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CONTENTS

- 1. INTRODUCTION**
- 2. WHS SAFETY POLICY AND OBJECTIVE**
- 3. ROLES AND RESPONSIBILITIES**
- 4. ORGANISATION CHART**
- 5. HAZARD IDENTIFICATION AND RISK ASSESSMENT**
- 6. RISK ASSESMENT**



7. TRAINING & INDUCTION

- **WHS SITE INDUCTION CHECKLIST**
- **WHS EMPLOYEE INDUCTION FORMS**

8. WORKERS COMPENSATION AND REHABILITATION

9. HAZARD REPORTING

10. ELECTRICAL LOG

11. HAZARDOUS SUBSTANCES REGISTER

12. PERSONAL PROTECTIVE EQUIPMENT

13. TRAINING /LOGS

14. FIRST AID

- **ACCIDENT & NEAR MISS FORM**

15. JOB SAFETY ANALYSIS (JSA)

16. CLEANING METHODOLOGY

17. SAFE WORK METHOD STATEMENT (SWMS)

COMPANY INTRODUCTION

TH BUILDING MAINTENANCE SERVICES has been established in contract cleaning industry since 2005, we are independently owned and operate mainly in NSW.

We are an WHS ACT 2001 compliance company and a proud member of Building Service Contractors Association of Australia (BSCAA).

We specialize in cleaning High-Rise Strata apartment buildings, commercial offices, shopping centers and medical centers.



Our aim is to provide our customers with the highest standards of service and quality at a realistic price.

Whilst we have adjusted to the changes in the cleaning industry cause due to new cleaning techniques, advances in cleaning equipment, increasing occupational health and safety requirements, changing building design and increasing competition within the industry but we have never lost sight of our basic principle.

We are confident that this is the reason for our success; many of our clients who used our services for years convey this.

A major part of our success is our commitment to Quality Management System which is integrated with WHS Management (Safety and Environmental Management) throughout our company.

This handbook is designed to assist in on-the-job training and a copy will be provided to each site we clean, so every staff member can use it as a training aid and reference resource.

The various sessions have been designed to ensure **TH BUILDING MAINTENANCE SERVICES PTY LTD's** ongoing compliance with Quality Management Systems and are based closely on the National Competency Based Standards for Contract Cleaning. These sessions, in particular, are aimed at the basic requirements for cleaning staff and new recruits. Integral to each session are the occupational, safety and welfare requirements for each cleaning task.

Please ensure that you take the time to read through each session regularly and if you have any questions contact **MANAGING DIRECTOR**.

TH BUILDING MAINTENANCE SERVICES PTY LTD is continuously improving the way we undertake every task to ensure our customers receive the best quality and most cost efficient cleaning service while striving to make cleaning safer and easier for our staff. This cleaner's manual is commended to you and I am confident that it will provide a valuable resource for all TH BUILDING MAINTENANCE SERVICES PTY LTD staff.



WHS SAFETY POLICY & OBJECTIVE

The objectives of this WHS Safety Management System are:

- (i) to identify hazards in the workplace and to develop appropriate work methods and procedures to ensure safe performance of all activities;
- (ii) to prevent the occurrence of accidents resulting in injury and to reduce the severity of workplace injuries; and
- (iii) to pro-actively improve the safety management system.

TH BUILDING MAINTENANCE SERVICES PTY LTD will ensure compliance with all statutory legislation, and actively promote safe work practices among all employees, who will give a positive commitment to the Health and Safety Program.

GENERAL POLICY

TH BUILDING MAINTENANCE SERVICES PTY LTD'S Policy in the area of occupational health, safety and welfare is to provide a safe and healthy place to work for all staff, contractors and members of the public. •

The Success of our Health and Safety management is dependent on:

1. Pro – active planning of all work activities with due consideration given to implementing Occupational Health and Safety (WHS) controls that are suitable to each given situation.
2. Understanding the total work process and associated WHS risks.
3. Ensuring the work team is totally committed to achieving WHS risks.
4. Ensuring that open and honest communication exists between management and all employees.

Director Name: Hashmi Gulam

Signature:

Date:

ROLES AND RESPONSIBILITIES

The policy of **TH BUILDING MAINTENANCE SERVICES PTY LTD** is to have a safe and productive workplace. All employees have a responsibility to ensure that all work practices within their area of control are carried out safely and efficiently. The “duty of care” responsibility of employers under common law is reinforced by WHS legislation.

