



**Janitorial Services Proposal
RFP 2021-026
City of Stonecrest**

GOVERNMENT



ATHLETICS



EDUCATION



COMMERCIAL



IND./MFG.



HEALTHCARE





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1. QUALIFICATIONS AND EXPERIENCE

American Facility Services, Inc. (AFS) is pleased to submit for your review and consideration our qualifications to perform the custodial service contract for the City of Stonecrest. We have reviewed the entire solicitation and examined the requirements closely, and feel that our ability to perform the required services is directly tied to our organization's experience and capabilities in the janitorial business.

American Facility Services Company, Inc. (AFS), 1325 Union Hill Industrial Court, Suite A, Alpharetta, GA 30004, is a widely respected commercial janitorial firm. Established May 15, 1991, as a Georgia Corporation, we began providing janitorial and custodial services for private organizations and governmental agencies under the name of Atlanta Building Maintenance Company, Inc. In December, 2007, the name was changed to better reflect our nationwide presence. We have a long, successful history of performing work in the Southeast and are in good standing with federal, state, and municipal jurisdictions.

American Facility Services currently conducts business in nine southeastern states and has approximately 1,000 permanent employees, over 500 contracts in place, and services over 60 million square feet. Over the past five years, we have maintained a similar customer base. Our range of customers is wide, from small offices to large contracts with multiple facilities requiring specific considerations and the majority of our customers renew their contracts with us.

AFS currently has numerous contracts with many public agencies, some of which are provided as references. We work for the cities of Atlanta, Dallas, Fort Worth, and Columbia (SC), as well as numerous county governments and school districts. These city and county government projects include a variety of building types and specifications. AFS is fully capable of providing the services needed to meet the needs of the user, the contract specifications and meeting those needs in a cost-effective manner.

For this project, our primary objectives will be to ensure that all services are performed on schedule and to your complete satisfaction. The scope of work and requirements of this RFP are very much within our abilities to accomplish and we take no exceptions to the terms and conditions.

STABILITY

AFS has many relationships that have been in place for over 10 years, as with Synovus Banks, Atlanta Public Schools, United Parcel Service, and the Texas Facilities Commission. Our experience in handling many requirements allows us to adapt to any necessary changes in service, enabling us to maintain superior levels of quality and satisfaction in order to keep our relationships with our clients.

The stability of American Facility Services is also demonstrated by our low turnover rate, which for the past two years has been less than 10%. Of that number, an average of 2% to 3% will return to work for us. We provide benefits for our full-time employees and promote from within. Our training methods are proven and result in employees who are confident and skilled. We provide the best equipment and supplies available, so that our employees can also work



efficiently. Management is readily available for employees who have any issues to resolve. We pride ourselves on the family atmosphere of our company, where many employees have been part of our organization since it was founded in 1991.

Due to our established relationships with national manufacturers, we have quick access to the latest and most innovative brand name equipment, tools, superb cleaning products and supplies. With the client's permission, we occasionally test new products, ideas and materials. This enables us to stay on the cutting edge of the industry.

We never substitute private-label products. We use only top name brand chemicals and cleaning solutions that meet strict safety requirements and pass rigid quality control standards. All SDS Sheets will be posted in the janitorial office for quick reference. We also use industrial grade, top of the line equipment that assures consistent, high-quality results. We operate on a daily basis in many different environments – and with different, sometimes complex cleaning needs that demand quality products. No matter what the challenge, we can meet it with our technical abilities and superior service. Our top priority is providing a healthy and safe working environment for your employees and customers.

QUALITY

American Facility Services is committed to controlling quality at every level of functional and administrative activity, across the project lines. As a result, our commitment to providing our clients with superior service, AFS has recently implemented a state-of-the-art, web-based Quality Assurance program to facilitate our inspection, reporting, and corrective action procedures. With our detailed, standardized, app-based system, we are able to inspect, document deficiencies, assign corrective actions, and document resolution of issues with real-time reporting capabilities. All QC reports can be viewed immediately by our management and clients.

Our Quality Control Plan for the referenced solicitation will be further tailored to promote and maintain superior contract performance. It combines traditional, inspection-oriented processes with progressive, education and training-oriented protocols to form a Total Quality Management package that will meet or exceed all contract requirements. American Facility Services welcomes comments from our clients via e-mail, phone, verbal (which is immediately written down by our employees) and any other avenue of communication available.

Our quality control plan is designed to ensure that on a regular and routine basis, all services are performed:

- On schedule and to the complete satisfaction of our client
- In a manner that continually improves the quality and timeliness of services.

Further, all services will be inspected by the Contract Manager, on an unscheduled basis, and by the Supervisor, on a more intense level.

AFS is assisting many of our clients with their goals to move towards more environmentally conscious cleaning efforts. We have moved to a standard of utilizing 'green seal' approved cleaning products and environmentally friendly paper and plastic products. Our cleaning



equipment meets the sustainable cleaning criteria standards wherever possible and available. Furthermore, our managers are CIMS certified to provide our customers with an added level of assurance in our competence.

FINANCIAL QUALIFICATIONS

Our financial strength is demonstrated by our annual sales volume, which exceeds \$50,000,000. We have grown at an annual rate of approximately 10% over the past five years and anticipate the same growth for the future by maintaining, monitoring and improving upon the quality of our services. Additionally, we have a \$20M bonding capacity with insurance coverage that exceeds industry standards. We are registered with Dunn & Bradstreet, under DUNS Number 78-451-9977. The Bank of North Georgia has been primary banking institution since 1991 and will provide a reference letter upon request.

AFS owns our office building and warehouse at our corporate headquarters and have been at this location for over twelve years. AFS has the financial resources to ensure that we are able to provide the necessary equipment, chemicals, cleaning supplies and personnel to maintain this contract for custodial services, and will be ready to proceed upon receipt of a notice to proceed. Also, AFS has the financial means to ensure our employees and any sub-contractors are paid on time each pay period.

Background checks on all new employees are performed using S2Verify. Their service checks national criminal records, driving records, SSN/address verifications, credit histories, national civil records, federal district court records, education verification, workers' compensation histories, personal/ business references, and previous employment history. As an additional layer of security to our clientele, AFS maintains a Fidelity Bond on all employees.



REFERENCES

The following are examples of our recent experience providing contract services to government agencies. These references are provided for your use to contact to validate our ability to provide long-term, outstanding janitorial service. **COVID-19 cleaning and disinfecting was done at all of these locations.**

City of Atlanta

55 Trinity Avenue, SW
Atlanta, GA 30303

Contact: Maurice Calhoun, Facilities Maintenance Supervisor
Phone: 404-330-6531
Email: mfcalhoun@atlantaga.gov

Contract began October 2013 with a recent award to November, 2024. AFS provides janitorial services for 120 locations for a total of over 2.5 million SF.

City of Roswell

38 Hill Street
Roswell, GA 30076

Contact: Chris Inness, Building Operations Coordinator
Phone: 770-594-6053
Email: Cinness@roswellgov.com

AFS provides complete janitorial services for 6 buildings totaling roughly 200,000 SF. Contract began in October, 2019.

City of Alpharetta

2 Park Plaza
Alpharetta, GA 30009

Contact: Joey Shirley, Supervisor, Department of Public Works
Phone: 678-297-6236
E-Mail: jshirley@alpharetta.ga.us

AFS provides janitorial services to 11 various city facilities, 85,000 SF. Services began July, 2012.

City of Sandy Springs

1 Galambos Way
Sandy Springs, GA 30328

Contact: Dave Wells, FMP, Director of Facilities
Email: dwells@sandyspringsga.gov
Phone: 770-206-2558

Since January, 2019, AFS has been providing complete janitorial and day porter services for the City Hall, Parks and Rec facilities, and five other City buildings.



EQUIPMENT AND CHEMICALS

AFS proposes to use the following equipment on this contract.

Manufacturer	Proposed Quantity	Description	Model Number
ProTeam	As needed	Back Pack Vacuums	106577
Sanitaire	As needed	Vacuums	SC9180
Tennant	As needed	High-Speed Burnishers with Dust Control	9007349
Nobles	As needed	Slow Speed Buffers, 20", 1.5 HP Motor	9007336
Nobles	As needed	Walk Behind Carpet Extractors	9007486
Rubbermaid	As needed	Trash Tilt Carts	1011
BETCO	As needed	Walk Behind Scrubber-20"	E8302500
BETCO/Genie	As needed	Walk Behind Scrubber-14"	6285408
Nobles	As needed	Wet/Dry Vacs	9007469
Kaivac	As needed	Kaivac Restroom Machine	1250
BETCO	As needed	Fast Draw chemical dispensers	9104 3-00
Gator	As needed	Trash Barrels-Brute 44 Gallon	7744-3
Rubbermaid	As needed	Brooms	various
Rubbermaid	As needed	Lobby Dust Pan	2531
Willen	As needed	Mop Handle and Heads with Buckets	A70312 & A414132
O'Dell	As needed	24" Dust Mops	CL245
Rubbermaid	As needed	Wet Floor and Restroom Closed Signs	various
Golden Star	As needed	Micro-Fiber Cloths	various
Impact	As needed	Spray Bottles and Triggers	various
Rubbermaid	As needed	Toilet Brushes, Wool Dusters	various
Echofiber	As needed	Micro Fiber Mops	various

This list contains our standard equipment that is normally used to perform our janitorial services. Equipment required by the solicitation or contract that is not listed here can be provided. All equipment will be new or in like-new condition at the start of the contract. Any equipment that is used with have been cleaned and tested prior to use on this contract. AFS has a \$1.3M total inventory of equipment and an excellent long-term relationship with our supplier, XPEDX, so that we can receive additional equipment and repairs without delay.



CHEMICALS and SUPPLIES

This represents the standard list of chemicals / cleaning products normally provided.

Manufacturer	Name	Description	Product Number
Betco	Fiber Pro Spot Bet	Heavy Duty Carpet Spot Removal	425
Betco	Hard as Nails	Wax	659
Betco	Bonbet	Carpet Shampoo	408
Betco	Ax-It Plus	Stripper	154
Betco	AF315	AF315 Disinfectant Cleaner	31547-00
Betco	pH7	Neutral Daily Floor Cleaner	138
Betco	Clear Image	Glass Cleaner	092
Betco	Best Scent	Odor Counteractant	23147-00
Claire	Graffiti Remover	Graffiti Remover	CL870
Reliable	Lotion Hand Soap	Liquid Hand Soap	
Betco	PH7q Dual	Germicidal Disinfectant Cleaner	
Betco	AF79	Liquid Toilet Bowl Cleaner	
Strauble	3.358" X 1000'	Toilet Tissue	
Kimberly Clark	Surpass Hard Roll	Hand Paper Towel	

Posting of SDS Sheets will be done at job site as required.

SDS Sheets for the COVID disinfecting product PH7q Dual are included at the end of this proposal.



2. METHODOLOGY / OPERATIONS

In order to facilitate a seamless transition from the former janitorial service provider to AFS, we will utilize the following Management Transition Plan, which helps to ensure all aspects of the contract requirements are being managed efficiently and effectively from the beginning of the contract term. AFS also utilizes a detailed Schedule of Tasks and comprehensive Quality Control Plan to ensure all work is completed on time and to the highest standards.

American Facility Services will provide an orientation session for all current and new service workers and supervisors to introduce them to our company and excite them about joining the American Facility Services team. Following this orientation session, and within the first two weeks after the contract start date, all employees will be given cleaning procedure classes, safety training and hazardous waste training. The Contract Manager will prepare the cleaning schedules for tasks outside the daily requirements. Log forms and inspection forms will be reviewed with the supervisors and cleaning crew and implemented for use.

All employees will have a job designation and work description will encompass all tasks within the scope of work. Every cleaner will understand the scope of work and will understand their daily duties will change in order to fully and completely clean the building. This will also include project and weekly work. Any absenteeism or time off will be covered by our floater staff. Our Floor Techs as well as our staff will have like-new or brand-new equipment to start the contract. The floor staff will have working knowledge of all facilities and also have a complete understanding of the scope of work. All floor burnishing, restroom scrubbing and any carpet cleaning will proactively be scheduled so the Contract Manager as well as each site representative will know when that work has been scheduled.

IMPLEMENTATION PLAN

Week 1 following Notice of Award: (Days 1-5)

- Review contract documents
- Request insurance certificates
- Project Principal meets with Contracting Officer and supporting staff
- Perform site surveys with management, staff and customer to provide overall planning and coordination for the implementation
- Obtain recommendations for hiring existing custodial personnel
- Begin personnel selection for additional staffing needs
- Assessment of office space and janitorial closets provided by client
- Administrative staff is available to provide all needed technical assistance, payroll, Human Resources, purchasing and contract administration

Week 2: (Days 8-12)

- Begin processing employment applications
- Identify remaining personnel needs and start recruiting and processing
- Review equipment and supply needs
- Submit detailed list of equipment and chemicals for approval
- Review uniforms needs and requirements and proceed with procurement
- Procure communication devices, equipment and chemicals not currently on hand

**Week 3: (Days 15-19)**

- Run background checks and E-Verify reports
- Finalize employee hiring
- Establish and confirm delivery dates & location for delivery of equipment & chemicals
- Detail the back-up plan, contingency plans, inspection reports
- Establish janitorial tasks schedules for each building
- Review security and key control requirements
- Training for new crew members and supervisors by management and suppliers
- Confirm equipment & supply delivery
- Supply MSDS sheets in binder of all approved chemicals and ensure all manuals applicable to the effort are available when needed.
- Ensure that all prerequisites have been fulfilled before the implementation date

Week 4: (Days 22-26)

- Re-inspect facilities with management & supervisor
- Pre- service conference with client's management and AFS management
- Review billing and invoicing requirements
- Begin services
- Training, supervision and daily inspections to ensure compliance with task list
- Ensure staff is working as a team and supervisors are supported to provide the necessary leadership

Week 5: (Days 29-33)

- Re-inspect facilities with management & supervisor
- Meetings with client's management and AFS to go over any issues
- Management will continue training sessions and task inspections to ensure compliance
- Management and supervisors ensure equipment is performing as required
- Management and supervisors ensure compliance with proper chemicals use

Week 6: (Days 36-40)

- Re-inspect facilities with management & supervisor
- Communicate with client's management to ensure all service goals are met
- Monitor staff levels and compliance with duties, tasks and techniques
- Ensure logs and checklists are adequate and serve the staff as designed
- Provide additional training to staff that are out of compliance and make changes if necessary

Weeks 7 and 8: (Days 43-54)

- Project Principal inspections continue on a random basis
- Monitor staff levels and compliance with duties, tasks and techniques
- Ensure logs and checklists are adequate and serve the staff as designed
- Provide additional training to staff that are out of compliance and make changes if necessary
- Project Manager verifies that client is satisfied with services



STAFFING PLAN

Immediately upon notification of contract award, AFS will fill all positions required. AFS will make every effort to retain the current staff, as long as they continue to meet our qualifications. All personnel must have at least two years' experience in the janitorial field; be able to communicate in writing and orally in English language; be a U.S. Citizen or possess an Alien registration receipt card form 1051 and be legally able to work in the United States. E-verify confirmation of the documentation presented by an applicant is performed, as well as personal and previous employment reference checks. After all the above is verified to our satisfaction, all new hires undergo a criminal background check including fingerprinting. Any additional checks required by our clients will be conducted with results available if required.

The Site Supervisors (Leads) will have working knowledge of the facilities and work closely with your facilities management team. The Site Supervisors will have at least three years of experience in the janitorial industry. Through our extensive Quality Control Plan, we can assure our clients that their facilities are going to be cleaned to the highest standards. AFS requires all of its Site Supervisors to provide inspection reports to the Project Manager. These inspections can be forwarded to the Facilities Manager as well for review.

The SS will be on call 24/7 and will carry a smart phone in order to receive calls and e-mails. The SS will give guidance, instruction, and training to the supervisors, general cleaners, and oversee the completion of the work assignments in a quality and timely manner. The SS will monitor the efforts of the crew throughout the day and provide assistance where needed. As areas are completed it will be the Site Supervisors' main task to check the work and bring deficiencies to the crews' attention for immediate corrective action.

The General Cleaners will perform all general facility and restroom cleaning functions using cleaning industry best methods during the process. AFS will hire cleaners with at least two years' experience from the local employment pool to supplement our crews. All employees will have a job description with daily as well as periodic tasks. All periodic tasks will complement those tasks on the scope of work to ensure completion. All periodic floor and carpet tasks will be scheduled, completed and inspected by the SS.

Our complete staffing plan can be found on the following page.

BACKUP PERSONNEL

AFS will create a project specific file of local backup personnel (referred to as "floaters"). These additional resources will be maintained in our management office and will allow us to swiftly respond to personnel requirements. Qualifications of floaters will be at least equal to those requirements outlined above. All floaters will go through our intense hiring and training procedures.



PROPOSED STAFFING PLAN

	Number of Cleaners	Hours per Day (ea.)
Browns Mill Athletic Complex	1	2
Browns Mill Rec. Ctr.	1	2
Browns Mill Aquatic Center	1	2
Southeast Athletic Complex	1	2
Sam's Building		
Stonecrest City Hall	1	2

AFS will also have a manger that will oversee the account on a weekly basis.

Please note that our first priority is the cleanliness of your facility. Staffing levels may be adjusted to assure adherence to quality standards.



QUALIFICATIONS OF KEY PERSONNEL

Harold Angel (Director of Operations) and Oscar Pavon (Contract Manager) will be fully responsible for overseeing all aspects of the contract. Harold and Oscar have over 50 combined years of industry knowledge. Their current work experience enables them to have a clear understanding of the scope of work and the means by which to deliver optimal, proactive service. Their resumes can be found on the following pages.

AFS believes having highly competent managers is the key to providing superior service. These individuals will provide the management that American Facility Services feels is vital to successfully fulfilling a contract requiring sound hiring practices, training methods, proactive periodical work and most of all, customer follow-up. We will have methods in place that will tell you what we will do and when we will do it. We will follow that up with inspections processes that will tell you what we find and if corrections are needed, when and how we will do it.



