



Eclat Services Pte. Ltd.

General Cleaning Methodology/Procedure

Equipments and Chemicals needed;

Preparation at Store before Cleaning

1. Put on appropriate Personal Protective Equipment (PPE) before starting work
2. Check condition of working tools and equipment
3. Ensure that there is sufficient capacity in the vacuum cleaning dust bag if applicable

Pre-work Inspection

1. Display safety signage at the work area
2. Identify any possible hazard or risk at the work area
3. Check for damage and report damage (if any) to supervisor
4. Identify the location of the spillages, stains etc.

Vacuuming

1. First connect vacuum cleaner to ELCB and then connect the ELCB to the main power socket
2. Vacuum the carpet floor section by section
3. For vacuuming of work area, start from the far end and work towards the near end
4. Check that there are no more spillages and stains
5. Place furniture back.

Emptying of General Waste Bins

1. Tie and remove used bin liner from waste bin. Hold the used bin liner at an arm's length apart from body to avoid contact with sharp objects in the used bin liner
2. Place used bin liner into disposal bag on the service trolley
3. Clean the interior and exterior of the waste bins with cloth and place new liner into the waste bin.
4. Repeat steps 1 to 4 for other waste bins found within the work area.

Cleaning of Horizontal Surfaces

1. Prepare cleaning chemical and dilute according to manufacturer's specification.
2. Spray cleaning chemical onto cleaning cloth
3. Wipe from edges of the surface and also in-out and in figure of '8/S' motions
4. Repeat steps 2 to 4 for other horizontal surfaces found within the work area.
5. Rinse cloth as and when necessary



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Mopping of Floors

1. Assess the area to clean
2. Put on gloves and other personal protection equipment (see MSDS of chemical being used)
3. Display safety signs or barricades in easy to see locations
4. Dust mop or broom area to remove large debris before mopping
5. Spot clean for gum or associated debris if required
6. Half fill your mop bucket with the correct cleaning chemical mix from a chemical dilution dispenser.
7. Mop in a smooth figure 8 motion as close to your body.
8. After a small section or area return to your mop bucket to repeat the process.
9. Change the mop water when necessary.
10. Empty your bucket in an appropriate area.
11. Clean mop, bucket and other equipment for storage.
12. Return and safely store away supplies and equipment in the correct storage area.

Toilets Cleaning

1. Assemble check equipment. Place warning signs. Open windows for ventilation.
2. Prepare cleaning solution in the mop bucket and spray bottle according to the manufacturers' instructions, adding the solution to the water.

Water Receptacles

1. Flush toilet with the seat lid closed. Reveal water line by pushing back the water in the toilet bowl with the brush. Apply toilet cleaner to inside of bowl including under the run. Allow to activate.
2. With the spray unit, spray outside of W.C. around the pipe work, interior and exterior face of the seat lid, the exterior surface of the cistern, all furniture, fixtures and fittings, partitions and walls.
3. With a cloth, wipe the walls, partitions, cistern, exterior and interior surface of the seat lid, furniture, fixture and fittings, pipe work and the exterior of the W.C.
4. Scrub inside of the toilet bowl with brush, especially any stains, the water line and under the run. Flush toilet, rinse brush in flushing water. Replace brush in holder.

Urinals

1. Flush the urinal and turn off the flushing system (if applicable). Clear urinal channel and waste outlet with the tweezers. Place in rubbish sack.



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2. With the spray unit spray the urinal from bottom to top to include all pipe work, cistern and furniture, fixtures and fittings.
3. With the toilet brush or non-abrasive pad clean the urinal to remove all marks and stains. Pay particular attention to water marks, the drain and channel. With a cloth wipe all the pipe work, furniture, fixtures and fittings.
4. Turn on the flushing system and flush the urinal.

Showers

1. Remove debris from around the drain hole with the tweezers. Place in the rubbish sack.
2. With the spray unit spray the shower from bottom to top, including walls, tiles, furniture, fixtures and fittings, including curtain rail (if applicable).
3. With a non-abrasive pad remove marks and stains from all surfaces. With a clean cloth wipe all surfaces, furniture, fixtures and fittings working from the top down.