As an **employer**, the company shall ensure that employees and others in the workplace are not exposed to risks to their health or safety while they are at work.



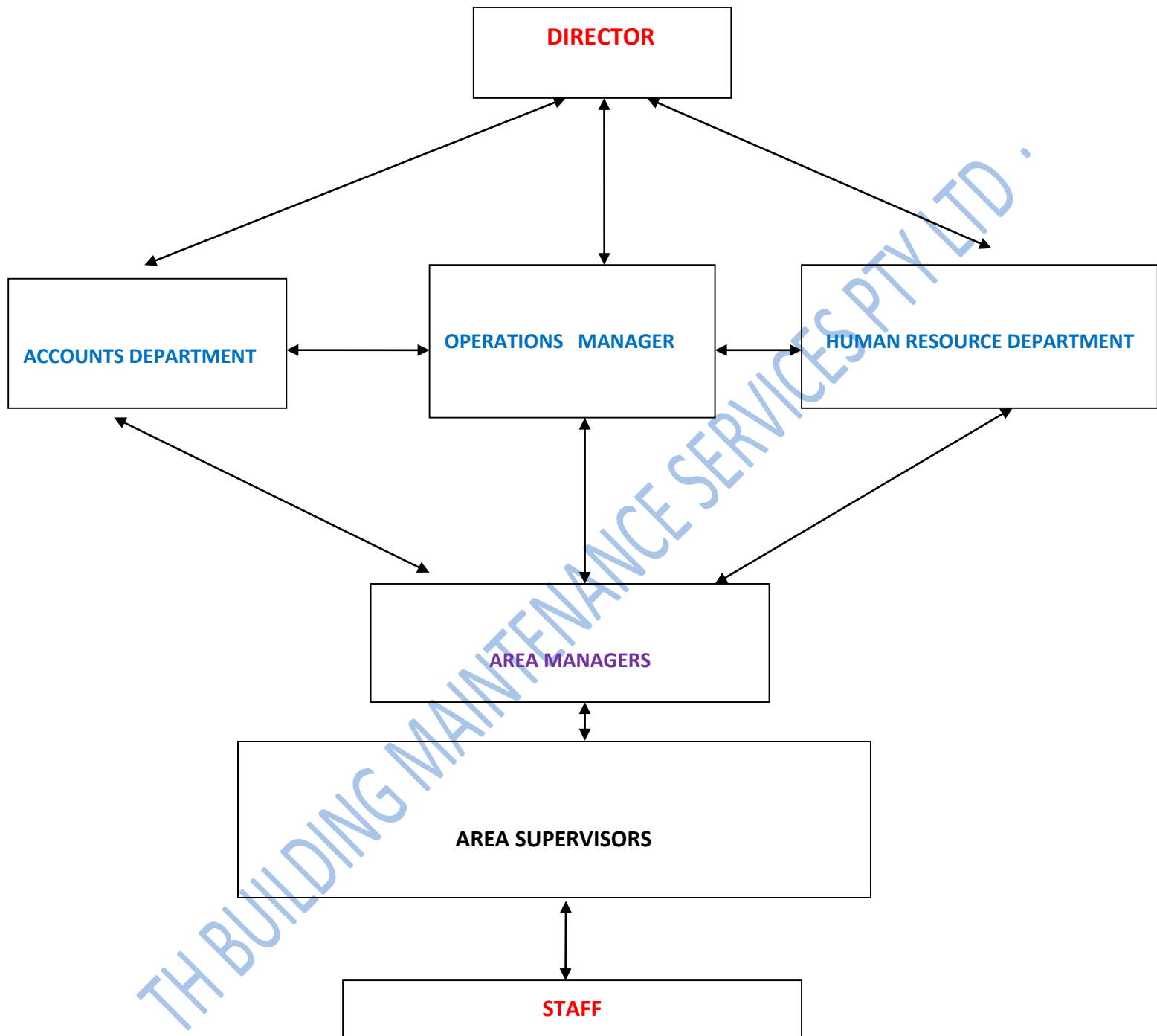
Senior management accepts overall responsibility for health and safety at work and the implementation of the safety policy developed and agreed with employees. The major responsibility of management is to establish and implement a comprehensive health, safety and rehabilitation program developed and agreed with the employees ensuring that supervisory staff and employees are adequately equipped to carry out their responsibilities. Management shall provide equipment that is properly maintained and meets the requirements of legislation, regulations and codes of practice.