STAFF RESUME

Oscar Pavon
Contract Manager

SUMMARY

- Over 15 successful years of operations management in the janitorial industry.
- Strong history of consistent and significant contributions to company goals for business retention, growth and profitability.
- Outstanding customer relations skills that have enabled continued advancements and promotions within the industry.

CORE COMPETENCIES

- Cost Reduction & Avoidance
- Operations Management
- Staff Training & Development
- Multi-Site Programs
- Client Relations & Negotiations
- Quality Assurance
- Budget & Financial Management
- Performance Management
- HR Functions/Issues

EXPERIENCE

American Facility Services, Inc., Alpharetta, GA **Contract Manager, 2000 – Current**

- In charge of daily operations, customer service for assigned accounts and direct development and implementation of projects, working with cross-functional team at headquarters, our suppliers and employees.
- Present detailed project summaries to senior-level management and conducted post-implementation analyses to determine areas for project improvement.
- Responsible for generating sales and business development.

Honda, Alpharetta, GA **Order Processing, 1997-2000**

- Performed regular standard tasks of sales order processing functions ensuring receipt of an accurate and complete order. Handled, modernize and systematized relevant data in sales order processing using database applications.



STAFF RESUME

Harold Angel
Vice-President

SUMMARY

- Over 25 successful years of operations and human resource management in the janitorial industry.
- Strong history of consistent and significant contributions to company goals for business retention, growth and profitability.
- Experienced in driving product, process, and customer service improvements while building partnerships with key business decision makers.
- Expert in estimating, developing and managing large scale accounts.

EXPERIENCE

American Facility Services, Inc., Alpharetta, GA
Vice-President, 1993 – Current

- Shares in the overall responsibility for sales, operations, customer service for all accounts.
- Manages all staff, including project managers, accounting, marketing and sales force.
- Proficient at estimating project costs to provide maximum value.
- Assures ongoing revenue stream and profitability.

Harry's Farmers Market, Alpharetta, GA
Custodial Manager, 1993

- Responsible for all custodial operations.
- Managed all personnel and subcontractors.

Krispy Kreme Doughnut Company, Winston-Salem, NC
Operations Manager, 1986 - 1993

- Responsible for operations at eight metro Atlanta stores in their entirety.
- Managed all personnel, purchasing, and sales.

EDUCATION

Lake High School, Illinois

CERTIFICATIONS

CIMS Certification



TRAINING

Over the years, American Facility Services, Inc. (AFS) has developed proven and standardized training methods to let employees know exactly what is expected at each job and within each task. We have found that when shortcomings occur, inadequate training is usually the cause. That's why training plays such an important role in our contract management system. We take considerable pride in ensuring that only a properly trained cleaning staff is involved in the maintenance of your property.

In new contract jobs where our client's existing service workers are retained, AFS will provide an orientation session to introduce them to our company and excite them about joining the AFS team.

Orientation: A new employee is welcomed to the company through our orientation program. We recognize that the first two weeks on the job create a powerful and lasting impression, and orientation training is designed to teach basic cleaning techniques and to show new workers the meaning of teamwork.

In addition to hands-on training, all employees are required to pass the following courses given online by Betco University. We have found that their training program incorporates all of the most important features necessary to ensure that the proper techniques are taught which results in superior cleaning. Each employee is also given a set of written rules and specific information on their job assignments.

Required Training

- Basic Cleaning Techniques
- Restroom Sanitation
- Dilution Control
- Tools and Equipment
- HAZCOM
- OSHA Blood Borne Pathogens
- Worker Safety
- Disinfection Basics
- Infection Control Basics

Additionally, we will train the employees on site-specific tasks, such as securing the facility at night and proper use of any security systems. At the beginning of each six-month period, AFS's management team will perform additional assessments of the work being performed to determine if additional training is needed.

Advanced Techniques: Following our initial training efforts, AFS will incorporate additional training techniques into our daily working environment. These will include:

- **Simulation Training:** Under this program, AFS duplicates exactly the cleaning situation – either on an actual job site or in a simulation room. Such simulations are conducted at times other than specified cleaning hours.

- **Classroom Training:** Conducted by a Contract Manager, shift manager, supervisor, or corporate officer, AFS training classes include slide presentations, videotapes, and other professional training aids. Special presentations are tailored to demonstrate special needs – such as clean room environments, medical areas, and electronic manufacturing plants.
- **Job Rotation:** To ensure that service workers develop a broader array of skills than those required merely to execute their assigned tasks, AFS has created a series of planned job rotations. Under this program, employees will become proficient in many areas, making AFS's overall service more flexible to the special or changing needs of clients and more valuable, too.
- **On-The-Job Coaching:** This is a form of continuing apprenticeship for workers who have already achieved all the basic skills necessary to fulfill their job assignments. Such coaching constitutes continuing education designed to raise skills above the basic levels and to improve worker productivity.

Additional Training Topics

Powered Equipment
Resilient Floor Care
Slip and Fall Prevention
Carpet Care
Patient Room Disinfection
Educational Facility Disinfection
Wood Floor Care
Basic Chemistry Knowledge
Sustainable Cleaning
ISSA CIMS Certification



American Facility Services

Proper Cleaning Methods

The standard operating procedures within this chapter have been approved by AFS Management. Following approved cleaning procedures is a critical component of infectious control within our facilities. **We clean for health first, then appearance.**

Proper Cleaning

Proper cleaning techniques can greatly reduce the risk of cross-contamination and the spreading of germs and bacteria. Follow these basic guidelines at all times:

- Wash hands thoroughly and always wear appropriate personal protective equipment, which AFS provides for you.
- Scrubbing is the best way to remove dirt, debris, and microorganisms.
- Cleaning is required before any disinfection process because dirt, waste, and other materials can lessen the efficacy of disinfectant/germicidal cleaner.
- Clean from the cleanest to the dirtiest areas.
- Clean from the highest to the lowest areas.
- Clean from the back or the farthest point from the door to the front of the room.
- Both daily and project cleaning is needed to maintain an acceptable standard of cleanliness.
- Do not leave your assigned area before the cleaning is complete unless gloves are removed and hands are washed first.
- Use chemical dispensing stations to the greatest extent possible. The manufacturer's mixing (dilution) instructions must be followed when using any chemical.
- Never store diluted products on the shelf for longer than the manufacturer's instructions.
- Never mix a chemical with other chemicals.
- Follow the manufacturer's instructions for the contact time for disinfectants/germicidal cleaner. (*Contact-time* is sometimes referred to as *kill-time*).
- Dry sweeping, mopping, and dusting should be done carefully to prevent dust, debris, and microorganisms from getting into the air and landing on clean surfaces.
- Buckets that contain cleaning solutions or rinse water should be changed every three rooms, or before the bottom of the bucket cannot be seen, and immediately after cleaning blood or other body fluids.

Cleaning efficacy is verified by our Quality Assurance Evaluation Program.

Project Cleaning

Even though we do a professional cleaning job daily, a school facility is like our home. It sometimes needs a little extra touch—not as much as we do during summer cleaning but a little more detail than we can possibly do each day. This is what we refer to as project cleaning. Project cleaning means checking an area (office, classroom, etc.) from ceiling to floor and performing the necessary cleaning tasks. The tasks usually consist of cleaning the lights, spot-cleaning walls and windows, washing or polishing furniture, and reconditioning the floor. Tile floors may need only spray-buffing to restore their shine. If the floor is carpeted, it may only need to have the spots removed or the high-traffic area cleaned.

By performing project cleaning in one room or area per night, each area on a custodian's regular schedule gets the extra touch it needs.

A written record shall be maintained of all project work completed and/or scheduled.

Daily Office Cleaning

Offices are one of those areas that create first impressions. They should be properly cleaned daily.

Equipment

- Microfiber duster
- Wiping cloths
- Plastic trash liners
- Furniture polish
- Dust mop
- Dustpan
- Broom
- All-purpose detergent
- Glass cleaner
- Sponge
- Vacuum
- Putty knife
- Wet mop
- Bucket and wringer
- Nonlatex disposable gloves/Personal protective equipment

Glass and Windows

Doors and partition glass in the office area should be spot-cleaned or cleaned several times a day.

Dust windowsills, and clean all glass.

Restrooms

If there are restrooms in the office area, refer to restroom cleaning procedures.

High-Dusting

Use the microfiber duster with extension to dust ceiling vents, lights, wall hangings, and any other articles that are too high for the low duster.

Low-Dusting

Use the microfiber duster for wall vents, baseboards, chair rails, bookcases, etc.

Furniture

Dust top and sides of desks, being careful not to disturb paperwork that is left on the desktops. Lift such articles as telephones, staplers, and picture frames, and dust underneath them.

Use furniture polish to remove fingerprints if necessary. Most Formica on desktops will streak if furniture polish is used. If streaking occurs, try a microfiber cloth; this usually works better.

Dust all file cabinets and bookcases, and polish as necessary.

It is helpful to notify office staff members ahead of time for scheduled project work. By doing this, it may be possible for staff members to clear the top of their desks, file cabinets, and areas more than usual for a more complete cleaning.

Trash Receptacles

Wash the inside and the outside of trash receptacles. Replace plastic liners.

Electronic Equipment

Dust all electronic equipment. **Be careful not to unplug** or change any settings on any equipment. Clean all glass with glass cleaner.

Floor

If the floor is carpeted, vacuum thoroughly, removing spots if necessary. Move all chairs, and vacuum underneath.

If the floor is resilient tile, dust-mop, spot-mop, and spray-buff if needed.

Walls

Check walls and doors for spots.

Office Project Cleaning

Offices should also be project-cleaned frequently in order to keep them looking their best.

Remember, regular project work makes summer cleaning much easier.

Equipment

- Microfiber duster
- Sponge
- Wiping cloths
- Vacuum
- Plastic liners
- Furniture polish
- Dust mop
- Dustpan
- All-purpose detergent
- Glass cleaner
- Putty knife or razor-blade scraper
- GFCI (ground fault circuit interrupter)
- Carpet shampoo
- Carpet bonnet or carpet extractor
- Mop bucket and wringer
- Plastic pail
- Red or blue floor pad
- Spray-buff solution
- Floor finish
- Floor machine
- Wet mop
- Nonlatex disposable gloves/Personal protective equipment

High- and Low-Dusting

Perform high- and low-dusting as described in the daily cleaning brochures.

Windows and Walls

Wash windows and spot-clean walls.

Furniture

Polish all furniture tops and sides.

Floor

Spot-clean and shampoo carpet as described in “Carpet Cleaning Procedures.”

Perform the necessary procedures for resilient tile flooring as described in the floor-care procedures—spray-buff, light-scrub, and refinish, or strip and refinish.

Classroom/Office Cleaning

Classrooms are probably the easiest areas to be cleaned if kept in good condition. In order to keep these areas up to par at all times, follow a proper daily cleaning schedule and project-clean at regular intervals. The amount of daily cleaning performed will play a large part in determining your project-cleaning requirements. Remember, what you miss tonight will usually double by tomorrow night and take twice as long to clean.

First, assemble all your supplies and equipment and make sure everything is in good working order.

Equipment

- Cleaning cart
- Mop tank and wringer
- Wet mop
- Plastic pail
- Glass cleaner
- Putty knife
- Scrub sponge
- Wipes
- Microfiber duster
- Dust mop
- Corn broom
- Trash can liners
- All-purpose detergent
- Vacuum, if required
- Nonlatex disposable gloves/Personal protective equipment

When all equipment has been assembled and cart has been stocked, move to designated area. Place cart outside the classroom next to the wall. Equipment left in the corridor should always be placed flush with the wall.

Trash

First, empty pencil sharpener and trash.

High-Dusting

Next, perform high-dusting: tops of whiteboards, maps, light fixtures, top of TV, and any other areas

that cannot be reached with the duster without extension.

Remember, if some high-dusting is performed each day, project work will be a lot easier.

Low-Dusting

Low-dust such items as bookcases, window ledges (adjust shades to the top of lowest window pane at this time, and check window locks), and teacher’s desk (do not disturb any paperwork), and remember to dust vertical surfaces as well as horizontal surfaces of furniture and fixtures.

Desk

Next, wash desktops using all-purpose detergent or germicidal detergent solution. Use a scrub sponge since the abrasive side will help remove marks and other debris.

All dirty desktops should be washed daily. This will make project time easier, and desktops will stay in good condition daily. If only one night a week is designated to washing desktops, it is a very time-consuming task and the desks are unsightly for students who use them daily.

There are times—such as cold and flu season—when it is advisable to use disinfectant cleaner dispensed by spray bottle to avoid cross-contamination when wiping desktops, doorknobs, etc.

Carpeted Floors

Pick up all debris that is too large for the vacuum. Remove any spots on the carpet by spraying with a shampoo solution from a spray bottle. Let solution soak into spot for two to five minutes, and then attempt to remove by blotting with a damp cloth. Always blot from outside of the spot toward the center to prevent spreading. If spot remains, repeat procedure.

Don’t attempt to remove ink spots since this requires the attention of a trained carpet specialist. Certain ink spots will spread very rapidly when you attempt to remove them. Submit a work order for the Carpet Cleaning and Repair.

Once spots have been removed, vacuum the carpet, moving desks and other furniture if necessary. Make sure all desks in the classroom are left in the same order in which you found them.

Tile Floors

Dust-mop all resilient floors, using putty knife to remove gum, etc. As you dust, tilt desk with one hand while pulling the dust mop underneath the desk with your other hand. Proceed by pushing the mop back through the aisle between desks, and repeat same procedure with the next row of desks.

Be sure to keep the same side of the dust mop in the forward position at all times with microfiber mop strands out in front to trap the dust. Try not to lift the mop unless it is necessary to remove collected dust. Sweep trash outside the classroom door for pickup. (Dust mops should be brushed or vacuumed and taken outside daily for a good brushing. A dust mop can be used repeatedly and can be very effective if vacuumed and brushed daily.)

The floor should be spot-mopped or damp-mopped where necessary. It is most important to spot-mop floors daily in order to keep them in good condition and looking good. Floors that are not spot-mopped daily will not hold up because the spots get tracked onto the rest of the floor and the surface soil cuts the finish. This very quickly results in a very dull and unsightly floor. When this happens, it will take a lot of time and work to put it into shape again.

Restrooms

If there are restrooms inside the classroom, paper supplies, hand soap, etc., will have to be replenished. Check “Restroom Procedures” for proper cleaning and disinfecting instructions.

Walls and Glass

The last cleaning procedure now is to spot-clean walls and clean the door glass. Spot-clean the wall around light switch, pencil sharpener, and other areas as necessary. Remember that the door glass has two sides, and remember to spot-clean the door while you are cleaning the glass.

Remove all cleaning equipment from the room, and take a last good look around to make sure nothing has been forgotten. Turn out the light, and close and lock the door.

A professionally cleaned classroom is a welcome and pleasant sight for students and teachers in the mornings.

Classroom Project Cleaning

In addition to daily cleaning, it is necessary to project-clean classrooms. A regular schedule should be followed for project cleaning classrooms. For instance, if a custodian is responsible for 20 classrooms on a run and project-cleans 1 each night, then every 20 days, each classroom gets a thorough cleaning. This is necessary because of the constant use and wear and tear on the floors. Although the floors are dust-mopped and damp-mopped daily, after a while they need to be spray-buffed or lightly scrubbed and refinished in order to remove scuffs and black marks and to restore the floors to their original shine. Neglected classroom floors can become very unsightly in a very short time. With a good spray-buff program and daily spot-mopping, floors can look great every day. It will not take long for the unkempt floor to need a major stripping, which involves a lot of hard work and is very time-consuming.

The first thing to do is assemble all equipment and supplies necessary for the job.

Equipment

- Microfiber duster with extension
- Scrub sponge
- Microfiber cloth
- Putty knife
- Plastic pail
- Microfiber dust mop
- Wet mop
- Trash-can liners
- Doodlebug with scrub pad
- Mop tank and wringer
- Floor machine
- Spray-buff solution
- Corn broom/Dustpan
- Furniture polish
- All-purpose detergent
- Glass cleaner
- Nonlatex disposable gloves/Personal protective equipment
- GFCI

If floor is carpeted, you will need a carpet bonnet or carpet extractor. Follow carpet-cleaning procedures.

Trash

First, empty pencil sharpener and remove trash.

High-Dusting

Using the duster with extension, dust overhead lights, vents, all ledges, and any overhead objects.

This is a good time to check windows, shades, and other articles in the room to make sure everything is in good working order. If anything needs to be repaired and preventive maintenance will not correct it, report to the night lead or plant operator.

Low-Dusting

Next, low-dust window ledges, bookcases, student desks, file cabinets, and teacher's desk. Be sure to check windows and adjust shades to the top of lowest pane.

Furniture

Clean teacher's desk and other furniture with furniture polish. Do not use furniture polish on Formica. A microfiber cloth will work better. Be careful not to disturb any paperwork.

If the whiteboard has no writing on it, you may wipe it with a dry wipe. Do not erase anything that has been left on the board.

Wash desktops and window ledges, and wipe the TV screen with microfiber cloth.

Walls and Glass

Spot-clean walls and doors; clean door glass and windows.

Restrooms

If the classroom has a restroom, refer to "Restroom Cleaning Procedures."

Tile Floor

The purpose of dust mopping is to remove dust, litter, and soil from floors or in preparation for wet-cleaning. Do not lift dust mop off of the floor when dust mopping. Dust-mop the floor using the corn broom to get into the corners, behind univents, or in other areas where the dust mop will not reach.

Experience will tell you whether the floor can be restored by spray-buffing or by light-scrubbing and refinishing. If it has been kept up to par, all that will be necessary is a damp-mopping and spray-buffing with a spray-buff solution.

Using all-purpose detergent in cold water, damp-mop entire floor to remove surface soil and grit. When completing damp-mopping, change mopping solution after damp-mopping 1,000 square feet of floor space.

Mount the drive block and spray-buff pad on floor machine, mist a small amount of spray-buff solution on a small section to the side of the floor machine, and buff back and forth until the floor is dry and a luster is visible. After floor is buffed, dust-mop to remove dust and grit.

Use a GFCI when you are operating electrical equipment where water/liquid is present.

