EMPLOYEE TRAINING MANUAL

Contract Cleaning Specialists Enterprise, Inc.

6494 Mockingbird Ln S, Clearwater, FL 33760

SBA Certified Women-Owned Small Business (WOSB)

Comprehensive Training for Safety, Compliance, and Excellence

Version 1.0 — December 2025

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Section 1: Anti-Human Trafficking Awareness

1.1 Purpose and Legal Requirement

Florida law requires all employees working on government contracts to receive training on recognizing and reporting human trafficking. Human trafficking is a serious crime that affects thousands of people annually, and as workers in public facilities, we are in a unique position to potentially identify and report signs of trafficking.

1.2 What is Human Trafficking?

Human trafficking is a form of modern slavery involving the use of force, fraud, or coercion to exploit people for labor or commercial sex. Trafficking can happen to anyone regardless of age, gender, nationality, or economic status.

Types of Human Trafficking:

- **Labor Trafficking:** Forcing individuals to work against their will through threats, debt bondage, or other coercion
- **Sex Trafficking:** Compelling individuals to engage in commercial sex acts through force, fraud, or coercion

1.3 Warning Signs to Recognize

Be alert for individuals who:

- Appear fearful, anxious, depressed, submissive, or avoid eye contact
- Show signs of physical abuse, malnourishment, or untreated medical conditions
- Are not allowed to speak for themselves or appear coached in responses
- Have few personal possessions or always wear the same clothes
- Are not aware of their location or do not know what city they are in
- Are accompanied by a controlling person who speaks for them
- Live at their workplace or with their employer
- Have an inconsistent story when asked basic questions

1.4 How to Report

DO NOT attempt to confront the suspected trafficker or rescue the victim yourself.

Report suspected trafficking immediately:

1. **National Human Trafficking Hotline: 1-888-373-7888**
2. Text "HELP" to 233733 (BeFree)
3. Contact local law enforcement: 911 for emergencies
4. Report to your supervisor immediately

All reports can be made anonymously. Document what you observed including date, time, location, and descriptions of individuals involved.

Section 2: Green Cleaning & Environmental Standards

2.1 LEED and Green Seal Overview

LEED (Leadership in Energy and Environmental Design) is a globally recognized certification system for sustainable buildings. Many of the facilities we service are LEED certified or follow LEED guidelines, requiring specific cleaning practices to maintain certification.

Green Seal is an independent organization that certifies environmentally responsible products and services. We use Green Seal certified products whenever possible.

2.2 Our Green Cleaning Commitment

Contract Cleaning Specialists Enterprise, Inc. is committed to:

- Using environmentally preferable cleaning products
- Using only client-approved cleaning products as specified
- Minimizing environmental impact while maintaining cleanliness standards
- Protecting indoor air quality for building occupants
- Reducing chemical exposure for cleaning staff

2.3 Green Cleaning Best Practices

Product Usage:

- Use only approved products from the approved product list
- Follow dilution ratios exactly—more is not better
- Use the right product for the right surface
- Never mix cleaning products

Equipment and Methods:

- Use HEPA-filtered vacuums to improve air quality
- Use microfiber cloths and mops to reduce chemical usage
- Color-code cloths to prevent cross-contamination
- Allow proper dwell time for disinfectants to work

Waste Reduction:

- Use concentrated products to reduce packaging waste
- Properly dispose of all chemicals according to SDS instructions
- Recycle containers where permitted

Section 3: Safety Data Sheets (SDS) & Chemical Safety

3.1 OSHA Hazard Communication Standard

The Occupational Safety and Health Administration (OSHA) Hazard Communication Standard (HazCom) requires employers to inform employees about chemical hazards in the workplace. This is your "Right to Know" about chemicals you work with.

3.2 Understanding Safety Data Sheets (SDS)

Every chemical product has a Safety Data Sheet (SDS) containing 16 sections of critical information. You must know how to read and understand these sheets.

Key SDS Sections:

1. **Identification:** Product name, manufacturer, emergency phone number
2. **Hazard(s) Identification:** Dangers associated with the product
3. **Composition/Ingredients:** Chemical components
4. **First-Aid Measures:** What to do in case of exposure
5. **Fire-Fighting Measures:** How to handle fires involving the product
6. **Accidental Release Measures:** Spill cleanup procedures
7. **Handling and Storage:** Safe use and storage requirements
8. **Exposure Controls/PPE:** Required protective equipment

3.3 GHS Pictograms

The Globally Harmonized System (GHS) uses standardized pictograms to communicate hazards. Learn to recognize these symbols on product labels:

- **Flame:** Flammable materials
- **Exclamation Mark:** Irritant, skin sensitizer, acute toxicity
- **Corrosion:** Corrosive to skin or metals
- **Health Hazard:** Carcinogen, respiratory sensitizer, serious health hazard
- **Skull and Crossbones:** Acute toxicity (fatal or toxic)
- **Environment:** Hazardous to aquatic environment