Supervisors have under their direct control the majority of personnel and play a key role in the employee health and safety program. It is therefore an important part of their duty to take the initiative in maintaining safe working conditions, eliminating unsafe practices and ensuring that all personnel are involved in the identification of all reasonably foreseeable hazards and subsequent work methods.

Employees, while at work are to take reasonable care for the health and safety of persons at the workplace and who may be affected by the employee's acts or omissions at work.

Further, they are responsible to observe safety rules and regulations, to wear safety equipment when required and to maintain safe conduct in the performance of their work.

ORGANISATION CHART



HAZARD IDENTIFICATION AND RISK ASSESSMENT

HAZARD IDENTIFICATION

This involves a systematic program to identify and document all actual and potential hazards in the workplace. A hazard is any activity or item with the potential to cause injury or illness. All hazards to health and safety associated with workplace activities must be identified.

Methods of identification include:

- (i) observation of all activities on worksite
- (ii) consultation with the employees who carry out the activities
- (iii) review of accident and injury reports and statistics

RISK ASSESSMENT

This involves a program to determine how likely it is that particular hazards will cause injury or illness, and the consequence (outcome of injury) from the hazard, with the use of numbers. The numbers are used to work out which hazard needs to be fixed first i.e. the system helps to define priorities.

CONTROL MEASURES

This involves taking action to reduce or eliminate risks associated with activities in the workplace.

This may be attained by:

- (i) Eliminating the risk by removing the hazardous activity;
- (ii) Modifying the activity to make it safer or isolating the activity thereby reducing the risk to all (e.g. by screening) Adopting safer work practices and providing personal protective equipment so as to minimize exposure to risk.

RISK ASSESMENT

IDENTIFICATION OF RISKS	
POTENTIAL CLASS 1 (Death or Permanent Disability)	PREVENTATIVE ACTION
a. Fall from height above 2 m i. Work platforms ii. Edge of building iii. Shafts iv. Conditioner Housing	Assembled in accordance with authorities requirements. Cleaners rails checked by authorized person before use. Safety harness/screens Use appropriate work platforms safety equipment
b. Hit by falling objects	Hard hats, screens/protection, Barriers /communication (2 way radios etc.)
c. Crushed by moving load or heavy equipment	Supervised by appropriately trained persons. Follow procedures – keep clear until load is not suspended - common sense.
d. Fire/Explosion	Secure flammables properly. Follow cutting, heating welding procedures, proper care and use of oxy/acetylene, hoses, gauges, bottles, flame arresters.
e. Electrocution	Use only earth leakage protected supply. Tools and appliances checked and tagged monthly.
f. Material blown off building by wind.	Secure stacked material.
2. POTENTIAL CLASS 2 (Serious Injury/Lost Time)	PREVENTATIVE ACTION
a. Fall from work platform	Site Manager to ensure work platforms are to authority's requirement. Site Supervisor to inspect and sign off check sheet after each relocation. Use equipment supplied correctly. Follow procedure and common sense.

b. Back or muscle injury caused by incorrect lifting technique or too heavy load.	Do not attempt to lift heavy objects - use pallet trolley or suitable equipment. Correct posture - back straight.
c. Flying objects – eg: Damaged cutting discs in grinders and drop saws.	Ensure cleaners are fitted and operated correctly. Use eye protection.
d. Eye injury by metal offcuts, drill swarf, grinding debris.	Use proper eye protection - goggles, shields, safety glasses.
e. Crushed fingers and toes when caught between load and structure.	Supervision by appropriately trained persons. Ensure load is stable before moving - use appropriate equipment - eg pallet trolleys, be alert - use common sense.
f. Falling object.	Ensure overhangs are not excessive, lifting equipment is not damaged or overloaded. Secure where necessary - if in doubt ask the Site Supervisor or Site Manager.
g. Burns - especially ends of pipe after oxy/acetylene cutting.	Use of gloves and clear sufficient area to work safely.
h. Serious cuts.	Protect sharp edges, use gloves and secure grip, communicate but have only one person giving directions where several are involved in operation.
3. POTENTIAL CLASS 3 (Minor Injury resulting in no lost time)	PREVENTATIVE ACTION
a. Foreign body in eye.	Use appropriate eye protection.
b. Minor cuts and abrasions.	Use gloves. Keep work area clear.
c. Respiratory problems.	Avoid inhaling fumes and vapours. Use appropriate protection.

d. Minor head/neck injuries eg. standing up under low obstacles.	Be alert, wear hard hat, and provide hazard signs where appropriate.
e. Falling over debris and material	Keep work area clear and tidy, clean up each day.