If scuffs and black marks cannot be removed by spray-buffing, it will be necessary to light-scrub (blue pad) and refinish.

Mix all-purpose detergent in cold water and wet mop floor, one section at a time. Mount blue scrub pad on the floor machine and scrub in one direction, overlapping each pass. Crisscross scrub in the same manner. Remember, you only want to remove scuffs and black marks. Pick up solution with wet vacuum, and mop with clean, cold rinse water. Pick this water up with the wet vacuum. Dip mop in rinse water, and damp-mop. When floor is dry, apply one coat of finish, staying at least 12 inches from the wall to prevent buildup.

When floor is dry, put all furniture back in place and clean and store all equipment. The job is complete.

Remember to take one last look around to make sure nothing has been forgotten.

Whiteboards

Daily cleaning consists only of dusting the top edge. Never erase anything from the board unless you are asked by a teacher or supervisor to clean it. Special cleaners are available for all types of boards, such as whiteboards, and for the few chalkboards still in use.

Whiteboard cleaner is an odorless liquid recommend for use on melamine or porcelain. This cleaner is nonflammable and safe for use in classrooms and offices.

Daily Restroom Cleaning

Restrooms are the number one source of complaints—keep them clean and stocked!

The old saying “An ounce of prevention is worth a pound of cure” certainly holds true with restroom cleaning. There are no shortcuts in cleaning a restroom. Plenty of water, germicidal disinfectant detergent, and proper daily cleaning are the only solution for clean and odor-free restrooms. Odors are caused by germs and bacteria that are breeding. Areas around pipes, underneath sinks, the outside of a toilet bowl or urinal, and the floor drain are favorite breeding places for germs and bacteria. **If you kill the germs and bacteria, you kill the odors.** Using deodorizing blocks in toilets and urinals for a repetitive fragrance is not recommended. Getting to the source of the odor is the best way to alleviate problems.

The first step, as in any cleaning job, is to assemble all equipment and supplies on your cart.

Equipment

- | | |
|---------------------------|-----------------------|
| • Germicidal disinfectant | • Dustpan |
| • Scrub sponge | • Paper supplies |
| • Plunger | • Hand soap |
| • Putty knife | • Wiping cloths |
| • Mop tank and wringer | • Commode brush |
| • Wet mop | or mop |
| • Doodlebug | • Trash can liners |
| • Duster | • Plastic pail |
| • Push broom and | • Gong brush |
| corn broom | • Nonlatex disposable |
| • Wet floor sign | gloves/Personal |
| | protective equip- |
| | ment |

Germicidal Disinfectant Detergent

Dilution of the germicidal disinfectant is controlled by the chemical dilution system. Remember, more is not better. Using too much will only cause problems, such as too many suds or streaking, and it may cause the floor to be sticky. Most important, it may be harmful to skin. **Since we never rinse germicidal disinfectant, it is vitally important that we do not add to the manufacturer’s controlled dilution ratio.** Cold water should always be used with a germicide since hot water weakens its ability to kill germs.

Be sure to wear nonlatex disposable gloves/personal protective equipment.

High-Dusting

First, take the duster and corn broom, and remove dust from vents, sills, and ledges. From time to time, you will need the corn broom to remove toilet tissue from the ceiling.

Trash

Empty the trash, and replace the trash can liner.

Sweeping

Using the push broom, sweep the floor. Use the corn broom for corners and in areas that are too small for the push broom.

Paper Supplies

Replace towels, toilet tissue, and soap cartridges.

Mirrors

Using the scrub sponge and pail of germicidal disinfectant, wash the mirrors. Start in one corner, and work from right to left using circular cleaning motions. Dry the mirrors with a dry wiping cloth.

Sinks and Fixtures

Wipe the towel cabinets, the soap dispensers, and the wall around the sink. Dip the sponge into the solution several times (do not wring it out); scrub the sink bowl, around the faucets, and underneath the sink bowls. Be sure to clean the pipes and the wall around them.

Glass and chrome are the only items you dry. Allow the rest to air-dry. This will help kill the germs and bacteria.

Urinals

Using the scrub sponge and plenty of solution, clean the urinals inside and outside. Clean the pipes and wall around the urinal. Wipe the chrome dry.

Partitions

Clean the partitions with the sponge or Doodlebug and plenty of germicide. Start at the bottom, and wash upward to prevent streaking. Remember to clean the bottom and top of the partition.

Ventilation

Check daily to ensure the ventilation system within restrooms is working properly. Replace belts and submit appropriate work orders as needed.

Commodes

Take the plunger, and lower the water level in the toilet.

It may be necessary to use toilet-bowl cleaner at certain intervals but not daily. If bowl cleaner is used, hold bowl mop over the toilet bowl, pour the cleaner on the mop, and then clean the inside of the toilet bowl.

Using the scrub sponge and plenty of germicide, clean the pipes, the wall around the commode, and the outside of the toilet bowl and base. When all fixtures are cleaned, check the walls and partitions for graffiti and spots. Clean the top and bottom of the seat. Use the gong brush to clean the wall behind the commode and a little of the floor around the base of the commode.

Dry the chrome and the top of the toilet seat if the seat is to be used very soon.

Floors

The final step is wet-mopping the floor. Using the germicidal solution in the mop tank, saturate the floor. (Do not wring out the mop; simply lift it up, and let some of the excess solution run off.) Starting at the farthest corner from the door, lay the solution on the floor. Always work toward the door so you don't get boxed in and have to step over and contaminate freshly cleaned surfaces. Be careful not to splash the baseboards. Go back to the bucket as necessary for more solution. When the entire floor is covered, wring out the mop and pick up the excess solution.

This is wet-mopping. Never damp-mop a restroom floor. You need liberal solution on the floor long enough to kill the germs and bacteria and to leave the restroom odor-free.

Pour the remainder of the germicidal disinfectant solution down the floor drain, a favorite breeding place for bacteria and a source of odors. In addition, if liquid is not occasionally poured down the floor

drain, the water in the drain trap will evaporate, allowing sewer gas to come back up the drain.

Be sure to wear gloves/personal protective equipment and to wash hands after cleaning each restroom. This will help prevent spreading germs from one restroom to another.

Clean and store your supplies and equipment.

A restroom properly cleaned every day will never have offensive odors. Remember, no shortcuts! Restroom cleaning is a top priority.

Restroom Project-Cleaning

With proper daily cleaning, we can be assured our restrooms will always have a pleasing smell and attractive appearance. From time to time, however, it will be necessary to project-clean the restrooms in order to give them an extra-thorough cleaning and to keep them odor-free.

Almost every area in a restroom is a breeding ground for bacteria, which causes unpleasant odors. In order to eliminate these odors, we must apply a germicidal detergent solution to all surfaces. How often will you need to project-clean a restroom? Let's say as needed. Your professional experience will tell you when project work needs to be done, or you can set it up on a regular schedule.

Equipment

- Germicidal detergent
- Scrub sponge
- Commode plunger
- Putty knife
- Mop tank and wringer
- Wet mop
- Duster
- Doodlebug
- Doodlebug pads
- Push broom
- Dustpan and brush
- Floor machine with brush block
- Scrub brush or stripping pad
- Wet vacuum
- Hand soap
- Paper supplies
- Wiping cloths
- Ladder or scaffold
- Wet floor sign
- Nonlatex disposable gloves/personal protective equipment
- GFCI

Getting Ready

Assemble all cleaning supplies on the cleaning cart, and take them to the restroom. Leave all supplies and equipment just outside the door and close to the wall.

Empty and clean the trash container, replace the liner, and place the container outside the restroom. Remove toilet tissue and paper towels from the holders and cabinets.

Dilution of the germicidal disinfectant is controlled by the chemical dilution system. More is not better; it will cause problems with sudsing and streaking, or it can be harmful to skin. **Be sure to wear nonlatex disposable gloves/personal protective equipment.**

High-Dusting

Using the duster with extension (and ladder, if needed), dust vents and clean the light fixtures. If the light fixtures need washing instead of just dry-dusting, **make sure to turn off the electricity and follow lock-out/tag-out procedures.**

Dust all ledges and windowsills.

It may be necessary to use the broom to remove toilet paper that sometimes gets stuck on the ceiling.

When high-dusting is finished, sweep the floor.

Walls

When washing a wall, always start at the bottom and wash up. The wet solution will cause the dry wall to streak as it runs down.

The germicidal solution can be applied directly to the wall with the Doodlebug. This method saves time and reduces the amount of water used for this procedure.

Scrub the wall with the Doodlebug and pad. Dip the Doodlebug into the mop bucket containing the cleaning solution, and wash the wall from the bottom to the top. Dip the Doodlebug again, and rinse from the top to the bottom. A gong brush works well to scrub around the baseboard.

Rinse the wall with the same solution, starting at the top and rinsing down.

If the restroom is not equipped with a water hose hookup, simply use a 44-quart mop bucket for wall-washing.

This method is very effective and does not require excessive equipment. It also is a much safer method for applying the germicide than spraying.

Partitions

Clean with a scrub sponge or Doodlebug, and rinse the same way the walls were done. Don't forget to clean the bottom and top of partitions.

Windows

Wash windows with solution, and dry them.

Fixtures

Clean all the fixtures, sinks, commodes, urinals, etc., and use the scrub sponge to clean the inside and outside. Clean the chrome on the fixtures, and don't forget to clean underneath the sinks.

Rinse the fixtures with the germicide, and allow them to air-dry. Use a wiping cloth to dry only the mirrors and chrome.

Restroom Floors

Ceramic and quarry tile floors can be project-cleaned with any of three types of machines: a conventional, low-speed floor machine; an automatic scrubber; or a cylindrical brush/rotary wash machine. No matter what type of equipment you use, a brush attachment—**not a pad**—should be used with restroom floors. Brush bristles reach below the tile level to the surface of the grout.

Use a GFCI (ground fault circuit interrupter) when you are operating electrical equipment where water/liquid is present.

In this procedure, one custodian applies the solution and operates the floor machine. The other custodian rinses the floor and changes the rinse water as necessary. If a ceramic or quarry tile floor has floor drains, you can rinse the floor with a hose, squeegee excess water to the drain, and mop dry.

1. Select the correct brush for the machine you are using and the floor surface. Too coarse a brush can damage tile grout.
2. Sweep and dust-mop the floor.
3. Remove gum and other sticky substances.
4. Set up a "Wet Floor" sign to warn of slippery conditions.
5. Apply solution with a mop to a 10' x 10' area or through machine operation. Avoid splashing the solution on walls or baseboards. With an automatic scrubber, wet-vacuum removal of the solution will take place on the same machine pass as the application and scrub-in of the cleaning solution.

6. Machine-scrub the solution (in straight lines in a slow, steady motion with the cylindrical brush machine; in the usual back-and-forth motion with a conventional floor machine; and in the usual straight path with an automatic scrubber). Overlap each just-scrubbed area. After you have finished scrubbing one area, back away toward the next area.
7. Wet-vacuum the surface to pick up remaining solution (may not be necessary with automatic scrubber).
8. Rinse twice. If you use a mop rinse, mop in the shape of a figure 8 or “S.” Stroke in one direction for the first rinse, and then for the second rinse, mop at right angles to the direction of the first rinse.
9. Hand-clean all edges and corners.

Finish

When the floor is dry, replace soap cartridges, toilet tissue, and paper towels. Place the trash can in the proper place, and you should be finished.

Damp-Mopping and Wet-Mopping

Like dust-mopping, frequent damp-mopping and wet-mopping are key factors in floor care. In order to keep resilient tile floors clean and shiny, it is necessary to keep the surface dust and soil removed. If dust and dirt are allowed to remain on the floors, they act like tiny cutting particles, which destroy the finish, causing it to powder and walk off.

Damp-Mopping

Always use wet floor signs when mopping floors. Damp-mop daily or as often as possible in classrooms, corridors, and offices.

Use all-purpose detergent for mopping.

Don't use your damp mop for any other purpose, especially restrooms. Using a mop in more than one type of cleaning agent can cause a chemical reaction that can ruin your floor finish.

Mark your mop with “daily mopping” and “all-purpose detergent” so you won't get them confused.

Dilution of all-purpose cleaner is controlled by the chemical dilution system. Dip the mop into the solu-

tion until it is well-saturated, and wring it out to get it as dry as possible. Using a figure-8 motion, start at the farthest corner from the door and mop yourself back out of the door. (This keeps you from walking on the damp floor, which may leave ugly footprints on the floor.)

Dip the mop in the solution, and wring it out as often as possible. Change water when it gets dirty. Don't ever mop a floor with a dirty mop or dirty mop water—this would only defeat the purpose. When mopping, always “cut in” first (“cutting in” is mopping edges and corners, keeping mop parallel to the wall). Be sure to overlap each pass of the mop.

Wet-Mopping

Wet-mopping is a different procedure from damp-mopping. Wet-mopping allows you to soak off heavy soil and is normally done daily in the cafeteria.

Dip the mop into the tank until it is well saturated. Don't wring it out—hold it over the bucket, and let the excess solution run out. **Never flood the floor with water; it could damage a tile floor.**

Starting at the farthest corner from the door, using the figure-8 motion, lay the solution on the floor. Dip the mop back into the tank as necessary for more solution.

When you have wet-mopped a limited area, dip the mop back into the solution and wring it out to get it as dry as possible. Do not allow water to stand on tile floor for very long or to pool to any appreciable depth.

Pick up the solution, and rinse and wring the mop as needed.

This should loosen and lift the soil, leaving the floor clean and odor-free.

Stripping and Refinishing

Maintaining resilient tile floors can be one of the easiest cleaning tasks we perform if the floors are properly maintained **on a daily basis**. If, however, they are not maintained daily, keeping them up becomes one of the most time-consuming housekeeping tasks.

Proper care of your floors will allow you to go a long time without having to do the time-consuming tasks of stripping and refinishing.

When it is necessary to strip and refinish, **never** take shortcuts, no matter how tough, messy, and time-consuming the job may be. If the job is not done right, the finish will not last. It will mean that a lot of time and hard work will have been done in vain. It is impossible to cover up or mend a poorly stripped floor. It will just have to be redone.

Equipment

As in any task, the first thing to do is get all your equipment and supplies together and make sure everything is in good working order.

- Floor machine and pad holder (or walk-behind scrubber, if available)
- Five wet mops
- Stripping pads (red, or blue if your floor is asbestos) or stripping brushes
- Wet-pickup machine
- Four mop tanks
- Three wringers
- Dust mop
- GFCI
- Doodlebug and pad
- Dustpan
- Broom
- Putty knife/Razor blade scraper
- Pail
- Wiping cloths
- Stripper
- Floor finish
- Wet floor signs
- Nonlatex disposable gloves/Personal protective equipment

Preparation

Mark your mop handles so they are used in one particular solution and task. Label one for stripping, two for rinsing, one for damp-mopping, and one for applying the finish.

Move all of your equipment and supplies to the job site. Move as much furniture out of the area as possible to make the area easier in which to work.

After all the furniture and objects are moved, dust-mop the area thoroughly and pick up the dirt.

Use only approved dilution controlled dispenser for floor stripper.

Stuff towels or rags under doors to prevent stripping solution from running onto floors that connect to the one you are stripping.

Use a GFCI when you are operating electrical equipment where water/liquid is present.

Stripping Procedure

Place the mop in the stripping solution, lifting in and out. Do not wring the mop, but allow some solution to run back into the mop tank. Starting well away from the door wall, apply the solution to about a 10' x 10' area. Remember, use the minimum amount of solution that it takes to scrub this area. Too much water and stripping solution can cause damage. Generally, hot water is preferred, but cold water evaporates more slowly, allowing the solution to stay wetter longer. Never flood the floor with excessive stripping solution. After applying the solution to the 10' x 10' area, apply it carefully next to the baseboards. This will keep the mop from splattering the walls since it will not be so full of solution.

Place the stripping pad in the bucket, and saturate it with the solution. This will help it do a better job when you start scrubbing. Remember, never scrub an area larger than 10' x 10' since the solution should be scrubbed and picked up as rapidly as possible to avoid damage to floor tiles, and you must easily be able to “walk off” slippery area. Place the stripping pad on the floor, and center the floor machine on the pad. Begin scrubbing, moving the machine from side to side, overlapping each pass about half the width of the machine. After you have scrubbed the area in one direction, change direction and go over the area in a crisscross pattern. Scrub as close to the baseboards as possible, moving the machine from left to right to eliminate splattering. Keep the baseboards wiped free of stripper as you work.

Use the Doodlebug around the baseboards and other areas where the floor machine will not reach. Some handwork will have to be done in the corners. A putty knife will be needed for this. Do not quit stripping edges and corners of floors until it has the same appearance as the center floor tiles (no dark areas).

As soon as a portion of the floor has been thoroughly scrubbed, immediately pick up the solution with a wet vacuum. If the area begins to dry out before you get the solution picked up, swirl the mop in the area to keep it wet.

When the stripping procedure is finished, you can begin stripping another 10' x 10' area while the first one is being rinsed.

After a stripped area has been vacuumed, check it carefully. If any finish remains, repeat the stripping procedures. Floors that have been poorly maintained for a long time may require several stripping operations to remove buildup of old finish.

Never use straight stripper to remove old finish. It will very likely damage the floor tile. It is much safer to repeat the stripping operation.

Remember: Strip only about a 10' x 10' area at a time when stripping with a standard side-by-side floor scrubber so that the solution does not stay on the tile any longer than necessary and you always have a dry walk-off area.

Walk-Behind Scrubbers

Basically, the same procedures are followed for stripping floors when a facility has a large industrial scrubber for use in lieu of a side-by-side floor scrubber. Naturally, larger areas can be completed in a shorter amount of time by using an industrial scrubber. Follow the same stripping procedures as outlined in this document in conjunction with the equipment manufacturer's instructions for usage.

Rinsing Procedure

After all the finish is removed, the floor must be rinsed well. This is done with two rinses and one damp-mopping. Use clean, clear water. Using a rinse mop, lay a thin solution on the floor, and immediately pick it up with the wet vacuum. Repeat this procedure.

Using the second rinse mop, damp-mop the entire floor, wringing out the mop each time. Be sure all the corners are clean, and rinse the baseboards while you are at it.

