper, wipe the area dry.	✓ Throw all rubbish in plastic bag and tie twice

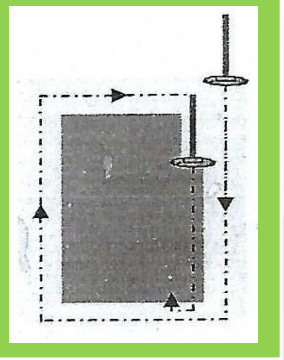
Remove spillage from hard floor surfaces

Removing Debris

			
✓ Use the broom and dustpan to sweep up debris	✓ Ensure that you do not bend your body and is at good posture	✓ Sweep up along the skirting of the wall	✓ Dispose rubbish into rubbish bag

Remove spillage from hard floor surfaces

Removing Dust

			
✓ Using the dust control mop, ensure that your body is in a correct posture	✓ Ensure that you are watching where you are cleaning	✓ Start from the skirting of the wall	✓ Move along the sides 

Remove spillage from hard floor surfaces

Removing Dust

			
✓ Place your feet at the dust control mop	✓ Ensure that you do not place the handle where it may cause an accident	✓ Use the mini hand brush to remove dust from the dust control mop pad ✓Vacuum would be better	✓ Remove any left over dust on the floor

Remove spillage from hard floor surfaces

Water Regulations

Public Utilities (Water supply) regulations

Except with the written permission of the Board, which may be withdrawn in its discretion, no person shall use water supplied by the Board to water any garden, lawn or other land including commercial market gardens, commercial nurseries, sports grounds, golf courses, race courses, public and club tennis courts by means of a hose, or a fixed or movable sprinkler;

Use water supplied by the Board to wash any vehicle by means of a hose, pipe or any other appliance attached to a water tap or a draw-off point; or
install draw-off points connected to any water service installation in any garden, lawn or any place where the use of water from the Board is not meant strictly for domestic or other approved purposes

(2) Nothing in this regulation shall be construed as preventing any person from using any water supplied by the Board for any of the purposes mentioned in paragraph (1)(*a*) or (*b*) if such person uses a bucket, can or other similar container or a hose fitted with a controlling device specified by the Board for this purpose.

(3) Any person who uses or permits or suffers water supplied by the Board to be used contrary to this regulation shall be considered to be wasting water and shall be guilty of an offence and may be liable to have his supply of water disconnected by the Board.

Remove spillage from hard floor surfaces

Wet Mopping

		
✓ One Quarter (1/4) Water In Red Bucket	✓ Three Quarters (3/4) Water in Blue Bucket	✓ Two caps of neutral based cleaning agent (multi-purpose) to blue bucket

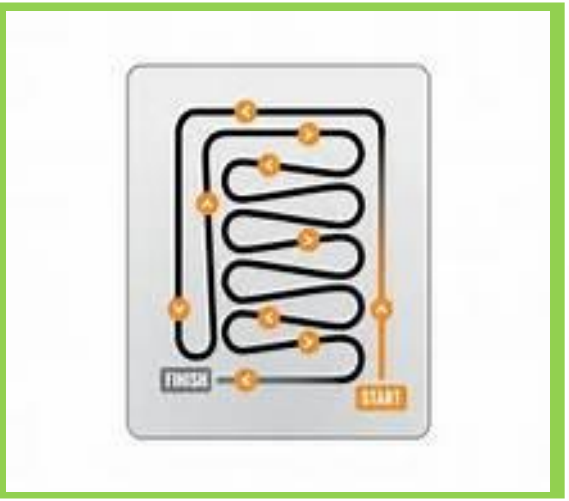
Remove spillage from hard floor surfaces

Wet Mopping

			
✓ Keep back straight when wringing the mop	✓ Ensure that there is no water dripping by placing your hands under the mop head	✓ Start from the sides of the floor	✓ Ensure that the mop head reaches the corners by using your feet.

Remove spillage from hard floor surfaces

Wet Mopping

		
✓ Mop section by section if necessary	✓ Ensure that you regularly rinse the mop head before continuing to mop other areas	✓ U may use the figure ‘8’, ‘Z’ or ‘S’ for guideline

Remove spillage from hard floor surfaces

Spot Mopping



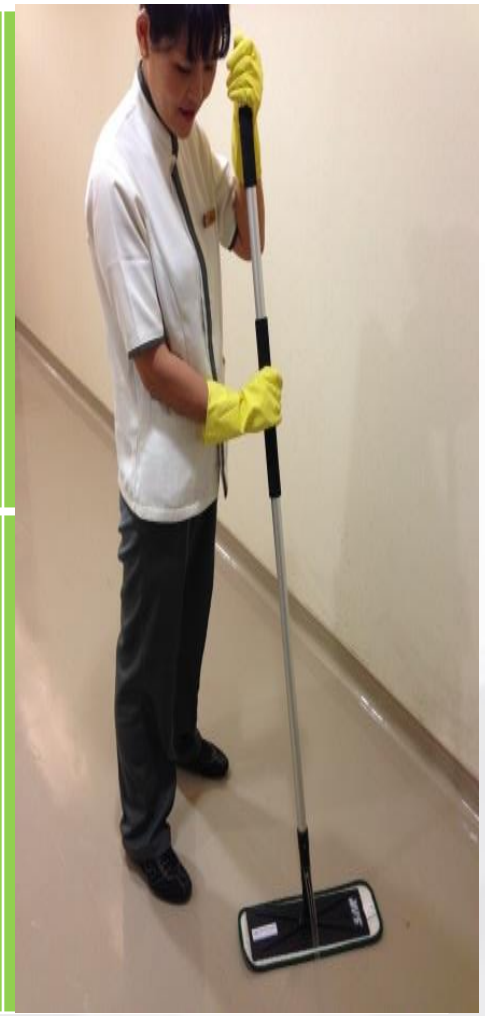
✓ Fill the handle with mixture of chemical and water



✓Ensure that the cover is secured



✓ Spot mop the area that needs cleaning



Remove spillage from hard floor surfaces

Monitor duration of work activities and ensure that they are completed on time



Approximate time scale for ceramic double solution (10 sq meter)- 6 min

Approximate time scale for removing loose dust and debris (10 sq meter)- 3 min

Approximate time scale for reinstatement of work area: 10.00 minutes

Remove spillage from hard floor surfaces

Reinstatement



✓ It simply means to return all your equipments from where you have collected them.

✓ Items are to be cleaned first before storage

Remove spillage from hard floor surfaces

Waste Disposal



Transport waste to designated areas:

- ✓ No Spillage is encountered during transportation
- ✓ Waste containers and bags are placed correctly and neatly at designated area
- ✓ Any spillage during transportation or at disposal are is appropriately removed



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