TRAINING & INDUCTION

To ensure the proper implementation of the WHS program, all employees must be involved in and committed to the principles of safety training and awareness.

All employees will undertake an induction program on the company's activities.

Site specific inductions are mandatory for all workers (including subcontractors) prior to commencing work on site to reinforce the objectives of the WHS Site Safety Management Plan.

The induction of all employees and subcontractors is recorded on the Employee Safety Induction Form, listing all topics covered and to be signed off by each attendee.

TRAINING, PROCEDURES AND/OR DOCUMENTATION RECEIVED					
Training record for (Name in Full):				Signature:	
DATE	TRAINING, PROCEDURES & DOCUMENTATION RECEIVED	TRAINER NAME IN FULL	SIGNATURE	TRAINEE NAME IN FULL	SIGNATURE

COMMENTS					

WORKERS COMPENSATION AND REHABILITATION

Procedure: TH Building Maintenance Services Pty Ltd will provide workers compensation insurance for all employees and other persons deemed to be employees under the workers compensation act 1987.

The trade and occupation of each employee on site and their salaries will be recorded and a record of insurance will be provided on FORM 006 together with an attached current copy of the policy details issued by the insurer.

If the basic tariff premium is greater than \$50000, a return to work coordinator will be appointed and for those that are \$50000 under, they need to have someone appointed as a workplace contact.

Assessment: Where contractors are engaged to carry out work their ability to be considered an employee/s under the Workers Compensation Act 1987 will be assessed.

WORKERS COMPENSATION

Subcontractor Name	TH BUILDING MAINTENANCE SERVICES PTY LTD
Person responsible for Processing Claims:	HASHMI GULAM Phone No: 02 9746 2152 24/7 Emergency: 1300 797 844

Name of Insurer:

ALLIANZ AUSTRALIA WORKERS COMPENSATION (NSW)

LIMIT _____

ED

GPO BOX 5429 _____

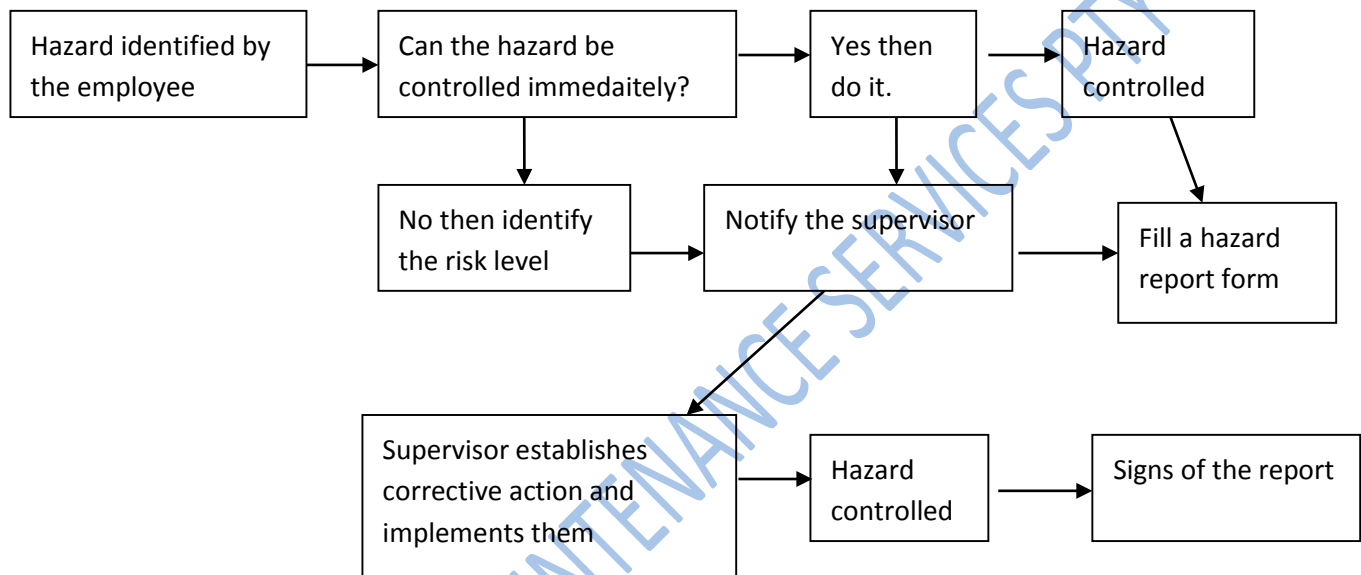
SYDNEY
_____Phone No: 1300 130 664Policy No: MWN 7600045 033 09Expiry Date: 31/07/2015**A COPY OF CURRENT WORKERS COMPENSATION POLICY MUST BE ATTACHED****REHABILITATION**Name of Rehabilitation

