

Overview A store's appearance as well as the customer's experience can be affected by overall store cleanliness. The In-House Floor Care Program gives stores complete ownership and control over the cleanliness of their store. By consistently executing cleaning best practices, we ensure our stores are clean and customer ready each day.

Store Responsibilities Store Associates are responsible for the daily cleaning of the store. The following is an overview of the tasks:

Pre-Opening Daily Tasks:

- Sweep sales floor using dust mop.
- Auto scrub front of store and main aisles daily. Cycle through all departments by the end of the week.
- Spot mop areas of store not scheduled for cleaning that day, when needed.
- Clean Restrooms
- Clean Associate Lounge and Offices

Other Daily Tasks (complete as needed)

- Sweep and spot mop sales floor.
- Clean up spills
- Check restrooms often, clean, restock supplies as needed.
- Dust along valances, top of fixtures, signage, etc.
- Clean front doors.

Closing:

- Fully recover sales floor of dropped merchandise and trash
- Sweep sales floor with dust mop.
- Vacuum walk off mats and vestibule
- Sanitize and restock restrooms
- Empty trash.
- Clean mirrors and spot clean front doors.
- Sweep cart corral area.

Weekly Tasks:

- Wash windows.
- Use corn broom to clean corners and edges of store.
- Inventory cleaning supplies; order via DDS as needed.

Associate Scheduling

Stores will be allocated a general fund of cleaning hours. .Stores will be provided with the appropriate hours to ensure tasks of the program are able to be completed. These hours must be spent on Floor Care and Store Cleanliness.

- Reference Payroll for the cleaning hours allocated to your store.
A daily 7am-10am shift that includes sweeping scrubbing in the applicable areas of the store as well as cleaning rest rooms will be scheduled (based on Associate availability and job assigned).
- Use balance of hours each day to manually schedule spot cleaning throughout the day as well as the closing cleaning tasks.
- Covid disinfecting/cleaning should be assigned during these hours.
Use Sanitizer Plus and wipes as needed.

Floor Cleaning Chart

The floor care chart will assist in planning the weekly floor cleaning cycle:

- White areas (racetrack) are done daily.
 - Dressing Room: Sweep daily, mop when scheduled or when spot cleaning is necessary.
 - Restrooms: Sweep and mop.
 - Offices: Sweep and mop when scheduled or when spot mopping is requested.

Assign each section of the store a day of the week for cleaning (cycling through the entire sales floor weekly).

- Divide store into 4 or 5 sections.
- Fill in the applicable day of the week on the chart.
- Post completed floor care chart in the Custodial closet in a plastic sleeve.

Example of a Completed Floor Care Chart

Clean store in a consistent and natural flow.



Floor Care Chart

<div>Offices</div> <div><u>Saturday</u></div> <div>Date of Work</div>	<div>Dressing Room</div> <div><u>Everyday</u></div> <div>Date of Work</div>	<div>Associate Lounge</div> <div><u>Saturday</u></div> <div>Date of Work</div>
<div><u>Saturday</u></div> <div>Date of Work</div>	<div><u>Saturday</u></div> <div>Date of Work</div>	<div><u>Saturday</u></div> <div>Date of Work</div>
<div><u>Tuesday</u></div> <div>Date of Work</div>	<div><u>Monday</u></div> <div>Date of Work</div>	<div><u>Thursday</u></div> <div>Date of Work</div>
<div>Queue Line</div> <div><u>Everyday</u></div> <div>Date of Work</div>		
<div><u>Monday</u></div> <div>Date of Work</div>		
<div>Front of Store/Vestibule</div> <div><u>Everyday</u></div>		

Blank Floor Care Cleaning Chart

Blank Floor Care Chart		
<div><hr/>Date of Work</div>	<div><hr/>Date of Work</div>	<div><hr/>Date of Work</div>
<div><hr/>Date of Work</div>	<div><hr/>Date of Work</div>	<div><hr/>Date of Work</div>
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<div>Front of Store/Vestibule</div> <div><hr/>Date of Work</div>		

Floor Care Tasks

Sweeping

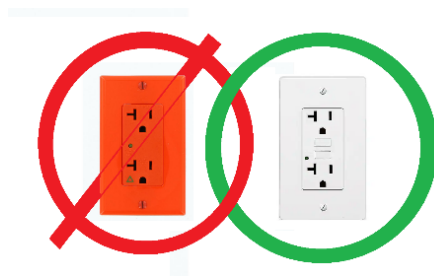
- Ensure dust mop heads are clean and ready for use.
- Use a clean dust mop, mop the entire sales floor.
 - Change dust mop heads often. Dirty dry mop heads grind dirt into the floor.