3.4 Chemical Safety Rules

1. **NEVER mix chemicals** — mixing bleach and ammonia creates toxic gas
2. Always read labels before use
3. Use proper PPE as indicated on SDS
4. Know where SDS binders are located at each job site
5. Store chemicals properly—upright, in designated areas, away from heat
6. Report damaged containers immediately
7. Use chemicals only for their intended purpose
8. Ensure adequate ventilation when using chemicals

Section 4: Workplace Safety & Injury Reporting

4.1 Your Safety is Our Priority

Contract Cleaning Specialists Enterprise, Inc. is committed to providing a safe work environment. Every employee has the right to work in conditions that do not pose a risk of serious harm. You also have the responsibility to follow safety rules and report hazards.

4.2 General Safety Rules

1. Always use wet floor signs when mopping or when floors are wet
2. Never stand on chairs, tables, or unstable surfaces—use proper step stools or ladders
3. Lift properly: bend at the knees, keep back straight, hold load close to body
4. Do not attempt to lift items over 50 pounds alone—ask for help
5. Keep walkways and exits clear
6. Report all hazards to your supervisor immediately
7. Never operate equipment you have not been trained on
8. Wear appropriate footwear—closed-toe, non-slip shoes required

4.3 Injury Reporting Procedure

ALL injuries and illnesses must be reported, no matter how minor.

Steps for Reporting:

1. **Seek immediate medical attention** if needed (call 911 for emergencies)
2. **Notify your supervisor immediately** — before the end of your shift
3. **Complete an Incident Report Form** within 24 hours
4. **Document everything:** date, time, location, what happened, witnesses
5. **Report via Swept App** using the Problem Report feature

4.4 Workers' Compensation

If you are injured on the job, you are entitled to workers' compensation benefits. These benefits cover medical expenses and lost wages. To protect your rights, you MUST report injuries promptly. Failure to report within 30 days may result in loss of benefits.

Section 5: Swept App Training

5.1 Introduction to Swept

Swept is our quality control and communication platform. It enables real-time verification of work completed, transparent communication with supervisors and clients, and timestamped documentation of service delivery. All employees are required to use Swept daily.

5.2 Downloading and Setting Up the App

1. Download "Swept" from the Apple App Store or Google Play Store
2. Log in with the credentials provided by your supervisor
3. Allow location permissions when prompted (required for clock-in verification)
4. Enable notifications to receive important updates

5.3 Time Clock Functions

Clocking In:

- You must be physically at your assigned location to clock in
- Open the app and tap "Clock In"
- GPS verification confirms you are on-site
- Clock in at the start of your shift, clock out at the end

Breaks:

- Use the break function for meal breaks
- Geofence verification applies when returning from break

5.4 Communication Features

Location Message Board:

- View messages from supervisors and clients
- Post updates, questions, or concerns
- Attach photos when needed
- Messages marked "urgent" require immediate attention

5.5 Problem Reporting

Use the Problem Report feature to document:

- Maintenance issues discovered during cleaning
- Safety hazards
- Missing supplies
- Equipment malfunctions
- Any issues preventing task completion

Always include a photo and detailed description when reporting problems.

5.6 Cleaning Instructions and Checklists

Each location has specific cleaning instructions available in the app. Review these instructions before beginning work. Complete all checklist items and mark them as done in the app. This creates timestamped verification of completed work.

Section 6: Bloodborne Pathogens

6.1 What are Bloodborne Pathogens?

Bloodborne pathogens are infectious microorganisms in human blood that can cause disease. The most common are Hepatitis B (HBV), Hepatitis C (HCV), and Human Immunodeficiency Virus (HIV). As custodial workers, you may encounter blood or other potentially infectious materials (OPIM) in restrooms, trash, or during cleaning.

6.2 How Exposure Occurs

You can be exposed through:

- Needlestick injuries from improperly discarded sharps
- Contact with broken skin (cuts, abrasions)
- Splashes to eyes, nose, or mouth
- Handling contaminated waste without proper protection

6.3 Prevention and Protection

1. **Treat all blood and body fluids as infectious** — you cannot tell by looking
2. **Always wear gloves** when cleaning restrooms or handling trash
3. **Never pick up broken glass or sharps with bare hands** — use a dustpan and brush
4. **Never reach into trash bags** — squeeze sides to check for sharps first
5. **Report any visible blood** to your supervisor before cleaning
6. **Use appropriate disinfectant** (EPA-registered for bloodborne pathogens)
7. **Wash hands immediately** after removing gloves

6.4 If Exposure Occurs

1. Wash the exposed area immediately with soap and water
2. If eyes were exposed, flush with water for 15 minutes
3. Report the exposure to your supervisor immediately
4. Seek medical evaluation as soon as possible
5. Complete an incident report

Section 7: Personal Protective Equipment (PPE)

7.1 Your Responsibility

Contract Cleaning Specialists Enterprise, Inc. provides all required PPE at no cost to employees. You are responsible for using PPE properly, maintaining it in good condition, and requesting replacements when needed.