Coordinator:

Phone No: _____ Mobile No: _____

Corrective Actions: The hazard report will be signed by the inspection team leader and presented to the site supervisor if he/she is not a part of the team, and the supervisor would be signing of the form and follow up the necessary corrective actions needed to eradicate the hazard.

HAZARD REPORTING PROCEUDRES AND RESPONSIBILITY



HAZARD REPORT FORM

Section A: Employee Details

Work Location:

Date:

Employee Name:

Signature:

Section B: Hazard Details

Description of
HazardLocation of
Hazard:Risk Rating
(circle rating)

Critical

Major

Minor

Section C: Corrective Action

Employee is to hand this Hazard Report to Supervisor.

Supervisor will provide employee with Corrective Action Form (Form # 18b).

Employee is to complete Section B of Corrective Action Form.

Supervisor is to complete Section C of Corrective Action Form.

Employee will be advised of Corrective Action taken via Corrective Action Form.



ELECTRICAL

Procedure: TH Building Maintenance Services Pty Ltd will ensure that the use of electrical wiring, portable tools and extension leads will be in accordance with code of practice Electrical practices for construction work and Australian Standard AS – 3000, wiring rules.

All electrical equipments to be brought onsite will be listed in the electrical equipment register form. The register will be completed prior the commencement of the works and maintained for the duration of the works onsite.

Inspection and Tagging: All electrical leads, portable power tools, junctions' boxes and earth leakage devices will be tested, inspected by a suitable qualified person and labeled with a tag of current date before being brought onsite. If this is not possible then the principal contractor will be advised immediately and assistance requested in order to comply with the requirements of the code of practice electrical practices for construction work. A record of the currency of all electrical equipment will be recorded on form.

Selection and Use:

- Whilst onsite any electrical equipment found without a tag of current date issued by a suitably qualified person will not be used.
- Where an electrical item is located without a current inspection and test tag proof of the electrical items currency of inspection and test will be provided or the item removed from the site immediately.
- When used on a construction site all electrical equipment will be connected to an earth leakage protection device at all times and where practicable all electrical leads would be kept off the ground on insulated hangers or on insulated lead stands.
- Extension leads would not be joined and all plugs, sockets would be non-wirable or transparent.
- Electrical equipment will not be placed on, or near, wet areas unless the equipment is designed for the specific purpose, e.g. pump.

ELECTRICAL EQUIPMENT LOG

Equipment Type

Equipment Number

Serial Number

Model Number

Date Inspected	Date of Next Inspection	Tag No.	Name of Electrician or Accredited Person	Licence No.	Signature

Comments

I of declare that all electrical tools and leads mentioned above will be the only tools used byon this project.

HAZARDOUS SUBSTANCES

Procedure: Prior to hazardous substances being used on a project **TH BUILDING MAINTENANCE SERVICES PTY LTD** will submit a Material Safety Data Sheet (MSDS) to the Principal Contractor for approval. No substances will be brought on site without approval of the current MSDS by the Principal Contractor. All substances to be brought on site will be listed in WHSR025 Hazardous Substances Register (Section 8).

Selection: **TH BUILDING MAINTENANCE SERVICES PTY LTD** will consider the following when selecting hazardous substances:

- Flammability and explosivity;
- Toxicity (short and long term);
- Carcinogenic classification if relevant;
- Chemical action and instability;
- Corrosive properties;
- Extent of PPE required;
- Environmental hazards;
- Storage requirements.

Storage

- All storage and use of hazardous substances will be in accordance with the MSDS.
- All hazardous substances will be stored in their original containers with the label intact at all times and hazardous substances of any quantity will not be stored in crib rooms, container sheds or offices.

Use

- Where practicable the material with the lowest possible hazard capability that meets the technical requirements for the job will be used. Refer to Work Cover and National Occupational Health and Safety Commission (NOHSC) Publications for advice. See in particular: *List of Designated Hazardous Substances (NOHSC: 10005/1999)*.

