

OPP Custodial Grade 9 Training Manual





**The Office of Physical Plant
provides excellent facilities
services for Penn State.**

We accomplish this mission by promoting and living Penn State Values:

PENN STATE VALUES

Integrity • Respect
Responsibility • Discovery
Excellence • Community

PennState



OPP Custodial Grade 9 Overview

The following tasks are common duties you will perform as a grade 9 custodial employee. (Maintenance Worker Utility) However, your duties are not limited to the tasks listed below.

- Common Grade 9 Tasks:
 - Operating university vehicles
 - Completing scheduled work from the building specific grade 9 task cards/frequency
 - Contact your supervisor for a copy of your frequency
 - Snow removal & ice melt
 - Removing trash & recycling from buildings to trash yards
 - Lightbulb replacement & recycling
 - Inventory & ordering of supplies
 - Stocking satellite JAs
 - Workorder assignments
 - Building emergencies
 - Operating Custodial Equipment
 - Hard floor care
 - Carpet care
 - Completing scheduled building specialist tasks when needed
 - Restroom specialist
 - Floor specialist
 - General duty specialist

As a grade 9 custodial employee, you are deemed **essential**. You are required to report to work when campus is closed to non-essential employees. You are also required to report to work on weekends and holiday breaks for snow removal or other emergencies as needed.

All grade 9 custodial employees are required to wear safety shoes (composite/steel toe) while working. OPP offers a safety shoe reimbursement where you can get 50% back of the total price of your shoes with a maximum of \$75. You need a copy of your receipt and the ANSI/ATSM number. You can take advantage of this offer once per calendar year. Please contact your supervisor for a safety shoe reimbursement form.

Grade 9 employees often complete job duties that require specific PPE. Be sure to keep your PPE in a convenient location that you can easily get to. Ensure your PPE is kept in great condition. Contact your supervisor if you need any PPE replaced.

OPP Vehicle Operator Rules

Bulletin Board Posting-4

DATE: February 1, 2016

FROM: Office of Physical Plant

TO: All Physical Plant Technical-Service Employees

SUBJECT: OPP Vehicle Operator Rules

Each employee is responsible for following OPP Vehicle Operator Rules when driving University vehicles.

1. All operators of licensed departmental equipment must be at least 21 years of age and must have a current, valid operator's license or CDL with proper category and endorsements. Exceptions to the age 21 are guided by University policy AD20. Each employee is responsible for informing his or her supervisor of any change in the validity of his or her operator's license. Loss of license resulting from a criminal offense must be reported through the Penn State self-disclosure process.
2. When operating departmental vehicles or equipment on campus streets, University farm roads, or off campus, all rules of the road must be followed.
3. Smoking is not permitted in University vehicles.
4. Employees are responsible for any tickets, fines, or violations incurred while using a University vehicle and will not be reimbursed by the University. University parking tickets will be addressed through the disciplinary process.
5. The use of interactive wireless communication devices (this includes two-way radios and non-hands-free cell phones) for electronic communication by employees of The Pennsylvania State University while on University business is prohibited while operating any vehicles. Drivers may engage in telephone conversation using hands-free methods or devices.
6. When parking a vehicle, employee must turn off the engine, set the parking brake, remove the vehicle's key, and lock the doors.
7. Any employee involved in any moving vehicle or equipment accident must immediately notify the supervisor and sign a completed vehicle accident report. Police Services must be notified if the accident involves injuries or damage to non-University property.
8. Employee must report all vehicle malfunctions to the supervisor immediately.
9. Operators of University vehicles must:
 - A. Keep vehicles clean and orderly.
 - B. Keep motor housing and dashboard areas free of tools and materials.
 - C. Use seat belts and ensure that passengers use seat belts.
 - D. Keep windshield and windows clean for clear visibility.

- E. Use proper methods for transporting dangerous or hazardous materials.
- F. Perform regular operator checks of vehicle and have vehicle serviced when needed.
- G. Keep all doors closed when driving the vehicle.
- H. Keep vehicles free of decals and stickers, other than OPP identifiers and the American flag.
- 10. When hauling materials such as coal, ash, dirt, etc., the load should not extend higher than the sides of the vehicle bed. Materials subject to being blown about by the wind or shifting are to be tarped and/or tied down before being transported.
- 11. OPP vehicles are for official University business and should not be used for personal business such as breaks, meals, errands, etc.
- 12. Parking and driving on lawns and sidewalks is prohibited unless prior permission has been obtained. Damage done to walks and lawns due to driving on them should be reported to the supervisor.
- 13. Parking within the drip lines of trees is prohibited unless permission is granted by a landscape supervisor.
- 14. Overnight parking for OPP vehicles will only be in designated areas, typically near OPP shops and facilities.
- 15. Employees who are required to drive as part of their work responsibilities must inform their supervisor and complete a self-disclosure form for loss of driving privileges.