7.2 Types of PPE and When to Use

Gloves:

- Required when handling chemicals, cleaning restrooms, handling trash
- Use nitrile or latex gloves for general cleaning
- Use heavy-duty rubber gloves for chemical handling
- Replace gloves when torn or visibly contaminated

Eye Protection:

- Required when using chemicals that may splash
- Required when using pressure washers or high-spray equipment
- Safety glasses or goggles must meet ANSI Z87.1 standards

Footwear:

- Closed-toe, non-slip shoes required at all times
- No sandals, flip-flops, or open-toe shoes

Respiratory Protection:

- May be required when using certain chemicals or in dusty conditions
- Check SDS for respiratory requirements

7.3 PPE Care and Maintenance

- Inspect PPE before each use
- Clean reusable PPE after each shift
- Store PPE in clean, dry locations
- Report damaged or defective PPE to your supervisor
- Never use damaged PPE

Section 8: APPA Level 2 Cleaning Standards

8.1 What is APPA?

APPA (formerly the Association of Physical Plant Administrators) establishes industry-standard benchmarks for cleanliness in educational facilities. These standards provide a common language for measuring and maintaining cleaning quality. Contract Cleaning Specialists maintains APPA Level 2 standards for educational clients.

8.2 The Five APPA Levels

- **Level 1 - Orderly Spotlessness:** Showpiece facility, highest standard
- **Level 2 - Ordinary Tidiness:** Our standard—clean, well-maintained, professional appearance
- **Level 3 - Casual Inattention:** Acceptable but showing signs of reduced attention
- **Level 4 - Moderate Dinginess:** Noticeable neglect
- **Level 5 - Unkempt Neglect:** Unacceptable condition

8.3 APPA Level 2 Requirements

At Level 2, our clients should experience:

Floors and Base Moldings:

- Shine and/or are bright and clean; colors fresh
- No buildup in corners or along walls
- No more than 1-2 days of dust accumulation

Vertical and Horizontal Surfaces:

- Freshly cleaned or polished appearance
- No accumulation of dust, dirt, marks, streaks, or fingerprints

Restrooms:

- Fixtures gleam and are odor-free
- Supplies always adequate
- No soap scum or mineral deposits

Trash and Waste:

- Containers hold only daily waste
- Clean and odor-free

Light Fixtures:

- All lights work
- Fixtures clean

8.4 Why This Matters

Research shows that 84% of students indicate APPA Level 1 or Level 2 creates the best learning environment, and 88% become distracted by the lower cleanliness of Levels 3 and 4. Your work directly impacts student success and the reputation of the institutions we serve.

Section 9: Building Security & Access Control

9.1 Your Security Responsibilities

As custodial staff, you have access to facilities during off-hours when few others are present. This access comes with significant responsibility. Security breaches can result in property loss, damage, or harm to people.

9.2 Key and Access Card Rules

1. **Never loan, share, or duplicate keys or access cards**
2. Keys and cards are assigned to you personally
3. Report lost or stolen keys/cards immediately
4. Return all keys and cards when leaving employment
5. Do not prop doors open or defeat security measures
6. Lock all doors and windows you unlock during your shift

9.3 After-Hours Protocol

- Do not allow anyone to "tailgate" into secure areas
- Verify identification of anyone requesting access
- Report unauthorized individuals to campus security
- Note and report any suspicious activity
- If you discover evidence of break-in or vandalism, do not touch anything—call security immediately

9.4 Confidentiality

You may see confidential information during your work—documents on desks, computer screens, whiteboard notes. You must not read, photograph, share, or discuss any information you encounter. This is especially critical in educational settings where student information is protected by FERPA (Family Educational Rights and Privacy Act).

Section 10: Professional Conduct & Customer Service

10.1 You Represent Our Company

Every interaction you have while on the job reflects on Contract Cleaning Specialists Enterprise, Inc. Your professionalism directly impacts client satisfaction and our ability to retain contracts. You are an ambassador for our company.