When the rinsing is complete, take a damp cloth or sponge and wipe any splashes off walls, woodwork, and baseboards.

When the floor is completely dry, run your hand across it to see if any residue is left. If there is, the floor will have to be rinsed again. This residue consists of stripper and the finish that was not removed

during a previous stripping. If no residue appears on your hand and there is no visible evidence of unstripped finish, the floor is now ready for new finish.

Cleanup After Stripping Floor Tile

It is important to clean up **all** the equipment used in the stripping operation before the stripper and old finish have been allowed to dry and accumulate.

Rinse the mops until the water runs clear. Wring them out, and hang them head down to dry. Never leave wet mops in a tank of water. Clean them immediately after use.

Wearing nonlatex disposable gloves/personal protective equipment, dispense some stripping solution from your chemical dispensing system. Scrub and rinse the wringers and the mop tanks, and store them in the proper place. Scrub the floor machine head, handle, and cord. If stripper is left on the cord, it can damage the floor at a later date if it comes in contact with water on the floor.

Empty and wipe the vacuum, wash the outside, and wipe the cord.

Finish Procedure

After all equipment is cleaned and stored and the floor is dry, you are ready to apply the floor finish. Floor must be sealed or finished before traffic is allowed to enter. Pour the finish into a mop tank. (Tip: Line your mop tank with a large, plastic trash bag, and throw it away when you are finished. Then you will have no finish dried on your mop tank.) Pour only the amount of finish that you will use in the mop tank. You can always pour more finish into the tank. Unused finish cannot be saved; **never** pour unused finish back into the container because it will contaminate the good finish.

Dip your finish mop into the tank. Work the finish into the mop well, wringing finish through the mop several times to be sure it is completely saturated. Remember, if you are using a new mop, soak it in water overnight prior to using it to apply floor finish, to remove the spinning oils and sizing.

Lift the mop from the tank, and place it in the wringer—do not wring it out. Just apply enough pressure to the mop handle to squeeze out excess finish. The first coat should be a medium, uniform coat to act as a base. Apply the finish to the floor.

Stay away from the walls, corners, and edges. Frame in the sides of the area to which you are applying finish with straight strokes, staying about 16 inches away from the walls and edges. Then, use figure-8 mop strokes to the rest of the area you have framed. Return to the finish tank for more finish as needed.

Drying time between coats should be a minimum of 30 to 45 minutes. However, if the humidity is high it could take longer. Do not recoat too soon. Just because it feels dry to the touch in a short time does not mean it is ready to recoat. The recommended drying time allows the finish to bond to the floor. If the finish is recoated too soon, it will soften the previous coat and cause the completed job to streak, powder, and walk off.

The longer you allow finish to dry between coats, the better the final results will be. Some, when possible, will allow overnight drying time or at least several hours between coats.

Repeat the recoating procedures for the second coat, wringing out the mop a little more. The second and final coats can be lighter. Again, stay away from walls and edges until the final coat. Change direction when applying the second coat, crisscrossing the previous coat. Change direction each time you recoat. Experience will tell you how many coats the floor needs; usually three to six coats are considered a minimum, depending on the procedures used for daily maintenance of the floor. Remember, each time you buff you will be taking a very thin layer of finish off. This is the way the scratches and scuffs are buffed out.

On your last coat, apply the finish all the way to the wall and edges.

Finish Cleanup

Clean and store all equipment. Make sure to get all the finish rinsed off the wringer. The tank should require little cleaning since you have it lined with a plastic bag. Remove the plastic bag from the mop tank, and throw it away. If it is not removed, the finish will dry and build up on equipment and make it unusable over a period of time.

As you can see, stripping and refinishing floors is a time-consuming and difficult task. With a properly stripped and finished floor and good daily maintenance, stripping and refinishing rarely should be necessary.

Spray-Buffering

The best assurance for keeping a well-maintained and attractive floor is to have a regular spray-buff program. Spray buffing will allow you to keep an attractive floor with minimal effort while prolonging the life of the floor finish and reducing the need for stripping and refinishing.

Note: Buffing is to be scheduled when students are not in the building (before or after school hours).

Equipment

- Dust mop
- Dustpan
- Pickup brush
- Putty knife
- Floor machine and pad holder
- All-purpose detergent
- GFCI
- Buffing pad
- Spray bottle (properly labeled)
- Spray-buff solution
- Mop tank and wringer
- Wet mop
- Nonlatex disposable gloves/Personal protective equipment

Preparation

Before spray-buffing, the floor must first be dust-mopped and damp-mopped to remove all of the surface soil. Use the putty knife to remove gum and other deposits from the floor. Pick up walk-off mats, and take them outside. Shake them vigorously to remove the grit and soil. If possible, wash them with a hose and water.

Dispense all-purpose solution, mixed with cool water, into a mop tank. Using a clean mop, damp-mop the area to be buffed. Follow the procedures given in the section on damp-mopping.

Prepare your spray-buff solution in a properly labeled spray bottle. Although there are ready-to-use spray-buff solutions, a mixture of half water and half floor finish will work.

Use a GFCI when you are operating electrical equipment where water/liquid is present.

Procedure

Holding the spray bottle in your free hand, turn on the floor machine. Spray a small amount of buff solution on the floor to one side of the machine, and begin to buff. Continue to buff until a shine is obtained. Continue this procedure, moving the machine from side to side and overlapping each pass of the machine with the previous pass. To prevent buildup around the edges, do not spray the solution close to the walls.

When a heel mark or other hard-to-remove mark is encountered, spray the area and rub lightly with the center piece from a buffing pad. Use your foot to apply slight pressure. Do not rub too hard, and do not “heel” the machine on such spots; this removes the finish and leaves a dull spot, which will soil rapidly and detract from the floor’s overall appearance.

From time to time, it is necessary to clean the buffing pad. Lay the machine down, remove the pad, and brush it briskly with a stiff-bristled brush over a waste container. If this is inconvenient, brush the pad in place on the pad holder and then clean up the debris from the floor.

When one side of the pad becomes too loaded with soil and finish to do a good job, turn it over and use the other side. It is possible to go a long way on one pad.

If you have a high-speed floor machine, follow the same procedure, but do not buff side to side. Buff in a straight line up and down. The best procedure is to spray the area to your side as you are making your pass. Then you buff this strip on your return pass. In other words, you are always spraying one strip ahead of yourself.

When spray-buffing is complete, go over the entire floor thoroughly with a dust mop again. Pick up any dust or debris you have created.

Note: Check furniture and/or such items as lockertops. You may need to dust surfaces nearby after buffing.

Finish

One very, very important thing to remember is to always dust-mop and damp-mop before spray-buffing. If you don’t, the surface soil is ground into the floor, causing browning and powdering of the finish.

The big plus regarding spray-buffing is that the more you buff, the harder the finish becomes, making it less likely to scratch, scuff, and mark.

Guide to Frequency of Spray-Buffing to Maintain a High Appearance Level

Traffic Level	Recommended Spray-Buffing Frequency
Very heavy	Daily
Heavy	Daily—every second day
Moderate	Twice per week
Light	Weekly
Use walk-off mats at every entrance.	

Propane Floor Machines

It is important to remember that local Fire Marshall regulations require all propane tanks be stored **outside** the school buildings.

Propane tanks may not be stored inside any room or area of a school building. Storage of tanks **must** be in a separate building away from your school facility. Propane equipment may only be used when no students are in the building.

If you have propane equipment at your school, you must maintain a product Material Safety Data Sheet (MSDS) on propane just as you do for all cleaning chemicals.

Terrazzo and Concrete Floors

Installation warranty and floor maintenance guidelines differ. In some instances, terrazzo floors are installed with a sealer that negates the need for waxing.

Light-Scrubbing and Refinishing

Light-scrubbing is often referred to as “top-scrubbing.”

Light-scrubbing and refinishing are very effective and simple floor-care procedures used to restore or recondition a floor when total stripping isn’t really necessary but the finish is so scuffed or marred that spray-buffing doesn’t do the job.

Light-scrubbing means you just remove the top layer of finish in order to remove the scuffs and marks, and then you put a coat of fresh finish on it. Since you are not completely taking off all the finish, you must be careful not to damage the base coat you are leaving.

Since there are two things that very quickly harm floor finish, it is common sense not to use them. These two things are hot water and too much detergent. Remember, **never use stripper when light-scrubbing**. Although you may think you can use a small amount, there are chemicals in the stripper that are made just to break down the finish, and these chemicals make it unbond the finish from the surface.

The proper scrubbing solution for light-scrubbing is the same solution used for general mopping: dilute all-purpose solution using cold water through your dilution-control dispensing station.

Equipment

Assemble the equipment you will need, and move it to the job site.

- Dust mop
- Blue scrub pads

- Broom
- Dustpan
- Wet-vacuum pickup
- Putty knife
- Floor machine (or walk-behind scrubbers if available)
- GFCI
- Two mop tanks and wringers
- All-purpose solution
- Three mops
- Wet floor signs
- Nonlatex disposable gloves/Personal protective equipment

Mark your mops for solution, rinse, and finish.

Scrubbing

Use a GFCI when you are operating electrical equipment where water/liquid is present.

Apply the solution to about a 10' x 10' area, and immediately begin to scrub the floor. It is not necessary to scrub completely up to the baseboards or other stationary objects. The finish in these areas probably will still be in good shape. Make one pass with the floor machine, overlapping half the width of the pad on each pass. Crisscross-scrub using the same pattern. You can light-scrub very quickly since you are only removing the surface scuffs.

For medium soiled floors, use a red scrubbing pad. For heavily soiled floors, place a blue or green scrub pad on your floor machine.

Rinsing

After the scrubbing process is finished, pick up the dirty solution with a wet-vacuum pickup. Immediately wet-mop the floor with cold water, and again pick up with a wet vacuum. One wet-mop rinse is usually sufficient when you light-scrub.

Using the same rinse, wring the mop as dry as possible and damp-mop the entire floor. When the floor is dry, rub your hand over the surface to see if it is free of grit and dirt. If there is a powdery film on your hand, it will be necessary to rinse again.

Finishing

Pour the amount of floor finish you think you will need into a clean, lined mop tank. You are only going to apply one light coat of finish to the floor, so don’t pour more than you think you will need.

Apply finish using the procedure given in the section on stripping and refinishing tile floors. Don’t apply all

the way to the baseboards or areas where you did not scrub. You want to avoid buildup around the edges.

Now that you are finished, clean and store your equipment. Follow up your efforts with good, daily dust-mopping and damp-mopping and with good spray-buffing programs. You can go for a long, long time before another restoration is needed.

Chemical Dilution Dispensing System

- First, make sure all water connections are tight and not leaking.
- Divert water flow to the dilution-control unit by turning the lever at the faucet so that no water is flowing into the sink.
- Choose the type of container you wish to place the desired product into.
- Secondary containers, such as spray bottles, **must** be properly labeled.
- **Always remember to turn off the water supply when you are finished dispensing products.** This is a matter of safety. If you leave water pressure on, this can cause undue stress on the supply hose and, over a period of time, the hose could leak.
- This dispensing unit can also provide just water. This is done by following instructions above and simply pointing the arrow on the dial knob at the words *rinse water*.
- Proper product dilution not only improves but ensures consistent performance, maximizes product efficiency, and minimizes waste.
- Dispenser unit is color-coded.
- Contact distributor immediately if unit is not working properly. (Contact information is labeled on unit, or contact Housekeeping Services if additional information is needed.)

Housekeeping Supplies Other Than Dispensing Unit

- AFS follows environmentally friendly cleaning practices.
- Hand-held dispensing unit is to be used for stripper.
- Cleaning products are standardized to the greatest extent possible. In those rare occasions in which a specialty product is required, follow AFS purchasing procedures and guidelines.
- The use of aerosol products is discouraged.
- Contact Housekeeping Services before ordering if the MSDS for the product rates the product stronger than an **irritant**!

Troubleshooting Guide

The following troubleshooting guide is intended to highlight the most common causes of floor problems. The most likely causes shown for each problem are listed in rank order of likely occurrence. The information can provide a useful tool in identifying problems and implementing a remedy.

Problem—Poor Gloss (Gloss level below normal)

Most Likely Cause	Solution
<ul style="list-style-type: none">• Insufficient coats applied (recoat schedule off or area not properly identified as main vs. secondary traffic)	<ul style="list-style-type: none">• Scrub, rinse, and apply additional coats (maintain four to six coats).
<ul style="list-style-type: none">• Thin coats of finish	<ul style="list-style-type: none">• Apply in medium coats, not with a wrung-out mop.
<ul style="list-style-type: none">• Wrong scrubbing or buffing pads/brushes used (usually too aggressive)	<ul style="list-style-type: none">• Use approved pads or brushes, and follow recoat procedures.
<ul style="list-style-type: none">• Excessive amount of sand and grit is on floor	<ul style="list-style-type: none">• Use approved walk-off mats and runners of sufficient length and width.
<ul style="list-style-type: none">• Floor not properly rinsed before recoat	<ul style="list-style-type: none">• Thoroughly dust mop before cleaning.• Remove grit, etc., outside doors.• Strip, properly rinse, and apply new finish.
<ul style="list-style-type: none">• Ammonia, bleach, or stripping solution used in scrubber or mop bucket for routine cleaning	<ul style="list-style-type: none">• Use approved cleaners only. AFS Housekeeping never purchases bleach.
<ul style="list-style-type: none">• Dirty equipment used to apply finish (stripper mop used, etc.)	<ul style="list-style-type: none">• Strip, properly rinse, and apply new finish using clean equipment.
<ul style="list-style-type: none">• Tile becoming old or very porous	<ul style="list-style-type: none">• Apply additional coats of finish.• Use sealer before finishing floor.
<ul style="list-style-type: none">• Additional coats applied before previous coat dry (will likely experience mop drag and look hazy)	<ul style="list-style-type: none">• Allow next coat to dry sufficiently. If the problem is not solved, strip, rinse, and reapply.

Troubleshooting Guide

Problem—Scuffing and Scratching of Finish

Most Likely Cause	Solution
<ul style="list-style-type: none">• Wrong scrubbing or buffing pads/brushes used	<ul style="list-style-type: none">• Use approved pads and brushes.
<ul style="list-style-type: none">• Excessive dirt and grit on floor	<ul style="list-style-type: none">• Use approved mats and runners.• Thoroughly dust-mop before cleaning.
<ul style="list-style-type: none">• Not scrubbing or buffing often enough	<ul style="list-style-type: none">• Verify that areas are correctly classified as main or secondary traffic areas.• Follow recommended procedures.
<ul style="list-style-type: none">• Some unauthorized floor finishes do not resist scuffs and scratches very well.	<ul style="list-style-type: none">• Use only AFS approved floor finishes.
<ul style="list-style-type: none">• Unequal pad pressures on twin pad scrubber/buffers	<ul style="list-style-type: none">• Adjust pad pressures.• Submit equipment repair work order if needed.
<ul style="list-style-type: none">• Stones and/or grit not picked up by autoscrubber or mop (grit buffed into floor or dragged by squeegee)	<ul style="list-style-type: none">• Check work area to avoid this problem (may need to dust mop again prior to buffing in problem areas: doorways, etc.).

Problem—Floor Finish Discolored (Yellow or Brown)

Most Likely Cause	Solution
<ul style="list-style-type: none">• New cotton mops used to apply finish before soaked and cleaned (Sizing can release and yellow floor.)	<ul style="list-style-type: none">• Deep-scrub to remove dirt and color; clean mops thoroughly.
<ul style="list-style-type: none">• Not using automatic scrubber for daily cleaning, particularly when on ultra-high program prior to any buffing (grinding dirt into finish)	<ul style="list-style-type: none">• Must use autoscrubber and proper pads/cleaner on daily basis; damp mopping is not sufficient.
<ul style="list-style-type: none">• Damp-mopping with dirty water (spreading dirt)	<ul style="list-style-type: none">• When using a mop, always change water frequently and use two-pail system.
<ul style="list-style-type: none">• Excessive dirt, sand, and grit allowed to enter facility and being ground into finish	<ul style="list-style-type: none">• Use approved mats and runners.
<ul style="list-style-type: none">• Water trails left by scrubber	<ul style="list-style-type: none">• Minimize trails with equipment maintenance and operator training. Submit equipment repair work order.
<ul style="list-style-type: none">• Dirty mops used to pick up water trails from scrubber leaves dirt that can be buffed into finish.	<ul style="list-style-type: none">• Train scrubber operator, use clean mop, and change rinse water frequently.
<ul style="list-style-type: none">• Buffing pads contain dirt and finish accumulations.	<ul style="list-style-type: none">• Always use clean pads; rotate or replace as needed.

Troubleshooting Guide

Problem—Floor Finish Discolored (Yellow or Brown) (continued)

Most Likely Cause	Solution
<ul style="list-style-type: none">• Incorrect concentration of cleaner; too much cleaner can soften finish and/or leave residue, which can hold dirt deposits. Too little cleaner will not permit adequate dirt removal.	<ul style="list-style-type: none">• Never alter controlled dilution ratios as dispensed from system.
<ul style="list-style-type: none">• Applying floor finish before floor has been properly scrubbed and rinsed (dirt coated into floor finish)	<ul style="list-style-type: none">• Strip, rinse, and reapply finish.
<ul style="list-style-type: none">• Getting buildup by applying finish to edges every time floor is coated (edges turning color)	<ul style="list-style-type: none">• Do not recoat outer four to six inches every time floor is finished—one thin coat total is all that is needed for this edge.
<ul style="list-style-type: none">• Fans used to force-dry floor finish, resulting in dirt-catching bubbles and pockets (Dirt can then be buffed into finish.)	<ul style="list-style-type: none">• Never direct fans at floor finishes. If fans are used, aim upward for air circulation in area.
<ul style="list-style-type: none">• Dirty mops	<ul style="list-style-type: none">• Always use clean mops. If dirty mops or equipment are used, strip rinse and reapply finish.
<ul style="list-style-type: none">• Contaminated floor finish (Unused finish should never be returned to original container.)	<ul style="list-style-type: none">• Dispose of unused finish.
<ul style="list-style-type: none">• Using incorrect buffing pads allows a color transfer to high spots in the floor.	<ul style="list-style-type: none">• Use approved pads.

