



# **GENERAL FACILITIES MANAGEMENT POLICIES AND PROCEDURES MANUAL**

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# I. INTRODUCTION

## Purpose and Scope

The City of Delta's General Facilities Management Policy and Procedure (P&P) Manual is a comprehensive guide for the effective management and maintenance of public buildings and infrastructure in the municipality. This manual outlines the purpose, scope, and core principles of the City's facilities management program so that a consistent and standardized approach across all departments is followed.

Additionally, the manual serves as a framework for complying with relevant federal, provincial, and municipal regulations. These regulations cover building safety, accessibility, and environmental sustainability. The manual is created with the aim of facilitating communication and collaboration between staff, department occupants, and external service providers.

### Purpose

The primary purpose of this manual is to

[REDACTED]

### Scope

The P&P included in this manual applies to the management of all facilities, amenities, and parks owned and leased by the City of Delta, including administrative buildings, community and leisure centers, recreation facilities (wellness parks, pools), libraries, halls, arenas, and other standalone facilities. General management functions that

[REDACTED]

By adhering to sound principles and practices, the City of Delta can achieve a high standard of facilities management.

## Reference to City of Delta Policies and Procedures

The City of Delta's General Facilities Management Program operates within the framework established by the City of Delta's overall policies and procedures. This ensures operations and practices are consistent with the city's broader goals and commitments.

This manual outlines procedures for [REDACTED]

The manual outlines the policies and procedures that ensure city facilities are well-maintained, clean, and accessible to all members of the community. This includes adherence to [REDACTED]

The city also remains committed to the principles of environmental sustainability through [REDACTED]

By aligning with the City of Delta's overall policies and procedures, our facilities management practices contribute to the city's broader goals of employee and public well-being, overall accountability, fiscal responsibility, and environmental sustainability.

## Importance of Facilities Management

An effective facilities management program is essential for a healthy and productive work environment for employees and provides a welcoming experience for the public. Following correct procedures will ensure that public buildings and infrastructure remain safe, efficient, sustainable, and more cost-effective to manage.

By regularly inspecting and servicing building systems (electrical, HVAC, plumbing, roofs, etc.) through proactive maintenance, we can identify and address minor issues in a timely manner.

A well-maintained facility prioritizes both the safety and comfort of its occupants. Regular maintenance ensures critical systems like fire safety equipment, elevators, and ventilation function properly. Facilities management is important for effectively addressing accessibility concerns and creating an inclusive environment for all.

Well-managed buildings significantly contribute to the smooth operation of city services. Facilities management ensures that heating, cooling, lighting, and mechanical systems operate at optimal levels, reducing downtime and ensuring uninterrupted service delivery. Through facilities management, we can spot opportunities for the optimization of operations and services and enable departments to function better within their allocated areas.

A proactive facilities management program focused on preventive maintenance is more cost-effective than doing repairs. Catching problems early minimizes the need for emergency services and disruptions in services. Ideally, facilities management can identify areas for energy and water conservation, also leading to significant cost savings on utilities.

The municipality's buildings and infrastructure reflect our values and commitment to the community. Well-maintained facilities contribute to a positive impression of the municipality and its services and contribute to public satisfaction. By implementing comprehensive facilities management policies and procedures, the City of Delta can ensure its buildings and infrastructure remain safe and reliable, and meet the evolving needs of the community.

## **Maintaining High Cleaning Standards**

Maintaining high cleaning standards in public facilities is more than a matter of aesthetics. High cleaning standards contribute to a healthier, safer, and more productive environment for everyone who uses the facilities. For example, high cleaning standards significantly reduce the spread of germs and bacteria, as well as dust, allergens, and other airborne contaminants, and help maintain good indoor air quality contributing to a healthier and more comfortable environment for all.

High cleaning standards can be achieved through preventative maintenance of all functional components of facilities. Regular cleaning helps prevent dirt and grime buildup from damaging surfaces, fixtures, and equipment and preserves the aesthetics and functionality of city facilities. Spills and messes addressed promptly minimize the risk of permanent stains or corrosion, while properly functioning ventilation systems also improve energy efficiency by ensuring optimal building temperature control.