Established as policy December 1, 1974

Revised April 1980

Revised November 1981

Revised January 20, 1987

Revised September 3, 2001

Revised June 3, 2002

Revised July 9, 2013

Revised October 17, 2015

Revised February 1, 2016 (Number change from OPP-7 to OPP-4 – Include references to age 21 requirement and AD20, clarify about the using of two-way radios while operating a vehicle, and add items from OPP-8)

Snow Removal

Required PPE:

- Ice Cleats
- High Visibility Jacket

Purpose:

- Safety is our top priority! OPP ensures all walking surfaces shall be free of snow, ice, or other slippery surfaces for everyone using campus. The removal of snow and ice is critical to the operations of PSU. Your involvement in the removal process is essential.

Essential Employees:

- All Grade 6, 8, 9, and (10 who signed up for snow removal) employees are considered essential employees.
- Essential employees are expected to report to work during any official close-down or call-ins even when conditions make it difficult.

Building Coverage:

- Daytime Snowfall: 1st shift (5am-1:30pm)
 - Primary- normally assigned buildings
 - Secondary- remaining buildings on the "Emergency Coverage List"
- Evening Snowfall: 2nd shift (4:30pm-1:00am)
 - Primary- normally assigned buildings
 - Secondary- 1st shift buildings (Mon-Thurs)
- 3rd shift will cover snow removal as needed. In the event of heavy overnight snow fall, 2nd shift could be held late and/or 1st shift could be brought in early.

Shoveling:

- Ice cleats are required PPE when shoveling snow
- Use a lightweight shovel with a Teflon coating
- Use a shovel that is the right size for the job and for you. Contact your supervisor before the snow season for a new shovel if needed
- Push snow as much as you can to avoid lifting
- Use proper lifting techniques when lifting snow with a shovel. Your legs and back should share the work
- Work at a safe pace and wear proper clothing so you do not overheat
- For light powdery snow, a leaf blower is a great substitute for a shovel

Ice Melt:

- Types
 - Nitro/Natures Best- The primary ice melt for custodial.
 - Calcium Chloride- Must be used on new concrete less than one year old. (See supervisor for new concrete list)
 - Sodium Acetate- The only product allowed to be used in parking structures.
- Storage Locations
 - Nitro/Natures Best- Storage shed next to water tower behind OPP building
 - It is your responsibility to keep this area clean and clear of spills!
 - Calcium Chloride- See supervisor
 - Sodium Acetate- See supervisor
- Application
 - You must clear all snow before applying ice melt to area
 - Gloves must be worn to protect hands from ice melt
 - Do not apply ice melt to entrance matting
 - Use 3-quart feed scoop to apply

- Move arm back and forth from left to right and apply evenly throughout the area
- More is not better! Ice melt gets tracked into the building creating more work for everyone
- Be careful around edges of sidewalks to prevent damage to plants and vegetation
- **Do NOT over apply!!!!**
- Building Storage
 - Always keep 5 to 8 bags of ice melt stored in your building during the winter months
 - Keep product completely sealed after opening
 - Store the product off the floor in a cool dry place. If the ice melt gets damp and hardens, break it apart before using

Snow Blowers:

- **Ear plugs, safety shoes, ice cleats, gloves, and safety glasses are required PPE when running a snow blower**
- Remove all entry matting and debris before you begin snow removal
- Plan your route before starting
- Be aware of your surroundings. Look for stairs or hidden slopes, and never blow snow in the direction of people
- Clear snow up and down slopes. Never run a snow blower across a slope
- Maintain and use the “continuous operator” or dead man controls
- Do not exceed the snow blower’s capacity
- Accidents occur most often when the discharge chute clogs with wet, heavy snow
- Stop the engine before cleaning foreign objects or snow from the equipment
- Encountering the turning blades inside the discharge chute is the most common cause of injuries associated with snow blowers. Only use the proper cleanout tool (attached to the machine) to remove clogs
- Handle gasoline with care
- Do not overfill with gas! Put in less than you think you will need. You can always add a little more
- Remove key when snow blower is not in use. If the machine does not have a key, remove the spark plug wire from the plug
- Drain gas tank before storing the snow blower inside
- Clean off excess slush and debris prior to storing

Snow Removal Myths:

- You only do 4 feet outside of a doorway.
 - The goal is to make all walking surfaces safe. So, you are responsible for any length outside of the doorway that is needed to get to where landscape can reach. Whether it is 4 inches or 40 feet.
- You only need to do a front and back entrance, and ramps at cover buildings.
 - Again, the goal is to make all walking surfaces safe. You are responsible for clearing all entrances at cover buildings
- You can skip mechanical room entrances.
 - Trade employees are our customers, too. They go to mechanical rooms daily, and the entrances must be safe for them to use.
- Handrails can be skipped.
 - Nope. Clear all handrails when shoveling stairs and ramps

Trash & Recycling Removal

Process:

- Collect trash and recycling bags within the building at staging areas, with or predetermined process for the specific area, and load into Brute can or tilt truck.
 - Pay attention to heavy or ripped bags. Separate if needed.
 - Be mindful of sharp objects protruding from bags and handle with care.
- When a full load or all the trash & recycling is collected from within a building, walk the load to the nearest trash yard.
 - Use caution while crossing roads and be on the lookout for bikes and pedestrians.
 - Wear ice cleats in the wintertime.
 - An OPP pickup truck can be used to deliver the load if needed.