- Advice on a substance may be obtained from a chemical database, e.g Chemwatch.
- Prior to using the hazardous substance all workers involved in its use will be provided with adequate information and training to allow safe completion of the required task.
Confirmation of this training will be provided by a “sign off” on the appropriate WHS018 Management Meeting

HAZARDOUS SUBSTANCES REGISTER

SITE: DATE:.....

Substance Name	Location	Current MSDS Yes/No	Is Substance Hazardous? Yes/No	Is Container Labeled? Yes/No	Uses of Substance	Actions Required

Comments						
Legend MSDS: Material Safety Data Sheet – Obtained from Supplier						

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Procedure: Each TH Building Maintenance Pty Ltd employee is issued with a PPE kit which consists of all the PPE gear required for that specific site operating procedures, and a record of the issues would be logged in the PPE register.

Assessment: During the control measures for Safe Work Method Statement the Best to Worst guide to controls outlined in the SWMS will be used to help minimize reliance on PPE.

Use: TH Building Maintenance Services Pty Ltd will ensure all items of PPE are manufactured used and maintained in accordance with the relevant Australian Standard. All the employees would be trained and instructed in the correct use of each PPE item prior to use.

PERSONAL PROTECTIVE EQUIPMENT

Equipment issued to (Name):					
Type of Equipment	Date Issued	Signature	Date Returned	Signature	Equipment returned in acceptable condition
Safety Footwear					<input type="checkbox"/> YES <input type="checkbox"/> NO
Eye Protection					<input type="checkbox"/> YES <input type="checkbox"/> NO

Respiration Equipment					<input type="checkbox"/> YES <input type="checkbox"/> NO
Hand Protection					<input type="checkbox"/> YES <input type="checkbox"/> NO
Ear Protection					<input type="checkbox"/> YES <input type="checkbox"/> NO
Overalls					<input type="checkbox"/> YES <input type="checkbox"/> NO
Illuminating Safety Vest					<input type="checkbox"/> YES <input type="checkbox"/> NO
IMPORTANT NOTICE: Should any of your 'Personal Protective Equipment' be lost or damaged, you must report it immediately to your Supervisor					

TRAINING

This element is about establishing procedures and allocating resources to identify and provide for the training needs on construction projects.

- The Manager shall be responsible for establishing and maintaining a procedure to ensure the training needs of all personnel are identified and implemented. This shall ensure that all personnel are capable of performing their work and successfully completing their duties in relation to the Company's WHS System.
- **The Manager shall be responsible for the following:-**
- Identifying the training needs of all personnel in regards to WHS

- Maintaining ongoing training and training records for all personnel where required.
- Designate an approved trainer to present training courses (Work Cover accredited trainer for the presentation of WHS induction training – Mel Crook & Associates Pty Ltd).
- **Establish, maintain and review an individual personnel training file for all employees which shall include the following:-**
 - Employee's name, address, phone and position with the Company, Section 6 – WHSR001 Personal Details Register (put into Staff training & personnel records)
 - Qualifications and training courses completed, including photocopies of licenses and certificates of competencies held by the employee shall be placed in the Staff training and personnel records

Section 6 – WHSR001 Personal Details Register, WHSR003 Safety Induction Register, WHSR004.0 Employee Skills and Competencies Record (put into Staff Training file)

TRAINING LOG

RECORD DETAILS OF EMPLOYEES:				
<i>Date</i>	COMPANY NAME	Attendee's Name	Signature	Certificate no.

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FIRST-AID

First-Aid kits

By law, first-aid kits must be readily available on all building sites. A type "A" kit is required if there are more than 25 workers on the site; a type "B" is required when there are fewer than 25 workers. Kits are available from pharmacies or your employer association. Or check under "First-Aid Supplies and Instruction" in the Yellow Pages telephone directory.

The minimum contents of "A" and "B" type first-aid kits conform to the specification of the *First-Aid Regulation of the Occupational Health & Safety Regulation 2001, Occupational Health & Safety Act 2000 No. 40, Workplace Injury Management and Workers Compensation Act 1998 No. 86*.

First-Aid rooms

First-aid rooms are required on construction sites on which 100 or more people work. The specific requirements for first-aid rooms are set out in the *First-Aid Regulation*.

See also the WorkCover publication *Providing First Aid at Work*.

What to do in the event of serious injury

1. Don't panic. Stop what you are doing; think and act.
2. Ensure the victim is in no immediate danger and make him comfortable.
3. Stop excessive bleeding.
4. If you think an ambulance is needed, phone for one immediately, stating clearly:
 - the location of the emergency;
 - what has happened;
 - what is being done;

- who is calling;
- ask what should you do before the ambulance arrives.