Problem—Powdering of Floor Finish

Most Likely Cause	Solution
<ul style="list-style-type: none">• Applying coats too thin	<ul style="list-style-type: none">• Use medium coats.
<ul style="list-style-type: none">• Wrong buffing pads or brushes used (too aggressive)	<ul style="list-style-type: none">• Use recommended pads and brushes.
<ul style="list-style-type: none">• Floor not rinsed before floor finish applied; cleaner residues can prevent good adhesion.*	<ul style="list-style-type: none">• Floor must be thoroughly rinsed before applying floor finish.
<ul style="list-style-type: none">• Dirty buffing pads being used	<ul style="list-style-type: none">• Change or rotate pads during buffing, and clean pads after each use.

*To test finish adhesion to floor, apply one medium coat to small area and let dry (30 to 40 min.). Apply good masking tape or Scotch tape to finish, and pull up with a quick jerk. If finish comes off with tape, you do not have good adhesion.

Troubleshooting Guide

Problem—Powdering of Floor Finish (continued)

Most Likely Cause	Solution
<ul style="list-style-type: none"> Fans used to force-dry floor finish; surface may dry too quickly and not allow finish to form a good bond (good adhesion) (also occurs with coats that are applied too thin). 	<ul style="list-style-type: none"> Never direct fans at floor finish! If fans are used, aim them upward for air circulation in area.
<ul style="list-style-type: none"> Hardeners surfacing from floor (Composition floors, such as Terrazzo, prevent adhesion.) 	<ul style="list-style-type: none"> If finish does not adhere, apply sealer before applying floor finish.
<ul style="list-style-type: none"> Finish designed for low-speed buffing in being burnished 	<ul style="list-style-type: none"> Always match the finish to the buffing rpm.
<ul style="list-style-type: none"> Finish applied before floor or previous coat dry (finish not sticking to floor) 	<ul style="list-style-type: none"> Strip, rinse, and allow floor to dry before applying finish.
<ul style="list-style-type: none"> Stripper residue left on floor due to poor rinsing (finish not sticking to floor) 	<ul style="list-style-type: none"> Strip, rinse thoroughly, and reapply finish.
<ul style="list-style-type: none"> Old floor finish not completely removed (incompatibility of coatings) 	<ul style="list-style-type: none"> Use only AFS-approved finish. Do not apply soft, buffable finishes over harder finishes.
<ul style="list-style-type: none"> Factory finish not stripped off of new tile before finishing 	<ul style="list-style-type: none"> Strip, rinse thoroughly and reapply finish.
<ul style="list-style-type: none"> Frozen floor finish (may bead up on floor during application) 	<ul style="list-style-type: none"> Do not proceed with finish; replace with good product. Change supply storage procedures.

Problem—Streaks in Floor Finish and/or Floor Finish Exhibiting an Alligator Effect

Most Likely Cause	Solution
<ul style="list-style-type: none"> Floor finish or seal not thoroughly dry before applying additional coats 	<ul style="list-style-type: none"> Strip, rinse, and reapply. Do not recoat if mop drags.
<ul style="list-style-type: none"> Contaminated mops or pails used to apply finish (i.e., dirty strip mop used) 	<ul style="list-style-type: none"> Strip, rinse, and reapply floor finish using clean equipment.
<ul style="list-style-type: none"> Floor finish frozen or stored in extreme heat 	<ul style="list-style-type: none"> Replace damaged product. Strip, rinse, and reapply new finish. Change supply storage procedures.
<ul style="list-style-type: none"> Floor finish applied over factory finish on new tile 	<ul style="list-style-type: none"> Strip, rinse, and reapply finish. (Check warranty directions!)

Troubleshooting Guide

Problem—Streaks in Floor Finish and/or Floor Finish Exhibiting an Alligator Effect (continued)

Most Likely Cause	Solution
<ul style="list-style-type: none"> Contaminated finish put back in container 	<ul style="list-style-type: none"> Do not use leftover finish. Dispose of contaminated finish. Strip, rinse, and reapply finish.
<ul style="list-style-type: none"> Floor improperly rinsed floor before coating 	<ul style="list-style-type: none"> After scrubbing or stripping, rinse floor before floor finish is applied.
<ul style="list-style-type: none"> Dirty mop or equipment used when applying finish 	<ul style="list-style-type: none"> Ensure that equipment is clean before applying finish.
<ul style="list-style-type: none"> Floor not thoroughly scrubbed and rinsed before applying finish 	<ul style="list-style-type: none"> Scrub and rinse floor thoroughly before applying finish.

Problem—Floors Seem Slippery

Most Likely Cause	Solution
<ul style="list-style-type: none"> Silicone-base products (furniture polishes, glass cleaners) getting on floor due to overspray or accidental spills 	<ul style="list-style-type: none"> If silicone-base products are used, apply to rag prior to use to reduce the chance of overspray hitting floor. Scrub floor thoroughly to remove. If floor is still slippery after cleaning, apply a medium coat of finish over affected area.
<ul style="list-style-type: none"> Ice melting compounds on floor 	<ul style="list-style-type: none"> Clean contaminated floor (normally near entrances and at end of runners) thoroughly with clean water to remove. Do not use detergents or vinegar when spot-cleaning. Control amount of ice-melting chemicals used. Use approved mats and runners. Clean mats and runners occasionally with a wet-dry vac or wet-extraction cleaner, using plain water.
<ul style="list-style-type: none"> Powder residue left on floor after burnishing, etc. 	<ul style="list-style-type: none"> Dust-mop floor after burnishing.
<ul style="list-style-type: none"> Dirt and grit on floor 	<ul style="list-style-type: none"> Use approved mats and runners. Dust-mop thoroughly.
<ul style="list-style-type: none"> Unapproved floor finish on floor 	<ul style="list-style-type: none"> Use only AFS-approved finishes.
Use of acids (vinegar) in cleaning water; acids will destroy the cleaning ability of detergents.	<ul style="list-style-type: none"> Always use chemical dispensing system which controls dilution. Do not add vinegar.

New Vinyl Floors

Newly installed vinyl floors require special care until they are cured and ready to finish. If not properly cared for, the mastic (the cement used to glue down the tile) may begin to bleed up around the edges of the tile and cause a **never-ending** problem with the finish and the appearance of floors.

First and foremost, follow instructions given by floor-tile manufacturer and/or installer. Not doing so will have an impact on any warranty that may exist.

If you are unsure of the warranty guidelines, contact the School Planning Unit or the manager of House-keeping Services. The following are general guidelines that may be used with most new vinyl floors:

- **Lightly** scrub the floor using the normal scrubbing procedures. The floor must be scrubbed or the finish will not bond. The tile comes from the manufacturer with a protective coating that must be removed before applying the finish. Most new vinyl tile that is now being manufactured requires only light top-scrubbing—using all-purpose detergent to remove the initial protective coating before rinsing and applying finish. Use the least amount of water as possible when scrubbing and rinsing. Again, follow instructions given by the floor tile manufacturer and/or installer.
- After scrubbing, apply finish to the floor, following the normal finishing procedures.
- You must wait until the floor has completely cured before stripping and refinishing. The manufacturer/installer will advise you regarding recommended timelines for these procedures. After this, you will be able to fully appreciate the true beauty of the new floor.

The standard 175 rpm floor machine will be used. A high-speed machine will not be used in stripping.

Maintenance of Vinyl Asbestos Tile

Make sure floor is clean and damp-mopped prior to buffing.

Vinyl asbestos tile floors can be buffed or burnished with a standard-speed or high-speed floor machine **as long as a minimum of four coats of floor finish remain on the floor.**

Spray-buffing will be performed with the standard floor machine and red pad. Burnishing will be performed only with the ultra high-speed (white) pad and high-speed floor machine. The red pad should not be used with the high-speed floor machine.

Since each buffing or burnishing cycle removes a small amount of floor finish, an additional coat of finish should be applied after each sixth repetition of buffing or burnishing.

Training

All custodial employees receive two hours of Asbestos-Awareness Training during their initial employment training with AFS and annual refresher training.

Carpet Care

As with any other type of floor, a carpeted floor requires a regular maintenance program to look good and to ensure maximum wear.

First, daily vacuuming and spot-cleaning are necessary. If daily vacuuming is not done, the soil goes deeper and deeper into the carpet fiber, becomes more difficult to get out, and acts as sharp cutting edges, causing the carpet to wear. So vacuum daily.

An effective way to clean the carpet between major cleaning is to use a carpet pad (bonnet) and your floor machine. This provides good surface cleaning and is fast and simple to perform.

Carpets must be left as dry as possible to help avoid mold, mildew, and odors. Fans should be used for speed-drying. The door to the areas should remain open, and lights should be left on until the carpet is completely dry.

Equipment

- Floor machine and pad holder
- Carpet pads
- Mop bucket and wringer
- Vacuum cleaner
- Pressure sprayer
- GFCI
- Carpet detergent
- Putty knife
- Wiping cloths
- Measuring cup
- Nonlatex disposable gloves/Personal protective equipment

Procedure

Mix the cleaning solution according to the manufacturer's directions. Pour solution into the pressure sprayer, and fill your mop tank about two-thirds full of water.

Move all your equipment to the work site.

First, vacuum the carpet thoroughly and remove any gum, etc.

Next, spray an area about 10' x 10' using a side-to-side motion, overlapping the previously sprayed area. If you spray too large an area, the chemical will evaporate before you can clean it.

Wait about five minutes before starting to scrub to allow the chemical to work.

Saturate the pad in the mop bucket of water, and wring out as dry as possible. Never use bonnet too wet because this could damage carpet/flooring.

Use ground fault circuit interrupters (GFCI) when you are operating electrical equipment where water/liquid is present. Mount the floor machine on the pad, and begin cleaning. Work in a straight path from side to side. Each time you change direction, overlap the previous pass about half the width of the pad.

Turn the pad, and crisscross-clean the same area. This will prevent missing areas, which could result in a striped effect.

Spray another area, rinse the pad, and repeat this procedure until the entire carpeted area has been cleaned.

Use this method of cleaning on soiled traffic areas as needed.

A good, daily maintenance program and this cleaning procedure will extend the life of your carpet and will keep it looking better a long time.

Carpet Extraction Method of Cleaning

When a carpet extractor is available, this method of carpet cleaning may be used in lieu of bonnet cleaning. Follow the equipment manufacturer's directions for equipment usage.

Which method to use is most often an individual preference or based upon equipment availability. Both methods are effective.

Soap and carpet-cleaning chemicals attract dirt, so do not overmix chemicals. As always, follow the manufacturer's directions for dilution ratio, and **rinse**.

With either method, it is extremely important that once you clean the carpet, you extract as much moisture as possible, leaving the newly cleaned carpet as dry as possible.

Stain Removal Tips

The following is a list of some common stains found in a school and how to remove them. The list was developed primarily for carpet.

General

Basically, there are three types of stains: unknown, greasy, or water-based. On carpet, never use a circular motion, but use a blotting motion with a white cloth or several layers of paper towels. Try an inconspicuous area first to be sure that the color won't be affected. Common stain-removal chemicals and supplies are as follows:

- Paper towels or white terry cloths
- Hand dishwashing detergent soap (no bleach or lanolin content) (1/4 tsp. per quart)
- Properly labeled spray bottle(s)
- Household ammonia (1 tbsp. per 1/2 cup of water)
- Isopropyl rubbing alcohol

- Hydrogen peroxide solution—3 percent
- White vinegar solution (1/3 cup per 2/3 cup water)
- A spoon and a dull knife

Procedure for Unknown and Grease Removal

Remove as much foreign material as possible by blotting or by using a dull knife. Blot with isopropyl alcohol. (Do not allow saturation of carpet backing with alcohol.) Try blotting with detergent, and if it works, continue using it. Rinse lightly with water in spray bottle and blot. If not completely removed, blot with hydrogen peroxide, let stand for one hour, rinse, and blot as before. Dry with pad of paper towels weighted down.

Procedure for Water-Based Spot Removal

Blot up as much as possible. Use wet vacuum if a large spill is involved. If spot has dried, wet lightly with spray bottle of water, let stand one minute, and blot. Continue this procedure, and blot until dry. If needed, use the detergent method described above.

Stains That Cannot Be Removed From Carpet

Submit a work order.

The following can cause permanent stains in carpet:

- Acids, such as toilet bowl cleaner
- Acne medication
- Alkaline drain cleaners
- Bleach
- Hair dyes
- Iodine
- Fertilizers
- Mustard
- Oil used for band instruments

Specific Stain Removal Tips

(following the above procedures)

- **Asphalt**—Scrape with knife, blot with alcohol, blot with detergent, spray-rinse, blot, use hydrogen peroxide, and pad-dry.
- **Blood**—Blot with ammonia solution, use cool solutions, blot with detergent, spray-rinse, pad-dry, blot with hydrogen peroxide, and pad-dry.
- **Candy**—Scrape with knife, blot with detergent, spray-rinse, pad-dry, blot with hydrogen peroxide, and pad-dry.
- **Chewing Gum**—Freeze gum with ice cube, shatter gum, and vacuum.
- **Coffee**—Blot up all liquid, blot with detergent,

spray-rinse, blot-dry, blot with hydrogen peroxide, and pad-dry.

- **Cola**—Blot up, blot with detergent, spray-rinse, pad-dry, blot with hydrogen peroxide, and pad-dry.
- **Crayon**—Scrape with knife, blot with alcohol solution, blot with detergent, spray-rinse, blot with hydrogen peroxide, and pad-dry.
- **Excrement**—Remove wearing nonlatex gloves, neutralize with germicidal solution to remove protein matter, blot, apply small amount of detergent, blot, spray-rinse, blot with hydrogen peroxide, and pad-dry.
- **Grease**—Follow procedure listed under Excrement.
- **Ink**—Blot with alcohol, blot with detergent, spray-rinse, blot with hydrogen peroxide, and pad-dry.
- **Milk**—Blot up, blot with alcohol, blot with detergent, spray-rinse, blot with hydrogen peroxide, and pad dry.
- **Oil Paint**—Blot up, scrape with knife, blot with alcohol, blot with detergent, spray-rinse, blot with hydrogen peroxide, and pad-dry.
- **Oil**—Follow procedures listed under Grease.
- **Tar**—Blot up, scrape with knife, blot with alcohol, blot with detergent, spray-rinse, blot with hydrogen peroxide, and pad-dry.
- **Urine**—Using nonlatex gloves, blot up, neutralize with germicidal solution, blot, spray-rinse, blot with hydrogen peroxide, pad-dry, blot with detergent, spray-rinse, and pad-dry.
- **White Glue**—Scrape with knife, blot with detergent, spray-rinse, blot with hydrogen peroxide, and pad-dry.

Remember, always blot-clean all stains on fabric or carpets so stain does not spread outward. Housekeeping Services maintains a database and can be called for suggestions if your best efforts are not successful, or submit a work order for Housekeeping Services.

Tips on Measuring Chemicals

The various chemicals and cleaning products available from the custodial warehouse are heavy-duty, commercial-grade products and, in many cases, highly concentrated.

Chemical-dilution dispensing systems are currently being used to the greatest extent possible. Many disinfectants, cleaners, and strippers are corrosive in their concentrated form. Many disinfectants have a dilution of only 1/2 ounce per gallon. Read all labels carefully for proper dilution.

It is very important that chemicals be mixed properly. **More is not better.** Sometimes, improperly mixed chemicals can give just the reverse effect from that desired: streaking floor or fixtures, leaving a film on surfaces being cleaned, or a sticky floor. In some cases, improper mixing can be physically harmful to the skin or the respiratory system.

The following chart shows the commonly used dilutions.

Units of Measure

1 to 256	=	1/2 oz. per gallon of water
1 to 128	=	1 oz. per gallon of water
1 to 64	=	2 oz. per gallon of water
1 to 32	=	4 oz. per gallon of water
1 to 16	=	8 oz. per gallon of water
1 to 8	=	16 oz. per gallon of water
1 to 4	=	32 oz. per gallon of water

Always use a measuring cup or some measuring device for both chemical and water!

Always follow the manufacturer’s directions for dilution ratio. Spray bottles, pails, and mop buckets ordered from the custodial warehouse are marked for ease in measuring. Make sure that you measure both the chemical and the water for proper dilution. All spray bottles (secondary containers) must be properly labeled.

Never mix chemicals.

Always use the appropriate personal protective equipment as recommended and provided (e.g., gloves, goggles).

Do not stock bleach in the custodial warehouse because some of our cleaning products contain ammonia. If bleach and ammonia are mixed, they form a poisonous gas!

Ground Fault Circuit Interrupters (GFCIs)

These are provided and should be used whenever you are operating electrical equipment where water/liquid is present.

Microfiber Dust Mop Systems

Taking care of microfiber products is easy; there are just a few things that you should remember to keep products effective and long lasting. You can wash and dry microfiber products in the washer and dryer with warm water and low heat. To keep your microfiber like new:

- Do not use bleach.
- Do not use fabric softener.
- Do not wash with other cotton products.

AFS does not allow the usage of bleach, and microfiber products do not like bleach. Bleach breaks down the polyester and polyamide microfilaments, rendering them less effective.

Fabric softeners provide a layer of softness that is nice for clothing, but this coating clogs the microfibers, rendering them less effective.

It is not that microfiber products do not like cotton products or other fabrics; it is that when you wash your cotton products with microfiber the microfiber products grab and hold onto the lint that the cotton produces. So, if you do not want your microfiber towels to lint, then you should not wash them with cotton products.

Kitchen Areas

The custodial staff responsibilities in these areas have been jointly agreed to by the Safety, Environmental, and Housekeeping Services Unit and the School and Community Nutrition Services Department. The job responsibilities have been established as daily/weekly responsibilities and summer cleaning responsibilities. They are as follows:

Daily/Weekly

- Sweep and damp-mop cafeteria floor daily.
- Dust and spot-clean cafeteria windows.
- Wash cafeteria windows as necessary.
- Spot-clean cafeteria walls.
- Wet-mop as necessary.