Trash Yards:

- At the trash yard, separate and dispose of your trash & recycling into the appropriate bins.
 - Trash (black)- Dumpster/Compactor.
 - Recycling & Compost (clear & green)- properly labeled tote.
- If you notice a recycling or compost bag is contaminated with mixed or wrong items, you can dispose of it in the dumpster/compactor.
- Use caution and proper lifting technique when you are transferring bags from the tilt truck/vehicle to the proper spot for disposal.
- It is your responsibility to keep the trash yards clean! Clean up all spills or loose debris that you see.
- Be sure to clean out any loose debris from your tilt truck/vehicle. Properly rinse them back at your building if needed.

Compactors:

- **Operation**
 - ALWAYS look inside of the compactor before loading/operating. If you ever find a person inside call 911 immediately.
 - Load the hopper. Do not overfill. Hopper doors must be secure for the compactor to operate.
 - Close and lock the hopper doors.
 - Insert compactor key into the control panel. Turn the key and press button to compress. (The same key runs all PSU compactors)
 - The ram will automatically complete a full cycle.
 - Repeat the steps above until all trash is compacted
 - Leave the hopper doors locked.
- **Etiquette**

- **Always** inspect the compactor before using.
- **Always** look inside the hopper before loading.
- **Never** climb inside or on the compactor for any reason.
- Take your trash to a different compactor if yours is full.
- Do not try to compress large items like pallets, metal rods, pipes, office chairs, white boards, etc.
- Never disable the safety controls.
- Police the trash yards and clean up any debris.
- **What to do when your compactor is full**
 - Contact your supervisor and report the compactor is full.
 - Supervisors should notify OPP Waste Management.
 - Haul all materials to the nearest trash yard and dispose of waste properly.
- **What to do when your compactor fails to operate/has a mechanical issue:**
 - Contact your supervisor and report the problem.
 - Supervisors should notify the OPP Service Desk.
 - Haul all materials to the nearest trash yard and dispose of waste properly.

Blood Spill Clean-up – procedure

Custodians will be trained and equipped to safely cleanup “small” spills of blood. A small clean-up is considered up to .5 liters, or the size of a 12” in diameter pie plate.

PPE Required:

Splash Goggles, face shield, latex gloves (inside), Orange gloves (outside), Long pants, Long sleeve shirt, and closed toed shoes. **DO NOT PROCEED UNLESS YOU HAVE ALL REQUIRED PPE.**

Small Spill Steps:

1. Contact your supervisor and inform them of the situation.
2. Mix a fresh quart bottle of QUAT STAT 5 disinfectant.
3. Cover spill with paper towels / keep spill from spreading.
4. Soak towels with QUAT STAT 5.
5. Let stand for 5 minutes.
6. Collect and bag all waste in red infectious waste bags.
7. Spray QUAT STAT 5 on surface and let stand for 5 minutes.
8. Wipe surface dry.
9. Dispose of all towels, gloves, and disposable other items used in red infectious waste bags.
10. Move all red infectious waste bags to nearest JA. Inform your supervisor of the location so they schedule a pickup from EH&S.
11. Wash your hands thoroughly with soap.

Spills larger than 12” pie plate:

1. Contact your supervisor with location and other details of the spill.
2. Supervisor will need to contact EH&S at: 814-865-6391.
3. Secure the area – barricade area around the spill to prevent others from walking through it.
4. Do not leave the scene until PSU police services and/or PSU EH&S arrives on site.
5. PSU EHS will utilize their own PPE, equipment and employees (or subcontractors) to clean-up the blood spill larger than 12” in diameter.
6. Do NOT ASSIST in the cleanup efforts.

Bulb Replacement & Recycling

Required PPE:

- Hard hat
- Safety glasses
- Cut resistant gloves

Changing the bulb:

- Turn off the light switch!
 - Your supervisor can order you a headlamp.
- Safely position ladder under the light fixture
 - Use the correct sized ladder.
 - If you are not able to position the ladder safely, please contact your supervisor
 - Work orders can be submitted for hard-to-reach lights that are a safety concern
- Climb ladder to appropriate height and remove/lower shade
 - Some light shades can be difficult
 - Carrying your putty knife can be helpful
- Identify and remove the bulb
 - Read description to identify size
 - T8-skinny
 - T12-larger
 - Turn bulb ¼ turn and remove
- Hand the bulbs down to a coworker to prevent dropping them.
 - Climb down the ladder is place bulb in safe place if nobody is available
- Always choose the correct size and type of new bulb
- Inspect the sockets and light fixture
 - Report any mechanical errors with a work order
- With the pins in a vertical position, slide the bulb into the socket
 - Turn bulb ¼ turn, making the pins horizontal, to lock bulb in place
 - Sometimes this can take a few tries
- Clean the shade with a microfiber cloth and replace
- Clean up tools and vacuum any mess you made under the light
- Store old bulbs safely in a cardboard box
 - Date the box when you start collecting tubes
- There are many types of bulbs on campus. Contact your supervisor or co-workers if you need help identifying specific bulbs.

