

NVQ in Distributive Operations

Level 1

Unit E4

Keep the workplace clean and hygienic

To pass this unit you must know the following

- 1 Your responsibilities under The Health and Safety at Work Act
- 2 The Control of Substances Hazardous to Health Regulations as they apply to your job
- 3 How to conform to regulations that apply to your job
- 4 The procedures that are required for maintaining cleanliness
- 5 The organisational procedures and requirements regarding the disposal of waste and litter
- 6 Organisational and legal requirements for maintaining personal hygiene
- 7 Why keeping the workplace clean and tidy is important in keeping the working environment safe and healthy
- 8 Where to find the cleaning equipment, waste disposal equipment and protective clothing you need to use
- 9 How to use the cleaning equipment, waste disposal equipment and protective clothing you need to use
- 10 The importance of checking that you have the correct equipment and materials for the task you have to complete
- 11 The relevant safe lifting and carrying techniques (including the importance of using different handling techniques and taking different precautions when handling different types of substances, goods and materials)
- 12 How to recycle and safely dispose of protective clothing and equipment (including cleaning)
- 13 How to dispose of waste and materials you do not require
- 14 Why it is necessary to deal with breakages/spillages promptly
- 15 Why maintaining cleanliness is important for hygiene
- 16 Why keeping yourself clean and tidy helps in giving the right image to others
- 17 The accepted practices for keeping clothes, hair, skin and nails clean

Why is cleanliness important?

Good housekeeping involves maintaining a clean, tidy workplace and using safe working practices. Good housekeeping gives the impression that the place is well run.

This is important for the following reasons

- Safety** -- People working in clean, orderly surroundings are less likely to have accidents or be exposed to environmental health hazards.
- High Morale** -- people are likely to take more pride in their work and be more particular about personal hygiene.
- Better Working Conditions** -- a clean, tidy workplace is a more pleasant environment to work in.
- Efficiency** -- an orderly workplace promotes efficiency.
- Less Waste** -- properly designed and well maintained equipment operated with well thought out techniques creates less waste, so the need for cleaning and waste disposal is reduced.
- Customer Service** – Customers will want to stay in a shop that is clean and tidy and will be more inclined to buy from the store. Cleanliness is particularly important in food stores.

EFFECTIVE CLEANING

- You should aim to "**clean as you go**".
- Good cleaning equipment is needed and may include vacuum cleaners, mops, buckets, brooms and specialised items such as high pressure hot water cleaners and steam cleaners, etc.
- Suitable protective clothing must be worn and the cleaning chemical manufacturer's instructions followed.
- There should be plenty of Light in all work and storage rooms - so dirt can't hide.
- Cleaning equipment must be stored in a separate area, cupboard or locker away from foodstuffs.
- Chemicals must never be put into unmarked containers, or food containers.
- Regardless of the quality of cleaning chemicals, human effort and energy is needed for a satisfactory result.
- After use, the cleaning equipment itself must be cleaned and dried.
- To be effective, cleaning must be planned -Written Cleaning Schedules should be drawn up for all parts of the premises and should then be put into practice

List at least three reasons why is it important to keep your workplace clean.

Knowledge criteria 16, 15, 7

What health and safety law requires

The *Health and Safety at Work etc Act 1974* sets out the general duties which employers have towards employees and members of the public, and employees have to themselves and to each other.

Employer responsibilities

- To provide safe working environment
- To provide safety equipment and clothing where needed
- To ensure the safety of all equipment
- To provide Health & Safety training and supervision

Employee responsibilities

- Follow safety rules and procedures
- Use equipment and protective clothing when required
- Report all hazards, accidents and near misses
- Do not interfere with any safety equipment

What are your employer's responsibilities for health and safety while you are cleaning?

What are your responsibilities for health and safety when you are cleaning?

Knowledge criteria 1

Control of Substances Hazardous to Health

The Control of Substance Hazardous to Health regulations (COSHH) make employers responsible for protecting people from risks arising from hazardous substances used at work.

Hazardous substances can threaten the health of workers and others exposed to them if suitable precautions are not taken. Many substances cause harm if they enter the body either by swallowing or breathing in. Sometimes the effect may be immediate eg swallowing a poison, others may be long term eg breathing in dust may affect the lungs in the future. Some substances may affect the skin and again the effect may be immediate eg strong acid could burn the skin or the effect may be cumulative and cause a sensitivity in the future.

Hazardous substances can normally be identified by the orange and black warning symbols on the containers. These three are the ones you are likely to come across on cleaning materials.

1 Hazardous to Health



Toxic



Harmful



Corrosive

Before you use any cleaning materials you must make sure that you know the correct way to use it and also the correct way to dispose of it so that it does not harm you or anyone around you or damage the environment.

Chemicals must have instructions printed on the label telling you how much to use, it will usually tell you how much to use per litre of water. A standard mop bucket usually contains 4-5 litres of water.

Most organisations have their own procedures for cleaning and it is important that you follow these procedures. The procedures and techniques will depend on the type of surface that you are cleaning and there is no set procedure that can be used for all surfaces e.g. floors will need different cleaning from food preparation surfaces.