Auto-Scrubbing:

- **USE CAUTION SIGNS** during the auto-scrub process! Leave out until floors are dry.
 - Ensure a clean red pad is used.
 - Use one ounce of green Neutral Cleaner to each tank of clean water.
- Inspect red pad for wear (dirty, uneven thickness, frayed edge)
 - If one side is dirty – flip pad to clean side
 - If the pad is too thin - or frayed – replace pad
 - Uneven thickness will cause the Auto-scrubber to vibrate. Replace pad.
 - To prolong pad life, remove, rinse and let dry regularly (minimum of two times per week)
- Scrub the sales floor with an emphasis on the racetracks, front and scheduled scrub areas.
- Clean equipment after use to ensure it is ready for the next day:
 - Remove floor squeegee, pads and pad drivers and rinse with hot water.
 - Hang pad to dry (use faucet spout).
 - Drain the tanks after use and rinse thoroughly (failure to empty dirty water tank will cause a musty odor and clog the hoses).
 - Wipe down the outside of the unit.
 - Plug the charger in to prepare for the next day's use.

Caution: Never use an extension cord with the Auto-Scrubber plug the buffer in an orange outlet.

- ***Always plug in to a white outlet.***



Damp Mopping

USE CAUTION SIGNS during any damp mopping! Leave out until floors are dry

- Ensure mop sticks labeled (with a silver sharpee) "Sales Floor Only" are only used on the sales floor – DO NOT use a "Restroom" labeled mop on the sales floor.
- Ensure all damp mop heads are clean and ready for use. Grey, dirty mop heads that are losing pieces of the mop head should be replaced.
- Prep mop buckets:
 - Use one ounce of green Neutral Cleaner to each bucket of cold mop water.
 - Change out the dirty water often with fresh water and another ounce of the green Neutral Cleaner. FYI- in 2021 Neutral Cleaner will be rebranded as "Highlight."
 - Repeat process as necessary.
- Mop the areas that are dirty thoroughly with an emphasis on racetracks and the Front End. Change wet mop heads often – dirty mops make dirty floors.
- Mop the Associate Lounge or as necessary.
- Spot mop throughout the day as necessary.

Cleaning Restrooms- (Clean the restroom throughout the day as needed).

- **USE CAUTION SIGNS** in area when cleaning the Restrooms! Leave out until floors are dry.
- Wear protective equipment (eye protection goggles and gloves).
- Use orange One restroom cleaner for:
 - Counters
 - Sinks
 - Faucets
 - Urinals (seat, bowl and underneath)
 - Toilets (seat, bowl and underneath)
 - Partitions / Doors
 - Any wall attachments i.e. soap dispensers, baby changing stations, paper towel, hand dryers, etc.
- Wash the mirrors using blue Elements cleaner
- Refill any empty (or near empty):
 - Soap dispensers
 - Toilet paper
 - Air freshener
 - (Replace every 60-90 days)
 - Paper towels
 - Toilet seat covers
 - Wax bags
 - Baby changing towels
- Mop floors daily – use the wet mops labeled "Restroom Only"
 - Wash the floor using Safe Scrub, add one ounce to the mop bucket water
 - Change mop water, add one ounce of orange ONE Restroom Cleaner. Wash the floor.
 - Scrub floor: On Fridays, apply Safe Scrub to the floors and using the scrub brush, scour the floor and grout lines. Follow this with a washing using orange ONE Restroom Cleaner.
 - Use this process to clean any wall tiles, especially underneath hand dryers and soap dispensers
- Empty the trash and replace with a fresh trash bag.

Vacuumping Mats / Carpets

- Vacuum Walk Off mats and vestibule carpet in the evening.
- Remove Walk Off mats in PM after close to prepare for AM floor cleaning

Cleaning Cart Corral Area

- Remove carts and move to an area that is not scheduled to be cleaned the next day.
- Sweep cart corral area. Leave empty to allow scrubbing in the morning as needed.