Bulb Recycling:

- Once a quarter a work order is generated for each district to recycle bulbs
- All old bulbs must be safely stored in a cardboard box in your building
 - Do not tape bulbs together
 - Extra boxes can be ordered by your supervisor
- Be sure you are able to completely close the box
 - Bulbs cannot be exposed at all
 - Box must have a lid that closes
 - Tape box shut to secure

- Fill out a label and attach it to the box of bulbs
 - The date is the date you started collecting old bulbs in the box
 - Old tubes cannot be stored in your building for more than a year
 - Extra labels can be printed by your supervisor
- Stage your boxes at the designated pickup spot
 - Ask your supervisor for this location
- Supervisors must fill out a Light Tube and Ballast Pickup Request Form
 - <https://ehs.psu.edu/light-tube-and-ballast-pickup-request-form>
 - They will need to know the number of boxes of each type of light you are recycling

UNIVERSAL WASTE –
MERCURY CONTAINING
DEVICE

Building: _____

Date: _____

Broken Bulb Clean Up:


- PPE Required:
 - Cut Resistant Gloves
 - Safety Glasses
- Clean up as much glass as you can with your broom and butler
 - Tip: Use sticky side of a piece of duct tape or a lint roller to safely clean up small glass fragments
- Vacuum area to ensure all glass has been removed
- Put all the broken glass in a cardboard box lined with a plastic bag, tape it shut, and label the box “broken glass”
- Boxes of broken bulbs can be disposed of with the bulb recycling process
- Boxes of regular glass can be disposed of in the trash



LED 4' Sylvania UL Type B

Order # 608054

Only use the LED tube in light fixtures marked with the label below:




This luminaire has been modified. Use only **UL Type B LED** lamps. Do not use fluorescent lamps because the ballast is disconnected. 120 or 277 volts are connected directly to the sockets. Perform Lockout-Tagout prior to replacement.

Check one:

☐ Line Voltage and Neutral are at one end of lamp.

☐ Line Voltage and Neutral are at opposite ends.



These lights are currently installed in:

- | | |
|-----------------------------|---|
| Pollock Building | · Ag Admin |
| · Arts Cottage | · Paterno Library |
| · Old Botany | · Various gyms, such as Rec Hall south gym and White Building |
| · Procurement Services | · Engineering Unit A, 3rd floor. |
| · Headhouse III | |
| · USB I | |
| · USB II | |
| · Bennett Child Care Center | |
| · Ag Sci | |

Inventory & Ordering

Inventory:

- Once a month your supervisor will bring you an ordering sheet for supplies.
 - The order form in your binder is an example of what you will see.
 - Keep track of the items you need throughout the month.
- Each building has a specific monthly budget that they can use to order new supplies.
 - Your supervisor can tell you how much your budget is for each building.
- You are responsible for taking an accurate inventory of your main supply area prior to completing your order form.
 - Stock your satellite JAs with supplies from your main supply area before you do your inventory.
- Using the “Qty On Hand” column on your order sheet, inventory all of the **unopened** supplies in your main supply area.
 - Any supplies that are opened with at least one item removed is **not** considered quantity on hand.
- You will then subtract the number of the item that you have in your main supply area from the “qty on hand” column on your order sheet. The difference will give you your new quantity on hand.
- You will then need to add up the “issued cost” of all the items you have “on hand” after you complete your inventory of your main supply area. The amount of money you have in supplies “on hand” is subtracted from your overall monthly budget.

Example:

1. Your monthly budget for your building is \$100.
2. According to your order sheet’s “qty on hand” column, you have 8 cases of toilet paper.
3. When you inventory your main supply area you discover you only have 2 unopened cases of toilet paper.
4. Your new “qty on hand” is 2.
5. The “issued cost” of toilet paper is \$30.04.
6. You would then multiply \$30.04 by 2. $\$30.04 \times 2 = \60.08
7. Finally, you would subtract \$60.04 from your monthly budget of \$100. $\$100 - \$60.04 = \$39.96$
8. You would now have an overall budget of \$39.96 left to order any new supplies you need.