Proactive cleaning also goes a long way in preventing unforeseen costs and parts replacements or extensive renovations down the line. The proactive approach extends the lifespan of city assets, reducing long-term maintenance costs.

Furthermore, the city's buildings reflect its commitment to the community. Clean and well-maintained facilities are more welcoming, and high cleaning standards demonstrate the city's dedication to providing a positive experience for residents, employees, and visitors.

Slippery floors, cluttered walkways, and poorly lit areas can pose safety hazards. Maintaining high cleaning standards ensures floors are free of spills and debris, walkways

are clear of obstructions, and proper lighting is maintained. This minimizes the risk of accidents and reduces liability.

The city maintains high standards by prioritizing the use of eco-friendly products and cleaning techniques. Using biodegradable cleaning solutions and minimizing water waste during cleaning contributes to a more sustainable city operation. In turn, employing high standards helps promote positive behaviours, so that everyone treats all facilities responsibly.

High cleaning standards ensure emergency exits are clear and readily accessible, reducing potential hazards in the event of an evacuation and allowing for a more efficient response during emergencies.

## II. RESPONSIBILITIES

### A. Facilities Management Department

#### Overall Management and Supervision

The Facilities Management Department plays a critical role in ensuring city public buildings and infrastructure function smoothly and efficiently. The department's responsibilities include

The Department:

- Takes a proactive approach in developing

- Follows measurable goals and

- Is responsible for developing and managing the

- Monitors

- Plays a crucial role in developing and

[REDACTED]

[REDACTED]

[REDACTED] is responsible for the supervision and development [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### **Development and Implementation of Programs**

The facilities management department plays a vital role in ensuring the smooth operation and long-term viability of the city's public facilities and infrastructure. This is achieved through [REDACTED]

[REDACTED]

Preventive maintenance is one of the main elements of a successful facility management strategy. The department takes a proactive approach by [REDACTED]

[REDACTED]

[REDACTED]

The department is responsible for coordinating all preventive maintenance tasks, [REDACTED]

[REDACTED]

A methodical facilities management program and strict standards for cleanliness and sanitation guide the procedures for [REDACTED]

[REDACTED]

Procedures are developed and implemented [REDACTED]

[REDACTED]



A comprehensive energy management program is also in place to reduce energy consumption in city buildings. [REDACTED]

### *Emergency Preparedness*

The department plays a crucial role in developing a comprehensive emergency preparedness program for city facilities, [REDACTED]

Regular safety inspections are coordinated by the department, including [REDACTED]

The Department plays a critical role in ensuring city buildings remain safe and functional, and meet the needs of the community. [REDACTED]

### *Inspections*

The department conducts regular inspections of public buildings to identify potential problems, assess maintenance needs, [REDACTED]

Beyond routine inspections, the department coordinates with specialists for specific building assessments when needed, [REDACTED]

A comprehensive database of inspection results, [REDACTED]

Based on building assessments and industry best practices, established preventive maintenance schedules for all public buildings are followed. [REDACTED]

[REDACTED]

The department implements the established preventive maintenance schedules [REDACTED]

[REDACTED]

Accurate records and documentation of all preventive maintenance activities performed on public buildings are well maintained and standardized, [REDACTED]

[REDACTED]

### *Repairs and Renovations*

By conducting thorough inspections and building systems failures via occupant requests, the department identifies the need for repairs within public facilities. [REDACTED]

[REDACTED]

Once repair needs are identified, the department develops project plans and budgets by estimating the scope of work, material costs, and labour requirements. [REDACTED]

[REDACTED]

Depending on the complexity of the necessary building repairs, the department may use in-house staff or hire qualified contractors [REDACTED]

[REDACTED]

Clear protocols are also followed when responding to building emergencies, [REDACTED]

[REDACTED]

Following an emergency event, the damage to the public building is assessed, [REDACTED]

[REDACTED]

During emergency repairs, the safety and security of staff, occupants [REDACTED]

[REDACTED]

## Procurement of Supplies and Equipment

To ensure public buildings and infrastructure operate efficiently, it is important for the department to procure cost-effective supplies and equipment needed for daily operations and maintenance activities.