Wash hand Basins

1. Remove hair / debris from the plug, plug hole and chain with the tweezers. Place in the rubbish sack.
2. With the spray unit spray the wall, ledges, pipes, underneath the basin, the basin surrounding tiles, mirror, furniture, fixtures and fittings.
3. Use the non-abrasive pad to remove marks / stains from all the surfaces. With a cloth wipe all surfaces. Work from the top down.
4. With the tap running rinse the basin, swilling water into the overflow. Use bottle brush to clean the overflow. With a clean cloth wipe the taps inside and outside of the basin, underneath the basin, all pipes and ledges.

Toilet Floor

1. Starting from a point furthest from the door, mop the floor using a figure 8 stroke with each pass overlapping. Mop adjacent to the edges by cutting in parallel. Remove splashes to walls as they occur with a clean cloth.
2. Leave the floor as dry as possible. When all areas have been cleaned, clean the equipment and return to the store.

Corridors & Lobbies

1. Assemble. Check Equipment. Place warning signs
2. Pick up large pieces of litter with the tong, place in rubbish sack. Remove chewing gum and loosen soil along the edges with the scraper, and place in the rubbish sack.
3. Sweep the furthest point to access point e.g.: walkway to entrance lobby, platform to stairway. Loosen soil and chewing gum with the long handled scraper. Sweep using straight continuous overlapping strokes, ensure head is in contact with floor all the



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times and maintain a leading edge. Pick up the litter with dustpan and brush and place in rubbish sack.

4. Leave a traffic lane for safe access for users and client staffs. When all areas have been swept, clean equipment and return to store.

Absorbent Mat

1. Using Brush

- 1.1. Assemble check equipment. Place warning signs
- 1.2. Put on face mask. Pick up large pieces of litter and place in rubbish sack.
- 1.3. With the brush, start from the top, use straight continuous overlapping passes, working towards the bottom. Remove the mat from the well and turn over.
- 1.4. Sweep the well starting from the top using straight continuous overlapping strokes. Ensure the broom head is in contact with the surface all the times.
- 1.5. Pick up litter/soil with dustpan and brush and place in the rubbish sack.

2. Using Suction Cleaner

- 2.1. Assemble check equipment. Place warning signs. Pick up large litter and place in rubbish sack.
- 2.2. Using the suction cleaner, clean the mat at the top using straight continuous overlapping strokes. Remove the mat from the well and turn over.
- 2.3. Using the suction cleaner, clean the well starting at the top using straight continuous overlapping passes.
- 2.4. Prepare cleaning solution in the bucket according to manufacturer instructions, adding the solution to the water. Mop the well starting from the top using figure 8 strokes with each pass overlapping. Allow the well to dry thoroughly before replacing the mat.

Carpeted Areas

1. Hot Water Extraction

- 1.1. Assemble check equipment. Place warning signs. Remove as much furniture from the area as possible.
- 1.2. Spray the carpet the chewing gum remover, when brittle, loosen with the stiff brush. Remove loose soil/chewing gum with the suction cleaner
- 1.3. Put on protective gloves. Carry out colour tests spot clean.
- 1.4. Pre spray the stains/spillage's with the trigger spray. Open windows and doors if applicable for maximum ventilation.
- 1.5. Prepare cleaning solution (low foam) in the machine tank according to the manufacturer instructions adding solution to the water. Starting from the area furthest from the door, spray the stains in overlapping passes, moving backwards. One wet pass followed by 3 dry passes. Do not over wet the carpet.
- 1.6. Care must be taken not to spray walls or furniture, remove any splashes as they occur with a clean dry cloth.



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- 1.7. Clean spillages/stains in corners with a stiff brush. When all spillages and stains have been cleaned, return all furniture to its original position.