ACCIDENT / NEAR MISS FORM

DATE OF ACCIDENT OR NEAR-MISS:

TIME:

DESCRIPTION

Where in the workplace did the accident or near-miss happen?

.....

Who was involved in the accident or near-miss?

Name: **Employer:**

.....

What happened unexpectedly?

.....

Was anyone injured?

What treatment was given?

.....

WITNESSES

Who saw or witnessed the accident or near-miss?

Name: Position:

.....

TH BUILDING MAINTENANCE SERVICES PTY LTD



CAUSE

What was the cause of the accident or near-miss?

.....

.....

.....

CORRECTIVE ACTION

What corrective action has been taken? (include any training)

.....

.....

.....

INVESTIGATOR

Name: Position:

Signature: Date:

COMMENTS

JOB SAFETY ANALYSIS

PROJECT:		
JOB:	Cleaning Service	
PROCEDURE	POSSIBLE HAZARD	SAFETY CONTROL
1. Prior to the commencement of shift check Safety vest, dust mask, goggles, safety cap and gloves.	Risk of cleaning the building with the inappropriate safety gear.	Check all equipment and notify reception or supervisor of any faulty gear or missing gear.

2. Signing in at the reception area prior to the commencement of shift and at the end.	If cleaning personnel do not contact the reception, the head office has no way of knowing if cleaners are on site and have arrived safely.	All cleaners are required to contact the security/concierge.
3. Cleaning of site including equipment room, internal and external areas, fire stairs, roof area, swimming pool.	In cleaning dark areas, cleaner may injure themselves due to cleaning in the dark areas or the areas with insufficient lighting.	All cleaning personnel are required to carry a torch while stepping in the dark areas and should not proceed cleaning until the sufficient lighting is in place.
4. While stepping in the fire stairs and	Unable to see in dark,	Do not enter and contact & notify
equipment rooms check for lights to be working prior to entry.	even with torch	management and supervisor.
5. Wearing cleaning goggles while dusting and cleaning.	Cleaning Personnel may injure his eyes with thick dust and sharp metal particles.	All cleaners are to wear safety goggles while cleaning cob-webs and dusting doors, fire stairs, and while cleaning the walls for dust.
6. Cleaning Personnel are not to handle any plant equipments	May cause harm to themselves if unsure how to handle and use the equipment.	Do not handle equipment and contact management/supervisor and all faults to be reported back to the reception.

7. Check for any hazards during the cleaning.	Possible injury to workers and other persons on site.	By notifying any hazards to management, cleaning personnel's are assisting with the efficient running of the building.
8. Assist in the maintenance of WHS in the workplace.	If staff is unaware of WHS policies and procedures, they are unable to identify hazards and assist with the safe running of the building.	All staff prior to the commencement of employment is inducted on WHS policies and procedures and on site training is provided.
9. Placing appropriate signage while cleaning pool areas and toilets.	Residents may injure themselves by slip or trip if they are not aware of cleaning is under processing.	Cleaning personnel's are to place Cleaning under process signage before conducting any cleaning.

10. During carpark cleaning always walk against traffic flow.	To prevent from being hit by any traffic, if cleaner is walking with traffic flow that are more likely not to be seen and injured.	All cleaning Personnel's are to carry a torch to draw attention and are instructed to wear night visible vest and walk against traffic flow.
11. Do not stay Or Sleep in the pool area / plant rooms during break time for more than 15mins.	To prevent from inhaling toxic dust and substances.	All cleaners are advised not to use plant rooms, pool area, compactor rooms or any dangerous areas for taking break or relaxing during any time of their shift.
12. Use wet floor signs at appropriate times and also ensure that residents around in that area are to be informed.	If the wet floor sign is not kept in place the area is free for peoples to injure themselves.	Place wet floor signs at appropriate times.
13. Removal or picking up of rubbish onsite, using gloves.	If rubbish (syringes, oil tins and etc.)Is picked up without using gloves, cleaners may suffer from contagious diseases. Use sharp items disposal jar.	To provide a clean and safe working environment.