This requires ongoing communication with department representatives to understand their specific requirements

Once needs are identified, strategic purchasing plans are developed, such as the optimal quantity of supplies and equipment to order, considering factors like usage rates, delivery, and total costs.

A database of qualified suppliers is maintained for various categories of supplies and equipment.

When a specific procurement need arises, the potential suppliers are evaluated

Following supplier selection, the department then issues official purchase orders outlining the specific items, quantities, prices, and delivery timelines.

A centralized system for tracking purchase orders and deliveries is maintained to ensure timely receipt of supplies and equipment

The department keeps optimal stock levels for regularly used supplies and frequently needed replacement parts to minimize storage costs

Effective inventory control measures are also applied to

The procurement of environmentally friendly supplies and equipment is prioritized, when possible, namely seeking out products made from recycled materials, utilizing biodegradable cleaning solutions, and searching for energy-efficient equipment options.

[REDACTED]

With the focus on

[REDACTED]

### **Quality Control and Performance Monitoring**

The facilities management department proactively identifies and mitigates risks and liability associated with facility operations and maintenance.

[REDACTED]

[REDACTED]

Clear and measurable quality standards are established for all aspects of facilities management.

[REDACTED]

The department conducts regular inspections to assess compliance with established quality standards.

[REDACTED]

Regular reports are prepared to summarize quality control findings and performance metrics and to identify areas for improvement,

[REDACTED]

[REDACTED]

By implementing effective quality control and performance monitoring practices, [REDACTED]

[REDACTED]

### *Regulatory Compliance*

To ensure all public buildings comply with relevant building codes and accessibility standards [REDACTED]

[REDACTED]

The department plays a key role in facilitating public building renovations that enhance accessibility for all, [REDACTED]

[REDACTED]

[REDACTED]

### **Communication and Reporting**

Effective communication and reporting are crucial aspects of the success of operations, promoting transparency, collaboration, and informed decision-making across the municipality. [REDACTED]

[REDACTED]

The department ensures accessibility through open communication channels, encouraging feedback and inquiries from staff, occupants, and the public. [REDACTED]

[REDACTED]

Open communication channels are maintained with all facilities management staff

Clear guidelines for internal reporting are established for all aspects of facilities management

The department reports on key performance indicators related to facilities management and presents data on maintenance costs

Aligned with the city's commitment to transparency

## C. Recreation Facilities Staff

Recreation staff are on the front lines of daily operations and are well-positioned to identify potential maintenance issues, such as spotting leaky faucets, spills, stains, damaged flooring, etc.

Staff also play a role in ensuring the safety of facility users by checking for safety hazards like broken glass or improperly placed equipment.

A clean and inviting facility also enhances the overall user experience.

### Daily Cleaning and Maintenance Duties

Recreation facilities are important spaces for communities to exercise, socialize, and participate in leisure activities.

Facility staff perform routine cleaning tasks throughout the facility daily.

The staff are trained and prepared to address accidents promptly.

Staff conduct visual inspections of equipment to identify any damage or malfunction and report any identified issues to maintenance personnel for prompt repair or replacement.

Routine cleaning and upkeep of equipment

Staff sweeps and mop floors throughout the facility regularly, removing dust, dirt, and debris from furniture, windowsills, blinds, light fixtures, ceilings, and other surfaces.

Regular cleaning and maintenance extend the lifespan of equipment and infrastructure within the recreation facility

### **Reporting Maintenance Issues**

Maintaining public facilities in top condition requires constant vigilance identifying and reporting maintenance issues promptly and effectively

Facility staff should also maintain awareness of common maintenance issues specific to their facility type.

[REDACTED]

Effective reporting relies on staff understanding established procedures for notifying maintenance personnel [REDACTED].

When reporting issues, staff are trained to provide accurate and detailed information regarding the identified problem [REDACTED].