2. Wet Carpet Shampooing

- 2.1. Assemble check equipment. Place warning signs. Remove as much furniture as possible.
- 2.2. Put on protective gloves. Carry colour spot clean tests. Open windows and doors for maximum ventilation.
- 2.3. Spray carpet chewing gum remover, when brittle, loosen with the stiff brush. Pick up with suction cleaning.
- 2.4. Pre-spray the stains with the trigger spray. Prepare the cleaning solution (low foam) according to manufacturer instructions adding the solution to the water. Ensure the carpet is secured at the edges.
- 2.5. With the rotary floor machine and shampoo brush, start from the furthest from the door. Scrub the stains using overlapping patterns working backwards. Cut in adjacent to the edges with the brush dipped in the cleaning solution. Remove as much water as possible with the wet/dry pick up machine using straight overlapping passes.
- 2.6. When all stains have been cleaned, return all furniture to original position.

3. Dry Powder / Absorbent Granules

- 3.1 Assemble check equipment. Place warning signs. Remove as much furniture as possible.
- 3.2 Spray carpet with stain remover, when brittle, loosen with stiff brush. Remove with suction cleaner.
- 3.3 Put on protective gloves. Carry colour spot clean tests. Open windows and doors for maximum ventilation.
- 3.4 Spread powder / granules evenly over the stains according to the manufacturer's instructions. Work the powder / granules to the carpet until the stain have disappeared, either with the machine or stiff brush.
- 3.5 Allow powder / granules to dry thoroughly, approximately 30 minutes. Remove the powder / granules with suction cleaner. Return the furniture to its original position.

Glass/Windows

1. Assemble check equipment. Place warning signs. Put on all relevant personal protective and safety equipment as necessary for task.
2. Prepare cleaning solution according to manufacturer instructions, adding solution to the water.
3. Clean large panels of glass by applying cleaning solution with a cloth to side and top of frames, then to the edges of the panel and in a zig-zag pattern to the rest of the panel. Using a well wrung cloth remove water by starting at the sides and top of the frame.
4. With the squeegee make a vertical stroke from top to bottom at one side of the panel, horizontally keeping the blade at 45 degrees to the direction of travel. Use a zig-zag



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stroke across the panel from top to bottom. Ensure blade remain in contact with the glass at all times. Finish with a straight stroke down each side of the panel.

5. Wipe squeegee with a cloth after each operation. If applicable use the extension pole with a cloth to dry the top edge. Wipe bottom edge of panel and bottom part of the frame with a clean cloth.
6. Clean small panel windows by applying cleaning solution with a cloth to the top row of panels. Squeegee across upper part of the panel, tilting handle slightly to push water to the bottom. Make a second pass with the squeegee to remove remaining cleaning solution.
7. With a cloth wipe dry the lower moulding, then proceed to the next row of panels and repeat the process.
8. Use a scraper to remove stubborn stains and debris. Clean equipment and return to store.

High Level External Facade Cleaning

1. Industrial Rope Access System / MEWPs (Boom lift) 66ft & 120ft
 - Work at Height Supervisor
 - Appointed Job-site person in charge
 - Inspector / Work at height accessor
 - Certified / Competent Rope Access Technician
 - Work at height workers
 - Ground lookout men
 - Roof top lookout men
 - Certified MEWP operator
2. Communication
 - 2.1. Require a pair of two-way radio walkie talkie. Check walkie talkie before commence of work. Walkie talkie with water proof casing is required for person who is working at height. Two way communications via walkie talkie is compulsory by mean of operations instructions and emergency.
3. Preparation of Work Progress
 - 3.1. Conduct site survey to identify hazards and cleaning areas.
 - 3.2. Ensure briefing is conducted to all personnel of the hazards and defects of areas. Ensure all working personnel acknowledge and understand all safety procedures and work activity.
 - 3.3. Check and prepare all cleaning equipments to work and mobilize to site.
 - 3.4. All working personnel must be SRAA/WAH certified technician. PPE should be wear at all times in the worksite. Fully compliance to the company standard operations procedure and legal requirements by WSH Act.