Ordering:

- Add the quantity of the item you need ordered in the last box on your order sheet.
- Keep track of how much you are spending and try not to go too far over your monthly budget.
- Talk with your supervisor and let them know why you need certain items if you go way over budget.
- You can find additional custodial items in the Approved Product Catalog.
 - You cannot use or order unapproved items. Talk to your supervisor if you need something.
- Lights can be found in the front section of the General Stores catalog

Hard Floor Care

Common floor types:

- VCT (Vinyl Composite Tile)
 - High mileage floor finish
 - Requires full maintenance program
- LVT (Luxury Vinyl Tile)
 - Manufacturer coated finish
 - Requires only preventative & routine maintenance program
- Rubber Flooring
 - Periodically clean with Wiwax.
 - Requires preventative, routine, and interim w/ Wiwax maintenance program.
- Grouted Ceramic Tile
 - Typically found in restrooms.
 - ES99 Grout Sealer.
 - Does not get a topical finish.
 - Scrub periodically with turf pad.
- Polished stone/concrete
 - Clean daily with Betco Densiclean.
 - Requires only preventative & routine maintenance program.

Types of maintenance:

- Preventative
 - Entrance matting
 - 15 total feet at each entrance.
 - Scraper matting- outdoor.
 - Water Hog mat- inside entrance door.
 - Absorbent mat- inside after Water Hog.
 - Daily entrance cleaning indoor & outdoor
 - Prevents dirt and other debris from entering the building.
 - Keeps entrance matting working properly.
- Routine/Daily
 - Vacuuming
 - Removes microscopic dust particles that scratch/damage floor finish.
 - Auto Scrubbing
 - Use Betco Daily Floor Cleaner & red scrub pad
 - Will not dull floor finish
- Interim
 - Burnishing
 - Removes minor scratches from finish
 - Adds shine and strength to floor finish
 - Other
 - Grouted restroom floors will need to be scrubbed and resealed periodically.

- Rubber floors will need to be scrubbed with Wiwax periodically.
 - Polished stone will need to be burnished with high grit diamond pad once a year.
- Restorative
 - Top Scrub & Recoat
 - For moderately damaged floors.
 - Removes multiple layers of old floor finish.
 - Removes deep scratches and dirt imbedded in finish.
 - Strip and Refinish
 - For severely damaged floors.
 - Removes all old floor finish.
 - Requires chemical stripping and PPE.
 - Should only be needed every 3-5 years.

Common Floor Procedures

- Auto Scrubbing
 - Prepare equipment
 - Fill with chemical
 - Check pad
 - Inspect filters and squeegee
 - Do a thorough inspection of entire scrubber
 - Report any issues
 - Prepare the area
 - Move any items that will interfere with cleaning
 - Look for and remove gum, tape, etc. from the floor
 - Thoroughly vacuum entire floor
 - Place wet floor signs
 - Scrub the entire area using caution, and proper operating technique
 - Remove wet floor signs and replace any items moved to their original place
 - Perform proper maintenance and clean-up of the auto scrubber
- Burnishing
 - Prepare tools & equipment
 - Highspeed burnisher and pad
 - Backpack vacuum
 - Auto scrubber or mop & bucket
 - Fill with Ultra Shield burnishing formula per product directions
 - Prepare the area
 - Move any items that will interfere with burnishing
 - Look for and remove gum, tape, etc. from the floor
 - Thoroughly vacuum the entire floor
 - Place wet floor signs
 - Scrub or mop area with Ultra Shield
 - Burnish the clean floor using a high speed burnisher and proper burnishing pad
 - Use caution and be mindful of pedestrians

- Keep the burnisher moving while the pad is spinning to prevent burn marks
 - Remove wet floor signs and replace any items moved to their original place
 - Perform proper maintenance and clean-up to all the equipment used
- Top scrub & recoat
 - Place wet floor signs and notify occupants of work to be done.
 - Barricade or tape off area to be scrubbed to discourage occupant traffic.
 - Don your PPE including gloves and anti-slip footwear.
 - Vacuum to remove loose soil and debris.
 - Select appropriate products and tools.
 - Mop & bucket w/ water
 - 3M Surface Prep Pad
 - Automatic Scrubber or Slow speed
 - Pick-up machine
 - Appropriate Floor Finish
 - Finish mop & bucket
 - Scrub floor following manufacturer recommendations of machine used.
 - Scrub thoroughly w/ SPP and water
 - Scrub until floor is dull and dirt/deep scratches are removed
 - Rinse floor with clean water.
 - Apply floor finish (Usually 2 coats)
 - Ventilate area and allow proper drying time before opening area
- Strip & refinish
 - Prepare equipment
 - Stripping shoes
 - Backpack Vacuum
 - Slow speed & black stripping pad
 - Chemical: Pro-Strip Plus
 - Two mops & buckets
 - One labeled “strip mop”
 - Fill with stripper solution
 - One labeled “rinse mop”
 - Fill with clean cold water
 - Pick-up machine
 - Finish mop & bucket
 - Appropriate floor finish
 - Prepare the area
 - Look for outlets for equipment
 - Place wet floor signs
 - Barricade area to prevent pedestrian traffic
 - Vacuum entire area
- Apply stripping solution to the floor, using the **Strip Mop** and **Strip Bucket**. Dip mop in stripping solution. Lift mop and allow excess stripper to drain back into the bucket. Fan out the mop head on the floor and apply stripping solution along the edges. Continue applying solution using an arc motion from right to left, covering the area between the edges. Apply sufficient solution to thoroughly wet the floor, but DO NOT flood it. (Adequate solution coverage will allow a match or toothpick to float on the surface.) Do not allow solution to dry on the floor. Re-apply as necessary to keep the floor wet. Immediately wipe off splashed from walls, baseboards, glass