All the necessary information is communicated without unnecessary details that may delay action. [REDACTED]

Facility staff play a key role in ensuring a safe environment for all facility users [REDACTED]

### **Ensuring a Safe Environment**

Facility staff are responsible for creating and maintaining a safe environment for everyone. [REDACTED]

Staff are trained in emergency procedures, including evacuation plans, fire safety protocols, and basic first-aid techniques. [REDACTED]

Staff ensure that facilities have clear safety signage throughout the premises [REDACTED]

Staff also conduct regular patrols of the facility to identify any potential safety hazards that may have arisen during operation hours. [REDACTED]



Recreation facilities can become crowded, particularly during peak hours or special events.

Depending on the facility and activity, staff may be required to actively supervise patrons.

Staff are also trained to provide guidance and instructions to patrons on the proper use of equipment within the facility.

Staff are responsible for promptly reporting any identified equipment damage or malfunction to maintenance personnel,

#### *Emergency Response and Evacuation Procedures*

Staff are required to participate in regular emergency response training.

Staff are required to familiarize themselves

During emergencies, staff play a crucial role in carrying out clear communication

Staff is also responsible for enforcing rules fairly and appropriately,

# III. CLEANING AND MAINTENANCE PROCEDURES

## A. General Cleaning Procedures

### Safety Precautions and Protocols

Maintaining a clean and functional environment is essential in any setting.

#### 1. Personal Protective Equipment (PPE)



1

Depending on the cleaning or maintenance task, specific types of PPE may be required, such as:

Gloves or chemical-resistant gloves (if necessary, for handling cleaning chemicals, disinfectants, or hazardous materials),

<sup>1</sup> <https://safetyculture.com/topics/ppe-safety/>

- Goggles or safety glasses for eye protection, [REDACTED]  
[REDACTED]
- Respirators when working with hazardous materials, strong cleaning chemicals, or in environments with poor ventilation, [REDACTED]  
[REDACTED]
- Reinforced boots or slip-resistant shoes, [REDACTED]  
[REDACTED]

Simply having PPE available is not enough. [REDACTED]  
[REDACTED]  
[REDACTED]

Similarly, improperly fitting PPE can compromise its effectiveness. [REDACTED]  
[REDACTED]

They are also trained on how to remove PPE after use safely and hygienically to avoid transferring contaminants to the user's skin or clothing.

#### *Maintaining PPE*

Regular inspection, cleaning, and correct storage of PPE [REDACTED]  
[REDACTED]  
[REDACTED]

Cleaning protocols vary depending on the type of PPE [REDACTED]  
[REDACTED]

Storing PPE in a clean, dry, and well-ventilated location helps prevent damage and contamination. [REDACTED]  
[REDACTED]

Clear communication between staff and supervisors regarding [REDACTED]  
[REDACTED]







Signage is used to remind staff of the need to wear PPE in specific areas and provide information on the types of PPE required for various tasks.

By prioritizing the use of appropriate PPE and ensuring its proper use and maintenance, cleaning and maintenance staff can significantly reduce the risk of accidents and injuries.

## 2. Chemical safety

# Chemical Handling Guide.

For cleaning chemicals.

- 1 RESPECT**  
  
Treat all chemicals and cleaning solutions with respect, even if they are non-hazardous, natural or claim to be chemical free. Read the label, training information guide and SDS prior to use. Know where these documents are and refer to them often.
- 2 DO NOT MIX**  
  
Do not mix chemicals together. Serious injury or death may occur. Do not 'Top Up' bottles, you risk cross contamination and could possibly mix chemicals. Always use clean empty containers for refilling.
- 3 KNOW PRODUCT**  
  
Make yourself aware of the colour, characteristics and safety directions of the products you use.
- 4 PROPER LABEL**  
  
Always report any damaged or illegible labels to your supervisor. Ensure the bottle has the correct product in it and is correctly labeled. Replace any labels, which are damaged or illegible.
- 5 UNSURE? STOP!**  
  
See your supervisor immediately and refer to the relevant documents.
- 6 WEAR PPE**  
  
Avoid splashes. Always wear gloves and all required personal protective equipment as indicated on the SDS. Gloves are to be worn at all times when using chemicals, emptying waste, cleaning toilets, cleaning up body secretions and whenever your supervisor instructs you to.