Cleaning Mirrors / Windows / Door Glass

- Clean any accessible windows or mirrors both inside and outside of the store. This should be done as needed but at the very least once a month.
 - Use ½ ounce of the blue Elements glass cleaner in one side of the bucket. Fill both sides of the bucket half way with clean water
 - Squeegee & Scrubber are to be used with the duster kit pole
 - Scrub the windows with clean water using the scrubber attached to the duster pole
 - Scrub the windows with the mixed solution using the scrubber attached to the duster pole
 - Squeegee the windows dry using the squeegee attached to the duster pole
- For spray bottles, fill bottle with water add, ½ ounce of blue Elements and gently shake.
 - Clean mirrors using blue Elements cleaner in PM and when necessary throughout the day
 - Spot clean lobby / door glass using blue Elements cleaner in PM or before store opens in AM

Custodial Closet	<p>Keep the Custodial Closet clean, organized and stocked with the appropriate supplies (search Custodial Closet).</p> <ul style="list-style-type: none">• Door must be closed and unlocked at all times.• Yellow SDS binder should be in its rack and be immediately visible and accessible upon entering the closet.• Spray bottles must be labeled to match the chemical inside (Elements in Elements, ONE in ONE, etc.• Maintain Eyewash Station:<ul style="list-style-type: none">○ Yellow eyewash tank every 90 days (emptying, rinsing and refilling with the Encon eyewash product).○ Plumbed in eyewash station, ensure the area is clean with the flaps down.• Check inventory weekly and reorder supplies as needed.• Always have two wet mops at the ready.<ul style="list-style-type: none">○ Ensure they are properly labeled using language on the broomsticks “Sales Floor Only” and “Restroom Only”. Properly labeled mops eliminate cross-contamination on the floors.
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Hazardous Waste Hazardous and Regulated Waste

Disposal Service Provider will leave any items in Custodial Closet for Store Associates to dispose of (for example):

- Restroom hand cleaner refill

- Baseboard Stripper
- Gum Freezer
- Tile and Grout Cleaners
- Empty bottles and containers

All Service Provider-supplied chemicals will be removed by Service Provider once the container is empty.

Other Tasks Completed by Contractor/Outside Vendor:

Emergency Services

- Day or night, contact your Floor Care Provider for emergency cleanup of water from minor flood damage, body fluid spills, sewage backup, etc.





Scrubs

- This service includes:
 - Entire sales floor
 - Lounge
 - Hallways
 - Dressing Rooms
 - Offices as made available. All equipment and soaps will be provided by the cleaning crew. Scrubs are expected quarterly.
- Scheduling
 - Your floor care provider must give at least 2 weeks advance notice on a schedule for your service.
 - Check for any fixture resets, special truck deliveries, staffing, construction plans, etc. before you accept a service date.
- Prior to overnight services, Store must:
 - Prepare the store (day of the service): adjust low hanging merchandise, low shelving, any place the equipment cannot get under and remove boxes and papers on the floor in the offices, etc.
 - Sweep entire sales floor.
- Check crew as they enter: IDs, the equipment, correct number of cleaning containers, etc.
 - ID Badges must be visible at all times. Photo ID badges must include the following: a photo of the cleaner, the name of the crewperson, the sub-contractors company's name and an identification number.




Supply List

The following is a list of Floor Care items used to execute cleaning tasks.

Description	Item #	Picture
Caution Sign	0926	
Caution Cone Pop-up	7025	
Dust Mop	7409	
Red Auto Scrubber Pad	9162	
Neutral Cleaner (green), changing to Highlight in 2021	7418	
Wet Mop	0923	
Bucket with Ringer	0924	

Magic Monkey (absorbent)	7413	
Backpack Vacuum	2070	
Wand Extension for Backpack Vacuum	2070A	
Micro-Filter Bags for Backpack Vac	2070B	
Upright Vacuum	2043A	
Carpet Spotter	7404	
Elements Cleaner (blue)	7417	
Elements Sprayer (empty)	9418	
Scrubber (glass)	7422	
Squeegee	7421	

Bucket	7424	
Can Liners	7340	
Can Liners	7341	
Can Liners	7342	
Goggles	1064	
Latex Gloves	31S-418	
Rubber Gloves	123013-1	
One Restroom Cleaner (orange)	7414	
One Sprayer (empty bottle)	9412	
Brush	0930	
Air Freshener Holder	74359	

Air Freshener Canister	74360	
Safe Scrub	9200	
Scrub Brush	9201	

Toilet Paper	7350	
Paper Towel	7351A	
Gojo Soap	030212-3	
Wax Bags	7361	
Toilet Seat Covers 7337	7337	
Urinal Cakes	0925	
Baby Changing Liners	72313-2	
Putty Knife	0929	

Encon Eyewash Solution	0148	
Dust Pan Plastic	0928	
Microfiber Cleaning Cloth	7099	
Disinfecting Wipes	33701/33702	
Sanitizer Plus- Disinfectant Virucide	SANPLUS6	
Hand Sanitizer TJX 16.9 OZ - 12	7745	No photo available
Empty Spray Bottles	9418	
First Aid Kit (new stores)	31S-401	

Maintenance Issues: Refer to Summit for a contact list.