10.2 Professional Standards

Appearance:

- Wear clean company uniform or approved work attire
- Display company ID badge visibly
- Maintain good personal hygiene

Behavior:

- Be courteous and respectful to everyone
- Greet people with a smile and friendly acknowledgment
- Minimize noise and disruption
- No personal phone calls during work (emergencies only)
- No earbuds/headphones while working
- No eating or drinking in work areas (designated break areas only)

10.3 Interaction Guidelines

When interacting with building occupants:

- Ask before entering occupied offices: "May I clean now, or should I return later?"
- Respect people's workspaces—don't move personal items unnecessarily
- If asked a question you cannot answer, say: "I'll find out and let you know" or direct them to your supervisor
- Handle complaints professionally—thank them for the feedback and report to your supervisor

10.4 Prohibited Conduct

The following will result in disciplinary action, up to and including termination:

- Theft of any kind
- Using client facilities for personal purposes
- Being under the influence of drugs or alcohol
- Harassment or discrimination of any kind
- Insubordination
- Falsifying time records
- Sleeping on duty

Section 11: Equipment Operation & Care

11.1 Training Requirement

Never operate any equipment you have not been specifically trained on. Improper use of cleaning equipment can cause injury to you or damage to client property. If you need training on any equipment, ask your supervisor.

11.2 Common Equipment

Vacuum Cleaners:

- Check bag/canister before use; empty when 2/3 full
- Inspect cord for damage before each use
- Keep HEPA filter clean per manufacturer instructions
- Report any unusual sounds or performance issues

Floor Buffers/Polishers:

- Clear area of obstacles before operating
- Keep firm grip on handle at all times
- Check pads and replace when worn
- Never leave running machine unattended

Auto Scrubbers:

- Check solution and recovery tanks before use
- Clean squeegee and brushes after each use
- Empty and rinse recovery tank after each use
- Charge batteries according to schedule

Carpet Extractors:

- Use correct cleaning solution at proper dilution
- Make slow, overlapping passes
- Empty and clean tanks after each use
- Allow carpets adequate drying time

11.3 Equipment Care

1. Clean equipment after each use
2. Store equipment properly in designated areas
3. Report any malfunctions or damage immediately
4. Do not attempt repairs yourself
5. Wrap cords properly—do not yank cords from outlets

Section 12: Emergency Procedures

12.1 General Emergency Guidelines

In any emergency:

1. **Stay calm**
2. **Call 911** if there is immediate danger to life
3. Notify your supervisor as soon as safely possible
4. Know the location of emergency exits, fire extinguishers, and first aid kits
5. Follow instructions from emergency responders

12.2 Fire

- **RACE:** Rescue, Alarm, Contain, Extinguish/Evacuate
- Pull the nearest fire alarm
- Call 911
- Close doors behind you as you evacuate
- Do not use elevators
- Go to designated assembly point and wait for all-clear

12.3 Severe Weather (Florida-Specific)

Hurricane/Tropical Storm:

- Follow client emergency plans and supervisor instructions
- Do not report to work if evacuation orders are in effect for your area
- Secure outdoor items before storm arrives

Tornado Warning:

- Move immediately to interior room on lowest floor
- Stay away from windows, doors, and outside walls
- Crouch low to the ground and cover your head

Lightning:

- If outdoors, move inside immediately
- If indoors, stay away from windows and avoid using corded phones

12.4 Medical Emergency

1. Call 911 immediately
2. Do not move the person unless they are in immediate danger
3. Provide CPR/First Aid only if trained
4. Locate AED (Automated External Defibrillator) if available
5. Stay with the person until help arrives
6. Direct emergency responders to the location

12.5 Active Threat

RUN - HIDE - FIGHT:

- **RUN:** If there is an accessible escape path, evacuate immediately
- **HIDE:** If evacuation is not possible, find a place to hide out of view, lock/barricade doors, silence your phone
- **FIGHT:** As a last resort, and only if your life is in imminent danger, attempt to incapacitate the threat

Call 911 when it is safe to do so. When law enforcement arrives, keep hands visible and follow all instructions.

Appendix A: Training Acknowledgment Forms

Complete and sign the following acknowledgment form after completing training. This form will be kept in your personnel file.

EMPLOYEE TRAINING ACKNOWLEDGMENT

I acknowledge that I have received and reviewed the Contract Cleaning Specialists Enterprise, Inc. Employee Training Manual. I understand that I am responsible for understanding and following all policies and procedures contained in this manual.

I confirm that I have received training in the following areas:

Training Topic	Date	Initials
Anti-Human Trafficking Awareness		
Green Cleaning & Environmental Standards		
Safety Data Sheets (SDS) & Chemical Safety		
Workplace Safety & Injury Reporting		
Swept App Training		
Bloodborne Pathogens		
Personal Protective Equipment (PPE)		
APPA Level 2 Cleaning Standards		
Building Security & Access Control		
Professional Conduct & Customer Service		
Equipment Operation & Care		
Emergency Procedures		

I understand that failure to follow these policies and procedures may result in disciplinary action, up to and including termination of employment.

_____

Employee Printed Name

_____ _____

Employee Signature Date

_____ _____

Supervisor Signature Date

Contract Cleaning Specialists Enterprise, Inc.
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