QUALITY CONTROL PLAN

AFS is dedicated to controlling quality at every level of functional and administrative activity, across the project lines. As a result, our commitment to providing our clients with superior service, AFS has recently implemented a state-of-the-art, web-based Quality Assurance program to facilitate our inspection, reporting, and corrective action procedures. With our detailed, standardized, app-based system, we are able to inspect, document deficiencies, assign corrective actions, and document resolution of issues with real-time reporting capabilities. All QC reports can be viewed immediately by our management and clients.

Our Quality Control Plan (QCP) for the referenced solicitation will be custom-designed to promote and maintain superior contract performance. It will combine traditional, inspection-oriented processes with progressive, education and training-oriented protocols to form a Total Quality Management (TQM) package that will meet or exceed all contract requirements. Along with our processes and training programs that show our accountability to the quality of our services, we guarantee the satisfaction of our customers.

For this project, our primary TQM objectives will be to ensure that on a regular and routine basis, all services are performed:

- On schedule and to the complete satisfaction of our client
- In a manner that continually improves the quality and timeliness of services.

The overriding objective of TQM is Continuous Process Improvement (CPI). The key to CPI is a carefully planned, rigorously enforced inspection program, carried-out by qualified and motivated team leaders at every functional level of program activity. The result of CPI is enhanced productivity, improved performance, and exceptional customer relations. The following sections provide a snapshot look at the policies and procedures we will implement.

General

By definition, Quality Control is the formal and informal process of inspections, deficiency reports, and corrective action cycles used to quantitatively, systematically, and accurately verify the quality and timeliness of services provided to our customers by AFS contract personnel. Our traditional quality control directives combine self-inspection by motivated, qualified Site Supervisors with random, informal observations and scheduled, formal inspections by an independent Quality Control program faction. In this way, we reaffirm the responsibility of supervision to provide quality services while validating those services through separate and independent channels.

Key Personnel

Our Contract Manager and Site Supervisors will head our Quality Control Program. They will report directly to our Director of Operations, Mr. Harold Angel, while maintaining a "dotted line" relationship with our customers. This ensures quality control integrity while maintaining a daily dialog between managers. The Contract Manager will make frequent visits to the project to ensure that the QC Program is being executed properly and that the Site Supervisor is receiving all required corporate support.



Each manager and crew leader supports the Contract Manager. They act as supplemental inspectors for recurring work and work orders. They also conduct and participate in preparedness drills for safety and security. All levels of supervisory leadership participate actively in the TQM process.

Inspection System

AFS will employ two specific methods for identifying and correcting deficiencies:

1. Quality Control Inspections
2. Quality Assurance Audits

Quality control inspections are examinations and observations performed by management and supervisory personnel to determine completeness of work and conformance to established standards. Inspections may be formal (using App-based inspection checklists) or informal (consisting of professional observations). Whereas QC inspections examine work, QA audits examine work processes and supporting documentation. Quality Assurance audits entail extensive reviews of logs, reports, checklists, methods and procedures, performed at specific intervals by our Site Supervisor. Of the two methods discussed above, by far the more prevalent is inspections.

Our Site Supervisor will implement and oversee the day-to-day operations of our inspection program. Our inspection program is designed to:

- Detect and correct minor deficiencies;
- Establish protocol for reporting, documenting, and tracking discrepancies; and
- Provide training and education to prevent reoccurrence.

The specific types of inspections AFS will employ on the project include:

- **100% Inspection:** This method ensures that all program activities during a pre-determined performance period are evaluated for completeness, timeliness, and quality. Our Contract Manager will perform 100% inspections not less than four times each contract year, nor less than once each quarter. CO-approved checklists will be employed. Results will be documented and maintained in the QC file at the Work Control Office. In addition, our Contract Manager will perform a 100% inspection of all work tasks that affect personnel safety or property security.
- **Random Sampling:** Random sampling is used when the work being checked is repetitive and sufficiently voluminous to make 100% inspection impractical or unaffordable. Recurring work, such as daily cleaning, will be inspected on a random basis.
- **Periodic Inspections:** In-process inspections of all tasks occur on a continuous basis by the Site Supervisor. Checklists are used to identify what to look for during the inspection and to provide a method for determining whether the work in-progress is



acceptable or unacceptable. Determination is based on the number of checklist items that do or do not meet stated standards.

- **Corrective Action Inspection:** All corrected deficiencies are inspected by the Site Supervisor to ensure conformance with program standards. The Contract Manager reviews all inspection records and deficiency reports.

Inspection Frequencies

Quality inspections are conducted at various frequencies, depending on the facility or system to be inspected. Based upon the specific requirement, our quality inspectors perform scheduled, unscheduled and random visits to work sites. During these visits, each aspect of the system, equipment or facility is subject to detailed observation to determine operability, adherence to required maintenance frequencies, safety procedures utilized, and adherence to specifications. Inspection frequencies range from daily observation performed by lead personnel and management to quarterly inspections by the corporate office. A series of checklists that breakdown each basic function being performed in relation to its component requirements are used in the evaluation process. Quality inspections are conducted on all prime contract work as well as on in-coming materials and equipment.

During phase-in, our Contract Manager will finalize formal (scheduled) QC inspection frequencies for all required tasks and functions. Once done, all inspections will be included in our Annual Work Plan and Master Schedule of activities.

Inspection Checklists

QC Inspection Checklists are all App-based and are used for evaluating procedures and assessing quality and timeliness of service. Our Contract Manager, when conducting formal inspections of both work-in-progress and completed tasks uses them. Checklists are specifically tailored to the particular task or service being performed. Checklists are designed to:

1. Identify step-by-step procedures that make up a specific task;
2. Provide evaluation criteria;
3. Document deficiencies and corrective action; and
4. Provide an official record for AFS and our customer.

Detailed, site-specific QC checklists will be finalized during phase-in and submitted for approval prior to contract start. A sample inspection form can be found below:

[Dashboard](#)
[More...](#)

Edit Quality Inspection : Sequence No 18

Date:

3/22/2018 12:38:57 PM

Supervisor:

Employee:

Select an employee...

Inspection List:

Cafeteria

Inspector:

Malcom

Grade:

92.0%

Building:

Carver HS

Area:

Cafeteria

Area Type:

Cafeteria

Floor Type:

All

Building Level:

1

Save

Cancel

Completed

Line Items:

Step	Name	Corrective Action Required	Item Grade	Detail Code	Weight
1.	Floors clean and buffed	<input type="checkbox"/>	5	Select a Detail Code.	2
2.	Trash picked up	<input type="checkbox"/>	5	Select a Detail Code.	1
3.	Tables clean	<input type="checkbox"/>	5	Select a Detail Code.	1
4.	Glass clean	<input type="checkbox"/>	3	Select a Detail Code.	1

Current Grading Scale (0 - 5) - Editable in Account Configuration

Signature

Choose File No file chosen

Image:


Choose Library Image

Comments:

[Edit](#)
[Delete](#)

Add a Comment

Images:



Cafe window sill

Add an Image

Reinspect

Save

Cancel

Reports and Record Keeping

Our Quality Control program offers a variety of reporting options. All information is cloud-based, and therefore reports are available immediately after inspections. The reports are designed to assist Site Supervisors when assigning duties, supervising workers, and conducting inspections of work, both in-progress, and completed. We combine these formal methods with consideration to any and all customer comments on responsiveness and performance. We


have found that a combination of proactive attention to detail, adherence to the principals of Total Quality Management, and swift decisive response to customer feedback is key to providing high quality services.

Any person involved in the evaluation of an activity may generate QC records. All periodic and regularly scheduled inspections require the use of a checklist which, when completed, becomes a QC record. Records are clearly identified to permit tracking. For example, records of inspection indicate the inspection procedure used, the performance date, which performed the inspection, area/section inspected and the results of the inspection.

The primary report associated with the QC Program is our Quality Control Details Report (See Figure 1). All work not conforming to project standards is considered a deficiency. The Inspector creates a Quality Control Details Report which is e-mailed to the appropriate supervisor for immediate action. In addition, the Contract Manager may, at his discretion, recommend further action to ensure against reoccurrence.

Such recommendations might include additional training, procedural changes, improved work techniques, equipment changes, scheduling or location changes, personnel or responsibility changes, or even disciplinary action. The report will be dated and signed by the Contract Manager and filed in the Work Control Office. Our Contract Manager reviews all Discrepancy Reports.

Figure 1 - Quality Control Details Report

Quality Inspection Details Report			
Date Range: 3/13/2018 - 3/28/2018			
Signature: _____			
Grade: 95%	Building: Benteen	Account: Atlanta Public Schools	
Insp. Date: 3/28/2018 1:36 PM	Room Id: Classrooms	Inspector: Kevin	
Sequence #: 24	Area Type: Classrooms	Employee:	
Shift:	Floor Type: All	Supervisor:	
Insp. List: Classrooms	Floor Level: 1	Cost Center: BAM Cleaning Services	
Inspection Item	Weight	Score	Detail Code
Tile floors clean and buffed. Rugs vacuumed.	4	5	-
Desks, furniture, walls and doors clean	1	4	-
Lights clean and working	1	5	-
Trash receptacles clean and empty	1	4	-
Windows and blinds clean, vertical surfaces	1	5	-
Comment: _____			
<div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p>Smudge marks on table</p> </div> </div>			



Inspection Coordination

Our Contract Manager participates in planning all aspects of the contract to properly provide required functions, but just as importantly, to ensure that quality control is factored into all activities. The Contract Manager has the authority and responsibility to institute remedial and preventive actions, as necessary, to safeguard an effective QC program.

We pursue a multi-faceted approach to quality control, regardless of which service area (management, maintenance, environmental compliance, etc.) is being evaluated. The process begins with a thorough evaluation of work specifications and related contractual requirements. The second phase of our program relates to actual inspection and analysis.

We consider employee sensitivity, awareness of facility conditions, and user preferences to be an integral part of employee training at all of our projects. As part of our quality process, TQM and on-site training programs, our staff is required to be observant for potentially dangerous, wasteful, or other undesirable conditions, and to notify a supervisor or lead when such conditions are detected.

We instruct our workers to note minor problems such as burned out lights or dripping faucets while engaged in routine activities. Workers note the location and the time observed and relays this information to Work Control during or at the end of the shift. These items are then coordinated with the customer and added to the service call backlog for correction. Our employee training includes awareness of facility conditions, team responsibility and procedures for identifying problem areas.

Each supervisor is responsible for conducting quality checks of all work performed (scheduled and unscheduled) in his or her respective area of performance.

Deficiency Identification

Informal inspections are conducted to ensure contract compliance and the effective delivery of quality service. Monitoring is expedited by reviewing specially developed, pre-printed checklists. Deficiencies discovered during routine inspections are then discussed with the appropriate worker and corrected, if possible, on the spot. Persistent problem areas are addressed at weekly meetings in the spirit of collectively arriving at a solution. Our experience at other installations reveals that the uniqueness of having quality control built into the performance of work, and not merely as a matter of after the fact follow-up produces a higher level of quality service. Moreover, because of the high quality standards set and adhered to, we believe our customer surveillance tasks are being significantly reduced as well.

The Site Supervisor conducts the documented inspections on a random, unannounced basis. Once completed, the report is immediately available to the Contract Manager for review.

Documentation

The Site Supervisor generates a summary of all quality inspections performed for that period and that information is submitted to our contact. A monthly report is generated and e-mailed to the Project Manager with a copy furnished to our corporate management and our contact if desired.



This report includes an Inspection Summary and a copy of all inspection sheets and checklists. The Inspection Summary provides each of the areas inspected; the number of inspections performed; the number of deficiencies identified; and if the service was satisfactory or unsatisfactory. A summary analysis of all customer complaints and re-work orders also will be included in the report.

Review and Analysis

Monthly meetings are held between the Contract Manager and our corporate management. These meetings provide the management team an opportunity to compare the most recently completed month's performance to all previous months. Areas with potential problems receive immediate attention to prevent the service from being unsatisfactory and to circumvent negative trend development.

Annual Updates

Updates will be made to the Quality Control Plan at least annually. All changes to the plan will be incorporated with a formal submittal made to our customer during the month of contract renewal for each year. All changes are subject to approval.

Quality Assurance

Each manager and employee is asked to cooperate with and assist with the performance of this contract. This includes working with them to ensure that they are kept abreast of routine and/or changing conditions, as well as assisting them in the course of their inspections or surveillance.

Performance Evaluation Meetings

The Contract Manager will meet at monthly intervals with our contract contact to discuss project performance. These meetings will provide a forum for discussing mutual matters of concern; however they will not be a substitute for daily interface with our customer.

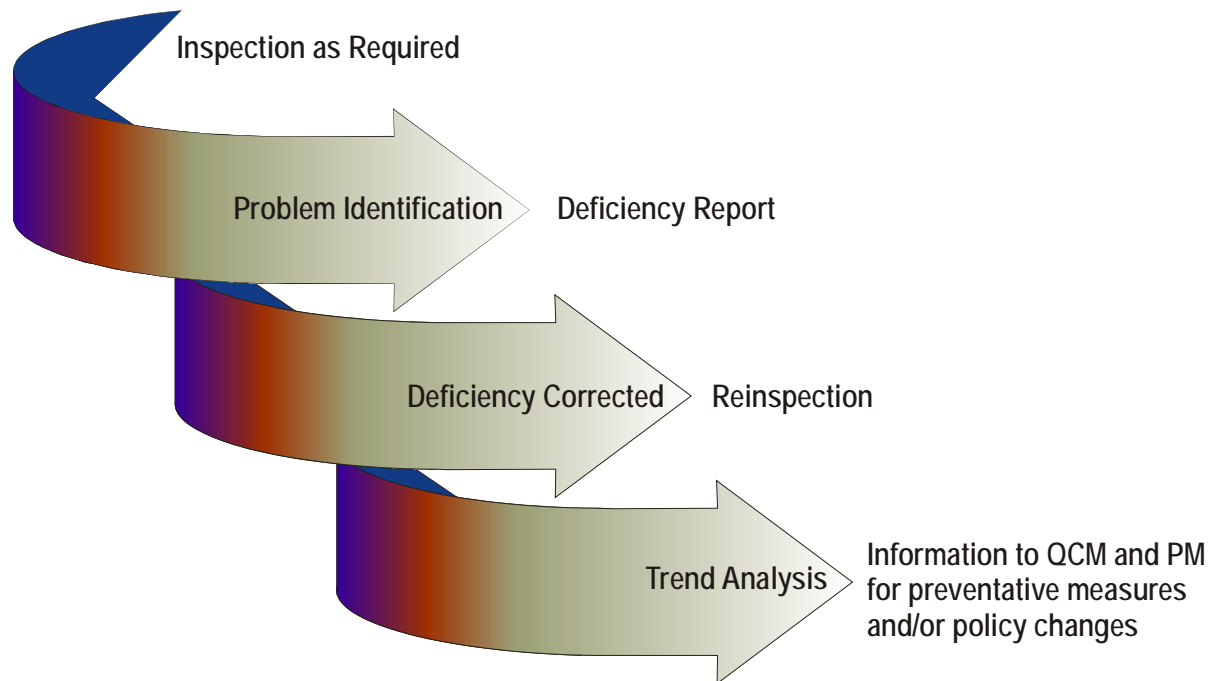
Tracking/Prevention of Performance Deficiencies

To reiterate, AFS uses a total quality management effort to update and ensure that our QCP is functioning properly (see Figure 2). We combine this with our inspection system and accompanying inspection schedule to detect quality control problems before they amount to a deficiency or discrepancy. As part of the QCP, Deficiency Reports will be segregated by functional areas to provide for ease of tracking, as well as to identify negative trends and systematic problems by functional area. All inspection findings are documented so that the following subsequent actions can be taken:

- Employees are recognized when their level of the work performance is considered "noteworthy;"
- Employees are informed when their level of work performance has diminished below previous levels, yet is still being performed at a "satisfactory" level;

- A Deficiency Report is initiated to correct any task where the performance level has diminished below previous levels;
- A Corrective Action Request is initiated to correct any task that has been rated less than "satisfactory;"
- Inspection Reports will be submitted to the Contract Manager, our Corporate Office, and the Client.
- Routine monitoring activities, such as our continuous inspections, also significantly reduce the potential for future situations by signaling the need for timely corrective actions.
- A combination of these activities, carefully supplemented by the previously identified methods, will be applied to prevent deficiencies and, where necessary, attain the earliest possible correction.

Figure 2 - Corrective Action Cycle



Corrective Actions, Long and Short Term

If a deficiency does occur, AFS uses a two-tier strategy to address the problem. First, in the short term, the Site Supervisor will generate a Deficiency Report and initiate corrective actions immediately to eliminate the situation. After correction, the work is re-inspected to ensure that our customer's and corporate quality control standards are met. The Site Supervisor will then complete the report detailing what corrective actions were taken. Second, the Contract Manager analyzes the Discrepancy Report for trends or procedural and systematic problems



and determines the course of action to correct the long-term problem. For example, he may recommend:

- Additional training;
- Procedural changes;
- Improved work techniques;
- Equipment changes;
- Personnel or responsibility changes;
- As a last resort, disciplinary action.

Documenting and Enforcing QC Operations

Our Site Supervisor will monitor the cloud-based record of inspections. The record will provide evidence that the scheduled quality control inspections are being performed. The records will contain:

- A copy of our QCP;
- Records of all completed quality control inspections;
- Records of all distributed quality control reports;
- Records of all corrective actions taken;
- Documentation of all service calls.

The inspection records will be systematically analyzed and used for the prevention, detection, and correction of quality control situations. The Site Supervisor will make Quality Control records available for review or inspection any time during the contract.



CUSTOMER SERVICE

American Facility Services, Inc. can assure our clients that any incident or concern occurring on a contract job is handled professionally and in a timely manner. In a situation where something is damaged, broken or reported missing, AFS will take the necessary steps to investigate and remedy as quickly as possible. Any other type of incident that involves other matters are reported directly to Headquarters and handled based on the situation.

Our employees are instructed to immediately report to their direct Supervisor any situation that results in damage or broken property of the customer where they are working. Incidents of missing or discarded items may also be reported to the Contract Manager or Headquarters staff directly by the customer themselves. Emergency and office contact information is provided to all clients at the start of the contract.