Before using any product, make sure you understand the safety and first aid instructions on the Safety Data Sheet (SDS).

Poisons Info Centre  
24 Hours - 131 126

\*This document is a general guide only. It is not a substitute for your WHS procedures. Always follow your company's work health and safety policies and procedures.

Cleaning tasks often involve the use of various chemicals, disinfectants, and cleaning agents.

[REDACTED]

Staff are trained on safe handling and storage practices for cleaning chemicals, [REDACTED]

[REDACTED]

Additionally, knowing the proper procedures for responding to chemical spills is crucial to minimize risks and ensure proper clean-up, [REDACTED]

[REDACTED]

### 1. Understanding Safety Data Sheets (SDS):

<sup>2</sup> <https://www.xo2.com.au/blog/articles-2/21-cleaning-chemical-handling-guidelines-for-your-workplace-253>

## HCS Pictograms and Hazards

<b>Health Hazard</b>  <ul style="list-style-type: none"> <li>• Carcinogen</li> <li>• Mutagenicity</li> <li>• Reproductive Toxicity</li> <li>• Respiratory Sensitizer</li> <li>• Target Organ Toxicity</li> <li>• Aspiration Toxicity</li> </ul>	<b>Flame</b>  <ul style="list-style-type: none"> <li>• Flammables</li> <li>• Pyrophonics</li> <li>• Self-Heating</li> <li>• Emits Flammable Gas</li> <li>• Self-Reactives</li> <li>• Organic Peroxides</li> </ul>	<b>Exclamation Mark</b>  <ul style="list-style-type: none"> <li>• Irritant (skin and eyes)</li> <li>• Skin Sensitizer</li> <li>• Acute Toxicity (harmful)</li> <li>• Narcotic Effects</li> <li>• Respiratory Tract Irritant</li> <li>• Hazardous to Ozone Layer (Non-mandatory)</li> </ul>
<b>Gas Cylinder</b>  <ul style="list-style-type: none"> <li>• Gases Under Pressure</li> </ul>	<b>Corrosion</b>  <ul style="list-style-type: none"> <li>• Skin Corrosion/burns</li> <li>• Eye Damage</li> <li>• Corrosive to Metals</li> </ul>	<b>Exploding Bomb</b>  <ul style="list-style-type: none"> <li>• Explosives</li> <li>• Self-Reactives</li> <li>• Organic Peroxides</li> </ul>
<b>Flame Over Circle</b>  <ul style="list-style-type: none"> <li>• Oxidizers</li> </ul>	<b>Environment (Non-Mandatory)</b>  <ul style="list-style-type: none"> <li>• Aquatic Toxicity</li> </ul>	<b>Skull and Crossbones</b>  <ul style="list-style-type: none"> <li>• Acute Toxicity (fatal or toxic)</li> </ul>

3

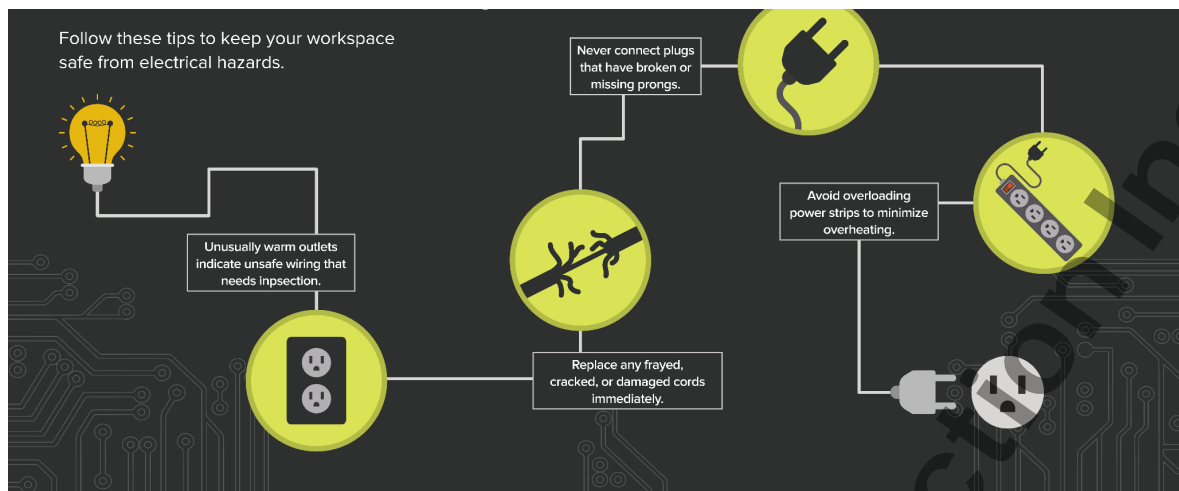
The foundation for safe chemical use lies in understanding the product itself. Safety Data Sheets (Section VI: Resources) provide important information on cleaning chemicals, including:



Staff should always read and understand the sheets for any cleaning chemical before using it so that they are competently able to handle the product safely and take appropriate precautions to minimize risks.

### 3. Electrical safety

<sup>3</sup> <https://www.royalchemical.com/blog/hazardous-materials-classes>



Before performing any tasks near electrical equipment, staff are trained on how to be aware of potential electrical hazards,

Ground Fault Circuit Interrupters (GFCI) are safety devices that automatically cut off power in case of a ground fault

For maintenance tasks involving electrical equipment,

#### 4. Working at heights

For cleaning or maintenance tasks that require working at heights,

Ladders and scaffolding used for working at heights must routinely be inspected for damage and rated for the weight capacity required for the task

#### 6. Safety considerations

Many cleaning and maintenance tasks involve lifting and carrying heavy objects.

<sup>4</sup> <https://ehs.osu.edu/office-electrical-safety>

## *2. Selecting the right cleaning product*

Choosing the appropriate cleaning product for the task at hand is crucial,

The type of dirt or stain being addressed influences the choice of cleaning product.

Notably, some cleaning products contain harsh chemicals that can be harmful to the environment.

### **Waste Disposal**

Maintaining a clean and functional environment requires a well-defined system for waste disposal.

#### *1. Sorting and segregation:*

Different types of waste require different disposal methods. Common categories of waste encountered during cleaning and maintenance include:

## Sort it Out



5

### 2. Waste receptacles and signage:

Having the right type and number of waste receptacles is crucial.

Proper placement of waste receptacles throughout the facility is important, ensuring convenient access for waste disposal and minimizing the risk of littering or overflowing bins.

### 3. Waste handling procedures:

<sup>5</sup> <https://sustain.ubc.ca/get-involved/campaigns/sort-it-out/sorting-guides>



#### 4. Safe disposal of hazardous waste

Hazardous waste should never be disposed of in regular trash bins.

Cleaning chemicals and other hazardous liquids should be stored in their original containers and disposed of according to the manufacturer's instructions and local regulations.

#### 5. Waste reduction strategies

Effective waste disposal relies on clear communication and staff training

By prioritizing waste reduction, recycling, and proper disposal of hazardous materials, cleaning and maintenance staff can minimize their environmental footprint.

## B. Specific Cleaning Procedures

### Blind Cleaning

Blinds can accumulate dust, dirt, and allergens, impacting their functionality and aesthetics. Regularly cleaning blinds is essential for maintaining a clean and healthy environment. Here is a breakdown of effective blind cleaning procedures, categorized by blind type:

### 1. Vertical blinds



### 2. Horizontal blinds



### 3. Venetian blinds



### 4. Roller blinds

### *Additional cleaning tips*

The specific cleaning methods may vary depending on the blind material and manufacturer's recommendations.

### **Ceiling Dusting**

Ceilings are often neglected surfaces, accumulating dust, cobwebs, and allergens over time.

