# **GFNY Lead Training Policy**

**Environmental Services – ESFM Tesla GFNY**

## **📌 Purpose**

Ensure EVS Leads can **support Managers, oversee frontline staff, delegate tasks, and maintain consistent quality standards** across all GFNY zones.

## **🎓 Core Training Modules**

* **OSHA & PPE Compliance** – reinforce team adherence to safety equipment and protocols.
* **Emergency Response Basics** – evacuation, hazard escalation, and first-report responsibilities.
* **CMMS Ticket Entry & Escalation** – accurate logging of issues, supplies, and follow-ups.

## **🛠️ Role-Specific Training**

* **Task Delegation & Monitoring** – assign duties by zone and monitor completion.
* **Cart & Closet Inspections** – verify carts stocked at start of shift; closets clean and secure at shift end.
* **Daily Reporting** – enter shift notes into Teams/Outlook; highlight misses or escalations.
* **Real-Time Performance Correction** –
  + Praise publicly to reinforce good behavior.
  + Correct privately to maintain professionalism and accountability.

## **📍 Zone-Specific Training**

**Restrooms**

* Ensure odor control measures are in place.
* Verify restroom carts set up correctly and stocked.

**Cafés / Kitchenettes**

* Monitor appliance exterior cleaning and supply restocking.
* Verify trash/recycling completed.

**Offices / Conference Rooms**

* Inspect furniture resets and IT equipment (monitors, keyboards, phones) cleaned properly.

**Warehouses / Production Areas**

* Monitor line-side trash collection and route compliance.
* Check for dust accumulation on rails, ledges, and safety equipment.

**Exteriors / Entrances / Lobbies**

* Inspect trash pickup, windows/glass cleaning, and signage conditions.
* Verify mats and entry points are safe, clean, and hazard-free.

## **⏱️ Training Frequency**

* **Onboarding:** Required prior to taking supervisory responsibility.
* **Semi-Annual Refresh:** Twice yearly retraining on safety, CMMS, and leadership practices.

⚠️ **Important Note:**  
 Leads are **the bridge between Managers and Janitors**. Their effectiveness directly drives compliance, audit scores, and zone presentation. Leads must model correct behavior at all times, enforce QR/CMMS compliance, and immediately escalate safety or staffing issues to Managers.