14. Wearing safety boots while at work.	Possibility of dropping bins or dangerous chemicals on the foot.	Cleaners are to wear safety boots at all times; working without safety boots is unsafe.
15. Using Ladder	Possibility of falling off from the ladder while working on it.	Cleaners are to be careful while working on the ladder; get somebody for supervision while climbing places higher than 1.5m.
16. Lifting chemical drums and any heavy items.	Possibility of injuring back while lifting heavy objects.	Cleaners are to be advised not to lift any objects more than 20kg and when required to lift any heavy items i.e. under 20kgs, use Safe Lifting Technique, if not sure call for help or assistance
	Personal Duties & Responsibilities	Training required to complete work
	Aiding management with any issues regarding the complex's WHS procedures.	Training is conducted by supervisor and senior cleaner on site.
	Report incidents	
	Report cleaning activities	

	Report any malfunctions and occurrences to the reception area and to proper authorities.	
SIGNED BY CLEANER ON SITE	PRINT NAME AND DATE	SIGN AND DATE

CLEANING METHODOLOGY

Methods for daily cleaning

- All junk mail removed from letter boxes and disposed off.
- Ramps and stairs in all entries internally, will be swept with broom and dust pan. Petrol powered vacuum will be used externally.
- Toilet floors will be swept of any debris, disinfect floor, mop and application of deodorizer.
- Window cleaner will be applied to mirrors in toilet and wiped down with chamois.
- Basin in toilet will be disinfected with bleach and scrubbed down.
- Toilets will be disinfected, scrubbed of any marks and wiped down thoroughly all over.
- Walls, doors, door handles and light switches in toilets will be cleaned with disinfectant spray and wiped down completely.
- Toilet bins will be emptied, disinfected and replaced with a new rubbish bag.
- Soap, toilet paper and hand towels will be replaced as required.

-
- All bins will be rotated and any rubbish on floors in bin bay will be placed in bins.
 - A through inspection for litter will be checked in car park, pool area and perimeter of grounds.
 - Ties outside of lift areas in car park will be swept and mopped with disinfectant.
 - Chairs in pool area will be disinfected with spray and wiped down with damp cloth.

TH BUILDING MAINTENANCE SERVICES PTY LTD

Methods for twice weekly and weekly cleans

- Carpeted areas will be checked for stains and spills. Carpet cleaning spray will be applied to affected area and scrubbed off with cloth.
- Mirrors in lift and common areas will be cleaned window cleaner and dried with a chamois.
- Stainless steel polish will be applied to all lift doors and stainless steel areas in lift, wiped down with cloth in circular motion leaving the stainless area shiny.
- All buttons, walls and rails in lifts will be sprayed with disinfectant and wiped down completely.
- All walls around lift area will be disinfected with spray and wiped down with cloth and all carpet areas including lifts will be vacuumed with industrial vacuum.
- All tiled areas will be moped with disinfected water and deodorized with air freshener.
- All glass windows and doors in common areas including pool area will be cleaned with soapy water (window cleaner) and squeegee cleaned streak free.
- Light switches, walls and doors in main entry will be sprayed with disinfectant and wiped down completely.
- All dusting in entries will be dusted with feather duster or micro fiber cloth. High reach areas will be dusted with extension pole.
- Cobwebs will be removed with cobweb removal brush, hand rails in and around complex will be disinfected and wiped down completely.
- Perimeter of grounds and stairs will be swept with petrol vacuum and blower and fire stairs will be swept with dust bin.
- Car wash bay will be cleaned with high pressure water and letter boxes will be cleaned with wet cloth and dried.
- Garage doors in car park will be disinfected with spray and wiped down with cloth.
- Bin bay floor will be cleared to be disinfected and hosed down with high pressure water and once the bins are empty they will be disinfected and hosed out with high pressure water and stored in bin bay.

Daily spot clean

- Mopping and deodorize tiles in main entries/lobbies.
- Vacuum carpet in main entries.
- Clean windows inside and out entries.
- Mirrors in common areas
- Polish lift doors
- Remove junk mails
- Sweep ramp and stairs
- Spot clean carpets
- Window clean mirrors in lifts
- Replenish soap, toilet paper and hand towels.
- Clean glass windows inside and out up to 2.1 meters high
- Disinfect and wash floors in bin rooms
- Removal of cobwebs
- Pickup rubbish in car parks
- Clean and disinfect walls around lift area
- Pick up rubbish in pool area
- Clean all spills in pool area
- Sweep perimeter of grounds and stairs

- Clean all hand railings
- Clean podium levels and amenities Sweep fire stairs

S W M S

SAFE WORK METHOD STATEMENT

To Be Attached

TH BUILDING MAINTENANCE SERVICES PTY LTD.