#### *1. Safety first*

Before tackling ceiling dust:

Remove furniture and objects from beneath the ceiling to prevent dust from settling

## 2. Techniques for common ceiling types

- For smooth, painted ceilings, a variety of methods can be effective:

- Textured ceilings require a slightly different approach:

- Drop ceilings require careful cleaning to avoid damaging the tiles:

## 3. Advanced cleaning methods

In some cases, particularly for heavily soiled or neglected ceilings, more intensive cleaning methods might be necessary. These should be undertaken with caution and may require professional assistance:

Always follow the manufacturer's instructions and exercise caution to avoid damaging the ceiling material.

#### *Additional cleaning tips*

[REDACTED]

### **Floor Scrubbing and Washing**

The specific method for scrubbing and washing floors depends on the type of flooring material. Here is a comprehensive guide to effective floor scrubbing and washing procedures for different types of floors:

#### *1. Prepare the area*

Before scrubbing or washing any floors:

[REDACTED]

#### *2. Floor scrubbing and washing methods*

- Hardwood floors require gentle cleaning to avoid damaging the finish. Use a solution of warm water and a mild, wood floor-specific cleaning product. Avoid harsh chemicals or excessive moisture, and follow these steps:

[REDACTED]

- Tile floors are generally more resistant to moisture and can tolerate slightly harsher cleaning methods. Use a solution of warm water and a mild dish soap or a commercially available tile floor cleaner, and:

[REDACTED]

- Carpets require a different approach due to their fabric. Vacuuming regularly is essential for maintaining clean carpets. For deep cleaning:

[REDACTED]

#### *Additional cleaning tips*

[REDACTED]

Choosing the right cleaning solutions and techniques for the specific floor material is crucial to avoid damage and ensure a long-lasting, undamaged surface.

### **Kitchen and Staff Room Cleaning**

Kitchens and staff rooms are vital areas in any workplace, requiring regular cleaning and maintenance to ensure hygiene, safety, and a pleasant working environment. Due to the nature of food preparation and staff activity, these areas can accumulate grease, grime, spills, and food waste. Effective cleaning procedures for kitchens and staff rooms include:

#### *1. Daily cleaning*

[REDACTED]

## *2. Weekly cleaning*

In addition to daily tasks, a more thorough cleaning routine weekly includes:

[REDACTED]

## *3. Staff room cleaning*

[REDACTED]

## 5. Special cleaning

In most scenarios involving cleaning schedules and checklists for public facilities, there is no need for specialists on staff to tackle the daily, weekly, and monthly cleaning tasks.

Situations involving biohazards or trauma scenes require specialized training and equipment to handle hazardous materials and ensure proper biohazard decontamination.

For high-rise buildings, cleaning exterior windows can be a safety hazard.

For tasks requiring specialized knowledge, equipment, or safety protocols, specialists may be necessary. While carpets may be vacuumed regularly by in-house staff, deep cleaning for carpets or delicate rugs often requires specialists with powerful cleaning machines and knowledge of specific fiber types.

## Restroom Sanitation

Restrooms are high-traffic areas that require frequent and thorough cleaning to ensure hygiene and prevent the spread of germs. Improper sanitation can lead to unpleasant odours, unsanitary conditions, and potential health risks. Effective restroom sanitation procedures to maintain a clean and healthy environment include:

### 1. Preparation and safety

Before commencing, ensure proper preparation for a safe and efficient process by:

### 2. Cleaning procedures



[REDACTED]

### *3. Cleaning frequency*

The frequency of cleaning depends on the restroom traffic and usage patterns.

[REDACTED]

### *4. Staff training*

Training staff on proper restroom sanitation procedures is crucial for maintaining a clean and hygienic environment. This training should cover:

[REDACTED]

A clean and well-maintained restroom reflects positively on the overall hygiene standards of a facility and contributes significantly to a positive user experience.

## Surface Cleaning

Maintaining clean surfaces is essential for creating a healthy and aesthetically pleasing environment, whether in a home, workplace, or public space.

[REDACTED]

### 1. General cleaning principles

Before tackling specific surfaces:

[REDACTED]

### 2. Cleaning different surface types

[REDACTED]

[REDACTED]

*Additional cleaning tips*

[REDACTED]

---

**Note to Readers:**

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