The AFS Contract Manager is responsible for documenting the incident, using all information available from the cleaning staff and/or the customer. This report is used to conduct a formal investigation into the matter, which may include formal interviews and inspecting the place of occurrence and then further documenting any additional information that may be obtained.

Based on the final incident report, determination is made by Headquarters as to how to proceed to resolve the situation. If possible, AFS will work directly with the customer to remedy the incident if that is appropriate and acceptable by the customer. In some major instances, an insurance claim may be filed or a claim filed against the AFS Fidelity Bond that will be in place to protect the customer against any loss.

At AFS, we take responsibility for our employees and their actions. AFS strives to employ personnel with the highest levels of integrity and experience. Because of our stringent hiring practices, we have a very low occurrence of incidents on our contract jobs.

Resolution of Concerns

The AFS Contract Manager will be available at all times to receive calls regarding quality of work concerns. The Contract Manager will respond by investigating the concerns and making sure that the Site Supervisor understands the concerns and addresses them with the crew to correct them immediately. The Contract Manager will then re-inspect and confirm the corrections have been completed. He will also re-inspect at random intervals to ensure that the problem does not reoccur. Please refer to our extensive Quality Control Plan.

EXAMPLE:

AFS had been providing janitorial services to an elementary school in Atlanta for five years, with satisfaction scores of between 93% and 95% monthly. The contract was renewed for an additional five years and then a new principal was assigned to the school. The new principal informed us that the services were not being performed to her higher standards. After listening to her concerns, we made improvements within two days and she was fully satisfied with the outcome.



Communication with Facility Administrators

AFS encourages direct communication between your facilities administrations and our Site Supervisors, Project Manager or Contract Manager who are all available 24/7 via e-mail or phone. Our extensive training, scheduling, management, inspections, inventory management and quality control measures are designed to minimize the need for substantial communication with the administration. Our goal is to provide service that will minimize any impact on your employees and customers.

Emergency and Special Event Cleaning

Due to our large local workforce, we are always able to handle any special event or emergency incidents that may arise, with response times usually less than a couple of hours. The Contract Manager will be on-call 24/7 and will be able to respond quickly to any emergencies. The Supervisor will have an emergency action plan in place to ensure that immediate staffing and supply needs are met. All employees are trained to handle emergency situations. These are situations where our 24 years of experience can prove to be very valuable to our clients.

EXAMPLE: AFS was notified at 12:00 noon on a Sunday, via a phone call from an official at the Atlanta Public Schools, of a MRSA outbreak at Maynard Jackson High School. He informed us that we needed to disinfect the entire school before school began on Monday morning. Qualified teams were called in immediately, and within two hours we had 40 employees on-site as well as sufficient disinfectant to clean the entire school. The school was completely disinfected by 12:00 AM (midnight) that same night and was ready to open on Monday morning.



COVID-19 CLEANING PROCEDURES

The virus that causes COVID-19 can be killed if you use the right products. EPA has compiled a list of disinfectant products that can be used against COVID-19, including ready to use sprays, concentrates, and wipes. Each product has been shown to be effective against viruses that are harder to kill than viruses like the one that causes COVID-19. Disinfection using EPA-approved disinfectants against COVID-19 also help reduce the risk. Frequent disinfection of surfaces and objects touched by multiple people is important. Coronaviruses on surfaces and objects naturally die within hours to days. Warmer temperatures and exposure to sunlight will reduce the time the virus survives on surfaces and objects.

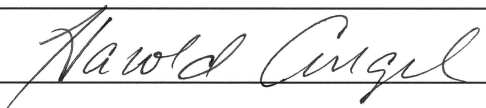
AFS will be using Victory Backpack Electrostatic sprayers and Betco's PH7q Dual germicidal/disinfectant product to treat and prevent against COVID outbreaks.

Staff will wear disposable gloves when cleaning and disinfecting surfaces. Gloves will be discarded after each cleaning. If reusable gloves are used, those gloves will be dedicated for cleaning and disinfection of surfaces for COVID-19 and will not be used for other purposes. Hands will be cleaned immediately after gloves are removed. If surfaces are dirty, they will be cleaned using a detergent or soap and water prior to disinfection.

JANITORIAL SERVICES - No. 2021-2026

REVISED - COST PROPOSAL FORM

Cost based on Service Frequency Schedule 6.0 in the RFP


LOCATIONS	Building Supplies	Daily Maintenance (On-site)	Floor Buff and Wax	Window Cleaning	Wax Buff	COVID-19 Cleaning & Disinfecting	Total Monthly Cost
Browns Mill Athletic Complex	\$ 400.00	\$ 1,050.00	\$	\$	\$	\$ 50.00	\$ 1,500.00
Browns Mill Recreation/Community Center	\$ 500.00	\$ 1,650.00	\$ 625.00	\$ 33.33	\$ 875.00	\$ 50.00	\$ 3,733.33
Browns Mill Aquatic Center	\$ 400.00	\$ 1,050.00	\$	\$	\$		\$ 1,450.00
Southeast Athletic Complex	\$ 400.00	\$ 1,050.00	\$	\$	\$		\$ 1,450.00
Sam's Building (cleaned upon request)* Hourly rate shown		\$ 17.00	\$	\$	\$		\$ 17.00
Stonecrest City Hall <i>(COVID cleaning and disinfection only)</i>						\$ 150.00	\$ 150.00
Total Cost	\$ 1,700.00	\$ 4,817.00	\$ 625.00	\$ 33.33	\$ 875.00	\$ 250.00	\$ 8,300.33
Additional Services <i>(See section 5.0 of proposal)</i>							
Emergencies (hourly rate)	\$ 17.00						
Afterhours (hourly rate)	\$ 17.00						
Special Events (hourly rate)	\$ 17.00						
Company Name:	American Facility Services, Inc.						
Company Authorized Official: (print name)	Harold Angel						
Authorized Official Signature:							
Date:	11/9/2021						

CERTIFICATION OF SPONSOR
DRUG-FREE WORKPLACE

I hereby certify that I am a principle and duly authorized representative of American Facility Services, Inc., ("Contractor"), whose address is 1325 Union Hill Industrial Court, Suite A, Alpharetta, GA 30004
_____, and I further certify that:

- (1) The provisions of Section 50-24-1 through 50-24-6 of the Official Code of Georgia Annotated, relating to the "Drug-Free Workplace Act" have been complied with in full; and
- (2) A drug-free workplace will be provided for Contractor's employees during the performance of the Agreement; and
- (3) Each Subcontractor hired by Contractor shall be required to ensure that the subcontractor's employees are provided a drug-free workplace. Contractor shall secure from that subcontractor the following written certification: "As part of the subcontracting agreement with Contractor, American Facility Services, Inc. certifies to Contractor that a drug-free workplace will be provided for the Subcontractor's employees during the performance of this Agreement pursuant to paragraph (7) of subsection (b) of the Official Code of Georgia Annotated, Section 50-24-3"; and
- (4) The undersigned will not engage in unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana during the performance of the Agreement.

CONTRACTOR: American Facility Services, Inc.

Date: 11/4/21 Signature: 

Title: Vice President

REQUEST FOR PROPOSAL APPLICATION

This form must be completed by Responders of this RFP. Attach additional information as needed or as required. If you attach confidential material, clearly identify if the attachments are proprietary.

Offeror Name American Facility Services, Inc.

Offeror Address 1325 Union Hill Industrial Court, Suite A, Alpharetta, GA 30004

Offeror Phone 770-740-1613 Email anugent@amfacility.com

The company (that will be responsible for management of the contract associated with this RFP) is a Legal Entity:

- ☐ Individual(s) If multiple, identify
- ☒ Corporation
- ☐ LLC
- ☐ Joint Tenants
- ☐ Tenants in Common
- ☐ Partnership
- ☐ Other (Identify Other) _____

If not a Georgia corporation/partnership, state where organized: _____

(Attach current corporation documentation.)

Management TEAM

Oscar Pavon, Contract Manager

Harold Angel, Director of Operations

Other Members Kevin McCann, CEO

CONFLICT OF INTEREST DISCLOSURE

The following information must be disclosed:

1. List the names of all persons having a financial interest in the consultant's business.

Kevin McCann

Harold Angel

2. If any person identified pursuant to (1) above is a corporation or partnership, list the names of all individuals owning more than 10% of the shares in the corporation or owning any partnership interest in the partnership.

Kevin McCann

3. If any person identified pursuant to (1) above is a nonprofit organization or a trust, list the names of any person serving as director of the nonprofit organization or as trustee or beneficiary or trustor of the trust.

4. List the address of any property owned by the Consultant or principals identified in (2) that is located in Stonecrest and/or DeKalb County.

None

(NOTE: Attach additional pages as necessary.)

Person is defined as: Any individual, firm, co-partnership, joint venture, association, social club, fraternal organization, corporation, estate, trust receiver, syndicate, this and any other group or combination acting as a unit.

Harold Angel
Authorized Signature of Responder

11/8/21
Date

CERTIFICATE AND ACKNOWLEDGEMENT

Offeror certifies that it as individual or member of a corporation or partnership is not now and will not be at contract execution in violation of the following policies:

- ☐ YES ☒ NO Delinquent in the payment of taxes due to the City of Stonecrest;
- ☐ YES ☒ NO Building or health code violations on property owned that is not being actively abated;
- ☐ YES ☒ NO Been convicted of a felony crime that affects property or neighborhood stability or safety;
- ☐ YES ☒ NO Have any outstanding judgments or debts to the City;
- ☐ YES ☒ NO Have no past due loan(s) with the City;
- ☐ YES ☒ NO Been subject to a foreclosure within the previous ten (10) years;
- ☐ YES ☒ NO Been involved in litigation relating to a project either voluntary or involuntary within the past five (5) years; and
- ☐ YES ☒ NO Been adjudged bankrupt either voluntary or involuntary within the past ten (10) years.

I/We acknowledge understanding of the above policies and certify that none of the individuals or members of a corporation or partnership are in violation. I certify that this information is true and correct.

I/We further certifies that the information and exhibits comprising this RFP are true and correct. Unsigned/undated submissions will not be considered.

CERTIFICATION OF AUTHORIZED REPRESENTATIVE:

I Harold Angel as Authorized Representative for American Facility Services, Inc. hereby certify that all information and materials submitted in response to this RFP are true and accurate to the best of my knowledge and belief. I understand that any attempt to falsify information in this application shall result in disqualification. Further, I hereby consent to requests that the City may make of third parties for information to substantiate information provided in this RFP, and I authorize third parties to release such information to the City.

Harold Angel
Authorized Signature of Responder

11/8/21

Date

Harold Angel
Print or type name

Authorized Signature of Responder

Date

Print or type name



GEORGIA SECURITY AND IMMIGRATION COMPLIANCE ACT AFFIDAVIT

Contractor(s) Name: American Facility Services, Inc.

Address: 1325 Union Hill Industrial Court, Suite A
Alpharetta, GA 30004

By executing this affidavit, the undersigned person or entity verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm, or corporation which is contracting with the Georgia Department of Transportation has registered with, is authorized to participate in, and is participating in the federal work authorization program commonly known as E-Verify, * in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91.

The undersigned person or entity further agrees that it will continue to use the federal work authorization program throughout the contract period, and it will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the undersigned with the information required by O.C.G.A. § 13-10-91(b).

The undersigned person or entity further agrees to maintain records of such compliance and provide a copy of each such verification to the Georgia Department of Transportation within five (5) business days after any subcontractor(s) is/are retained to perform such service.

114358
E Verify™ Company Identification Number

4/16/2008
Date of Authorization

Harold Ringel
BY: Authorized Officer or Agent

11/8/21
Date

(Name of Person or Entity)

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE

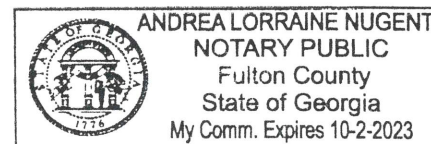
8th DAY OF NOVEMBER, 2021

Andrea Lorraine Nugent

[NOTARY SEAL]

Notary Public

My Commission Expires: 10/2/23



* or any subsequent replacement operated by the United States Department of Homeland Security, or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603



NOT APPLICABLE

Subcontractor Affidavit under O.C.G.A. § 13-10-91(b)(3)

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with (name of contractor) on behalf of (name of public employer) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the subcontractor with the information required by O.C.G.A. § 13-10-91(b). Additionally, the undersigned subcontractor will forward notice of the receipt of an affidavit from a sub-subcontractor to the contractor within five business days of receipt. If the undersigned subcontractor receives notice that a sub-subcontractor has received an affidavit from any other contracted sub-subcontractor, the undersigned subcontractor must forward, within five business days of receipt, a copy of the notice to the contractor. Subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization

Name of Subcontractor

Name of Project

Name of Public Employer

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE

____ DAY OF _____, 201__

[NOTARY SEAL]

Notary Public

My Commission Expires: _____



WHY AFS IS THE BEST CHOICE

- AFS has over 30 years of experience in providing high quality janitorial service.
- Our range of customers is wide, from small offices to large contracts with multiple facilities requiring specific considerations.
- Our projects include a variety of building types and specifications.
- We have numerous renewal contracts as a result of our ability to exceed the expectations of our customers in a cost-effective manner.
- We will use our long-standing relationships with our vendors to ensure that the best products and equipment are used on this project. We will use our proven quality control methods to ensure that our employees are providing superior service.
- Our experienced management team will be providing the support to this project to ensure that the City of Stonecrest becomes one of our long-standing satisfied customers.

SAFETY DATA SHEET

pH7Q

Section 1. Identification

GHS product identifier : pH7Q
Product code : 316
Other means of identification : Not available.
Product type : Liquid.

Relevant identified uses of the substance or mixture and uses advised against

Identified uses

Disinfectant

Uses advised against

For Industrial and Institutional Use Only

Reason

-

Supplier's details : Betco Corporation
400 Van Camp Road
Bowling Green, Ohio 43402
www.betco.com
888-462-3826

Emergency telephone number (with hours of operation) : Chemtrec (800) 424-9300 24 hour

EPA Details : EPA Statement:
This chemical is a product registered by the United States Environmental Protection Agency and is subject to certain labeling requirements under federal law. These requirements differ from the classification criteria and hazard information required for safety data sheets (SDS), and for workplace labels of non-EPA registered chemicals. Below is the signal word as required on the label:

EPA Establishment Number : 4170
EPA Registration Number : 47371-131
EPA Signal Word : Danger

Section 2. Hazards identification

OSHA/HCS status : This material is considered hazardous by the OSHA Hazard Communication Standard (29 CFR 1910.1200).

Classification of the substance or mixture : SKIN IRRITATION - Category 2
SERIOUS EYE DAMAGE - Category 1

GHS label elements

Hazard pictograms



Signal word : Danger

Hazard statements : Causes serious eye damage.
Causes skin irritation.

Precautionary statements

Section 2. Hazards identification

Prevention	: Wear protective gloves. Wear eye or face protection: Recommended: safety glasses. Wash hands thoroughly after handling.
Response	: IF ON SKIN: Wash with plenty of soap and water. Take off contaminated clothing and wash it before reuse. If skin irritation occurs: Get medical attention. IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Immediately call a POISON CENTER or physician.
Storage	: Not applicable.
Disposal	: Not applicable.
Hazards not otherwise classified	: None known.

Section 3. Composition/information on ingredients

Substance/mixture	: Mixture
Other means of identification	: Not available.

Ingredient name	%	CAS number
didecyldimethylammonium chloride	≤3	7173-51-5
Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides	≤1.8	68424-85-1

Any concentration shown as a range is to protect confidentiality or is due to batch variation.

There are no additional ingredients present which, within the current knowledge of the supplier and in the concentrations applicable, are classified as hazardous to health or the environment and hence require reporting in this section.

Occupational exposure limits, if available, are listed in Section 8.

Section 4. First aid measures

Description of necessary first aid measures

Eye contact	: Get medical attention immediately. Call a poison center or physician. Immediately flush eyes with plenty of water, occasionally lifting the upper and lower eyelids. Check for and remove any contact lenses. Continue to rinse for at least 10 minutes. Chemical burns must be treated promptly by a physician.
Inhalation	: Get medical attention immediately. Call a poison center or physician. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. If not breathing, if breathing is irregular or if respiratory arrest occurs, provide artificial respiration or oxygen by trained personnel. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband. In case of inhalation of decomposition products in a fire, symptoms may be delayed. The exposed person may need to be kept under medical surveillance for 48 hours.
Skin contact	: Get medical attention immediately. Call a poison center or physician. Flush contaminated skin with plenty of water. Remove contaminated clothing and shoes. Wash contaminated clothing thoroughly with water before removing it, or wear gloves. Continue to rinse for at least 10 minutes. Chemical burns must be treated promptly by a physician. Wash clothing before reuse. Clean shoes thoroughly before reuse.
Ingestion	: Get medical attention immediately. Call a poison center or physician. Wash out mouth with water. Remove dentures if any. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If material has been swallowed and the exposed person is conscious, give small quantities of water to drink. Stop if the exposed person feels sick as vomiting may be dangerous. Do not induce vomiting unless directed to do so by medical personnel. If vomiting occurs, the head should be kept low so that vomit does not enter the lungs. Chemical burns must be treated promptly by a physician. Never give anything by mouth to an unconscious person. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway.

Section 4. First aid measures

Loosen tight clothing such as a collar, tie, belt or waistband.

Most important symptoms/effects, acute and delayed

Potential acute health effects

- Eye contact** : Causes serious eye damage.
- Inhalation** : No known significant effects or critical hazards.
- Skin contact** : Causes skin irritation.
- Ingestion** : No known significant effects or critical hazards.

Over-exposure signs/symptoms

- Eye contact** : Adverse symptoms may include the following:
 - pain
 - watering
 - redness
- Inhalation** : No specific data.
- Skin contact** : Adverse symptoms may include the following:
 - pain or irritation
 - redness
 - blistering may occur
- Ingestion** : Adverse symptoms may include the following:
 - stomach pains

Indication of immediate medical attention and special treatment needed, if necessary

- Notes to physician** : In case of inhalation of decomposition products in a fire, symptoms may be delayed. The exposed person may need to be kept under medical surveillance for 48 hours.
- Specific treatments** : No specific treatment.
- Protection of first-aiders** : No action shall be taken involving any personal risk or without suitable training. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. Wash contaminated clothing thoroughly with water before removing it, or wear gloves.