partitions, etc. with a damp cloth. Allow solution to remain on the floor 5 to 10 minutes. Re-apply as necessary to keep the floor wet.

- Scrub the floor with the rotary floor machine and stripping pad. Scrub in a circular motion, from side to side. Overlap the strokes made by the machine. Keep the floor wet. Re-apply solution as necessary.
- Remove the stripping solution from the floor with a wet vacuum and floor squeegee tool. Examine the floor for complete finish removal. Re-strip at areas with residual gloss.
- Rinse the floor. Apply rinse solutions using the **Rinse Mop** and **Rinse Bucket**. Apply enough water to thoroughly wet the floor, but DO NOT flood it. Remove the rinse solution from the floor using the wet vacuum and floor squeegee tool.
- Damp mop the floor with clean water. Empty the **Rinse Bucket** and refill with clean water. Rinse the **Rinse Mop** with clean water. Damp mop the floor with clean water.
- When the floor is completely dry, run your hand across the floor to ensure it is clean. Repeat the last step if needed.
- Using a finish mop & bucket system, apply 4-6 coats of the appropriate floor finish to the floor
 - Less coats go on the edges (1-2 coats)
- Return all items to the correct location when the floor is dry
- Thoroughly clean all tools and equipment before returning them to their proper location

Remember

- There are many different types of floors and finishes throughout campus. If you are new to an area, it is always better to ask your supervisor or co-workers before working on a floor.
- Floor care processes may need to be tweaked depending on the situation. Always inform your supervisor before making changes to a process.
- Ask questions if you do not feel comfortable. It is better to take the time to understand what you are doing, than to try to fix any mistakes later.

Hard Floor Care-Floor Pad Cut Sheet

Purpose	Color	Equipment Type	Name	Description	Picture	Order Number	Order Site	
STRIP	BLACK	SLOWSPEED	BLACK STRIPPING PAD	Light-duty stripping. Good for most common jobs.		17"-610720 20"-610750	SIMBA	
STRIP	BLACK	SLOWSPEED	HY-PRO STRIPPING PAD	Heavy-duty stripping. Use this pad for tougher jobs. Easy to rinse and reuse		17"-610747 20"-610748	SIMBA	
TOP SCRUB	DARK BLUE/GREEN	SLOWSPEED/AUTOSCRUBBER	TOP SCRUBBING PAD	Medium aggressive pad used for top scrubbing and recoating. Chemical is recommended when using this pad.		17"-874795 20"-680095	SIMBA	
TOP SCRUB	MAROON	SLOWSPEED/AUTOSCRUBBER	SURFACE PREP PLUS	Recommended for all top scrub jobs. Very useful pad. Chemical is not required when using this pad. Use water to prevent dust.		17"-680743 20"-680744	SIMBA	
SCRUB	RED	AUTOSCRUBBER	RED SCRUB PAD	Basic scrub pad designed for daily use on an autoscrubber with #20 daily floor cleaner.		17"-610070 20"-874767	SIMBA	
SCRUB	YELLOW/GOLD	AUTOSCRUBBER	SCOTCH-BRITE CLEAN & SHINE	Specialty scrub pad designed for daily use on an autoscrubber with #20 daily floor cleaner. After 7-days use, Scotch Brite will add noticeable shine to floor. Use in areas that do not allow consistent burnishing schedule.		17"-680741 20"-680742	SIMBA	
BURNISH	LIGHT BLUE	HIGH SPEED BURNISHER	ACE BLUE POLISH PAD	Basic burnishing pad made for high speed burnishing. This pad will give you good results on all finish types.		20"-610274	SIMBA	
BURNISH	WHITE	HIGH SPEED BURNISHER	SUPER POLISH PAD	The least aggressive pad we offer. Great for touch ups and can be used after ACE blue pad for even more shine.		20"-1817334	SIMBA	
BURNISH	TAN	HIGH SPPED BURNISHER	HOG HAIR TOPLINE BURNISH PAD	Pro burnishing pad that can produce extremely good results. Requires a little practice to use well. The hog hair smells when it heats up.		20"-610271	SIMBA	

Carpet Cleaning

Common problem areas:

- Entrance matting
 - Requires daily vacuuming w/ upright vacuum
 - Extract as needed
- High traffic lanes
 - In front of elevators and restrooms. Hallways and areas where people turn around corners or objects.
 - Requires daily vacuuming with backpack vacuum
 - Encapsulate regularly
- Under desk chairs
 - Customers are required to have a plastic mat under their desk chairs
 - Rolling a chair on the carpet will destroy the fibers beyond repair
 - Inform your supervisor of anyone missing a plastic mat

Types of maintenance:

- Preventative
 - Entrance matting
 - 15 total feet at each entrance.
 - Scraper matting- outdoor.
 - Water Hog mat- inside entrance door.
 - Absorbent mat- inside after Water Hog.
 - Daily entrance cleaning indoor & outdoor
 - Prevents dirt and other debris from entering the building.
 - Keeps entrance matting working properly.
- Routine/Daily
 - Vacuuming
 - Removes microscopic dust particles that scratch/damage carpet fibers
 - Spotting
 - Use appropriate Betco carpet spotters
- Interim
 - Encapsulation Cleaning
 - Perform at least monthly in high traffic areas
- Restorative
 - Heavy-duty Extraction

Carpet procedures:

- Spotting
 - Select proper spotting chemicals
 - SpotBet- General spotter
 - Red n Brown out- Tanning remover
 - POG- Paint, oil, and grease remover
 - Mark spot location with sticky note or another item
 - Sometimes when wet they are hard to see
 - Lightly saturate spot with chemical

- Allow for dwell time
 - Agitate chemical into spot
 - Do not damage the carpet
 - Work spot with a brush from the outside in to prevent spreading
 - Use a disposable cloth to dap the spot
 - Pay attention to the transfer
 - Use a handheld extractor to remove all the chemical you applied
- Encapsulation
 - Remove dry soils by vacuuming.
 - Apply encapsulation products with pump up sprayer
 - Agitate carpet and brush in encapsulating chemical with ICapsule machine so that chemical encounters the sticky, oily soils.
 - Allow product to dry and form a crystal around the soil.
 - Vacuum to remove encapsulated soil.
- Heavy-duty Extraction
 - Place wet floor signs.
 - Remove dry soils by vacuuming.
 - Apply pre-spray with pump-up sprayer (allow 5 to 10 minutes dwell time).
 - Use appropriate extractor to agitate carpet, inject rinse agent, and vacuum excess water.
 - Allow carpet to dry (Place carpet fan if needed)
 - Ventilate to speed up dry time
 - Perform all maintenance and cleaning duties to extractor

Equipment Daily Maintenance Checklist

Slow Speed/Swing Machine:

- ☐ Remove and clean pad driver
- ☐ Wipe off machine w/ cleaner and microfiber cloth
- ☐ wipe off cord
- ☐ properly wrap cord



Solution Tank Attachment:

- ☐ Empty tank entirely
- ☐ Rinse with clean water
- ☐ Flush lines with clean water
- ☐ Wipe inside with cloth to dry

Stick Burnisher:

- ☐ Remove & check pad for wear and debris
- ☐ Wipe off machine w/ cleaner and microfiber cloth
- ☐ Wipe off cord
- ☐ Properly wrap cord
- ☐ Do not store on the pad



Battery Burnisher:

- ☐ Remove & check pad for wear and debris
- ☐ Wipe down machine w/ cleaner and microfiber cloth
- ☐ Check dust collector and filter-change as needed
 - Located next to pad motor
- ☐ Plug in machine to charge



Pick-up Machine:

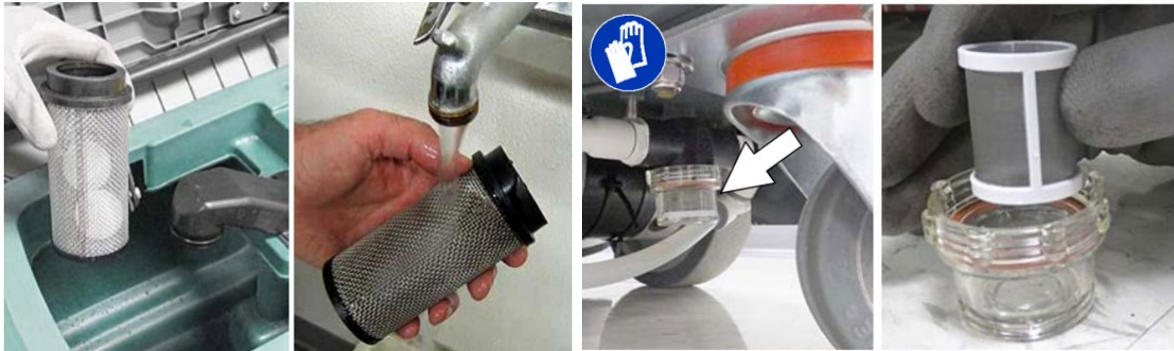
- ☐ Empty machine entirely
- ☐ Thoroughly rinse tank with clean water
- ☐ Remove squeegee and clean thoroughly with water and microfiber cloth
- ☐ Remove squeegee hose and rinse thoroughly with clean water
- ☐ Wipe down machine w/ cleaner and microfiber cloth
- ☐ Wipe off cord
- ☐ Store squeegee in safe place with blades up
- ☐ Use squeegee hose to prop open lid for storing