What do the letters COSHH stand for?

Knowledge criteria 2

What must you do before you use any chemicals in the workplace?

Knowledge criteria 3

Where can you find instructions for carrying out cleaning in your workplace? Provide samples for your portfolio.

Knowledge criteria 4, 9

When you are carrying out cleaning routines it is your responsibility to make sure that you use the correct equipment and protective clothing. If you are washing surfaces by hand then you may need rubber gloves to protect your hands. If you suffer with eczema you should always wear gloves and your employer should provide them. In certain circumstances you may need a face mask such as

using a spray cleaner

using a chemical that gives off strong fumes such as dry cleaning fluid

working in a dusty environment

If you suffer with asthma

Planned routine cleaning will create a clean working environment but from time to time accidents happen and goods get broken and create a mess these need to be cleaned up immediately as they can be dangerous if they are left. Liquids will make the floor slippery and broken glass could cut someone.

Certain types of waste and spillages need careful handling. Blood can carry infection so you should always wear gloves when you are cleaning it up and it should be cleaned with bleach. Broken glass will have sharp edges that can cause cuts and injuries to the person cleaning it up and to anyone handling the waste bags or bins it has been put in, so you should wear gloves when cleaning it up and it should be wrapped in paper or put into a cardboard box before being put in the bin. Spilled chemicals such as bleach need to be handled in accordance with the instructions on the container.



You should also make sure that everyone around you are safe while you are cleaning by putting up warning

What equipment could you use to protect yourself and others when you are cleaning?

What should you make sure you know before you use the equipment?

Where can you find this equipment?

Knowledge criteria 8, 9, 10

What special actions do you need to take when you are cleaning up the following items

Glass

Bleach

Blood

Knowledge criteria 4, 12

What could happen if broken items, or spills are not cleaned up

Knowledge criteria 14

You also need to remember safe lifting and bending techniques when you are cleaning. Remember a full bucket of water can weigh at least 5 kg.

Safe lifting means keeping your back straight while you lift and letting the strong muscles in your legs do the actual lifting. Avoid twisting make sure your feet, knees and body are pointing in the same direction when you are lifting. Make sure you use the same safe techniques when you put down your load. It takes no more time to do a safe lift than to do an unsafe lift, so why not put it safe and lift properly?

What do you need to remember when you are lifting cleaning equipment such as a bucket of water?

Knowledge criteria 11

Disposing of waste

Retail and distribution operations produce a large amount of rubbish including packaging and faulty/damaged goods. These need to be disposed of carefully to maintain a clean and tidy workplace.

Refuse containers should be kept in good condition, have tight fitting lids and be cleaned after emptying. As refuse bins are usually stored in the yard, this area should be adequately paved, graded and drained to make cleaning easier.

Many organisations recycle their waste such as cardboard and plastic, you need to know where the waste should be placed and how to operate any equipment for disposing of waste such as compactors. As with any other machinery compactors should never be used unless you have been trained.

Where is the rubbish stored in your workplace?

Knowledge criteria 5, 13

What rubbish is recycled in your workplace?

Knowledge criteria 12

Personal Hygiene

Keeping yourself clean is important for the same reasons as keeping the workplace clean. Staff who take care to keep themselves clean create a good impression with customers as they look as if they care about their work.

Hands should be washed regularly especially after using the bathroom, petting the dog or cat, working with food, or participating in activities outside such as sports or lawn mowing. In addition, hands should be washed before working with food and before eating, particularly if the food will be eaten by the hands rather than with a fork (such as when eating hamburgers and tacos).

Hand Washing Guidelines:

- wash for at least 20 seconds
- use warm to hot water (not hot enough to cause burns)
- use soap
- wash hands, wrists, fingernails, and between the fingers
- dry with a paper towel or air dryer

In your workplace there will be toilets and washroom facilities that are shared by all staff, someone may be responsible for cleaning them each day but everyone has a duty to leave them clean and tidy when they have been used.

Soap should be replaced in the appropriate place

If liquid soap has been spilled then it should be cleaned up

Paper towels disposed of in the bin

Toilet paper and other personal hygiene items disposed of in the appropriate place.

Taking care of your protective clothing

Your employer will probably provide you with a uniform or protective clothing to make sure that you present the right image of the Company and also to protect you and the goods that you are handling. This is particularly important when you are handling food.

You will be given guidance on how to keep your uniform clean and how to replace it if it gets torn or damaged. You will usually be expected to clean it yourself but some items such as aprons and gloves may be disposable. You will be given instructions on where to dispose of these items.

List three times when you should wash your hands

Knowledge criteria 17, 6

Why is it important to keep yourself and your clothes clean?

Knowledge criteria 6

What should you do when your work clothes get dirty?

Knowledge criteria 12

Where should you dispose of used gloves, paper towels etc.

Knowledge criteria 12

Student signature

Date

I confirm that all the knowledge criteria for this unit have been covered in this workbook

Assessor signature

Date

Assessor Name