See toxicological information (Section 11)

Section 5. Fire-fighting measures

Extinguishing media

- Suitable extinguishing media** : Use an extinguishing agent suitable for the surrounding fire.
- Unsuitable extinguishing media** : None known.

- Specific hazards arising from the chemical** : In a fire or if heated, a pressure increase will occur and the container may burst.

- Hazardous thermal decomposition products** : Decomposition products may include the following materials:
 - carbon dioxide
 - carbon monoxide
 - nitrogen oxides
 - halogenated compounds
 - metal oxide/oxides

- Special protective actions for fire-fighters** : Promptly isolate the scene by removing all persons from the vicinity of the incident if there is a fire. No action shall be taken involving any personal risk or without suitable training.

Section 5. Fire-fighting measures

Special protective equipment for fire-fighters : Fire-fighters should wear appropriate protective equipment and self-contained breathing apparatus (SCBA) with a full face-piece operated in positive pressure mode.

Section 6. Accidental release measures

Personal precautions, protective equipment and emergency procedures

For non-emergency personnel : No action shall be taken involving any personal risk or without suitable training. Evacuate surrounding areas. Keep unnecessary and unprotected personnel from entering. Do not touch or walk through spilled material. Do not breathe vapor or mist. Provide adequate ventilation. Wear appropriate respirator when ventilation is inadequate. Put on appropriate personal protective equipment.

For emergency responders : If specialized clothing is required to deal with the spillage, take note of any information in Section 8 on suitable and unsuitable materials. See also the information in "For non-emergency personnel".

Environmental precautions : Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers. Inform the relevant authorities if the product has caused environmental pollution (sewers, waterways, soil or air).

Methods and materials for containment and cleaning up

Small spill : Stop leak if without risk. Move containers from spill area. Dilute with water and mop up water-soluble. Alternatively, or if water-insoluble, absorb with an inert dry material and place in an appropriate waste disposal container. Dispose of via a licensed waste disposal contractor.

Large spill : Stop leak if without risk. Move containers from spill area. Approach release from upwind. Prevent entry into sewers, water courses, basements or confined areas. Wash spillages into an effluent treatment plant or proceed as follows. Contain and collect spillage with non-combustible, absorbent material e.g. sand, earth, vermiculite or diatomaceous earth and place in container for disposal according to local regulations (see Section 13). Dispose of via a licensed waste disposal contractor. Contaminated absorbent material may pose the same hazard as the spilled product. Note: see Section 1 for emergency contact information and Section 13 for waste disposal.

Section 7. Handling and storage

Precautions for safe handling

Protective measures : Put on appropriate personal protective equipment (see Section 8). Do not get in eyes or on skin or clothing. Do not breathe vapor or mist. Do not ingest. If during normal use the material presents a respiratory hazard, use only with adequate ventilation or wear appropriate respirator. Keep in the original container or an approved alternative made from a compatible material, kept tightly closed when not in use. Empty containers retain product residue and can be hazardous. Do not reuse container.

Advice on general occupational hygiene : Eating, drinking and smoking should be prohibited in areas where this material is handled, stored and processed. Workers should wash hands and face before eating, drinking and smoking. Remove contaminated clothing and protective equipment before entering eating areas. See also Section 8 for additional information on hygiene measures.

Conditions for safe storage, including any incompatibilities : Store in accordance with local regulations. Store in original container protected from direct sunlight in a dry, cool and well-ventilated area, away from incompatible materials (see Section 10) and food and drink. Store locked up. Keep container tightly closed and sealed until ready for use. Containers that have been opened must be carefully resealed and kept upright to prevent leakage. Do not store in unlabeled containers. Use appropriate containment to avoid environmental contamination. See Section 10 for incompatible materials before handling or use.

Section 8. Exposure controls/personal protection

Control parameters

Occupational exposure limits

Ingredient name	Exposure limits
didecyldimethylammonium chloride	None.
Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides	None.

Appropriate engineering controls

- : If user operations generate dust, fumes, gas, vapor or mist, use process enclosures, local exhaust ventilation or other engineering controls to keep worker exposure to airborne contaminants below any recommended or statutory limits.

Environmental exposure controls

- : Emissions from ventilation or work process equipment should be checked to ensure the comply with the requirements of environmental protection legislation. In some cases, fume scrubbers, filters or engineering modifications to the process equipment will be necessary to reduce emissions to acceptable levels.

Individual protection measures

Hygiene measures

- : Wash hands, forearms and face thoroughly after handling chemical products, before eating, smoking and using the lavatory and at the end of the working period. Appropriate techniques should be used to remove potentially contaminated clothing. Wash contaminated clothing before reusing. Ensure that eyewash stations and safety showers are close to the workstation location.

Eye/face protection

- : Safety eyewear complying with an approved standard should be used when a risk assessment indicates this is necessary to avoid exposure to liquid splashes, mists, gases or dusts. If contact is possible, the following protection should be worn, unless the assessment indicates a higher degree of protection: chemical splash goggles and/or face shield. If inhalation hazards exist, a full-face respirator may be required instead. Recommended: safety glasses

Skin protection

Hand protection

- : Chemical-resistant, impervious gloves complying with an approved standard should be worn at all times when handling chemical products if a risk assessment indicates this is necessary. Considering the parameters specified by the glove manufacturer, check during use that the gloves are still retaining their protective properties. It should be noted that the time to breakthrough for any glove material may be different for different glove manufacturers. In the case of mixtures, consisting of several substances, the protection time of the gloves cannot be accurately estimated.

Body protection

- : Personal protective equipment for the body should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Other skin protection

- : Appropriate footwear and any additional skin protection measures should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.

Respiratory protection

- : Based on the hazard and potential for exposure, select a respirator that meets the appropriate standard or certification. Respirators must be used according to a respirator protection program to ensure proper fitting, training, and other important aspects of use.

Personal protective equipment (Pictograms)



Section 9. Physical and chemical properties

Appearance

Physical state	: Liquid.
Color	: Yellow.
Odor	: Lemon-like.
Odor threshold	: Not available.
pH	: 7.2 to 8.2
Melting point	: Not available.
Boiling point	: Not available.
Flash point	: Closed cup: Not applicable. [Product does not sustain combustion.]
Evaporation rate	: Not available.
Flammability (solid, gas)	: Not available.
Lower and upper explosive (flammable) limits	: Not available.
Vapor pressure	: Not available.
Vapor density	: Not available.
Relative density	: 0.998
Solubility	: Easily soluble in the following materials: cold water and hot water.
Solubility in water	: Not available.
Partition coefficient: n-octanol/water	: Not available.
Auto-ignition temperature	: Not available.
Decomposition temperature	: Not available.
Viscosity	: Not available.
Flow time (ISO 2431)	: Not available.

Section 10. Stability and reactivity

Reactivity	: No specific test data related to reactivity available for this product or its ingredients.
Chemical stability	: The product is stable.
Possibility of hazardous reactions	: Under normal conditions of storage and use, hazardous reactions will not occur.
Conditions to avoid	: No specific data.
Incompatible materials	: Not available.
Hazardous decomposition products	: Under normal conditions of storage and use, hazardous decomposition products should not be produced.

Section 11. Toxicological information

Information on toxicological effects

Acute toxicity

Section 11. Toxicological information

Product/ingredient name	Result	Species	Dose	Exposure
didecyldimethylammonium chloride	LD50 Oral	Rat	84 mg/kg	-
Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides	LD50 Oral	Rat	426 mg/kg	-

Irritation/Corrosion

Product/ingredient name	Result	Species	Score	Exposure	Observation
didecyldimethylammonium chloride	Skin - Severe irritant	Rabbit	-	500 milligrams	-
Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides	Skin - Severe irritant	Rabbit	-	25 milligrams	-

Sensitization

Not available.

Mutagenicity

Not available.

Carcinogenicity

Not available.

Reproductive toxicity

Not available.

Teratogenicity

Not available.

Specific target organ toxicity (single exposure)

Not available.

Specific target organ toxicity (repeated exposure)

Not available.

Aspiration hazard

Not available.

Information on the likely routes of exposure : Routes of entry anticipated: Oral, Dermal.
Routes of entry not anticipated: Inhalation.

Potential acute health effects

Eye contact : Causes serious eye damage.
Inhalation : No known significant effects or critical hazards.
Skin contact : Causes skin irritation.
Ingestion : No known significant effects or critical hazards.

Symptoms related to the physical, chemical and toxicological characteristics

Eye contact : Adverse symptoms may include the following:
 pain
 watering
 redness
Inhalation : No specific data.

Section 11. Toxicological information

Skin contact	: Adverse symptoms may include the following: pain or irritation redness blistering may occur
Ingestion	: Adverse symptoms may include the following: stomach pains

Delayed and immediate effects and also chronic effects from short and long term exposure

Short term exposure

Potential immediate effects	: Not available.
Potential delayed effects	: Not available.

Long term exposure

Potential immediate effects	: Not available.
Potential delayed effects	: Not available.

Potential chronic health effects

Not available.

General	: No known significant effects or critical hazards.
Carcinogenicity	: No known significant effects or critical hazards.
Mutagenicity	: No known significant effects or critical hazards.
Teratogenicity	: No known significant effects or critical hazards.
Developmental effects	: No known significant effects or critical hazards.
Fertility effects	: No known significant effects or critical hazards.

Numerical measures of toxicity

Acute toxicity estimates

Route	ATE value
Oral	26843.1 mg/kg
Inhalation (vapors)	415.88 mg/l

Section 12. Ecological information

Toxicity

Product/ingredient name	Result	Species	Exposure
didecyldimethylammonium chloride	Acute EC50 110 µg/l Fresh water	Algae - Chlorella pyrenoidosa - Exponential growth phase	72 hours
	Acute EC50 14.22 ppb Fresh water	Algae - Pseudokirchneriella subcapitata	96 hours
	Acute EC50 18 ppb Fresh water	Daphnia - Daphnia magna	48 hours
	Acute LC50 39 µg/l Marine water	Crustaceans - Americamysis bahia - Juvenile (Fledgling, Hatchling, Weanling)	48 hours
	Acute LC50 0.01 µg/l Fresh water	Fish - Acipenser transmontanus - Larvae	96 hours
	Chronic NOEC 25 µg/l Fresh water	Algae - Pseudokirchneriella subcapitata - Exponential growth phase	72 hours
	Chronic NOEC 125 µg/l Fresh water	Daphnia - Daphnia magna	21 days
Quaternary ammonium compounds, benzyl-	Acute EC50 37 ppb Fresh water	Daphnia - Daphnia magna	48 hours

Section 12. Ecological information

C12-16-alkyldimethyl, chlorides	Acute LC50 64 ppb Fresh water Chronic NOEC 4.15 ppb Fresh water Chronic NOEC 32.2 ppb	Fish - Oncorhynchus mykiss Daphnia - Daphnia magna Fish - Pimephales promelas	96 hours 21 days 34 days
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Persistence and degradability

Not available.

Bioaccumulative potential

Not available.

Mobility in soil

Soil/water partition coefficient (K_{oc}) : Not available.

Other adverse effects : No known significant effects or critical hazards.

Section 13. Disposal considerations

Disposal methods : The generation of waste should be avoided or minimized wherever possible. Disposal of this product, solutions and any by-products should at all times comply with the requirements of environmental protection and waste disposal legislation and any regional or local authority requirements. Dispose of surplus and non-recyclable products via a licensed waste disposal contractor. Waste should not be disposed of untreated to the sewer unless fully compliant with the requirements of all authorities with jurisdiction. Waste packaging should be recycled. Incineration or landfill should only be considered when recycling is not feasible. This material and its container must be disposed of in a safe way. Care should be taken when handling emptied containers that have not been cleaned or rinsed out. Empty containers or liners may retain some product residues. Avoid dispersal of spilled material and runoff and contact with soil, waterways, drains and sewers.

Section 14. Transport information

	DOT Classification	TDG Classification	Mexico Classification	ADR/RID	IMDG	IATA
UN number	Not regulated.	Not regulated.	Not regulated.	Not regulated.	Not regulated.	Not regulated.
UN proper shipping name	-	-	-	-	-	-
Transport hazard class(es)	-	-	-	-	-	-
Packing group	-	-	-	-	-	-
Environmental hazards	No.	No.	No.	No.	No.	No.

Special precautions for user : **Transport within user's premises:** always transport in closed containers that are upright and secure. Ensure that persons transporting the product know what to do in the event of an accident or spillage.

Section 14. Transport information

Transport in bulk according to Annex II of MARPOL and the IBC Code : Not available.

Section 15. Regulatory information

U.S. Federal regulations : **TSCA 4(a) proposed test rules:** Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides
TSCA 8(a) CDR Exempt/Partial exemption: Not determined
Clean Water Act (CWA) 307: 3,7-dimethyloct-6-enenitrile
Clean Water Act (CWA) 311: edetic acid; sodium hydroxide

Clean Air Act Section 112 (b) Hazardous Air Pollutants (HAPs) : Listed

Clean Air Act Section 602 Class I Substances : Not listed

Clean Air Act Section 602 Class II Substances : Not listed

DEA List I Chemicals (Precursor Chemicals) : Not listed

DEA List II Chemicals (Essential Chemicals) : Not listed

SARA 302/304

Composition/information on ingredients

No products were found.

SARA 304 RQ : Not applicable.

SARA 311/312

Classification : SKIN IRRITATION - Category 2
 SERIOUS EYE DAMAGE - Category 1

Composition/information on ingredients

Name	%	Classification
didecyldimethylammonium chloride	≤3	ACUTE TOXICITY (inhalation) - Category 4 SKIN CORROSION - Category 1B SERIOUS EYE DAMAGE - Category 1
Quaternary ammonium compounds, benzyl-C12-16-alkyldimethyl, chlorides	≤1.8	ACUTE TOXICITY (oral) - Category 4 SKIN CORROSION - Category 1B SERIOUS EYE DAMAGE - Category 1

State regulations

Massachusetts : None of the components are listed.

New York : None of the components are listed.

New Jersey : The following components are listed: ETHYL ALCOHOL; ALCOHOL

Pennsylvania : The following components are listed: DENATURED ALCOHOL; ETHANOL

California Prop. 65

This product does not require a Safe Harbor warning under California Prop. 65.

International regulations

Chemical Weapon Convention List Schedules I, II & III Chemicals

Not listed.

Montreal Protocol

Section 15. Regulatory information

Not listed.

Stockholm Convention on Persistent Organic Pollutants

Not listed.

Rotterdam Convention on Prior Informed Consent (PIC)

Not listed.

UNECE Aarhus Protocol on POPs and Heavy Metals

Not listed.

Inventory list

Australia	: Not determined.
Canada	: Not determined.
China	: Not determined.
Europe	: Not determined.
Japan	: Japan inventory (ENCS) : Not determined. Japan inventory (ISHL) : Not determined.
Malaysia	: Not determined
New Zealand	: Not determined.
Philippines	: Not determined.
Republic of Korea	: Not determined.
Taiwan	: Not determined.
Thailand	: Not determined.
Turkey	: Not determined.
United States	: All components are listed or exempted.
Viet Nam	: Not determined.

Section 16. Other information

Hazardous Material Information System (U.S.A.)

Health	/	3
Flammability		0
Physical hazards		0

Caution: HMIS® ratings are based on a 0-4 rating scale, with 0 representing minimal hazards or risks, and 4 representing significant hazards or risks. Although HMIS® ratings and the associated label are not required on SDSs or products leaving a facility under 29 CFR 1910.1200, the preparer may choose to provide them. HMIS® ratings are to be used with a fully implemented HMIS® program. HMIS® is a registered trademark and service mark of the American Coatings Association, Inc.

The customer is responsible for determining the PPE code for this material. For more information on HMIS® Personal Protective Equipment (PPE) codes, consult the HMIS® Implementation Manual.

National Fire Protection Association (U.S.A.)



Reprinted with permission from NFPA 704-2001, Identification of the Hazards of Materials for Emergency Response Copyright ©1997, National Fire Protection Association, Quincy, MA 02269. This reprinted material is not the complete and official position of the National Fire Protection Association, on the referenced subject which is represented only by the standard in its entirety.

Section 16. Other information

Copyright ©2001, National Fire Protection Association, Quincy, MA 02269. This warning system is intended to be interpreted and applied only by properly trained individuals to identify fire, health and reactivity hazards of chemicals. The user is referred to certain limited number of chemicals with recommended classifications in NFP, 49 and NFPA 325, which would be used as a guideline only. Whether the chemicals are classified by NFPA or not anyone using the 704 systems to classify chemicals does so at their own risk.

Procedure used to derive the classification

Classification	Justification
SKIN IRRITATION - Category 2	Calculation method
SERIOUS EYE DAMAGE - Category 1	Calculation method

History

Date of printing : 4/6/2020

Date of issue/Date of revision : 4/6/2020

Date of previous issue : 11/19/2019

Version : 2.01

Key to abbreviations : ATE = Acute Toxicity Estimate
 BCF = Bioconcentration Factor
 GHS = Globally Harmonized System of Classification and Labelling of Chemicals
 IATA = International Air Transport Association
 IBC = Intermediate Bulk Container
 IMDG = International Maritime Dangerous Goods
 LogPow = logarithm of the octanol/water partition coefficient
 MARPOL = International Convention for the Prevention of Pollution From Ships, 1973 as modified by the Protocol of 1978. ("Marpol" = marine pollution)
 UN = United Nations

References : Not available.

Indicates information that has changed from previously issued version.

Notice to reader

To the best of our knowledge, the information contained herein is accurate. However, neither the above-named supplier, nor any of its subsidiaries, assumes any liability whatsoever for the accuracy or completeness of the information contained herein.

Final determination of suitability of any material is the sole responsibility of the user. All materials may present unknown hazards and should be used with caution. Although certain hazards are described herein, we cannot guarantee that these are the only hazards that exist.