Equipment Daily Maintenance Checklist

Walk Behind Auto Scrubber:

- ☐ Drain recovery tank and rinse thoroughly with clean water
- ☐ Remove and clean “float screen” filter
- ☐ Drain solution tank and thoroughly rinse with clean water
- ☐ Remove and clean pad driver-check pad for wear and debris-change as needed
- ☐ Remove squeegee and clean with water and a microfiber cloth
- ☐ Remove and rinse the solution tank filter
- ☐ Wipe down machine with cleaner and microfiber cloth
- ☐ Store with recovery tank lid off
- ☐ Plug in machine to charge



Chariot Stand-on Scrubber:

- ☐ Drain recovery tank and rinse thoroughly with clean water
- ☐ Drain solution tank and rinse thoroughly with clean water
- ☐ Remove and clean “float screen” filter
- ☐ Clean and inspect solution filter strainer
- ☐ Empty and clean out debris bin.
- ☐ Secure hoses back on machine
- ☐ Remove squeegee and clean with water and a microfiber cloth
- ☐ Remove pads and rinse scrub deck-check pads for wear or debris-replace as needed
- ☐ Wipe off machine w/ cleaner and microfiber cloth
- ☐ Store with console cover propped open.
- ☐ Disconnect battery pack from machine. Plug batter pack into charger to charge.



Note: Over the years we have used many different manufacturers and models of equipment to best suit out building's cleaning needs. The machine in your building might be a little different and require a slight modification to the maintenance listed. If you are not sure how your specific machine needs to be cleaned, please reach out to your supervisor.

Equipment Daily Maintenance Checklist

Wide Area Vacuum

- ☐ Check bag & replace as needed
- ☐ Remove & clean brush- replace as needed
- ☐ Wipe down cord and wrap properly
- ☐ Wipe down machine w/ cleaner & microfiber cloth



Upright Vacuum:

- ☐ Check & clean filters-replace as needed
 - Bag
 - Bottom of cannister
 - Outer lining
- ☐ Check brush-replace as needed
- ☐ Wipe down & wrap cord properly
- ☐ Wipe down outside w/ cleaner & microfiber cloth



Cord Maintenance:

- ☐ Check before and after each use:
 - Power cords will never be used if they are missing the ground plug on the cord. The ground plug must be intact so that the machine is grounded safely; otherwise, the operator is at risk of electrical shock.
 - Fraying or damaged cords must be disposed of and replaced with new cords.
- ☐ Use the correct extension cord:
 - Be sure you have the correct gauge cord for the machine you are using. (See chart)
- ☐ Unplug the cord properly:
 - Walk to the outlet, grip the plug securely and pull the plug straight out of the outlet.
- ☐ Wipe the cord with a microfiber cloth
- ☐ Wrap the cord properly:
 - Unplug the machine, drop the cord, walk back to the machine, and begin wrapping the cord while standing next to the unit. This will prevent the cord from “pig tailing.”

3 Prong Cords Cable con Enchufe	25/50 ft	100 ft	150 ft	200 ft
16 GAUGE CALIBRE	13 max amps	10 max amps	⊘	⊘
14 GAUGE CALIBRE	15 max amps	13 max amps	7 max amps	⊘
12 GAUGE CALIBRE	20 max amps	15 max amps	10 max amps	8 max amps
10 GAUGE CALIBRE	20 max amps	20 max amps	15 max amps	10 max amps
Usage Usos	LIGHT USE USO LIGERO HDX	MEDIUM USE USO MODERADO HUSKY	HEAVY USE USO INTENSO RIDGID	



Equipment Daily Maintenance Checklist

Backpack Vacuums:

- ☐ Remove hoses and wands-clean/check for clogs
- ☐ Check bags-replace when half full
- ☐ Check filters-clean/replace as needed:
 - Each backpack has different filters
 - All vacuum bags are filters in ALL backpacks
 - Other filters can typically be rinsed with clean water at the end of the work week. NEVER use backpack with a wet filter.



Makita 1.6 gallon:
Filter on side can be removed and rinsed weekly.



Makita ½ gallon:
Bottom filter can be removed and rinsed weekly.



Hoover & Proteam Vacuums:
Two filters on the back/side and the grey filter bag that goes in the canister can be removed and rinsed weekly.



Hoover & Proteam Vacuums:
One filter in the bottom of the canister can be removed and rinsed weekly.

Tornado Vacuums:
Grey filter bag and one filter in the bottom of the canister can be removed and rinsed weekly.