



## **Training and Development at Mitchell & Warren's Property Maintenance PTY LTD**

### **Training Cleaning Employees to Ensure Satisfied Clients**

1. Establish Standards of Cleanliness.
2. Teach Proper Use of the Equipment.
3. Address and Retrain Common Mistakes.
4. It is all about consistency.
5. Customer Etiquette.
6. Use role-playing to **train** and reinforce.
7. Solicit feedback from your **cleaning staff**.

Training and career development are crucial part of Mitchell & Warren's Property Maintenance PTY LTD. The term training simply refers to the process of acquiring the necessary skills required for a certain job. Our training and development targets specific goals, for example understanding a process and operating a certain machinery from sweepers, scrubbers, ride on sweepers, buffer machines, steam cleaners, dry cleaning machines, pressure cleaners, vacuum cleaners, grout cleaning equipment, wet & dry, blowers and all other set of tools.

### **The need for training at Mitchell & Warrens PTY LTD**

In order to highlight the need for training within our business is to further train staff in the following

- Protecting the cleaning operative
- Providing a clean and safe environment
- Preserving assets
- Promoting sustainability
- Producing best practice

To achieve the best desired result.

## **Protecting the cleaning operative**

Cleaning operatives are regularly exposed to a number of activities that may be hazardous to their health. Without adequate training, these can become high-risk activities. Tasks such as handling potentially dangerous chemicals, exposure to dangerous or sharp items, exposure to infections, walking on wet and slippery floors, climbing or stretching to reach high/ low areas and frequent repetitive movements that can be damaging to the body, are just a few of the tasks that cleaning operatives can be faced with on a daily basis. It is therefore vital that sufficient support is provided to enable cleaning operatives to work safely, limiting the potential for harm not only to themselves, but to others that may be using the cleaned facility.

Our management are hands on with providing training on protective and safe cleaning methods. Staff /contractors are provided proper induction on each site.

## **The responsibility of Mitchell & Warrens PTY LTD**

We not only fulfill our corporate social responsibility quota for our staff/ contractors , but also protect themselves legally in the event of an unfortunate incident or accident occurring. Protecting the health and safety of the cleaning operative is a cause that the Institute feels extremely strongly about, we strive to build awareness amongst cleaning operatives and organizations alike via our marketing campaigns and our renowned best practice cleaning standards.

## **Making the health and safety of cleaning operatives a mandatory requirement**

This covers the health and safety aspects involved with undertaking various cleaning tasks.

This limits the potential for damage or risk to the cleaning operative. Promotes the importance of some of the following areas:

- Using personal protective equipment (PPE)
- Correct procedures for using warning signs
- Correct measuring dosing and dilution of chemicals
- First aid measures
- Cross contamination and color coding
- Infection control
- Safe disposal
- Safe use and care of equipment
- Hand hygiene
- Health and safety procedures
- Storing equipment correctly and safely

## **Providing a clean and safe environment**

As with the safety of the operative, training ensures that the environment is free from hazards and reduces the risk of infections that could be potentially harmful to the individual or others using the facility. Knowledge of infection control and hygienic cleaning methods are vital to ensure an environment is clean and safe. This is something that can be achieved by thoroughly trained cleaning operatives.

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Training reduces client dissatisfaction and eliminates the need for "rework" (and hidden costs associated with time originally spent on tasks or original materials and equipment costs), by addressing the most common reason for poor service delivery: - method failure or the application of incorrect techniques to the cleaning of elements within a facility.

## **The on-going protection of assets**

The on-going protection of assets is an essential requirement of the built environment and one that extends beyond "hard" FM disciplines including maintenance of a facility's systems and external fabric, to cleaning and other "soft" services that focus on creating a pleasant indoor atmosphere for building occupants and visitors. Using the wrong choice of cleaning equipment or materials can damage the surface area; this can prove to be an expensive mistake. Whilst accidents do happen, cleaning operatives that have had the correct training provide a much lower risk solution.

## **Promoting sustainability**

The sustainable business agenda has never been more important for both individuals and corporate organizations. The opportunities for those that understand sustainable practices and for organizations that take an expansive view of their role in the world have never been greater.

- How to dispose of materials in line with environmental policy and procedure.
- How to use dilution rates correctly: Correct application to ensure less chemical products is being used so surfaces will be less likely to be damaged.
- Correct use and care will prolong the life span of equipment and materials meaning that fewer materials are used for creating new products.
- The ability to correctly identify and segregate waste materials.

### **Producing best practice**

Mitchell & Warren's PTY LTD are proud to be recognized for producing and promoting best practice for the cleaning industry for over 20 years. We are continuously developing standards to reflect changes in the industry and the needs of the cleaning operative.

Our last meeting with staff/contractors highlighted on health and safety and best practice which are reflected in how we should be carrying out the skills with the welfare and safety of the cleaning operative and others being the main concern as well as the preservation of assets."

### **Opportunity within the cleaning industry**

Effective training for cleaning operatives and supervisors alongside skills refreshment are essential to progressing within the cleaning industry, particularly as agreed standards of service delivery are a pre-requirement of successful contract fulfillment.

